

Office Manual – Welcome Virtual Tour

Welcome to the Choices for Women Resource Center (CFW) Office. This may be the first day you are serving here and we stuck this under your nose, or you may have been here for a while and just now getting around to reading the manual.

At any rate, we are glad you are here. We are so thankful that God sends us whosoever. He said in John 3:16 that, "...whosoever believes in him should not perish, but have everlasting life." By now, you have signed the Statement of Faith and confessed that you are a whosoever. Without the whosoever being willing, nothing could happen for the sake of the gospel at Choices for Women.

Now you are officially a Client Advocate (this is your official title). You may be serving on the A Team (Administrative Support), B Team (Blessing Boutique), C Team (Counseling Room) or D Team (Donor Support Team). No matter what area you are serving in you are a whosoever. Jesus said, "whosoever will," many times in the new testament and we know here at CFW there are many whosoever willing to empty the trash, scrub the toilet, replace toilet paper and paper towels when they use the last of it and wash the dishes. So please be willing to meet a need if you see it. Please don't wait on another whosoever.

When you arrive at CFW, 2019 E. Spring Street, New Albany, you will park in the back near the alley on the side closest to Swifty gas station. If you have a Choose Life License Plate, please park so that the plate is facing Swifty. Clients will enter the door nearest the alley, but you will enter the door on the side nearest Swifty. When you arrive through the side door, you will be in the reception desk/front desk area. There are three work stations in this area as well as all office supplies and resources. Someone must be at the front desk at all times. When you enter you will take a left into the break room. There you will find a large metal cabinet where you can put your handbag and check your communication folder. In your communication folder you will keep your nametag, client advocate training checklist and will retrieve new information. Please keep papers in your folder to a minimum. Also you may record your time on the record magnetized to the front of the cabinet. If you use the last sheet, please place it in the folder on the cabinet and make sure there is a new one for the next person.

Also, if you brought your lunch, please put it in the frig. We want to make sure you stay refreshed! If you are working all day, feel free to bring your lunch. Sometimes we chip in and get food and bring it in and sometimes there are things on hand that you can have in case you forgot to bring your lunch. Some days are so busy we don't have time to eat. We consider this the start of our

new weight loss program. Also, there is a coat hook in the break room. Now you are ready to go for your 10 minutes of prayer before you begin your time of service. You can choose to pray before you get here, pray in your car before you come in or you can go get the prayer binder and take 10.

If you proceed down that hall from the break room, the next room on the left will be the conference room. On the left side of the conference room is where the Client Advocate Library is housed, the supplies for working on the newsletter, baby bottles and all donor activities. On the right side of the conference room our Earn While You Learn (EWYL) original curriculum, client library, Bibles and other client materials are housed.

Proceeding on down the hall, on the left you find the Client Services Director's office (that would be me, Shari McCutcheon), the Ultrasound Room and the Executive Director's Office (that would be Rose Condra). When you turn around to come back up the hallway, counseling room #3 will be on your left (archived files are also stored in this room), counseling room #2 (will be used for español clients) and then take the next left for counseling room #1/financial office.

Continue on around the hall way and the first closet door is the cleaning/maintenance/storage closet, the next closet is the diaper closet where the pregnancy test, gift bags, diapers, wipes, formula and baby food are stored. We will only give diapers and wipes from here when you are not visiting the blessing boutique. Food and formula are stored in this area only. As you go up the hallway there will be two bathrooms (both of which may be used for pregnancy tests at the moment, but preferably the one closest to the waiting room for clients) and then you will enter the client waiting room. Now you have come full circle. It will be vital to keep the door between the client waiting room and the front desk area closed. It will also be vital to escort the clients from the counseling room down the hall so they exit to the waiting area and not the front desk area.

Let's look at things a minute from the clients' prospective. When the client enters we want her to have a warm and inviting experience. Warm and inviting means that the lobby was in order, no toys strewn out on the floor, the floor was vacuumed, the door to the front desk area was closed, no trash in the hall, no donations sitting around, and someone at the window said, "How may I help you?" with a smile. This is what we want our clients to experience.

Now let's talk about the Front Desk/Reception Area. If you are behind the desk at the window, you are at the front/reception desk. It will be imperative that we always have someone at the front desk. If you are the only one here, then of course put the "Have a Seat" sign in the window if you need to run to the restroom. However, you should first attempt to get another Client Advocate to cover, then the Client Services Director and last resort the Executive Director.

