



VOLUNTEER HANDBOOK

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Heal Children. Empower Youth. Strengthen Families.

Center for Children and Families Volunteer Manual

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SECTION I: INTRODUCTION

About this Manual:

The purpose of this manual is to provide a summary of required policies, procedures and training to Center for Children and Families (CCFI) volunteers. Complete training and Policies and Procedures are available for reference in CCFI shared folders. Changes in policies and procedures and trainings summarized within this manual may be made without prior written or oral notice. CCFI provides access to all agency policies, procedures and trainings for your availability at any time. If you would like additional information on agency policies and procedures or any of the following please contact your supervisor or the Business Manager.

CCFI Mission & Vision:

Mission: Our Mission is to heal children, empower youth and strengthen families because every child deserves to grow up safe, nurtured and loved.

Vison: Generations of children who grow up safe nurtured and loved.

For more information on CCFI mission, services and history please visit our website at ccfinorman.org

SECTION II: VOLUNTEERING WITH CCFI

Center for Children and Families (CCFI) Volunteer

Volunteers serve in a variety of capacities - governance, management, direct service, administrative support, consulting, and advisory roles. Volunteers may be involved in a variety of programs and activities of the organization, and serve at all levels of skill and decision making.

Consistent with the strategic direction of CCFI to inspire a new generation of volunteers, volunteers and employees are considered to be partners in implementing the mission and programs of CCFI. Volunteers and employees have equal and complementary roles to play.

Benefits of Volunteering

CCFI staff work to provide meaningful experiences to volunteers. Serving at the Center will provide fulfilling opportunities to improve the community’s next generation. Volunteers receive pre-service training, supervision and continuing education throughout their duration of service, providing opportunities for personal and/or professional growth. CCFI considers training and development

as an essential component of ongoing quality improvement.

CCFI adheres to all applicable state and federal employment laws, providing a safe and productive work environment for volunteers. CCFI recognizes the importance of making effective use of the energy, time and talents of its volunteers. CCFI exercises fair and equitable practices that attract and retain qualified volunteers.

CCFI supports open communication among volunteers and other constituents so they can effectively work together to advance the organization's mission. CCFI gives serious consideration to volunteer concerns, complaints or grievances about work conditions or treatment. If a volunteer has concern, they are encouraged to speak with their direct supervisor or the Business Manager.

Performance Reviews

Volunteers and their supervisors are encouraged to have informal, open and honest discussions on an ongoing basis about work performance and goals of the volunteer in addition to formal reviews after 90 days of service and annually. These reviews are meant to monitor and improve performance and to support professional development, address general work habits and position specific duties.

Progressive Discipline for Personnel

CCFI expects volunteers to adhere to ethical standards, policies and procedures, performance requirements set forth in job descriptions and all reasonable direction provided by supervisors. When failing to meet these expectations, progressive measures are taken to assist the volunteers to meet expectations. These progressive measures include pre-disciplinary performance improvement plans, written warnings, reprimands, disciplinary leave, demotion and termination. In the case of misconduct, a volunteer may be terminated immediately

Volunteers may not make any statement or release any information to the news media regarding CCFI activities. All media requests must be referred to the CEO.

SECTION III: CCFI POLICIES AND TRAININGS

The following are summaries of selected CCFI policies and procedures and trainings. Please refer to CCFI Shared folder for further information.

Access to Client Environment during Service Hours

CCFI provides highly sensitive services to children and families who have experienced psychological distress and sometimes, severe and long term trauma. The effectiveness of the services is highly dependent on the client's assurance of confidentiality and experience of safety. Ethical standards and legal requirements including HIPAA regulations require utmost diligence to ensure confidentiality of all client information including the fact that the client is receiving services at CCFI. Access to personal information must be carefully restricted and those who have authorized access shall be bound to the ethical and legal requirements. Confidential services begin when the client enters the facility where services will be delivered. Volunteers who may need to discuss

experiences/interactions with clients should only do so in a private setting with senior staff.

HIPPA Basics

Health Insurance Portability and Accountability Act (HIPAA) provides a framework for the establishment of a nationwide protection of client privacy, security of electronic systems, and standards and requirements for electronic transmission of health information. The Privacy Rule refers to protecting a client's personal health care information. The Security Rule refers to controlling the confidentiality of protected health information and how the data is stored and accessed. Choosing not to follow these rules could put you and CCFI at risk. Common violations of HIPPA are, leaving computer unlocked, not using a password protected screen saver, leaving clients information on your desk while unattended, leaving a detailed voicemail of provided services, and/or having open discussions about clients in common areas.

