



**Peace
Corps**

RESPONSE

VOLUNTEER SERVICE HANDBOOK FOR DOMESTIC SERVICE

MAY 2021

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2021 Peace Corps Domestic Service

Dear Peace Corps Response Volunteers:

For the second time in the agency's history, Peace Corps Volunteers (PCVs) are serving in a domestic deployment at the Federal Emergency Management Agency's (FEMA) request. The first deployment took place in 2005, following the devastation of Hurricane Katrina. More than fifteen years later, Peace Corps Response Volunteers (PCRVs) will be deployed across the country at FEMA-supported Community Vaccination Centers (CVCs).

I want to express my sincere gratitude to you for meeting this moment and accepting the position as a COVID-19 Community Vaccination Center Mission Support Volunteer. Despite the challenges of the past year, you have stepped up to serve your country in a historic time of need. As a Returned Peace Corps Volunteer or a Returned Peace Corps Response Volunteer, you will bring valuable cross-cultural experience, language abilities, and adaptability to this assignment.

You are now joining over 3,800 Americans who have served as PCRVs since the program's inception in 1996. Peace Corps Response (PCR), formerly known as Crisis Corps, has been responding to needs across the globe, sending Volunteers to over 80 different countries to build capacity, transfer skills, and offer technical expertise. This year, as we celebrate the 25th anniversary of PCR, we are pleased to be contributing to the efforts to address this public health challenge, initially in this country and later globally, when Volunteers return to overseas service.

At your assigned CVC, you will be providing crucial administrative, logistical, and language support. Your work will ensure that the Peace Corps, together with FEMA, provides equal access to vaccines in under-served and historically marginalized communities.

Although the geographic scope of Peace Corps Response has changed, the mission has not. Resiliency is required. Heart is essential. You, along with many other COVID-19 Community Vaccination Center Mission Support Volunteers, are meeting the moment and making history.

Thank you for your service.

Sincerely,



Sarah Dietch
RPCV Georgia 2016-2019
Peace Corps Response Director

SECTION 1: HANDBOOK OVERVIEW

The Volunteer Service Handbook for Domestic Service includes policies and procedures specific to your domestic Peace Corps service. It is your responsibility to read, understand, and comply with the contents of this Handbook. Please read it carefully, consult it regularly, and keep it with you throughout your Peace Corps service. *(See Acknowledgement form in the Appendices.)*

The policies in this Handbook pertain to all Peace Corps Response Volunteers (PCRVs) serving domestically under the direction of the Federal Emergency Management Agency (FEMA) and Community Vaccination Centers (CVCs). In this Handbook, PCRVs are referred to herein as “Volunteers.”

Policies in the Peace Corps Manual which pertain to overseas service have been suspended or modified for this domestic service. Those policies and procedures which you are expected to follow are set forth in this Volunteer Service Handbook for Domestic Service.

In the event there is uncertainty or there are questions regarding the application or absence of a policy, Peace Corps Response (PCR), in consultation with the responsible office(s) and the Office of the General Counsel, will determine the appropriate action to be taken, including modification or replacement of the policy to be applied. All modified or replacement policies will be communicated to Volunteers and may be applied retroactively to the commencement of Volunteers’ service.

SECTION 2: OVERVIEW OF PEACE CORPS DOMESTIC SERVICE

FEMA has been part of the COVID-19 whole-of-government response since the beginning of the pandemic in 2020. On January 21, 2021, President Biden released his National Strategy for COVID-19 Response and Pandemic Preparedness in which FEMA was tasked with using federal funding to assist state and local governments with their vaccination efforts. FEMA is also deploying federal personnel to support Community Vaccination Centers (CVCs). As vaccine supplies have expanded in the United States, there has been a commensurate increase in the need for personnel to assist in their distribution.

The Peace Corps has been asked by FEMA to assist in these historic vaccine distribution efforts by deploying Volunteers to serve in short-term assignments in CVCs. This request from FEMA is being effected through a Mission Assignment, which is an interagency reimbursable agreement, pursuant to the Stafford Act. The Peace Corps itself has no authority, absent such a Mission Assignment, to deploy Volunteers to serve in the United States.

The assignment is to assist with the operations of federally-supported CVC sites. Volunteers will not handle or administer vaccines. They will provide CVCs with non-clinical support as needed, such as clerical, administrative, logistical, language support and other tasks, which will be assigned on-site and may change based on the CVC’s needs.

Possible Volunteer roles and duties may include the following:

- Administrative Support Specialist: assists with check-in, volunteer coordination, and administrative duties;
- Intake/Out Processing Support: assists with form distribution and exit area review;
- Movement Control: facilitates traffic control and patient navigation through the site;
- General Support Specialist: provides general support;
- Language Support; and
- COVID-19 Vaccination Outreach to target populations.

In the event that Volunteer support is no longer needed at a CVC and transfer to another site is not possible, the assignment may end before completion of the 3-month term of service.

SECTION 3: EXPECTATIONS FOR VOLUNTEER CONDUCT

ROLES AND RESPONSIBILITIES

It is Peace Corps policy that Volunteers conduct themselves in a manner reflecting credit on the Peace Corps and the United States. Appropriate Volunteer conduct is critical to the Peace Corps and the success of its domestic COVID-19 response, because it is intimately tied to the reputation and effectiveness of the agency's Volunteer program and the safety and security of Volunteers, staff, other federal partners, and the general public. Accordingly, Volunteers are expected to exercise common sense and good judgment to promote safety and reduce risks during their service.

Core Expectations

The purpose of these expectations is to promote the safety, well-being and effectiveness of all Volunteers and the success of Peace Corps engagement.

You are expected to:

- Commit to improving the quality of life of the people with whom you live and work and, in doing so, share your skills, adapt them, and learn new skills as needed.
- Serve where the Peace Corps asks you to go, under conditions of hardship if necessary, and with the flexibility needed for effective service.
- Recognize that you are responsible 24 hours a day, seven days a week for your personal conduct and professional performance.
- Engage with assignment partners in a spirit of cooperation, mutual learning, and respect.
- Work within the rules and regulations of the Peace Corps and those of the local agencies where you work, including those rules and regulations regarding the safeguarding of personally identifiable information (PII) and protected health information (PHI).

- Exercise good judgment and personal responsibility to protect your health, safety, and well-being and that of others.

Professionalism

Volunteers are expected to act with professionalism, integrity, competence, and honesty, and to exhibit personal accountability to maximize their effectiveness and protect the reputation of the Peace Corps. Specifically, you should adhere to the following professional standards:

- Show respect for the communities of service to which you are assigned, and to your coworkers (including Peace Corps, FEMA and CVC staff) and other Volunteers, at all times, as demonstrated by appropriate behaviors.
- Observe all policies, practices and protocols regarding behavior and dress.
- Abide by established standards of moral and ethical conduct, including applicable Peace Corps policies.
- Honor commitments and work obligations.
- Acknowledge and accept responsibility for actions taken (including mistakes).
- During interactions in-person and through technological means (including social media) with co-workers (including Peace Corps, FEMA and CVC staff), other Volunteers, and members of the public:
 - Communicate courteously, professionally, and empathetically;
 - Resolve any differences through open and respectful dialogue and actions;
 - Avoid gossip, rumor, or personalization of conflicts, and the use of profanity or other offensive words or phrases; and
 - Comply with official information system policies in effect at the worksite and as specified in orientation sessions.
- Comply with policies and guidance that ensure Volunteers' safety and security, and protect and preserve Volunteers' effectiveness and the reputation of FEMA and the Peace Corps.

DISCIPLINARY ACTION

Volunteers may be subject to disciplinary action, up to and including administrative separation from the Peace Corps, for any violation of Peace Corps policies, for unsatisfactory conduct or performance, or on other grounds that diminish the effectiveness of the Volunteer or the Peace Corps program.

ALCOHOL

The Peace Corps recognizes that excessive use of alcohol, including binge drinking, may compromise a Volunteer's health, safety and security, lead to behavior which is a discredit to the Peace Corps or the individual Volunteer, or affect the Volunteer's performance in an assignment. Examples of such behavior include, but are not limited to:

- Public intoxication;
- Drinking while at the worksite;
- Failure to appear for work or training due to intoxication or hangovers;
- Verbal or physical aggressiveness while under the influence of alcohol;
- Drinking in a manner that is culturally inappropriate or damaging to the reputation or mission of the Volunteer or the Peace Corps;
- Destruction of public or private property;
- Intoxication to the point of belligerence, incapacitation or blacking out;
- Inability to respond in an emergency situation or failure to make sound judgments; and/or
- Providing alcoholic beverages to or buying alcoholic beverages for persons under 21 years of age.

You may not drink alcohol in any way that impacts your work performance. Any inappropriate or unsafe behavior or inability to perform adequately in the assignment may be grounds for disciplinary action, including administrative separation. Volunteers who choose to drink are responsible for their conduct at all times and must always consider the effects of their conduct on their service and the Peace Corps program.

If you believe you or another Volunteer are developing or have an alcohol problem, you are encouraged to share your concerns with the Office of Health Services' Medical Duty Officer (202-692-1038). Excessive alcohol consumption may be a medical problem, as determined on a case-by-case basis. Therefore, any Volunteer seeking treatment for an alcohol abuse disorder will be referred to and authorized medical care with a community provider. The OHS Field Support Unit will oversee the referral and authorization of care to a community health provider.

Remember, alcohol inhibits clear thinking and produces a false sense of comfort and security. While intoxicated, Volunteers are not always able to make the safest decisions; their guard is lowered and they may end up in a situation which could jeopardize their safety. Encouraging someone to drink is a strategy often used by perpetrators to disable their intended target. In addition, perpetrators may become bolder when their potential victims are under the influence and when they themselves have been drinking. While it is never your fault if you are the victim of a crime, being sober can help you better assess and react to potential threats.

