

Volunteer Handbook

July 2018

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**WELCOME TO FLORENCE CRITTENTON SERVICES**

On behalf of the Board of Directors and staff of Florence Crittenton Services, thank you for your interest and commitment to helping others through volunteer service. Florence Crittenton Services depends on volunteer involvement in many areas. As a volunteer, you provide a great service to young families. Please know that you are helping us to fulfill our mission: *educating, preparing and empowering teen mothers to be productive members of the community.*

We are proud of the nature, scope, and diversity of our volunteer opportunities and the organization of our overall volunteer effort. We believe that volunteers are partners with staff. We make every effort to create a working environment that encourages collaboration.

***The Volunteer Handbook*** was written to provide you with the information necessary to volunteer comfortably and responsibly. Please take the time to read it completely and feel free to talk with our Volunteer and Special Events Coordinator or your direct supervisor should you have any questions or comments.

Again, thank you for your interest and support of Florence Crittenton Services. We hope you have a positive and successful experience as one of our volunteers!

Warmest Regards,

Suzanne Banning Theresa Garcia

President and Chief Executive Officer Volunteer and Special Events Coordinator

**ABOUT FLORENCE CRITTENTON SERVICES**

***Vision****: Educated, healthy, self-sufficient teen families.*

***Mission****: To educate, prepare and empower teen mothers and their children to be productive members of the community.*

**Florence Crittenton Services** opened in Denver in 1893 as a home for young, poor, single women to help prevent them from falling into negative behaviors such as prostitution and drug abuse. Charles Crittenton, a wealthy philanthropist, began similar programs in many cities in memory of his daughter. Florence Crittenton evolved into a home where unwed women went to live during their pregnancy and deliver their babies who were subsequently put up for adoption. Florence Crittenton Services underwent a major change in 1981 when the "Home" closed its doors in response to the changing needs of the community. In 1984, the Florence Crittenton School was created through collaboration with Denver Public Schools (DPS) to help teen mothers continue their education and obtain a high school diploma, learn about child development and parenting skills, and access resources to raise healthy families. In addition to the high school, Florence Crittenton Services provides an onsite Colorado Shines rated Early Childhood Education Center for the teen moms’ children ages six weeks through Pre-K, a Student and Family Support Program which provides warp around support services for basic needs and mental health, and the Alethia E. Morgan Health Center, a school-based health center operated by Denver Health that provides OBGYN and pediatric services.

## ABOUT THE VOLUNTEER HANDBOOK

Florence Crittenton Services has prepared this handbook to assist all volunteers in learning more about the organization, understanding its policies and guidelines, and feeling part of our organization. **Please read it carefully and completely before beginning your volunteer assignment**. Please direct any questions or comments to the Volunteer and Special Events Coordinator or your staff supervisor. Please be aware that portions of the handbook may change and you will receive revised or new information when that occurs. **You will be asked to sign a statement indicating that you have received a copy of this handbook and have read it carefully.**

Volunteers who are involved with Florence Crittenton Services will not receive monetary compensation of any kind for their service. The organization reserves the right to terminate a volunteer as outlined in this handbook. Similarly, volunteers are free to terminate their service at any time, although two-week notice is appreciated.

## VOLUNTEER PROGRAM PHILOSOPHY AND ORGANIZATION

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### **PHILOSOPHY OF VOLUNTEERISM**

At Florence Crittenton Services, the Board of Directors and staff firmly believe in the value of volunteer involvement throughout the organization. Volunteers contribute to our ability to fulfill our mission and reach our goals through providing increased or expanded services to young families, as well as administrative and technical assistance to staff. Volunteers are also involved with fundraising and special events, share their expertise as members of boards and committees, and serve as advocates for our organization, helping to increase community understanding, support and involvement.

Volunteers are expected to assume and fulfill their responsibilities in a professional manner and to comply with the standards, values, policies, and procedures established by Florence Crittenton Services.

### **VOLUNTEER CLASSIFICATION**

Florence Crittenton Services defines a **Volunteer** as any individual who makes a contribution of time and service to the organization or one of its programs, projects or events, without receiving any financial compensation.