Protecting Clients from Abuse

CCFI provides a safe environment for children and youth to heal and grow. Our agency works to protect those we serve from abuse and maltreatment by carefully screening staff and volunteers, providing training on topics such as physical, emotional and sexual abuse awareness and prevention, and by continually monitoring adult-child relationships. CCFI has a zero tolerance policy for abuse of its client by staff volunteers or any other party. Staff and volunteers are trained on appropriate interpersonal boundaries and regular supervision is provided to help staff and volunteers maintain appropriate role boundaries. Supervisors are trained to identify risk factors and warning signs for abuse and to follow up aggressively to monitor client welfare. All staff and volunteers are required to report any suspected child abuse to proper authorities (as detailed below) and to the CCFI Clinical Director. An internal investigation will be conducted immediately. Staff and volunteers who report suspected abuse in good faith will be protected from retaliation.

Sexual Abuse Screening and Prevention

CCFI Supervisors have been trained in Sexual Abuse Screening and Prevention through Ministry Safe Abuse Prevention. The following is a condensed summary of that training:

Child Sexual Abuse is defined as any tricked, forced, manipulated or coerced sexual activity for the pleasure of the abuser.

Misconceptions vs. Facts

Misconception – “Sexual abuse is not that big of a problem.”

Fact – 1 in 4 women and 1 in 6 men have been sexually abused by the time they turn 18.

Misconception – “Sexual abuse doesn't happen here.”

Fact – Sexual abuse crosses all racial, socioeconomic, religious paradigms. It can happen anywhere.

Misconception – “Background checks alone will prevent the problem of sexual abuse.”

Fact – Less than 10% of sexual abusers encounter the criminal justice system.

Misconception – “I can spot an abuser. Teaching kids about stranger danger is enough.”

Fact – 90% of sexual abuse victims know and trust their abuser.

Fact – Offenders look like you and me. There is NO visual profile for a sexual abuser.

Fact – 80% of convicted offenders are married and have children of their own.

Overview of child sexual abuse

Sexual abuse thrives in secrecy. Sexual abusers groom the children and the gatekeepers of the children. They first look for a place to gain access to children and then look for ways to gain trusted time alone with children who fit their age and gender preference. Abusers disarm other adults by appearing helpful, trustworthy, and kind. They target children who are on the fringe or in need. They gain the child (or children's) trust, introduce inappropriate or rule-breaking behaviors, test barriers, and push through barriers to move the child to a place of harm. They also work to keep their victims silent so they can continue their abuse. They do this through threats, blame, shame, and embarrassment.

Grooming behaviors may include:

- Gift giving
- Kid magnet activities
- Repeated time alone with a child
- Touchy behavior with children
- Pushing boundaries and breaking rules
- Playful but inappropriate touch

To reduce the risk of sexual abuse, all staff and volunteers can: be aware of grooming behaviors, provide adequate supervision of adult-child activities, provide a good ratio of trained adults to children, create and enforce clear physical and verbal boundaries, report any violations observed, avoid unmonitored adult/child time, refrain from allowing an adult to give gifts or special privileges to children, commit to a culture that is free of secret-keeping.

Peer to peer sexual abuse

Different from normal sexuality exploration, peer to peer sexual abuse results from an imbalance of power, which can be:

- Age difference between peers (usually more than 3 years)
- Difference in physical size
- Difference in social status
- Difference in mental/intellectual abilities
- Difference in economic status
- Children with disabilities are at an increased risk for peer to peer abuse

NOTE: The bathroom is the #1 location for peer to peer abuse. To prevent abuse:

- Verbally supervise the bathroom area
- Prop the bathroom door open
- Communicate with other staff members about any bullying issues noted
- Keep different age groups out of the bathroom at the same time

Short-term indicators of childhood sexual abuse

- Poor self-care/hygiene
- Bed-wetting
- Sudden weight change
- Fears, phobias, nightmares, night terrors
- Self-mutilation
- Disinterest in person or activity they previous had interest in
- Difficulty walking or sitting
- Itching in genital or anal areas
- Startled response to normal touch