CHILD PROTECTION CODE OF CONDUCT

All Volunteers must adhere to the Child Protection Code of Conduct below. A child is defined as anyone under 18 years of age, regardless of local law.

In the course of an employee's or Volunteer's association with the Peace Corps:

Acceptable Conduct

Volunteers will:

- Treat every child with respect and dignity.

- When possible, work in a visible space and avoid being alone with a child.
- Be accountable for maintaining appropriate responses to children's behavior, even if a child behaves in a sexually inappropriate manner.
- Promptly report any concern or allegation of child abuse by an employee or Volunteer to an on-site supervisor.

Unacceptable Conduct

Volunteers will not:

- Practice corporal punishment against, or physically assault, any child.
- Emotionally abuse a child.
- Develop a sexual or romantic relationship with a child.
- Touch, hold, kiss, or hug a child in an inappropriate or culturally insensitive way.
- Use language that is offensive or abusive towards or around a child.
- Behave in a sexually provocative or threatening way in the presence of a child.
- Perform a task for a child that the child is able to do for himself or herself that involves physical contact, including changing the child's clothing or cleaning the child's private parts.
- Access, create, or distribute photos, videos, or other visual material of a sexual and abusive nature to or involving a child.

A Volunteer found to have been engaged in inappropriate conduct with a child may be subject to prosecution.

COMPLIANCE WITH U.S. AND LOCAL LAWS

You must comply with applicable U.S. and state and local laws in the community to which you are assigned.

DRUGS

Peace Corps has a zero tolerance policy regarding Volunteer involvement with drugs, regardless of the laws of the state in which you are serving. Involvement with drugs includes, but is not limited to, the direct sale, distribution, acquisition, purchase, possession, smuggling, and use of illicit drugs, including marijuana and any drug not authorized by the Peace Corps for medical purposes. The Peace Corps enforces this strict policy not only because the cultivation, manufacture, and traffic in and use of drugs, including marijuana, is illegal under federal law in the United States, but also because drug involvement by Volunteers could seriously harm the reputation of the Peace Corps, as well as the safety and health of the Volunteers.

Peace Corps staff are required to expeditiously report to the Office of Inspector General (OIG) any suspected sale, distribution, or smuggling of illegal or prescription drugs, or any other violations of Peace Corps policies that may have a serious impact on the integrity of Peace Corps programs or operations.

Except as noted in Voluntary Self-Referral below, a Volunteer found to be involved with drugs, as described above and in a manner not authorized by the Peace Corps for medical purposes, shall be administratively separated immediately. Individuals separated in connection with involvement with drugs shall not be considered for a transfer to another site or reinstatement, regardless of the quality of their service.

Because of the potentially serious social, political, and legal impacts of such incidents, every case of Volunteer drug involvement shall be brought immediately to the personal attention of the Peace Corps Director, Chief of Staff, Associate Director for the Office of Global Operations, and the Peace Corps Response Director.

Unconfirmed Allegations or Rumors

Although a Volunteer may not be formally charged with violating drug laws, mere rumors of such involvement, though unproven, may affect the credibility of the individual Volunteer or the Peace Corps program. In cases where an unsubstantiated allegation is made that you are involved with drugs and the Peace Corps determines that knowledge of the allegation could jeopardize your credibility or that of the program, the Peace Corps may discontinue your service as interrupted service.

Voluntary Self-Referral

You may request help from Peace Corps staff on the basis that your involvement with drugs is associated with an illness (such as a substance use disorder as defined in the *Diagnostic and Statistical Manual of Mental Disorders*) that requires treatment. If such a request is made prior to the Peace Corps (including the OIG) receiving information indicating possible violation of drug policies, then you will be referred to the Office of Health Services for assessment.

If you are medically evacuated under these circumstances, you will not return to service. If you are not medically evacuated or medically separated, the Peace Corps will initiate administrative separation.

ETHICS AND FINANCIAL GAIN

Volunteers may not use their Peace Corps status or information gained from their service for financial gain. You may not be compensated or paid for any work done or related to Peace Corps service while in service.

You may not accept payment during service for any written work or photographs relating to your Peace Corps service.

FIREARMS AND OTHER WEAPONS

Volunteers are not permitted to possess or use firearms or any other weapons while serving in the Peace Corps Response domestic assignment.

HARASSMENT

Volunteers may not engage in harassment, including sexual harassment, against other Volunteers, staff, community members, or other persons they encounter during their domestic service.

“Harassment” is defined as unwelcome conduct based on one or more of the protected categories set forth in Peace Corps policies. Examples of harassment, when based on a person’s protected characteristics, include but are not limited to the following, whether they occur in person, electronically, on social media, or in any other manner: offensive jokes, comments, objects, or pictures; unwelcome questions about a person’s identity; undue and unwelcome attention; ridicule or mockery; insults or put-downs; unwelcome touching or contact that would not be covered by sexual misconduct policies; slurs or epithets; threats or other forms of intimidation; or physical assault. Harassment on the basis of sex does not need to be sexual in nature.

The Peace Corps will not tolerate retaliation against you for opposing harassing conduct, for reporting harassing conduct, or for assisting in any inquiry, investigation, or disciplinary action concerning a report of harassment.

If you believe you have been harassed or have witnessed harassment by any currently serving Volunteer based on the protected categories set forth in Peace Corps policies, you may report it to the PCR Chief of Operations and/or the OIG. Complaints of general harassment that are not based on a protected category, may also be filed with the PCR Chief of Operations or with the OIG.

If you believe you have been harassed or have witnessed harassment by Peace Corps staff based on the protected categories above, you may file a complaint in writing with the Peace Corp’s Office of Civil Rights and Diversity (OCD). Complaints to OCD must be filed within 30 days of the occurrence.

INTELLIGENCE ACTIVITIES

It is crucial to the Peace Corps in carrying out its mission that there be a complete and total separation of the Peace Corps from the intelligence activities of the United States Government or any foreign government, both in fact and appearance.

NONDISCRIMINATION

The Peace Corps does not discriminate against any person on account of race, color, religion, sex (including but not limited to gender identity and gender expression), national origin, age (40 and over), disability, sexual orientation, gender identity, gender expression, pregnancy, marital status, parental status, political affiliation, union membership, genetic information, or their history

of participation in the Equal Employment Opportunity (EEO) process, any grievance procedure or any authorized complaint procedure. You are expected to act accordingly in your dealings with Peace Corps, FEMA and CVC staff, other Volunteers and members of the public.

PERSONAL APPEARANCE

You are expected to dress professionally and suitably both on and off the job and to respect community attitudes towards personal appearance. You are expected to adhere to the dress code applicable to your worksite location.

You will be provided with Peace Corps-branded uniform components (polo shirts and masks), and are strongly encouraged to wear these for easy identification by FEMA staff, other personnel, and the public. Casual wear (jeans, khaki/cargo pants) are acceptable. No shorts, tank tops, flip flops or other open-toed shoes are permitted.

PET OWNERSHIP

You may not have a pet with you during this assignment unless it is a certified service animal, essential for reasonable accommodation of a disability. You must communicate with the Peace Corps' Office of Civil Rights and Diversity (OCD) regarding any request to bring a certified service animal.

POLITICAL EXPRESSION

The Peace Corps recognizes that you may wish to express your opinions and views regarding certain topics or movements arising in the United States or in other countries. However, in doing so, you should make it clear that the views expressed are your own and not necessarily those of the Peace Corps or the U.S. Government. You are free to privately discuss issues relating to the United States or other countries. You are also free to petition the U.S. Government and its officials in the same manner as if you were not serving in the Peace Corps.

The Peace Corps' credibility, and hence its ability to perform its mission, is contingent on not becoming identified with controversial or political issues of local interest or local political issues or movements. Volunteers do not serve in a purely individual capacity with obligations only to themselves. They serve having responsibilities to, and representing, the Peace Corps. Therefore, Volunteers may only participate in a public demonstration during off-duty hours and they may not wear clothing or carry items that identify them as Peace Corps Volunteers.

Statements or actions concerning such issues that may endanger Volunteers' safety and security or impair their effectiveness or that of the Peace Corps may be grounds for administrative separation or other disciplinary action.

RELATIONSHIPS

Volunteers may serve with a spouse or partner only if the spouse or partner meets all necessary qualifications for this assignment and if operational and programmatic considerations in the likely service site permit.

Non-serving spouses and partners may not visit Volunteer worksites and may not stay overnight with the Volunteer in assignment lodging. Spouses and partners wishing to visit their serving Volunteer spouse or partner when they are not at their worksite may do so only if it does not run contrary to current CDC guidance on travel and COVID-19 transmission. (See *Section 9: Site Lodging*.)

SEXUAL BEHAVIOR

While the matter of sexual behavior is a highly personal one, Volunteers are required to follow certain legal and policy requirements.

Commercial Sex

Volunteers are prohibited from procuring commercial sex, regardless of whether prostitution is legal. For the purposes of this section, “commercial sex” is defined as any sex act on account of which anything of value is given to or received by any person.

Fraternization

Fraternization, whether occurring in person or via electronic means, including over social media, is prohibited by the Peace Corps. “Fraternization” is defined as any dating, physically intimate relationship, sexual relationship, or any attempt thereof, between any Peace Corps staff member and any Peace Corps Volunteer, or between any Volunteer and any individual over whom the Volunteer holds authority or maintains control over needed support or resources, such as a patient at a CVC. Disciplinary action does not apply to instances where the Volunteer is coerced or otherwise not acting freely.

