



Volunteering 101 at OUTMemphis



Orientation Roadmap

- Outcomes
- Introduction to OUTMemphis
 - Meet the Staff
- Volunteer Roles
 - Participation Requirements and Additional Training
 - Expectations and LGBTQ 101
 - Volunteer Portal Overview
 - Volunteer Handbook
- Closing
- Facility Tour
- Questions



Orientation Outcomes

1. Learn what OUTMemphis stands for, our programs/services, and who we serve.
2. Understand and agree to requirements, expectations, policies and procedures for all volunteers.
3. Become familiar with volunteer resources like the portal and handbook.
4. Develop an understanding of cultural sensitivity and LGBTQ+ 101 informed support.



Welcome to OUTMemphis!!



In 1989, the plans and dreams of numerous LGBTQ Mid-Southerners became a reality. Through their hard work and sacrifice, they built an “oasis in the desert of our struggle.”

The charter for this new organization, known as the Memphis Gay & Lesbian Community Center, became effective on Feb 23, 1989.

We were known as Memphis Gay and Lesbian Community Center or MGLCC for more than 28 years. We knew for a while, though, that the name did not reflect our full identity...as individuals, as an agency, or as a community.

We decided that, rather than focus primarily on our individual identities, we would focus on our vision, our mission, our hopes and dreams. Thus, we have become OUTMemphis: The LGBTQ Center for the Mid-South.

Regardless of how we identify as individuals, we all seek a world where we can live openly, honestly and authentically. Wherever you are on your journey to being fully and authentically who you are, whether you are fully OUT or not, OUTMemphis supports you!



Mission: OUTMemphis **empowers, connects, educates, and advocates** for the LGBTQ+ community of the Mid-South.

Vision: Lesbian, gay, bisexual, and transgender individuals live in a world where **everyone has equal rights, and is safe, respected, and celebrated.**



How is this Achieved?



YOUTH EMERGENCY CENTER
THE METAMORPHOSIS PROJECT

2055 SOUTHERN AVE
MEMPHIS, TN 38104

COMMUNITY CENTER
PROGRAMS & SERVICES

892 S COOPER
MEMPHIS, TN 38104

ADMINISTRATIVE
& DONATION CENTER

832 VIRGINIA RUN CV
MEMPHIS, TN 38122

3 Facilities

20+ Staff Members

25+ Programs and Services



OUR ORGANIZATIONAL VALUES

ESTABLISHED 2020

We show leadership for the LGBTQ+ community.

We work together and understand our purpose.

We hold a standard of integrity and humility.

We pursue equity and inclusion as we serve others.

We take responsibility for our legacy and strive for a better future.

We recover from our mistakes.

We welcome newcomers.

We celebrate with pride.



Any Questions?



VRC: Admin Office & Donation Center

- Executive Director
- Deputy Director
- Director of Finance and Operations
- Development & Communications Manager
- Communications Coordinator
- **Donation Center & B'OUTique**

CC: Cooper Community Center

- **Resource referrals & peer support**
- **HIV Testing & PrEP Counseling**
- **Community Meals**
- Seeking Serenity & Pride and Principles
- HOPE Spirituality Group
- With a Common Bond
- **OUTReach**
- OUTLast Financial Aid
- Trans ID Workshop & Name Change Fund
- **Virtual-T, Evolve, Enby Café, Trans Therapy Group**
- TransParent
- **Senior Services**
- **PRYSM**
- **More Social/Support Groups**
- **Sexual Wellness Committee**

Metamorphosis: Youth Emergency Center

- **Youth Emergency Services**
- Rapid-Rehousing
- Case Management
- **Resource referrals & Peer Support**
- **LifeHacks & Community Events**
- Youth Action Board
- **Gen Q**
- Dorms



OUTMemphis Volunteer Roles

1-Off Support

- Meal Support
 - Cooper
 - YEC
- Special Event Volunteer
- LifeHacks Class
- Donation Center Days
- Garden Support

Sustained Support

- Front Desk Support
- Garden Support
- Peer Social and Support Group Facilitator