We have three workstations in the front desk area. Each workstation has a rolling caddy with office supplies, garbage can and a working computer (speaking by faith). The middle workstation has extra supplies like stamps, labeler and such. Also, there is a two-drawer file cabinet next to the middle workstation which houses office forms and the like. Every drawer is labeled, so please read them first when you are looking for something. Since they are labeled, we will need to follow a rule that my Mother taught me, "Put things back where they belong." This helps everyone to know where things are located. It also keeps me very sane!

To your right is another table which can be used for a work station or sorting. On this work area is the printer, fax, stereo, hole punch, pencil sharpener, paper cutter and paper bin. Please keep this work area free of clutter. In the cabinet behind the reception desk, which is labeled as well, is the client files and office supplies.

Office supplies are in the drawers and cabinet around the reception desk and also in the cabinet behind the reception desk. Located to the left of the file cabinet is a trash can, copier, paper shredder.

If you are not working on a project or meeting with clients, utilize the time for training. We want to make sure this is a spiritual, mental, emotional growth opportunity for you. It is our goal for the client advocates to be so well equipped that the front office run and client's needs met with Rose and I do not have to be directly involved. This is an essential goal in order for the center to grow. Because Rose and I love you and the clients, we love to socialize, but we sometimes have to barricade ourselves in the office and not answer the phone to concentrate on a project. If our door is shut or if we've said to hold our phone calls, please just take a message and see if you can find the answers to your questions in this handy dandy notebook we've put together.

Now let's move to the Counseling Rooms::

Each counseling room has a 2 drawer file cabinet. In the file cabinet are all the forms and literature you will need for clients. Brochures are being put into packets, such as positive pregnancy packets, Sexual revolution packets and such in order that we give out brochures to everyone. Each counseling room has either a TV/DVD player or computer to play DVDs for showing your client information as well as entertaining children.

Counseling Room #1

Counseling Room #1 can seat 3 people. It has a 2 drawer file cabinet and a desk with a computer. The desk will be locked for our financial person to use. You may use the TV/DVD player in this room

Counseling Room #2

Counseling Room #2 can seat 4 people. It has two 2 drawer file cabinets. One cabinet is marked for our Hispanic clients. This room has a TV/VCR/DVD.

Counseling Room #3

Counseling Room #3 can seat 4 people. There is a TV/DVD in this room on the cabinet. The 2 drawer lateral file cabinet has the client information in it. The 4 drawer lateral file cabinet houses the archived client files. This should remain locked at all times. The door in this room should remain locked at all times and the only reason we would need to use it is in case of emergency.

Blessing Boutique

The blessing boutique is located in the gray house. After clients meet with the Client Advocates they will be escorted back to the waiting area. At this time we will call to find out if the boutique is ready for the next shopper. You will escort your client to the Blessing Boutique when they are ready. If we don't have any shopping assistants in the Boutique, then you will help her shop. The client will enter through the front door of the house. We will enter the items in ekyros (our database system) that the client received.

In the Blessing Boutique there is a bulletin board with our client's baby photos. If a client brings a photo, we'll want to ask them to sign an image release form (located at the front workstation). This gives us permission to put the babies on the board and use their photo in advertising material.

The Blessing Boutique is where the clients get to go shopping! We have baby clothes to 4T, maternity clothes and assorted baby items. Remember we are solely run on donations, so remind clients they can always bring back their items when they are finished with them. There is a return policy in the Earn While You Learn folder. Also, never promise a client we will have something she needs. Items are always subject to availability.

If someone brings in a donation you may want to unload at the back door of the gray house. Before they leave our office, make sure you enter them on the Item Donation Log (Located at the front middle workstation) and ask them if they need a Item Donation Tax Receipt (also located at the front middle workstation). All donations that come in get sorted, washed and ironed. We store clothes that will soon be put out in the boutique as well as other small items

The bigger items are stored in the basement. When the client receives a larger item, she will need to sign an Equipment Release Form with the items she is receiving. The form will be brought back at the end of the day and entered into the computer and filed in the client's file.

This is probably enough information to get you started! So let's give it a whirl!