Minors

Regardless of the applicable age of consent, Volunteers are prohibited from engaging in sexual activity or contact with anyone who is under the age of 18.

Sexual Misconduct

Sexual misconduct comprises a broad range of behavior, including rape, aggravated sexual assault, non-aggravated sexual assault, sexual exploitation and stalking, that will not be tolerated in the Peace Corps. The Peace Corps is committed to providing an environment free from sexual misconduct.

Any current or former Volunteer may report sexual misconduct concerning another Volunteer to the Office of Victim Advocacy (OVA). Volunteers are also entitled to report sexual misconduct directly to the Office of Inspector General (OIG) and to relevant law enforcement agencies, regardless of whether that Volunteer has brought a complaint of sexual misconduct. The Peace Corps can only take administrative action against the accused Volunteer if the accused Volunteer continues to serve as a Volunteer at the time the complaint is brought. So long as the accused continues to serve as a Volunteer, there is no time limit for making a report of sexual misconduct. Nevertheless, Volunteers are encouraged to report sexual misconduct immediately in order to maximize the Peace Corps’ ability to obtain evidence and conduct a thorough, impartial and reliable investigation.

Sexual misconduct may also violate criminal and other laws of the U.S. or the local jurisdiction in which the sexual misconduct took place.

More detailed information about the Peace Corps' process for addressing sexual misconduct by a Volunteer against other persons (including other Volunteers) is available from OVA.

EXERCISE OF PERSONAL RELIGIOUS BELIEFS

Volunteers are free to exercise their religious beliefs, but they may not engage in religious proselytizing while on duty.

SECTION 4: SAFETY AND SECURITY

The safety and security of Volunteers is a paramount priority of the Peace Corps and is the shared responsibility of Peace Corps staff and Volunteers. Service in the Peace Corps entails certain safety and security risks that are commensurate with living and traveling in an unfamiliar environment. Volunteers may need to modify their routines, actions, and attitudes towards their own safety and security. To that end, Volunteers will need to:

- Adopt lifestyles that support community integration, promote safety, minimize risk, and are sensitive to and consistent with cultural norms.
- Exercise good judgment at all times to promote safety and to reduce personal risks.
- Participate in safety and security training and learning and follow the specific safety and security policies, procedures and rules at their worksite.

REPORTING SECURITY CONCERNS

The Peace Corps is committed to creating an environment that encourages Volunteers to report safety or security concerns so that the necessary assessments and follow up services or support can be provided.

As a Volunteer, you are responsible for reporting any safety or security concerns about your site to Peace Corps staff. If you feel at risk of imminent bodily harm at your site, call 911. Once you are in a safe location please call the Agency Duty Officer at 202-692-1470. If the security concerns are a result of a crime committed against you, please refer to the next subsection for reporting. Be prepared to provide the Agency Duty Officer with as much information surrounding the safety and security concerns, as well as a call back number for you. Your information will be provided to the Office of Safety and Security, who will review the information provided and work with local resources and partners to conduct an assessment and evaluation of the safety of the site before you are permitted to return.

CRIMES AGAINST VOLUNTEERS

The Peace Corps recognizes that crime may have a lasting impact on a Volunteer, may disrupt the Volunteer's service, and may undermine the Volunteer's sense of safety and security. Each

incident and Volunteer is unique. The response and support by the Peace Corps to an incident should help a Volunteer who is a victim of crime regain a sense of control by:

- Taking into consideration the Volunteer's preferences in the decision-making process;
- Providing the Volunteer with a transparent response and decision-making process; and
- Providing the Volunteer with choices consistent with Peace Corps obligations and limitations.

If you are the victim of a crime while serving and require immediate medical or safety services, call 911.

If you do not require immediate medical or safety services, please contact the Office of Victim Advocacy at 202-409-2704, to report the incident to the Peace Corps, review local reporting options, and discuss next steps.

If you are a victim of crime, the Peace Corps will maintain your confidentiality and will not, without your prior written consent, disclose your personally identifiable information (PII) or details of the incident to anyone within the Peace Corps who does not have a specific need to know. In this regard, "specific need to know" means, with respect to particular information, that a Peace Corps staff member is unable to perform a specific task that is part of that individual's official Peace Corps duties without knowledge of that particular information.

Office of Victim Advocacy

The Office of Victim Advocacy (OVA) is a resource to all current and returned Volunteers who have been victims of crimes, including sexual assault and stalking, during their service. OVA helps to ensure Volunteers have access to the full range of support services provided by the Peace Corps.

OVA is committed to ensuring that all Volunteers who report a crime are treated with compassion, dignity, and respect throughout the reporting process. OVA provides comprehensive advocacy services, including the following:

- Information on available mental health, medical, and legal options;
- Assistance with safety planning;
- Participation in investigative and legal proceedings when necessary; and
- Connecting resources for support services, both within the Peace Corps and from outside organizations.

Victim advocates are available 24 hours a day, seven days a week. If you are a victim of crime, OVA can be reached 24/7 via:

- Telephone or Text: 202-409-2704.
- Email: victimadvocate@peacecorps.gov.

Sexual Assault

Peace Corps Commitments

The Peace Corps is committed to providing a compassionate and supportive response to all Volunteers who are sexually assaulted. To that end, the Peace Corps makes the following commitment to our Volunteers who are victims of sexual assault. Peace Corps staff will demonstrate this commitment through our words and actions:

- Compassion: We will treat you with dignity and respect. No one deserves to be a victim of a sexual assault.
- Safety: We will take appropriate steps to provide for your ongoing safety.
- Support: We will provide you with the support you need to aid in your recovery.
- Legal: We will help you understand the relevant legal processes and your legal options.
- Open Communication: We will keep you informed of the progress of your case, should you choose to pursue prosecution.
- Continuation of Service: We will work closely with you to make decisions regarding your continued service.
- Privacy: We will respect your privacy and will not, without your consent, disclose your identity or share the details of the incident with anyone who does not have a specific need to know.

Reporting Options and Response

A Volunteer who has been sexually assaulted during service has the option to make either a Restricted Report or a Standard Report of a sexual assault.

- Restricted Reporting provides a Volunteer with the option of confidentially reporting the sexual assault and requesting certain specific services, without dissemination of information about the Volunteer or the sexual assault except as necessary for the provision of the services requested by the Volunteer and without automatically triggering an official investigation.
- Standard Reporting provides a Volunteer with the full array of support services and options, including the opportunity to request an official investigation, while still maintaining the confidentiality of information about the Volunteer and the sexual assault. The Peace Corps believes that it is best able to respond to the needs of a Volunteer who has been sexually assaulted when the Volunteer makes a Standard Report of the sexual assault.

Services for Victims of Sexual Assault

Our first and main concern is that you are safe and secure. If you are sexually assaulted, there are a number of services for which you are eligible at the time of the incident or at any time later in service. You are eligible for:

- Provision of emergency health care, including a mechanism to evaluate the provider.

- Provision of counseling and psychiatric medication support.
- Completion of a Safety Plan and a Medical Treatment Plan.
- Evacuation for medical treatment, accompanied by Peace Corps staff at the Volunteer's request, and to the extent practicable, a choice of medical providers and a mechanism to evaluate such providers.
- Provision of a Victim Advocate.
- Provision of a sexual assault forensic exam in accordance with local laws.
- An explanation of law enforcement and prosecutorial options, including a legal consultation with an attorney for this purpose.
- Assistance in filing a report with law enforcement authorities.
- Consideration of site and housing changes.
- Ability to report to, and receive assistance from, the Office of Inspector General.
- Ability to initiate an administrative complaint of sexual misconduct if the assailant is another Peace Corps Volunteer.
- Any other services deemed necessary in the particular circumstances.

For Restricted Report services, the Peace Corps will only inform the staff necessary to provide the service. For Standard Reports, the Peace Corps will only inform those staff members who have a specific need to know the information in question. Both types of reports are considered confidential and are treated accordingly. Although all reports are initially Restricted Reports by default, you may choose a Restricted Report or Standard Report in accordance with the services you wish to request. Volunteers may, for a variety of reasons, be reluctant or unwilling to report sexual assaults. All Volunteers who are victims of sexual assault are encouraged to come forward to access the services and support they need.

A Volunteer who wishes to report a sexual assault should directly contact OVA regardless of whether the Volunteer would want to receive services at the time. Alternatively, a Volunteer can contact any trusted Peace Corps staff member to report a sexual assault. If a Volunteer notifies a non-Peace Corps staff member (such as FEMA personnel) about a sexual assault, that person will not be subject to the Peace Corps' policies on sexual assault response and confidentiality.

Anonymous Sexual Assault Hotline (PC Saves Helpline)

An anonymous sexual assault hotline is available to all Volunteers currently serving in the Peace Corps, 24 hours a day, seven days a week, via phone, text, and through the PC Saves app. The purpose of the PC Saves Helpline is to provide crisis counseling, support and information to Volunteers who have experienced sexual assault. Information received on the Helpline will be treated as confidential information and may not be disclosed to the Peace Corps or any other party without the individual's consent. However, in the event of a call involving a serious or imminent threat, suicidal or homicidal ideation, or sexual abuse of minors, the Helpline support staff will attempt to collect PII and, if obtained, will disclose information to individuals at the Peace Corps with a specific need to know. The Peace Corps will take necessary action to protect your

privacy and safety and will limit this disclosure to the minimum information necessary to attempt to prevent, lessen or address the imminent threat to your health or safety or that of others.

The PC Saves Helpline can be reached via:

- Email: pcsaveshelpline.org.
- Telephone or Text: 408-844-HELP (4357).