Professional Support

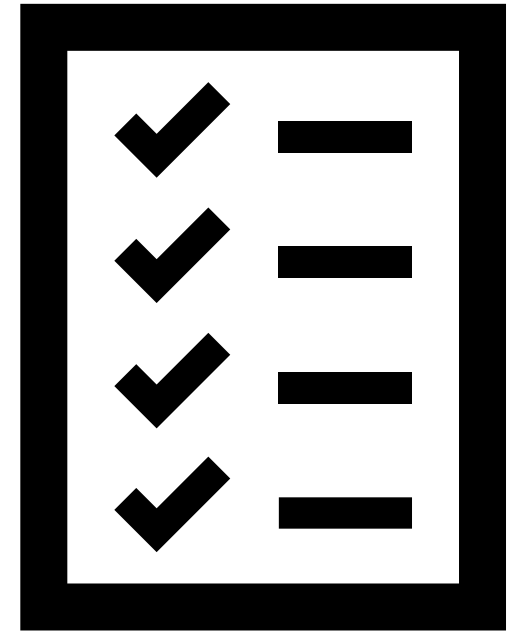
- IT Support
- Internships
- Special Project Assistance
- HIV Tester
- LifeHacks Classes

Participation Requirements

- Registration
- Background Check (for direct service roles)
- Liability Waiver & Confidentiality Agreement
- Photo Release Form
- Youth Interaction Form
- Building Policy

- Intern Assessment Form and Clinical Internship Affiliation Agreement (for social work interns only)

- COVID Liability Waiver and Vaccine Card or Negative COVID Test
 - COVID Test Submission:
 - 1/month for a weekly volunteer (e.g., day chair or peer facilitator)
 - 48 hrs before an event (e.g., special events or more than a month apart from previous shift)



Participation Requirements

- Orientation Attendance
 - YAY! You're here!
- Additional trainings for frequent volunteers, peer facilitators, and clinical interns:
 - first-aid/CPR
 - Narcan
 - Suicide Prevention
 - De-Escalation
 - Harassment and DEI



Volunteer Expectations

- A commitment of at least **10 service hours** within the year following orientation
- An understanding and sensitivity towards the issues affecting gay, lesbian, bisexual, transgender, asexual, intersex, and questioning youth and adults, especially towards issues affecting black and brown queer and/or transgender individuals living in the Mid-South
 - HIV, homelessness, overincarceration, sex work, family conflicts



Cultural Humility

- Life-long commitment to self-evaluation and self-critique
- Fix power imbalances
- Maintain a non-judgmental attitude
- Develop relationships or partnerships with people and groups who advocate for others