- Sexualized play with toys, self, others
- Explicit drawing/descriptions that demonstrate an unusual knowledge of sex

Long-term indicators of sexual abuse

- Depression
- Suicidal thoughts or acts
- Eating disorders
- Substance abuse
- Drop in academic performance
- Using promiscuity or seductive behaviors to get attention
- Venereal diseases
- Excessive modesty
- Prostitution

Responding to a Sexual Abuse Disclosure

As a trusted adult, a child in our program may disclose abuse to you. The following are tips for responding to a disclosure:

- 1) Listen and respond calmly
- 2) Be sensitive to vague or partial disclosures (they may be testing the waters to disclose)
- 3) Ask open-ended questions like “What happened next?”
- 4) Avoid shaming questions such as “Why didn’t you tell us sooner?”
- 5) Report to a supervisor immediately
- 6) Report to authorities if appropriate
- 7) Do not promise to keep it secret. “There are some things I cannot keep secret. If you or another child are being harmed, I have to tell someone.”

Summary

It is all of our responsibility to ensure our environment at CCFI is free from child sexual abuse. Be aware of the signs of grooming behaviors and contribute to a positive culture in which secret-keeping and rule-breaking are not tolerated. Remember, if you see something, say something. Together, we can keep all of our children safe.

Child Abuse and Neglect Reporting

In accordance with Oklahoma Statute Title 10-CCFI volunteers shall report all suspected instances of child abuse or neglect to the 24 hour Oklahoma Child Abuse Hotline (800-522-3511). When responding to a child disclosing information of abuse or neglect listen to what is being told to you, reassure the child that he has done the right thing by telling you, keep your own feelings under control, use the child’s own vocabulary, do NOT promise not to tell, assess the child’s immediate safety and be supportive. Volunteers are encouraged to discuss their observations and concerns with their supervisor. Failure to report abuse is a crime; no person is exempt from reporting suspected abuse.

CCFI Code of Ethics

CCFI is committed to providing the highest quality care for those who seek our services, fair treatment to all personnel, and honest and ethical conduct in all administrative and business matters. CCFI demonstrates the highest standards of personal integrity, truthfulness, honesty, and fortitude in all of our activities in order to inspire confidence and trust of our clients and community partners in our activities. Our ethical principles are the values that set the ground rules for all that

we do as the employees /volunteers of CCFI.

Volunteers are expected to conduct all business in a manner which avoids any actual, potential or perceived conflict of interest. A conflict of interest occurs when a volunteer, is in a position to influence a decision while conducting CCFI business that may result in a personal or professional gain for the individual, the individual's business, or for a relative.

Behavior Management

CCFI is committed to the well-being of all clients. Behavior management practices are used to maintain order and help children and youth develop self-control, empathy, cooperation and other prosocial behavior. Due to the risk of serious injury to clients or staff, manual restraint is used by properly trained staff only when necessary to ensure the safety of the client, staff and other clients. Proactive behavior management and de-escalation strategies are essential parts of minimizing the use of restraint. Proactive measures are used to prevent the need for manual restraint. Mechanical restraint and seclusion are not permitted. Under no circumstances shall staff use corporal or degrading punishment including spanking, shaming, etc.

Cultural Competence

Cultural Competency refers to the process by which individuals and systems respond respectfully and effectively to people of all cultures, languages, classes, races, ethnic backgrounds, religions and other diversity factors in a manner that recognizes, affirms and values the worth of individuals, families and communities and protects and preserves the dignity of each. Cultural competency is more than providing service to diverse populations. It is about developing attitudes, knowledge, and skills that challenge our assumptions and unconscious biases. Ways to be more culturally competent are, value diversity, develop capacity for cultural self- assessment, understand the dynamics of the interaction between cultures and developing cultural knowledge. There is no one recipe for cultural competency. It is an ongoing process.

Agency Sign-in/out

CCFI maintains a sign-in and sign-out system in an effort to minimize the risk of harm to clients, personnel or visitors in the event of an emergency. Volunteers are responsible for signing themselves in upon entry to the agency and signing themselves out upon their exit on the appropriate log.