Information on how to install a mobile app is available at <https://pcsaveshelpline.org/>.

Immunity from Disciplinary Action

Victims of a sexual assault or Volunteer witnesses who provide information or assistance in relation to the sexual assault will not be subject to any disciplinary action for violations of Peace Corps policy that may have taken place in connection with, or in the same general time frame as, the sexual assault incident. Prohibited disciplinary actions include, but are not limited to, verbal or written reprimands, behavioral contracts or administrative separation.

This policy applies only to the Peace Corps. It does not grant immunity from criminal or civil liability for violations of U.S. or local law. Volunteers found to have encouraged or voluntarily participated in a sexual assault are excluded from this policy. Nothing in this policy is intended to preclude the Peace Corps from taking appropriate action against Volunteers who knowingly or recklessly make false statements or accusations.

Stalking

“Stalking” means engaging in a course of conduct directed at a specific person that would cause a reasonable person (including the Volunteer or staff) to either (a) fear for his or her safety or the safety of others or (b) suffer substantial emotional distress. Even if one of the foregoing behaviors may not appear to be serious, such behavior may constitute stalking when it occurs repeatedly or in combination with other behaviors. Under some circumstances, behavior constituting stalking may be a crime or a violation of another Peace Corps policy.

You are strongly encouraged to report stalking incidents and concerns to OVA. In cases where a Volunteer suspects that another Volunteer or staff member is engaging in stalking behavior against another Volunteer, a Volunteer may report the stalking behavior to the OIG.

LEGAL REPRESENTATION

Peace Corps expenditures are not authorized in connection with civil actions instituted by a Volunteer. Further, the Peace Corps will not pay for fines or damages. The Peace Corps will retain counsel for a Volunteer who is the victim of a sexual assault if requested by the Volunteer. The Peace Corps may retain counsel in support of a Volunteer who is a party, complaining witness, or otherwise participating in the prosecution of a crime against the Volunteer.

EMERGENCY PLANNING AND RESPONSE

Each FEMA-supported facility has prepared for emergencies occurring at the site. Your FEMA point of contact will provide you with site-specific information about emergency action planning at

the worksite. If you have questions about how emergencies would be handled at the worksite, please first consult FEMA.

WHEREABOUTS REPORTING

Whereabouts reporting is a core component of Peace Corps' emergency preparedness and response program. It ensures that the Peace Corps can locate and contact you quickly in the event of an emergency. Some reasons the Peace Corps might urgently need to know your whereabouts in order to make contact with you include:

- Natural disasters and extreme weather conditions;
- Civil unrest and public violence;
- A family emergency;
- To provide assistance at other Volunteer sites;
- To inform search efforts in the event that you are reported missing; and
- To test or activate Peace Corps' critical incident response plans.

To comply with Peace Corps' Whereabouts Reporting, you are required to do the following:

1. Set up a personal profile in FEMA's Deployment Tracking System so that FEMA can access your whereabouts/accountability prior to your initial departure from the Personnel Mobilization Center and so that you are able to access and update your information as necessary.
2. Check in daily, prior to 8:30 a.m. via FEMA's automated text messaging system or by following the link in the email that you will receive from FEMA. If you are not able to check in due to technical issues, please notify your Volunteer Coordinator and your FEMA Site Supervisor.
3. Also utilize the tracking system to report your whereabouts whenever you plan to be away from your hotel overnight and again upon your return.

You are required to adhere to the Whereabouts Reporting processes and are responsible for your own Whereabouts Reporting. One Volunteer may not make a whereabouts report on behalf of another Volunteer, and Peace Corps staff are not responsible for transmitting or informing your whereabouts information to other staff. Even though you are likely to have a mobile phone, communication networks can be overwhelmed or fail during emergency events. Mobile phones may also be lost, damaged or without a signal or charge. If you are not able to check in due to issues above, please notify your Volunteer Coordinator and your FEMA Site Supervisor.

VOLUNTEER COORDINATORS

Volunteer Coordinators are an integral component of the emergency response plans at each worksite. They are appointed by the PCR Chief of Operations and are responsible for coordinating response to an emergency among Volunteers within their assigned team. Volunteer Coordinators are selected on the basis of their past leadership experience as a Volunteer, assignment location and willingness to serve. Alternate Coordinators are also appointed to ensure responsibility is covered during any absence of the Coordinator from the worksite.

Volunteer Coordinators provide direction to their fellow Volunteers during an emergency, and they coordinate communication with the PCR Chief of Operations.

It is the responsibility of each Volunteer to ensure that they have reviewed and updated, as necessary, the names and contact information of the Volunteer Coordinator and Alternate Coordinator.

Volunteer Coordinators are expected to:

- Be prepared to make contact with Volunteers to determine whereabouts following an emergency situation;
- Be prepared to communicate with Peace Corps Headquarters about whereabouts of Volunteers following an emergency situation;
- Be responsible for maintaining contact information for Volunteers assigned to their location;
- Conduct mass communication contact tests and document results;
- Be responsible for maintaining contact information for the Peace Corps' Office of Victim Advocacy, Office of Health Services, Peace Corps Response, and Agency Duty Officer;
- Be responsible for maintaining contact information for FEMA security personnel as well as other security personnel assigned to their location; and
- Be responsible for maintaining contact information for local hospitals and non-emergency contact information for police and fire departments.

SECTION 5: HEALTH CARE

OVERVIEW

You will be provided with necessary and appropriate medical, dental, and behavioral health care during your domestic service. A comprehensive health care program for your service will be managed and overseen by the Office of Health Services (OHS) in coordination with the PCR Director.

The health care program includes:

- Peace Corps-recommended vaccinations, including COVID-19 vaccinations;

- Referral and authorization for health care during your service; and
- Pre-service Health and Wellness orientation training via LearningSpace.

All necessary medical, dental, or behavioral health care and services are provided through authorization under the direction of OHS. Authorization from OHS is required for any medical, dental, or behavioral health care prior to obtaining care.

As a Volunteer, you are expected to follow both Peace Corps medical policies and the medical advice of any referral provider and OHS. Refusal to take any required vaccinations, to follow COVID-19 precautions, or to follow other medical advice or policies may lead to administrative separation, where such failure poses a serious risk of harm to you or others.

HEALTH CARE RIGHTS AND RESPONSIBILITIES

You have the right to:

- Receive all necessary medical care in the event of an illness or injury, including medical evacuation if needed.
- Be treated with respect, consideration and dignity regardless of your race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, gender expression, genetic information, marital status, parental status, political affiliation or your participation in any authorized complaint procedure.
- Privacy, security, and medical confidentiality for your health information and records.
- Be informed about the diagnosis, treatment, and prognosis of an illness or injury.
- Receive pre-service Health and Wellness orientation training.
- Receive recommended vaccinations according to Peace Corps protocols.
- Refuse all or part of your care subject to the conditions imposed by law and Peace Corps policy.
- Be informed about your post-service benefits, including the Federal Employees' Compensation Act (FECA) program and post-service health insurance. Contact the Post-Service Unit FECA team at feca@peacecorps.gov for assistance with the FECA process.
- Bring a complaint or concern regarding your health care to the attention of OHS at qualitynurse@peacecorps.gov.

Your responsibilities include:

- Treating all FEMA, CVC and Peace Corps staff with respect, dignity and consideration.
- Reporting all significant health problems to OHS.
- Providing complete information to OHS about your past medical history and current health problems to allow proper evaluation and treatment.

- Except in an emergency, obtaining authorization from OHS prior to receiving any medical, dental, or behavioral care.
- Complying with all medical policies and practices of the Volunteer Health Program. For example, you must:
 - Follow all prescribed therapies and other medical recommendations carefully.
 - Engage in responsible and safe sex if you choose to be sexually active.
 - Keep up to date on recommended vaccinations, including COVID-19 vaccination.
 - Drink alcohol responsibly and only moderately, if at all.
 - Not use illegal or unauthorized drugs or substances, including marijuana, CBD or kratom.
- Doing all within your power to assure your own well-being and safety. For example, you must:
 - Know who to contact in an emergency.
 - Follow current CDC and/or local public health COVID-19 prevention guidelines.
 - Wear a seatbelt when riding in a vehicle.
 - Wear a helmet when on a bicycle, motorcycle or scooter.
 - Avoid all dangerous areas, especially at dusk and at night.

PRE-SERVICE PREPARATION

Vision, Dental and Preventive Health

- All dental problems should be treated prior to your departure to minimize dental issues arising during your domestic service.
- All of your vision, dental, and preventive health exams should be completed prior to domestic service if they are due, or after your service if your medical provider concurs that this is appropriate.
- Any routine chronic disease care appointments should be completed prior to and after your service.

Eyeglasses and Durable Medical Equipment

- You are expected to bring 2 pairs of eyeglasses with your current prescription OR an adequate supply of contact lenses for the duration of the 3-month service plus at least 1 pair of eyeglasses.
- You are expected to bring any durable medical equipment or device you are cleared to serve with and:

- Include spare batteries, if battery operated.
- Have equipment/device warranty and replacement info on hand.
- Have a back-up plan for equipment/device failure.
- You are expected to obtain a medical alert bracelet for allergies and/or medical conditions when prescribed or recommended by your health care provider. The medical alert bracelet must be worn at all times during your domestic service.

Medications

- You are expected to bring a 3-month supply of ALL prescription medications (in original bottle with label) OR a 1-month supply with 2 refills, which can be transferred to a pharmacy near your worksite.
- If you are required to carry an epinephrine pen, obtain two unexpired epinephrine pens to carry with you at all times.