Florence Crittenton Services recognizes two types of volunteers for our organization:

1. Program Volunteer
   * Involvement with our teen mothers and/or children
   * Assist our teen mothers and/or children with education/developmental skills
2. Project/Event Volunteer
   * Works with staff and fellow volunteers on project/event day
   * Assist staff and fellow volunteers with fundraising and organization of the project/event

These two types include individuals who volunteer on a regular, ongoing basis; student interns; short-term or special event volunteers; board, committee, and community partner task force volunteers, as well as corporate, civic, community or other groups who may volunteer together.

Please note that a Colorado Bureau of Investigation background check will be required of those who volunteer directly with our teen moms without supervision of staff and for volunteers who work with our children. For those required to complete a background check, fingerprinting will also be required after 14 days of service.

### **VOLUNTEER PROGRAM MANAGEMENT**

The Volunteer and Special Events Coordinator is responsible for the development, implementation, and ongoing management of the volunteer program and also serves as a liaison to program staff. General areas of responsibility include working with staff to identify the need for new/expanded volunteer services; volunteer program development; volunteer recruitment; management of the volunteer interview, orientation and evaluation process; and volunteer-staff relations. Direct supervision of volunteers is assigned to each program or location and is the responsibility of the Program Director or specifically designated supervisor.

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## THE PROCESS OF BECOMING A VOLUNTEER

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### **MINIMUM AGE REQUIREMENTS**

Due to the nature of the programs and services provided by Florence Crittenton Services, the minimum age for most volunteer assignments is 18 years. Individuals who are younger than 18 years may volunteer (except in the ECE Center), but must be supervised by an adult family member or by their program/school supervisor, along with supervision from the Program Director or specifically designated supervisor.

### **APPLICATION PROCESS**

All prospective volunteers seeking a regular, ongoing assignment must:

* Complete orientation and tour (dates available on the volunteer page of our website)
* Register and complete volunteer profile via VolunteerHub (this includes a photo/ liability waiver and acknowledgment of receipt of the Volunteer Handbook)
* Background check and fingerprinting as needed

Corporate groups must:

* Contact the Volunteer and Special Events Coordinator to discuss volunteer opportunities and schedule your Corporate Service Day
* Register and complete volunteer profile via VolunteerHub (this includes a photo/ liability waiver and acknowledgment of receipt of the Volunteer Handbook)
* Orientation and tour will be provided at the beginning of your volunteer shift

### **BACKGROUND CHECK**

Depending on the nature of the volunteer assignment, applicants may also be asked to give written permission for Florence Crittenton Services to conduct a criminal background check. This is done at no expense to the volunteer. Criminal background checks are typically required for volunteers who will be working with children or volunteering on a regular basis.

### **ORIENTATION**

A general orientation to Florence Crittenton Services is held twice a month for all new volunteers. Private orientations and tours may be scheduled as needed. Orientation is designed to provide new volunteers with the information necessary to understand and feel a part of our organization. The general areas covered include:

1. Mission of Florence Crittenton Services
2. Organizational Structure
3. Overview of our Programs
4. Volunteer Program Policies, Procedure, and Guidelines

If a prospective volunteer is interested in volunteering in the ECE Center, a special orientation and training will take place directly following the general orientation. An ECE Center volunteer must attend both orientations to be eligible to work in the ECE Center.

### **PLACEMENTS & FEEDBACK**

Placement of volunteers in regularly scheduled, ongoing assignments is based on individual skills, interests, experiences and availability. Every effort is made to arrange a volunteer experience that will be meaningful to the individual, and helpful to the organization. Volunteers are asked to work only within the scope of this guide. If a volunteer identifies the need to expand or change the scope of his/her volunteer assignment, a discussion with the Volunteer and Special Events Coordinator or appropriate staff person should take place on a timely basis. Florence Crittenton Services is committed to providing the highest quality of services to young families. Volunteer feedback is always welcome!

In keeping with our philosophy that volunteers are important members of the Florence Crittenton Services team, the Volunteer and Special Events Coordinator and/or Program Director will provide the volunteer with feedback about his/her service. We also ask the volunteer to provide feedback of their volunteer experience. Feedback is provided to help the volunteer grow in their position and facilitate good communicate between the volunteer and their Program Director.

### **SUPERVISION/TRAINING**

The Program Director or a supervisor is responsible for the general supervision of all volunteers assigned to their program or site. All volunteers are asked to work cooperatively with their assigned supervisor and to refer all questions, issues, and problems directly to them. Volunteers who may experience a situation that cannot be resolved with their direct supervisor are asked to contact the Volunteer and Special Events Coordinator. If the problem is not resolved, the volunteer should contact the Human Resource personnel. Florence Crittenton Services makes every effort to promote positive relationships and communication between staff and volunteers as we believe each to be equal partners in our organization.