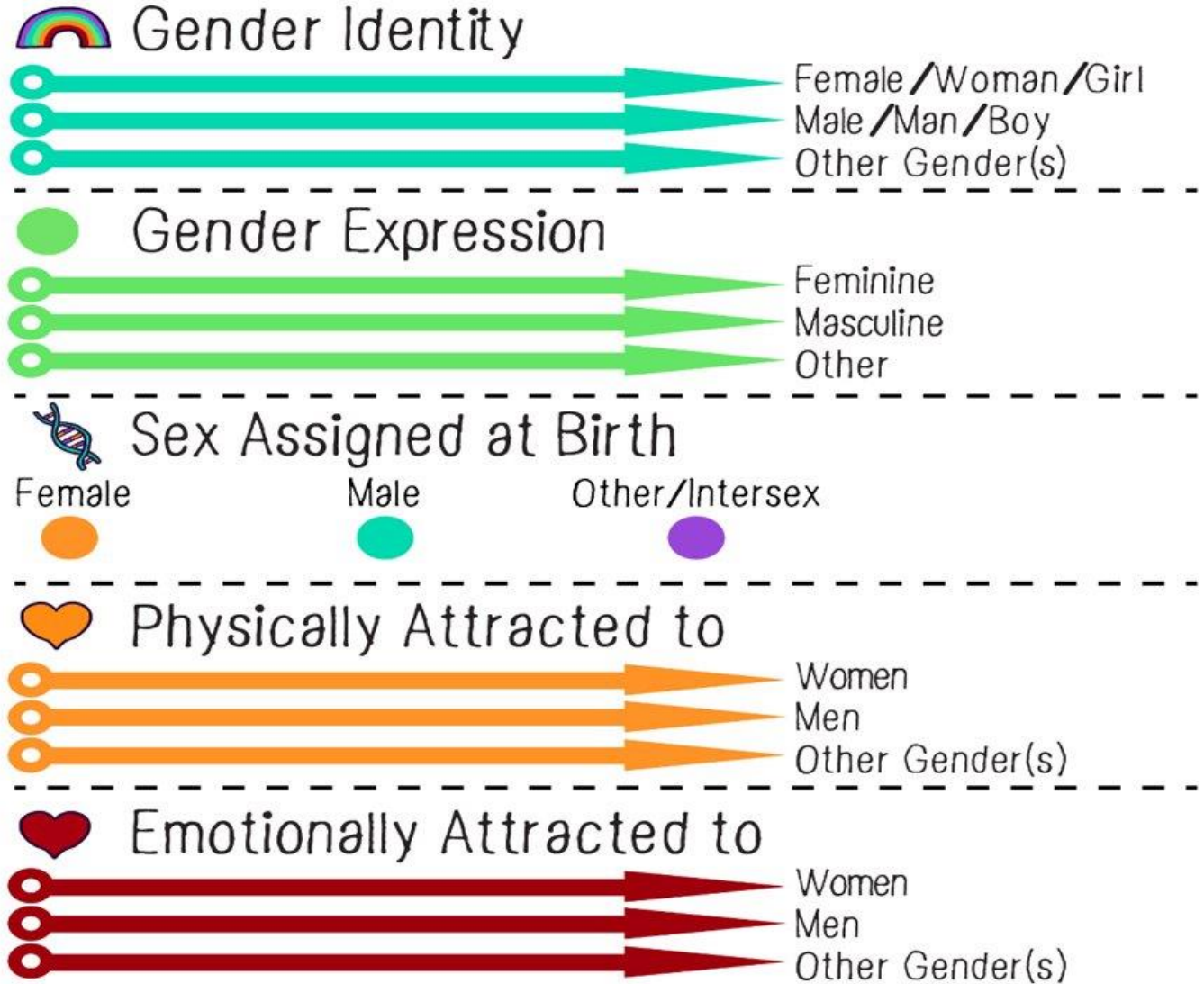
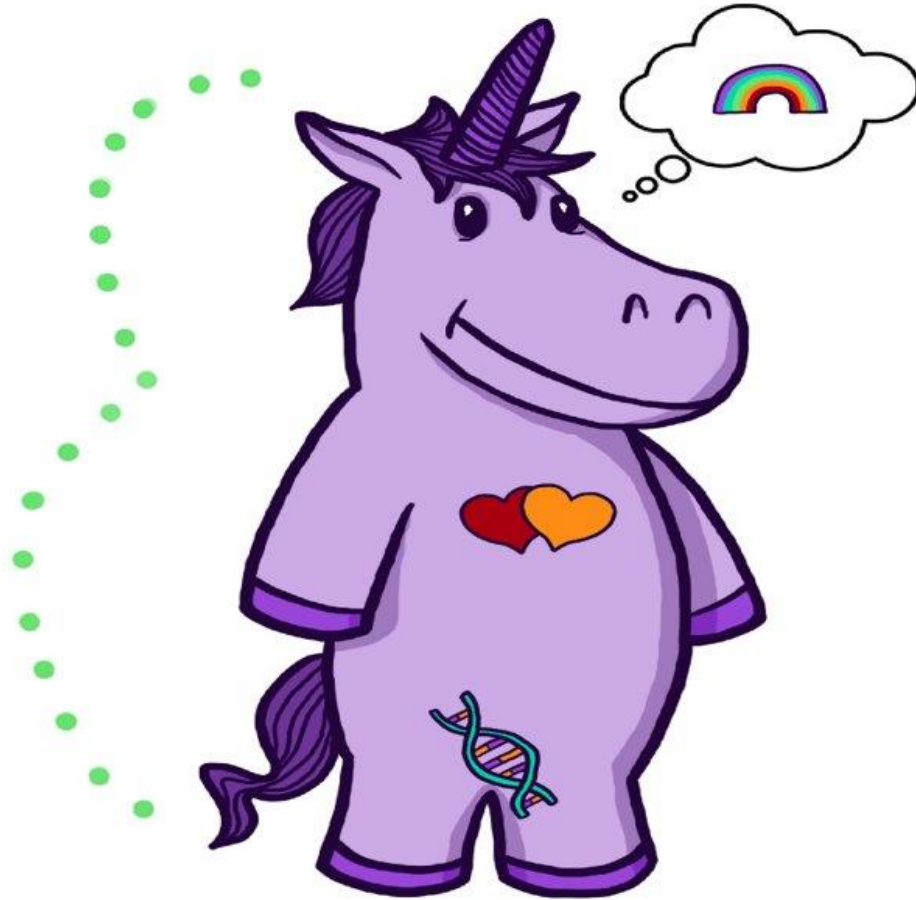
Cultural Competency vs Cultural Humility