Medical Kit

- A medical kit containing routine items will be provided to you for use during your domestic service. The kit will contain items such as acetaminophen, ibuprofen, antacids, bandaids and other first aid supplies.
- You are expected to bring the contents of the medical kit with you to service.

HEALTH CARE DURING SERVICE

Emergency Care

In the case of a life threatening emergency:

- Call 911.
- Once stabilized, Volunteers or their representative should contact the OHS Medical Duty Officer at 202-692-1038.

Non-Emergency Care

For non-urgent, non-emergency medical or dental concerns:

- Email FEMAmedical@peacecorps.gov and the Medical Duty Officer will respond within 24 hours.

For non-urgent, non-emergency behavioral health concerns:

- Email BHODomestic@peacecorps.gov with your name, phone number, location and availability. By the end of the next business day, you will receive a call back from a member of the Behavioral Health and Outreach Unit (BHO) team.

After regular business hours or on weekends or holidays, the Medical Duty Officer may be contacted at 202-692-1038 to discuss the need for medical, dental, or behavioral health care.

AUTHORIZATIONS AND HEALTH BENEFITS CARD

After discussion with the Medical Duty Officer, an authorization for care (Form-OMS-PC-127C, "Authorization for Medical Services") will be issued for use with the Health Benefits Card.

The Health Benefits Card provides Volunteers access to a network of medical, dental, and behavioral health providers in the United States that accept Form-OMS-PC-127C and/or Form-OMS-PC-209B, "Authorization for Volunteer Medical Evaluation and Labs" forms. The card also provides prescription benefits.

The Health Benefits Card must be presented any time medical, dental, and behavioral health services are authorized, in conjunction with the authorization form (Form-OMS-PC-127C or Form OMS-PC-209B).

For information regarding in-network health providers in a particular geographic location in the U.S., contact IMG at 1-855-731-9442 or on their website at <http://peacecorps.imglobal.com>.

During a medical, dental, or behavioral health appointment, Volunteers will need to sign a release of information form in order to have all medical records faxed to OHS at 202-692-1501. Peace Corps Medical Records may also be reached via email at MedRecords@peacecorps.gov. OHS maintains electronic medical records to manage and coordinate care, provide reimbursement of services, and assist Volunteers with post-service benefits.

HEALTH CARE LIMITATIONS DURING SERVICE

Since a dental exam, cleaning and x-rays are not required for medical clearance, you will not be offered any routine dental services during your Peace Corps service or at close of service, including:

- a dental exam,
- cleaning, or
- x-rays.

Since preventive health exams are not required for medical clearance, as relevant for your gender, age, and medical condition, you will not be offered any preventive health exams during your Peace Corps service or at close of service, including:

- a cervical cancer screening exam,
- breast cancer screening exam, or
- colorectal cancer screening exam.

Since vision and hearing assessments are not required for medical clearance, you will not be offered a vision exam for a routine eyeglasses or contact lens prescription nor an audiology or hearing aid exam during your Peace Corps service or at close of service.

Routine appointments for chronic disease (including behavioral health care) will not be offered during your service. However, should an emergent condition or exacerbation of any chronic

disease arise, the Peace Corps will provide you with necessary and appropriate health care until a determination is made as to whether the medical condition can be medically accommodated or satisfactorily resolved with minimal disruption to service. If your condition cannot be medically accommodated or satisfactorily resolved with minimal disruption to service, you will be medically separated from service and eligible to apply for post-service medical benefits through the Post-Service Unit within the Peace Corps' OHS.

Should you develop a medical, dental, or behavioral health condition, which would have been diagnosed with an examination prior to service, OHS will provide you with necessary and appropriate health care until a determination is made as to whether the medical condition can be medically accommodated or satisfactorily resolved with minimal disruption to service. If your condition cannot be medically accommodated or satisfactorily resolved with minimal disruption to service, you will be medically separated from service and eligible to apply for post-service medical benefits through the Post-Service Unit within OHS.

MEDICAL EVACUATION

In appropriate situations, as determined by OHS, a Volunteer may be medically evacuated to some other destination when an illness, injury or other medical necessity requires evaluation and/or treatment beyond the scope of care available near the domestic assignment site. OHS will determine whether a Volunteer can be medically cleared to return to service or will be medically separated (*See Section 13: Medical Separation.*). A Volunteer who is medically cleared for further service by OHS will return to domestic service only with the approval of FEMA and where the PCR Director determines that the Volunteer's absence would adversely affect the Peace Corps' effectiveness in the domestic assignment. Medically evacuated Volunteers who are medically cleared but who are not returned to service will be given an advanced Completion of Service (COS) date.

PREGNANCY

OHS will provide authorization (Form-OMS-PC-127C, "Authorization for Medical Services") for initial pregnancy options counseling and support. During service, the Peace Corps will provide all necessary medical and psychological care associated with a Volunteer pregnancy, with the exception that the Peace Corps cannot pay for abortion services, except where the life of the mother would be endangered if the fetus were carried to term or the pregnancy is the result of an act of rape.

PATERNITY

A Volunteer who fathers a child prior to leaving service should fulfill, or arrange to fulfill, his responsibilities for providing support to the dependents. The Peace Corps will not provide legal counsel to a Volunteer for any related legal action.

SECTION 6: CONFIDENTIALITY OF VOLUNTEER INFORMATION

The Peace Corps seeks to protect the confidentiality of Volunteer information to the greatest extent possible, consistent with applicable laws and effective management of Peace Corps programs. Peace Corps policies limit the amount of information staff members may disclose about applicants, Volunteers and Returned Peace Corps Volunteers. With only a few exceptions, the Peace Corps will not disclose non-public information about you to someone outside the agency (including to another Volunteer, your family or friends) unless you have provided written consent. During the COVID-19 pandemic, the Peace Corps may release COVID-19-related test results to public health departments without your consent.

Your name, country of service, and dates of Peace Corps service are considered public information and may be disclosed to any person upon request and to the public. Sensitive information (such as your contact information, location, travel plans, conduct or performance) and protected information (such as your medical information, certain information relating to a sexual assault or stalking, and information relating to Volunteer allegations of misconduct) is further restricted. Protected health information may be shared with non-medical Peace Corps staff that have a specific need to know that information in order to perform their jobs. Again, “specific need to know” means, with respect to particular information, that a Peace Corps staff member is unable to perform a specific task that is part of that individual’s official Peace Corps duties without knowledge of that particular information.

The Peace Corps maintains Volunteer medical, dental and behavioral health information in PCMEDICS, an electronic medical records system. PCMEDICS is maintained in compliance with the Health Insurance Portability and Accountability Act (HIPAA), the Federal Information Security Management Act (FISMA) and Peace Corps policy. In addition, you may choose to authorize OHS staff to communicate with you about your protected health information via email, which is not a secured method of communication and may run the risk of inadvertent disclosure to unauthorized persons during transmission. You may revoke this authorization in writing at any time. To obtain a copy of your medical records, you may submit a request to medrecords@peacecorps.gov.

SECTION 7: COMMUNICATION

MEDIA CONTACT

You are free to discuss your role in the Peace Corps with media representatives. However, you should notify the PCR Chief of Operations of such discussions before they take place. If you are in a situation where you are not able to notify the PCR Chief of Operations prior to speaking with the media, do so as soon as possible afterwards. Please be sensitive to the impact your personal comments may have on you, your co-workers and program, and the Peace Corps.

PUBLICATION OF ARTICLES

You may write articles for publication during service. However, these should be discussed in advance with the PCR Chief of Operations to ascertain whether they might cause problems, which you may not have anticipated.

Articles, manuals, teaching materials and other work-related products that you develop in connection with your Peace Corps service and/or that are financed by the Peace Corps or other United States Government funds are in the public domain and not copyrighted by the U.S. Government. Therefore, you cannot claim a copyright in these work-related products.

SOCIAL MEDIA AND OTHER ONLINE CONTENT

Volunteers are representatives of the Peace Corps and the U.S. Government. This means that communication, in person or through social media and other online platforms, should reflect professional and respectful content that is consistent with Peace Corps policies pertaining to professionalism. Anything you post can be shared widely. Even if social media or other online accounts are private, the photos, videos, stories, or comments you share may still end up in the public sphere. Posts on social media or other online platforms that run contrary to Peace Corps policies may be grounds for disciplinary action.

USE OF THE PEACE CORPS NAME AND LOGO

You may use the Peace Corps name and logo on business cards, emails and other official communications during service but only in connection with your Peace Corps service and for the purposes of accurately identifying your position to interested parties. The PCR Director must approve all such uses. You may not use the Peace Corps name or logo for personal gain, financial benefit or other personal purposes. Returned Volunteers may not use the Peace Corps logo after their service ends.

INFORMATION TECHNOLOGY SYSTEMS

There is no expectation of or right to privacy on government computers or networks accessed at Community Vaccination Centers (CVCs).

The extent to which you have access to computer equipment owned by other entities, such as a sponsoring agency, local non-governmental agency, or private donor, may vary from site to site. If you use such equipment, you should follow applicable computer use policies and be aware that the Peace Corps will not be responsible for the maintenance or replacement of the equipment.

SECTION 8: ADMINISTRATIVE AND FINANCIAL CONSIDERATIONS

ALLOWANCES

Volunteers receive a travel allowance at a semi-monthly rate of \$570 to cover the cost of meals and incidental expenses. Additionally, Volunteers will receive \$200 for both the first and last day of assignment (\$400 in total) to cover the costs of taxis, baggage, etc.