Florence Crittenton Services believes a good relationship is built upon trust and communication. The Volunteer and Special Events Coordinator will keep in communication with the volunteer and his/her Program Director on a consistent basis, ensuring that everything is occurring as planned.

Please check website and email for updates and cancelations (See page 10: Closures)

## GENERAL POLICIES FOR VOLUNTEERS

**NON- DISCRIMINATION**

Florence Crittenton Services does not discriminate on the basis of race, color, religion (creed), gender, age, national origin (ancestry), disability, marital status, sexual orientation, military status or any other status protected by state or local law, in any of its activities or operations. These activities include, but are not limited to selection of volunteers and provision of services.

Unlawful Harassment

Florence Crittenton Services is committed to maintaining a positive working environment free of unlawful harassment and which is sensitive to the diversity of its employees. In doing so, the Agency prohibits sexual harassment and harassment because of any other legally protected status.

Unlawful harassment includes verbal, physical and sexual conduct that has the purpose or effect of substantially interfering with an individual’s work performance or creating an intimidating, hostile, or offensive work environment. Actions based on an individual’s race, color, national origin, religion, disability, or any other legally protected characteristic will not be tolerated.

**Alcohol/SMOKING Usage**

Florence Crittenton Services is a non- smoking/non-alcoholic organization. Possession, sale, use of or being under the apparent influence of any alcoholic beverage or smoking in any Florence Crittenton Services facility will not be tolerated.

**DRESS CODE**

All volunteers are responsible for presenting themselves in a professional-like manner while volunteering with Florence Crittenton Services. Attire must be appropriate for the service the volunteer is providing. Clothing, personal cleanliness, and grooming must be properly maintained.

**Release of Information/Confidentiality**

No volunteer will release any information, written or verbal, to an outside source in reference to any other employee, client, or other volunteers. Within Florence Crittenton Services, information may be exchanged between employees on a need to know basis and to further the objectives of Florence Crittenton Services. A breach of these confidentiality and privacy guidelines may result in disciplinary action or termination of the volunteer position.

### **CLOSURES**

Florence Crittenton Services observes nine official holidays. These are: New Year’s Day, Martin Luther King Day, President’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Day after Thanksgiving and Christmas Day. Florence Crittenton High School and the Early Childhood Education Center observe summer, fall, winter, and spring breaks and have closures for teacher and staff planning days- this can be found on the DPS Calendar. Please refer to the VolunteerHub online calendar for closures. If you are scheduled for a shift and there is an emergency closure, you will be notified via email through VolunteerHub.

### **SAFETY**

Florence Crittenton Services is committed to providing our volunteers with a safe and healthy work environment. Our employees and volunteers are our greatest resource and we strive to prevent any possible injury or illness.

Most accidents are preventable and the responsibility for safety lies with all employees and volunteers. We ask that everyone work together to accomplish the organization’s goal of zero injuries. Your supervisor will advise you of both the general and specific safety guidelines at your work location. If you observe any unsafe acts or conditions, please report them to your supervisor immediately.

### **USE OF FLORENCE CRITTENTON SERVICES PROPERTY**

A volunteer is permitted to use Florence Crittenton Services property, equipment, and materials only with the specific permission of the Program Director at his/her specific work site.

## EARLY CHILDHOOD EDUCATION CENTER

**WELCOME**

Welcome to the Florence Crittenton Services Early Childhood Education Center (ECE Center), a program for children and families. This ECE Center strives for excellence in early care and education. By following the guidelines in this handbook, combined with the Colorado Child Care Licensing standards and the Infant/Toddler and Early Childhood Environmental Rating Scale, you will be part of a team striving for excellence in providing the best services for the children in our care and the families we serve. You will be oriented by our classroom teachers to help guide decision making and best practice. We are excited you are here!

**PURPOSE OF THE CENTER**

The ECE Center is a state licensed, Colorado Shines-rated early childhood educational program for children ages six weeks to 6 years old, of teen mothers who attend the Florence Crittenton High School. Children are admitted regardless of race, creed, color, sex, national origin or religion. We provide enriched developmental curriculum supporting each individual child’s cognitive, social and emotional growth as well as language and motor skills. The Florence Crittenton ECE Center also serves as a practical, hands on child care lab for teen parents.