- Knowledge is measured
 - Trainings, books, seminars
 - Believes there is "competence" in a culture other than one's own
 - Supports the myth that cultures are monolithic
 - Based in academic knowledge rather than lived experience
 - Believes professionals can be "certified" in culture
- Introspection
 - Co-learning
 - Learning with and from each other
 - There is no end result, which can be uncomfortable to sit with
 - An appreciation of the journey of growth and understanding
 - Mutually beneficial relationship; exchange of trust and vulnerability



The Gender Unicorn

Graphic by:
TSER
Trans Student Educational Resources



To learn more, go to:
www.transstudent.org/gender

Design by Landyn Pan and Anna Moore

Boy/Man	A person who identifies as a boy or man.
Girl/Woman	A person who identifies as a girl or woman.
Cisgender	A person whose gender identity, gender expression, and assigned sex at birth align (e.g., man, masculine, and male). (Sometimes the shortened “cis” is used).
Transgender	An umbrella term used to describe people who are not cisgender, who have a gender identity different than their sex assigned at birth. (Sometimes the shortened "trans" is used.)
Transgender Boy/Man	An individual assigned female at birth and identifies as a boy or man. (Other terms used may include: trans guy, trans man, trans boy, or boi.)
Transgender Girl/Woman	An individual assigned male at birth and identifies as a girl or woman. (Other terms used may include: trans woman or trans girl.)
Genderqueer / Non-Binary / Gender Non-Conforming / Gender Expansive / Gender Diverse	Terms used to describe people whose gender falls outside of the woman/man gender binary. Includes individuals who identify as both a boy/man and a girl/woman, or as neither a boy/man nor a girl/woman. Individuals in this group may or may not identify with the term “transgender.”



10 Things You're Actually Saying When You Ignore Someone's Gender Pronouns:

1. I know you better than you know yourself.
2. I would rather hurt you repeatedly than change the way I speak about you.
3. Your sense of safety is not important to me.
4. Your identity isn't real and shouldn't be acknowledged.
5. I want to teach everyone around me to disrespect you.
6. Offending you is fine if it makes me feel more comfortable.
7. I can hear you talking, but I'm not really listening.
8. Being who you truly are is an inconvenience to me.
9. I would prefer it if you stopped being honest with me.
10. I am not an ally, a friend, or someone you can trust.