In the instance that this additional \$200 is inadequate to cover the costs of taxis or baggage, Volunteers may claim additional amounts at the conclusion of their service. Receipts indicating costs will be required to claim an additional amount over and above this \$200 allowance. Volunteers will be provided a claim form upon request. Completed claim forms should be returned to pcrdomesticsservice@peacecorps.gov.

Volunteers also receive a living allowance at a semi-monthly rate of \$900 to cover the local transportation expenses, laundry, telecommunication expenses, basic supplies, and other living expenses. (*See Section 9: Site Lodging.*)

All payments will be processed by Electronic Funds Transfer (EFT) into the bank account provided by the Volunteer.

Timing of Travel Allowance and Living Allowance Payments

Volunteers will receive the first payment of \$690 approximately 1 to 3 days prior to departure from their homes-of-record to the training site. Upon confirmation that the Volunteer has left for their assignment site, the Peace Corps will issue a second payment to cover the initial days of service at their assignment site. Volunteers should receive the second payment approximately 3 to 7 days after arrival at their assignment site. Volunteers will then receive subsequent payments at a semi-monthly rate of \$1470 processed every 15 days. Volunteers should see allowance payments in their bank accounts on or about the 1st and 15th of the month. The final allowance payment will be adjusted to cover the length of service.

Readjustment Allowance

The readjustment allowance assists Volunteers in transitioning from Peace Corps service; it is not a deferred salary. Your readjustment allowance accrues at the rate of \$475 per month for each month of satisfactory service — from your enter-on-duty date to the end of your Peace Corps service. The Peace Corps will establish and maintain a record of your accrued readjustment allowance.

Your readjustment allowance will be paid to you at the conclusion of service by Electronic Fund Transfer (EFT) to your U.S. bank account. The readjustment allowance is subject to deductions for Social Security and Medicare tax; those deductions cannot be waived.

You are not entitled to receive or use your readjustment allowance until your service ends.

BANKING

While completing the onboarding process, a valid U.S. bank account must be provided and maintained for the entire time of service in order for all payments to be processed through EFTs. Volunteers are expected to notify PCR at pcrdomesticsservice@peacecorps.gov of any change to their banking information.

DEBT OBLIGATIONS

Service in the Peace Corps does not relieve you from responsibility for private debts, and the Peace Corps will not permit such service to be used to avoid these responsibilities. Volunteers are expected to pay their financial and legal obligations promptly. Debts owed to the U.S. Government, including the Peace Corps, may be deducted from your readjustment allowance.

You should make every effort to resolve any financial difficulties and to prevent them from becoming matters of controversy. Continued nonpayment of an acknowledged or adjudicated obligation without good cause reflects adversely upon you and the Peace Corps. Thus, such conduct may be grounds for administrative separation.

Student loans

The Peace Corps has no authority to grant a deferment of student loan obligations, to permit forbearance of student loans, or to pay down, cancel, or forgive student loan obligations. Moreover, the Peace Corps has no authority to determine if you are eligible for a loan deferment, forbearance, cancellation, or forgiveness. Such actions are at the discretion of the lending institution or loan servicer and their respective student loan policies. Upon your request, the Peace Corps can certify your Peace Corps service.

The Peace Corps website (peacecorps.gov) has some basic guidance and resource materials to assist you.

FUNDRAISING, GRANTS AND GIFTS

Volunteers are not authorized to solicit or accept gifts on behalf of the Peace Corps, including participating in crowdfunding or other online fundraising efforts related to Peace Corps service.

HOME-OF-RECORD

Your “home-of-record” is the city and state or country which you determine to be your permanent residence. The Peace Corps utilizes your home-of-record for multiple purposes, including travel arrangements, medical evacuations, and mailing income tax forms following the end of your service. Requests for home-of-record changes must meet one of several conditions listed in Peace Corps global policy; changes cannot be made merely for your convenience. Requests for any changes to your home-of-record must be approved by PCR.

INCOME TAX

Your readjustment allowance and a portion of your living allowance are subject to federal income tax, and may be subject to state and local taxes as well. The Peace Corps does not provide tax advice. At the end of each tax year, the Peace Corps will provide a W-2 form reflecting the taxable portion of allowances you received. This information is only for Peace Corps income.

LEAVE

Because of the short duration and the highly fluid operational environment of this domestic service, Volunteers will not accrue annual leave.

Holidays

FEMA cannot guarantee holidays off. Expectations are that you may be working on holidays. The Peace Corps office is closed on U.S. holidays, however you can still contact Peace Corps Duty Officers for emergency situations.

Emergency Leave

In the event of a medical emergency, as defined below, affecting a family member, the Peace Corps may authorize emergency leave and travel at the Peace Corps' expense. The term "medical emergency" is defined as:

- a terminal illness;
- a critical, life-threatening illness or injury;
- onset of para/quadruplegia;
- death; and
- a situation in which your personal presence is required to make new living or care arrangements for an ill or injured family member.

Emergency leave is available only for medical emergencies directly affecting:

- a member of your immediate family (i.e., a parent, spouse, sibling, child, or grandchild related to you by blood, marriage, or adoption). This definition includes step-relatives (e.g., stepmother) but does not include in-laws or grandparents, except where such persons meet the definition of surrogate below.
- a caregiver who, in the absence of one or both parents, lived with you and performed a parent's duties and responsibilities for you for at least five consecutive years prior to you reaching the age of 18 and is therefore considered a surrogate parent, who took the place of a parent absent in your life.
- a person for whom you assumed a parent's duties and responsibilities for at least five consecutive years prior to that person attaining the age of 18.

To obtain authorization for emergency leave, either you or a family member must contact the Peace Corps at 855-855-1961 or 202-692-1470. The emergency line will be answered by Peace Corps staff, 24 hours a day, seven days a week. The Peace Corps will determine whether a family medical emergency exists, including verification of the emergency with a third party (e.g., doctor, nurse, funeral director or coroner), and then authorize or deny emergency leave.

Due to the short-term nature of FEMA assignments, emergency leave will only be granted once during your service, for up to 3 days, and no extension will be granted.

ADDITIONAL LEAVE

No additional leave will be granted, such as leave for professional and academic examinations, or Third Goal activities. Additionally, leave without allowance is not authorized.

Respite Leave

The Peace Corps may authorize respite leave and travel, at the agency's expense, in the event of a traumatic event that you experience during service. Respite leave may be granted in cases where the leave may provide appropriate respite, recovery or resolution to a traumatic event experienced within the time allotted (generally 30 days from the traumatic event). You may request respite leave through the Office of Victim Advocacy via:

- Telephone or Text: 202-409-2704.
- Email: victimadvocate@peacecorps.gov.

Volunteers can be granted respite leave of 1 to 3 calendar days, which may be taken at a hotel or other location near the Volunteer's site or at the Volunteer's home-of-record. Due to the short-term nature of FEMA assignments, respite leave may not always be an available option. If it is available, it will only be granted once during your service, and no extension will be granted.

You can be considered for respite leave if all of the following conditions are satisfied:

- The traumatic event prompting the respite leave request happened during Peace Corps domestic service, after your enter-on-duty date. Traumatic events include, but are not limited to:
 - a sexual assault or stalking;
 - an aggravated physical assault;
 - being a witness to a violent crime; or
 - directly experiencing or witnessing an accident that resulted in serious injury or a person's death.
- You reported the incident to the Peace Corps and requested Respite Leave within 30 days of submitting that report.
- OHS does not believe that medical hold or medical separation is warranted at the time of the request.

Administrative Hold

The PCR Director may authorize non-duty status where the Peace Corps requires a Volunteer to be away from the assignment for a limited period of time. Administrative hold may be used for an array of reasons, such as withdrawing you from your assignment for safety reasons.

Medical Hold

OHS may place Volunteers on non-duty status for a limited period of time because of an unresolved medical condition.

LIFE INSURANCE

Unless you have waived life insurance coverage during the onboarding process, you are automatically insured by a non-convertible death benefit insurance policy, effective from the first day of orientation. Coverage under the policy terminates automatically at the end of fifteen days following termination of service in the domestic assignment.

Premium charges of \$2.19 are deducted monthly from your readjustment allowance for each month of service. You can waive life insurance coverage at the start of service or at any time during service. Requests for a waiver of life insurance while in service must be submitted to pcrdomesticsservice@peacecorps.gov. Once waived, insurance coverage may be restarted during your current term of service but additional actions, such as an independent health assessment, may be required.

PERSONAL PROPERTY

You are personally responsible for safeguarding your personal cash, living and other allowances, personal property, and Peace Corps property in your possession. You should bring only the amount of personal property and cash that is necessary to maintain a modest standard of living, and you should not bring excess cash or expensive or valuable items. The Peace Corps will generally not replace or reimburse you for property or cash lost, damaged, or stolen.

The Peace Corps recommends that Volunteers consider the purchase of personal property insurance, as the Peace Corps does not insure a Volunteer's property and cash.

ASSIGNMENT TRANSPORTATION

Volunteers traveling on official business will be provided transportation at the Peace Corps' expense via the most direct, economical, and advantageous means available and in compliance with Peace Corps regulations and procedures.

SECTION 9: SITE LODGING

All site lodging will be booked and paid for by the Peace Corps.

Volunteer housing may take different forms, but will generally consist of hotel lodging that meets Peace Corps health and safety requirements. Volunteers will have their own hotel room with a

private bathroom. The availability of an on-site hotel laundromat will vary depending on the location of the assignment. Availability of a kitchen or kitchenette to warm meals during breaks will differ by CVC site, and Volunteers should prepare accordingly.

Volunteers are responsible for all incidentals and any damage to the housing site. No guests are permitted to stay overnight and no changes to the hotel reservation are allowed. Any issues or concerns related to housing should be addressed to the PCR Chief of Operations.