**PROGRAM PHILOSOPHY**

The ECE Center philosophy is that the infant through preschool ages should be a time of fun, warmth, security, exploration and discovery. Our program has been developed on a relationship-based model. To thrive, young children need loving adults who protect, nurture, and help them learn. Respectful and responsive adult-child relationships that promote the strengths of children are essential to infants’ and young children’s sense of security, self-worth, self-confidence, and motivation to learn. Young children’s experience of healthy relationships is the foundation for their ability to love and learn.

**VOLUNTEER ROLE IN THE CLASSROOM**

As a volunteer, your role in the classroom is to support our teachers by playing and having fun! With the large number of children we serve, one-on-one attention is extremely beneficial. You may be asked to feed a baby, read a book, play blocks, etc. We want our volunteers to be comfortable in our classrooms. If you are ever uncomfortable with something you are asked to do, please communicate it to the classroom teacher or ECE Center Director. Volunteers should not be asked to change diapers unless they have been through the specific training.

Working with our population can bring challenges that are not present in other early childhood centers. The majority of our families are living in low-socioeconomic environments. We also support teenage mothers who are balancing adolescence with motherhood. We are fortunate to have resources to meet the needs of all families. Please bring any concerns about a family to the classroom teacher or ECE Center administration. We will follow proper procedures to be sure all needs are met.

**CONFIDENTIALITY**

Due to the sensitive nature of information that you will know as a volunteer of organization serving young children, it is imperative that you keep information confidential. Any information about children or their families must be shared on a “need to know” basis only. This includes behavior of children in the program, such as biting or other aggression, and illnesses. Please be very sensitive about discussing children’s developmental needs and family information in public places such as the hallway or with other parents present in the classroom. Protect the interests of each child and family by keeping confidentiality.

However, information should be shared with the classroom teacher or ECE Center administrative staff in case it warrants further action. All volunteers will be required to sign an agreement to maintain confidentiality. All employees of the ECE Center are mandatory reporters. If you ever suspect abuse or neglect, please bring the information directly to the ECE Center Director so the proper procedures can be followed.

Please also strive to be supportive of center efforts by avoiding negative or malicious discussions about ECE CENTER issues. Together we can achieve great early care and education. Stay positive and focus on the early childhood needs of the children in your care.

**DRESS IN THE EARLY CHILDHOOD EDUCATION CENTER**

As early childhood classrooms are places of discovery and experience, you are expected to be on the floor and you will likely get dirty! Please help us to uphold professionalism by dressing in clean and comfortable clothes.

All jewelry, excluding studs, are prohibited in the ECE Center.

Smocks are required in the infant rooms. Florence Crittenton Services provides them for our volunteers to wear while they are here, though volunteers may bring their own. As our infants spend most of their day on the floor, we are cautious about wearing street shoes in the classroom. Volunteers may either remove their shoes or wear the provided shoe covers in infant classrooms.

**GENERAL CLASSROOM RULES**

You will be oriented to the specific rules of each classroom as they change with the age of the child. Please follow these center-wide policies as you move from room to room:

* Handwashing: Always wash your hands upon entering any classroom (even if you just came from the bathroom). You must follow the proper handwashing routine displayed by the sink.
* Bottle Feeding: Children must be held while feeding a bottle unless the child can hold the bottle on his/her own. If the child can hold a bottle, the child may do so while laying on a pillow or sitting in a chair. An adult must be next to the child. Bottles are NEVER allowed to be propped in any circumstance. Bottles must NEVER be given on a sleeping mattress.
* Swaddling and Blankets: Blanket use for children under a year old is not allowed in ECE Center classrooms. The classrooms are equipped with sleep sacks which must be the appropriate size for the child. Colorado state licensing does not allow swaddling on babies at any time.
* Sleep: All children must sleep on appropriate materials as mandated by state licensing standards. Under no circumstances should a child be left to sleep on a pillow. If a child falls asleep in a play area, he/she must be moved to a mattress or cot away from the play area. Propping of children in a crib is only allowed with a note from a medical professional. In that case, only specific “wedge” pillows are allowed.
* Cell Phones: Cell phones must not be visible in our ECE Center classrooms. Please help us to enforce this rule by leaving your phone in a locked cabinet or in your car.

Have fun! We value our volunteers and see them as an important component to our center. Thank you for choosing to support our teachers and children.