Asexual	Someone who does not experience sexual attraction. Distinct from celibacy, which is a conscious choice, asexuality is an intrinsic aspect of an asexual person. Just as sexually active individuals have emotional needs, so do asexual individuals. A person who is asexual may experience romantic attraction to others. (Other terms used include: Ace.)
Bisexual	Someone who experiences sexual, romantic, physical, and/or spiritual attraction to people of their own gender as well as toward another gender. (sometimes shortened to “bi”)
Gay	A term used to describe (trans or cis) boys/men who are attracted to (trans or cis) boys/men, but often used and embraced by people with other gender identities to describe their same-gender attractions and relationships as well. Often referred to as ‘homosexual,’ though this term is no longer used by the majority of people with same-gender attractions.
Lesbian	Used to describe (trans or cis) girls/women who are attracted to (trans or cis) girls/women. Often referred to as ‘homosexual,’ though this term is no longer used by the majority of women with same-gender attractions.
Pansexual	Someone who experiences sexual, romantic, physical, and/or spiritual attraction to members of all gender identities/expressions. Although pansexual is similar to bisexual, individuals who use the term “pansexual” often prefer it because it does not reinforce the woman/man gender binary inherent in the term “bisexual.”
Queer	Historically a derogatory term used against LGBTQ people, it has been embraced and reclaimed by LGBTQ communities. Queer is often used to represent all individuals who identify outside of other categories of sexual and gender identity. Queer may also be used by an individual who feels as though other sexual or gender identity labels do not adequately describe their experience.
Straight	A (trans or cis) boy/man or (trans or cis) girl/woman who is attracted to people of the other binary gender than themselves. Often referred to as heterosexual.

When talking about a visitor, avoid pronouns or other gender-specific terms. Use the visitor's name, and use it in place of pronouns. Never refer to someone as "it."	<p>"Your visitor is here in the lobby." "Max is here for a 3 o'clock meeting."</p> <p>Avoid gender-specific language like "sir" or "ma'am," opt for terms like Visitor, Participant, Guest, Client, etc</p>
Politely ask if you are unsure about anyone's name or pronouns used.	<p>"What name would you like us to use, and what are your pronouns?"</p> <p>"I would like to be respectful—how would you like to be addressed?"</p>
Ask respectfully about names if they do not match in your records.	<p>"Could your records be under another name?" "What is the name on your insurance?"</p>
Did you goof? Politely apologize. Get comfy using new pronouns! (they/them, ze/zir, fae/faer)	<p>I did not mean to use the wrong pronoun and disrespect you. How would you like for me to refer to you?"</p>
Only ask information that is necessary for providing care, HR purposes, or customer satisfaction	<p>Ask yourself: What do I know? What do I need to know? How can I ask in a sensitive way?</p> <p>Someone's journey with transitioning (medical, legal, and social processes) are at their discretion to share and should not be asked about unless necessary for providing care</p>

Key Concepts in De-Escalation

- Personal Safety and Spatial Awareness
 - Remember that you're a part of our team, always recruit staff to assist you
 - Engage in your own coping/relaxation and prosocial skills
 - Try not to take the behaviors of participants personally
- Notice Signs of Acting Out/Escalation
 - Physical aggression, sexual violence, or destruction of property
 - Threats to hurt oneself or others
- Understanding Triggers
 - Loss/grief, trauma, mental health issues, low tolerance for stress

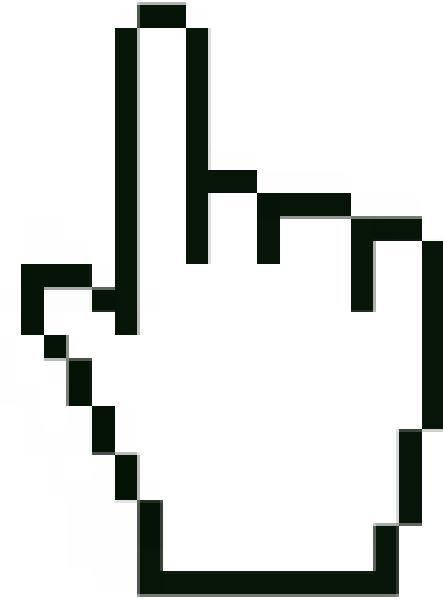


Volunteer Portal Overview



Volunteer Resources

- Volunteer Handbook
 - Phone Answering Guide
 - Dress Code
 - Code of Ethics
 - Safety and Civility
 - Volunteer-Participant Boundaries
 - Volunteer Grievances



Closing Statements



Facilities Tour

At each facility, do you know...

- Where the front and back entrances are?
- Where the bathroom is?
- The check-in protocol for visitors?
- Who to report to for your role?
- Where to retrieve blank paperwork?



Questions?

Contact information:

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