SECTION 10: TRANSPORTATION

RENTAL CARS

Volunteers may, due to operational necessity and in order to accomplish the assigned mission from FEMA, be authorized to drive a rental vehicle provided by the Peace Corps when other transportation to and from work sites is not feasible or reliably obtainable. Only Volunteers expressly authorized by the Peace Corps (for example, designated Volunteer Coordinators) may drive Peace Corps-provided rental vehicles. Volunteers so authorized must complete required transportation safety training as directed by Peace Corps and FEMA staff members, and must verify that they hold a driver's license valid through the projected duration of their domestic assignment. Volunteers selected by the agency for driving authorization must provide proof of valid licensure upon direction from Peace Corps staff. A Volunteer's driving record will be considered prior to any authorization to drive a Peace Corps-provided rental vehicle.

Volunteers authorized to use a rental vehicle may use this vehicle only to transport themselves and other Volunteers to and from work sites and to obtain meals when meals are not accessible at the work site. Volunteers must obey all traffic and driving laws. Volunteers are not authorized to use Peace Corps-provided rental vehicles for personal use. In addition, Volunteers are not authorized to use the rental vehicles at the work site or in connection with or to conduct assignment duties. Violation of this policy may result in administrative separation from Peace Corps service. Also, use of a Peace Corps-provided rental vehicle for personal use or any use in violation of the policy may result in a Volunteer being personally liable for costs incurred in an accident, and the Volunteer may not be covered by FECA for any long-term medical care.

All Volunteers will be required to sign an acknowledgment of this policy and other guidance on this issue, either during orientation for the domestic assignment or upon direction from Peace Corps staff members.

Motorcycles and Scooters

Volunteers must wear helmets at all times while operating or riding on a motorcycle or a scooter. Except in extraordinary circumstances, failure to wear a helmet while operating or riding on a motorcycle or scooter will result in mandatory administrative separation.

Bicycles

You must wear a bicycle helmet while operating or riding a bicycle.

SECTION 11: REPORTING ALLEGATIONS AND CONCERNS

You have the right to bring to the attention of the Peace Corps allegations of misconduct, mismanagement, or violations of law or policy that relate to Peace Corps staff, contractors, other Volunteers, programs and operations. You also have the right to discuss with the Peace Corps allegations or concerns on topics or issues that are beyond the legal jurisdiction of the Peace Corps, such as behavior by CVC co-workers with whom you have regular contact but who do not work for the Peace Corps. Peace Corps staff must handle the information with utmost discretion in order to protect the confidentiality and safety of Volunteers.

No Peace Corps staff person may retaliate against you because you reported an allegation or concern.

You may confidentially report allegations or concerns related to issues referenced above to the Associate Director for Safety and Security at ADOSS@peacecorps.gov, the Associate Director for Global Operations at ADOGO@peacecorps.gov, the Office of Inspector General at oig@peacecorpsoig.gov or to other appropriate offices at the Peace Corps.

OFFICE OF INSPECTOR GENERAL

You are strongly encouraged to report promptly to the Office of Inspector General (OIG) suspected fraud, waste, abuse and mismanagement related to Peace Corps programs and operations, including criminal wrongdoing, serious administrative misconduct and violations of federal laws, rules and regulations by Peace Corps staff, Volunteers and any contractors and other individuals and entities conducting transactions with the Peace Corps or receiving Peace Corps funds. You are also strongly encouraged to promptly report to the OIG any activity which you reasonably believe constitutes a substantial and specific danger to the public health or safety relating to programs and operations of the Peace Corps.

The Office of the Inspector General may be reached via:

- Email: oig@peacecorpsoig.gov.
- Telephone: 1-800-233-5874 or 202-692-2915.
- Online Reporting Tool: www.peacecorps.gov/oig/contactus.

You are required to cooperate fully and truthfully with the OIG during the course of an audit, evaluation, investigation, or review. You are also required to reply fully and promptly to requests by the OIG for information and data and, when requested, make available to the OIG documents and other materials related to agency programs and operations.

Unreasonable refusal to answer questions or provide information or documentation reasonably related to any authorized OIG function may result in disciplinary or other administrative action at the discretion of appropriate agency officials. Knowingly furnishing false or misleading information to an OIG representative during the course of an authorized OIG function may result in disciplinary or other administrative action and/or criminal prosecution.

Peace Corps staff are required to report expeditiously the following types of suspected Volunteer misconduct to the OIG:

- Sale, distribution, or smuggling of illegal drugs or prescription drugs;
- Engaging in sexual activities or sexual contact with any person under the age of 18;
- Fraternization;
- Sexual assault (does not include restricted reports), sexual exploitation or stalking;
- Loss, theft, embezzlement or misuse of Peace Corps funds or funds entrusted to Volunteers by another party;
- Fraud or other misuse of one's position for financial gain;
- Materially misleading or providing inaccurate information in the application process;
- Theft or serious misuse of Peace Corps property or other resources, including but not limited to Peace Corps IT systems;
- Any other criminal wrongdoing under U.S. state or federal law; and
- Any other violations of Peace Corps policies that may have a serious impact on the integrity of Peace Corps programs or operations.

OFFICE OF CIVIL RIGHTS AND DIVERSITY

If you feel that you have been discriminated against by Peace Corps staff or been subject to harassment by staff, you may contact the Office of Civil Rights and Diversity (OCD). You must contact OCD within 30 days of the alleged discriminatory action.

You may also contact OCD if you would like to request an accommodation for a disability.

The Office of Civil Rights and Diversity may be reached via:

- Email: ocd@peacecorps.gov.
- Telephone: 202-692-2139.
- Postal Service: 1275 First Street NE, Washington, DC 20526.

OFFICE OF HEALTH SERVICES

If you have experienced difficulty with obtaining healthcare or have concerns about the healthcare you are receiving from an authorized local provider, you may contact the OHS Quality Improvement Unit Quality Nurse.

The Quality Nurse may be reached via email at qualitynurse@peacecorps.gov.

RETALIATION PROHIBITED

Peace Corps staff may not retaliate against you because you contacted the OIG or OCRD, reported alleged discrimination or harassment, or raised concerns or allegations of misconduct by a Peace Corps staff person. Peace Corps staff are prohibited from taking, or threatening to take, any action against you in retaliation for making a complaint or disclosing information to the OIG or OCRD, unless the complaint was made or the information disclosed with the knowledge that it was false or with willful disregard for the truth.

Volunteer complaints of retaliation may be filed with the Office of Inspector General at any time or with the Office of Civil Rights and Diversity within 60 days of the occurrence of the retaliation.

SECTION 12: COMPLETION OF SERVICE

You are expected to honor fully your commitment to serve the people of your communities of service and FEMA and, to the best of your ability, for the period of time specified by the Peace Corps.

EARLY COMPLETION OF SERVICE

In the event that Volunteer support is no longer needed at a CVC and transfer to another site is not possible, the assignment may end before completion of the 3-month term of service.

Serving domestically does not preclude a Volunteer from reinstating to their assignment overseas. In the unlikely event that a Volunteer's post may re-open while they are engaged in this domestic assignment, the Peace Corps will make every effort to facilitate that Volunteer's reinstatement at a later date or to permit early Completion of Service (COS) from this assignment, if operationally feasible. In the event that neither of these outcomes can be effected, the Peace Corps will work with that Volunteer to explore other opportunities for overseas service.

EXTENSION OF SERVICE

Extensions of service for the FEMA assignments may be available according to FEMA's needs and the Peace Corps' policies.

NON-COMPETITIVE ELIGIBILITY

Non-Competitive Eligibility (NCE) will not be granted to Volunteers participating in this domestic service assignment.

DESCRIPTION OF SERVICE

The Description of Service (DOS) is an official Peace Corps statement of a Volunteer's service that describes the Volunteer's training and activities in non-evaluative terms. The DOS is a

publicly available document, except for any information regarding a Volunteer's Social Security Number. The DOS can also serve as an official verification of services performed.

POST-SERVICE MEDICAL BENEFITS

Upon leaving service, Volunteers will receive information about medical benefits available to them.

Volunteers may be eligible after service for benefits under the Federal Employees' Compensation Act (FECA) through the Department of Labor's Office of Workers' Compensation Programs (OWCP) for any work-related injury or illness that occurs during this domestic service, including COVID-19 infection. The Peace Corps provides assistance in filing for FECA benefits with the U.S. Department of Labor, which manages the FECA program.

This coverage is more limited, as described below, than for overseas Peace Corps service:

- A FECA claim will not be accepted by the Department of Labor's OWCP for an illness or injury that occurs outside the scope of the Volunteer assignment; for example, when you are engaged in recreational or entertainment activities. This means you will not be covered for post-service medical benefits or disability compensation for an illness or injury that occurs outside the scope of the Volunteer assignment.
- A FECA claim for an illness or injury related to Peace Corps domestic service must show that the injury resulted from the performance of the Volunteer assignment or that it otherwise occurred within the scope of the Volunteer assignment.
- A FECA claim will not be accepted by OWCP if the injury or disability results from your own misconduct, intoxication or willful intent to bring about injury or death to yourself or others.

The Peace Corps provides authorizations for an end-of-service physical exam to terminating Volunteers for certain limited medical, dental, or behavioral health evaluations after service. This exam can help document any illnesses or injuries that occurred during service for the purposes of filing a FECA claim.

The Peace Corps also facilitates purchase of a short-term transitional insurance policy (SHIFTT) that covers medical needs not covered by either FECA or the authorizations described above. This can include medical care for conditions not related to Peace Corps service. The Peace Corps will pay for the first two months of coverage; you have the option to purchase one additional month of coverage.

If you have any questions regarding post-service coverage for a particular medical, dental, or behavioral health concern, please contact:

- the Post-Service Unit at psu@peacecorps.gov or 202-692-1540; or
- the Post-Service FECA Team directly at feca@peacecorps.gov.

RE-ENROLLMENTS AND REINSTATEMENTS

Returned Peace Corps Volunteers (RPCVs) who complete service or are early-terminated due to medical separation, interrupted service, or other circumstances beyond their control may seek to be re-enrolled or reinstated to Peace Corps service.

Returned Peace Corps Volunteers and Peace Corps Response Volunteers who received COS status in 2020 due to the COVID-19 pandemic and who subsequently served as Peace Corps Response Volunteers in the Peace Corps Domestic COVID-19 Response may still seek to be re-enrolled or reinstated to overseas Peace Corps service.

SECTION 13: EARLY TERMINATION OF SERVICE

Peace Corps policies govern the circumstances under which your service may end prior to the COS date. Service in the Peace Corps is voluntary, but once the commitment to serve is made, expectations are created on the part of the Peace Corps. By accepting an invitation, you commit yourself to serve to the best of your ability within the framework and support systems for domestic service established by the Peace Corps. However, there are circumstances under which you cannot or should not remain in service. The Peace Corps expects that you will depart your assignment in a professional and respectful manner.

RESIGNATION

A resignation is a decision made by a Volunteer who no longer wishes to continue in Peace Corps service. You have the right to resign at any time, for any reason, and are not required to provide a reason for the resignation.

If you ever consider resigning from the Peace Corps, you should be aware that while it is your right to resign from service at any time, for any reason, the Peace Corps hopes that your original commitment to service will be honored.

Once you have decided to resign, you should send your decision via email to the PCR Chief of Operations.

You may choose to resign instead of being administratively separated, except as stated under Administrative Separation below.

MEDICAL SEPARATION

If you develop a medical condition that the Peace Corps cannot medically accommodate or resolve within a period of time that would not pose an undue disruption to service, you will be medically separated. Within 10 business days, OHS will make an initial determination regarding medical separation. This decision is made by OHS in consultation, as needed, with appropriate medical consultants.

A Volunteer who wishes to appeal his or her medical separation may contact OHS' Field Support Unit to request a review by the Director of Medical Services. The Volunteer may include any

opinions or diagnoses that were not considered by OHS in reaching its original decision. In reviewing the case, the Director of Medical Services will consider all of the information available. The decision of the Director of Medical Services will be the final agency decision in the case. Due to the short duration of the domestic service assignment, it is unlikely that a Volunteer who appeals a medical separation determination would be able to return to their domestic assignment.

INTERRUPTED SERVICE

You may be separated with interrupted service status if the Peace Corps determines that circumstances beyond your control make it necessary for you to leave your present assignment.

Interrupted service may be appropriate if:

- You no longer meet eligibility requirements due to changes in legal, marital, or other circumstances that are beyond your control;
- Circumstances in the assignment prevent you from carrying out your assignment;
- Circumstances beyond your control may damage your effectiveness or the credibility or effectiveness of the Peace Corps program;
- The cooperating agency to which you are assigned requests that you be removed from service for reasons that would not constitute grounds for administrative separation;
- You have a spouse who is serving with you who has been medically separated, administratively separated, or separated with interrupted service status, and you personally are not subject to administrative separation;
- Circumstances in your assignment may endanger your safety or health; or
- You were the victim of a sexual assault, stalking, or other serious crime.

If you believe that the reasons for interrupted service do not apply to you, you may appeal the decision in writing to the PCR Director, whose decision is the final agency action.

ADMINISTRATIVE SEPARATION

You may be administratively separated for unsatisfactory conduct or performance; violation of any Peace Corps policy, including those in this Handbook and the Peace Corps Manual as modified for domestic service; or other grounds that diminish your effectiveness or the effectiveness of the Peace Corps program, as determined in the sole discretion of the Peace Corps.

Except as provided below, the PCR Chief of Operations, following consultation with the Office of the General Counsel, will provide you a brief Consideration of Administrative Separation (COAS) memo stating the grounds for the separation and the information in support of those grounds. You have the opportunity to respond to the COAS memo. You also have the option to resign in lieu of administrative separation up to 24 hours after a final administrative separation decision is made.

If, after considering your response, the PCR Chief of Operations decides to separate you, they may do so only after review by the Office of the General Counsel and with the concurrence of the

PCR Director. Following a final administrative separation decision, you will be given an additional 24 hours to resign in lieu of being administratively separated. If you do not resign within 24 hours, you will receive written notification of administrative separation from service.

Apart from instances of Voluntary Self-Referral, you will be administratively separated if you admit to the PCR Chief of Operations or staff of the OIG or are found to have engaged in the use, possession, or distribution of drugs in a manner not authorized by the Peace Corps for medical purposes. In such situations, the PCR Chief of Operations, after consultation with the PCR Director and the Office of the General Counsel, will inform you in writing that you are being administratively separated without the option to resign in lieu of administrative separation.

There is no appeal from an administrative separation.

EARLY TERMINATION TRAVEL

The Peace Corps will pay return transportation costs for early-terminating Volunteers who, upon termination from the Peace Corps, return directly and immediately to their home-of-record. “Directly” means the most direct route from the assignment location to your home-of-record. “Immediately” means no more than 48 hours after departure from the assignment location to your home-of-record. The Peace Corps may grant an exception to the requirement to return directly and immediately to your home-of-record if the requirement would create a hardship for you, and the early termination is for reasons beyond your control.

FIELD TERMINATION

An early-terminating Volunteer who chooses not to be bound by the direct and immediate return requirement is considered to have a field termination. The Peace Corps will not cover any return travel costs for field termination, but may, at the individual’s request, pay for a ticket from the individual’s readjustment allowance. Once the decision to field terminate is made and termination is complete, the decision cannot be reversed or changed. The Peace Corps will not assume any expenses for return transportation costs or shipment of personal effects.

APPENDICES

ACKNOWLEDGEMENT OF PERSONAL COMMITMENT

I, _____, acknowledge receipt of the Peace Corps Volunteer Service Handbook for Domestic Service and additional policies and procedures that pertain to mitigating risk of exposure to, treatment of and transmission of the COVID-19 virus (COVID-19 Policies).

I fully understand the potential negative impact to the Peace Corps program, as well as the individual consequences of non-compliance with these requirements. I have reviewed the Peace Corps Volunteer Service Handbook for Domestic Service and COVID-19 Policies. I understand, and commit to following applicable policies, including those set forth above and worksite-specific policies, to ensure my safety, the safety of others, and a successful Volunteer service.

By signing below, I affirm that I have read this Handbook and will comply with all of its requirements and any amendments thereto.

Signature

Date

Name

DOMESTIC SERVICE CONTACT INFORMATION

24-Hour Emergency

Medical Emergencies: Call 911. When stabilized, call 202-692-1038.

Security Concern with Imminent Bodily Harm: Call 911. Once in safe location, call 202-692-1470.

PEACE CORPS	WHEN TO CALL	CONTACT INFORMATION
AGENCY DUTY OFFICER		
	<ul style="list-style-type: none"> Security concerns with imminent bodily harm (after calling 911 and in safe location) Emergency Leave 	202-692-1470
OFFICE OF HEALTH SERVICES (OHS)		
Medical Duty Officer	<ul style="list-style-type: none"> Health care authorization Life-threatening medical emergency (after calling 911) 	202-692-1038
	<ul style="list-style-type: none"> Non-urgent, non-emergency medical or dental concerns 	FEMAMedical@peacecorps.gov
	<ul style="list-style-type: none"> Non-urgent, non-emergency behavioral health concerns 	BHODomestic@peacecorps.gov
Quality Nurse (report concerns)	<ul style="list-style-type: none"> Reporting difficulties with health care received 	qualitynurse@peacecorps.gov
Post-Service Unit	<ul style="list-style-type: none"> Questions about post-service coverage for medical, dental or behavioral health concerns 	psu@peacecorps.gov
Post-Service Federal Employees' Compensation (FECA)	<ul style="list-style-type: none"> Work-related injury or illness occurring during service 	feca@peacecorps.gov
International Medical Group (contractor)	<ul style="list-style-type: none"> Information regarding in-network health providers 	855-731-9442 http://peacecorps.imglobal.com
OFFICE OF VICTIM ADVOCACY (OVA)		
	<ul style="list-style-type: none"> If victim of a crime and do not require immediate medical or safety services Respite Leave 	202-409-2704 victimadvocate@peacecorps.gov
OFFICE OF INSPECTOR GENERAL (OIG)		
	<ul style="list-style-type: none"> Report suspected fraud, waste, abuse & mismanagement 	800-233-5874 or 202-692-2915 oig@peacecorps.gov

PEACE CORPS RESPONSE (PCR)		
	<ul style="list-style-type: none"> • Notification of media interviews • Authorization to publish articles • Housing concerns • Resignation • Extension questions • Questions regarding financial issues such as banking, life insurance, property loss, readjustment allowance, etc. • Authorization to use Peace Corps name and logo 	pcrdomesticsservice@peacecorps.gov
OFFICE OF CIVIL RIGHTS AND DIVERSITY		
	<ul style="list-style-type: none"> • Report discrimination or harassment by Peace Corps staff • Accommodation for a disability 	ocrd@peacecorps.gov 202-692-2139
ANONYMOUS SEXUAL ASSAULT HOTLINE		
	<ul style="list-style-type: none"> • Crisis counseling, support & information for victims of sexual assault 	Pcsaveshelpline.org 408-844-4357 (phone or text)