Sexual Harassment

CCFI will not tolerate sexual harassment defined by the Equal Employment Opportunity Commission (EEOC) as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature. Victims and witnesses are encouraged to report incidents of unwelcome sexual conduct for investigation and action. Complaints will be handled as confidentially as possible and there will be no adverse job consequences (retaliation) as a result of the complaint.

Service Cancellation and Office Closure

CCFI recognizes the need to ensure the safety of personnel by cancelling services and/or closing the office in the event of severe or inclement weather or other unexpected emergencies. Due to reliance on Norman Public Schools Buses, the Boys and Girls Club aligns service

cancellation with Norman Public Schools.

General Health and Safety Practices

CCFI is committed to taking all prudent and reasonable steps to ensure the safety of staff and volunteers. Workplace violence such as physical assault, threatening behavior or verbal abuse will not be tolerated from any volunteer, staff or client. Always be aware of surroundings and take note of any irregular behavior or events such as smoky smells, strange behaviors, observable weapons, un-mopped spills, and weather alerts. In an event of an emergency use Agency Maps placed around the building to locate fire extinguishers, first aid kits and emergency exits.

Infection Control/Universal Precautions for Preventing the Spread of Diseases

Infections are caused by human pathogens (bacteria, viruses or microorganisms) which can invade the body and compromise its well-being. Any situation that brings people together (such as the workplace) provides an opportunity for the transmission of infectious agents. Good personal hygiene such as washing hands and keeping the workplace clean is the first line of defense against infections. Please be aware of blood borne pathogens such as Hepatitis B, Hepatitis C and HIV/AIDS and cover any cuts/abrasions with waterproof dressing and wear gloves while handling any bodily fluids.

Fraud

It is the intent of the CCFI to create a working environment in which CCFI volunteers understand that dishonest acts will be detected and promptly addressed. Any investigative activity required will be uniformly conducted without regard to the suspected wrongdoer's length of service, position/title, or relationship to CCFI. Fraud is defined as the intentional representation or concealment of a material fact for the purpose of inducing another to act upon it to his injury. Instances of fraud may include forgery or alteration of any document or account, theft, embezzlement or other misappropriation of funds, supplies or other assets, impropriety in the handling or reporting of money or financial transactions, false claims, bribery, kickbacks, disclosing confidential and proprietary information to outside parties, accepting or seeking anything of material value from contractors, vendors, or persons providing services or materials to CCFI, destruction, concealment, removal, or inappropriate use of records, furniture, assets and equipment.

SECTION IV: ACKNOWLEDGEMENT AND RELEASES

Liability Release

As a volunteer of the Center for Children and Families, Inc. (CCFI), I understand that:

- I am about to undertake certain activities as a volunteer to the CCFI, of my own free will and entirely upon my own initiative.
- I am aware that participating in these above described activities may result in, injury to my body, general health, and wellbeing.
- In consideration of CCFI permitting me to participate and to engage in all activities related to the performance of such volunteer activities, I hereby voluntarily assume all risks associated with these activities, and agree to waive, release, exonerate, save harmless, and indemnify

CCFI, its agents, servants, and employees from any and all liability, claims, causes, of actions, or demands of any kind and nature whatsoever which may arise by or in connection with my participation in the above activities.

- By signing below, the terms hereof shall serve as a release and assumption of risk for my heirs, estate, executor, administrator, assignees, and all members of my family.

Photo Release

As a volunteer, I understand that my photo may be used in publications and I hereby consent to the following:

- My image or likeness may be used by Center for Children and Families, Inc. its assigns or successors, in whatever way they desire for future promotional pieces (i.e. social media). Furthermore, I hereby consent that such photographs, films, and electronic images shall be their sole property and Center for Children and Families, Inc. has the right to duplicate and reproduce the images as they desire, free and clear of any claim on my part. This authorization shall remain in effect until revoked by me in writing.

Confidentiality Statement

As a volunteer of the Center for Children and Families, Inc. (CCFI), understand and agree to the statements outlined below regarding Confidentiality of the clients served:

- The clients involved in the agency must know that the CCFI is a safe place they can trust, and what they or their children say or do while in the agency will be kept private. With this in mind, we ask that our volunteer sign the following confidentiality agreement.
- I promise that I shall hold in confidence all information regarding participants of the programs of CCFI. I will not violate the confidential relationships between CCFI, its volunteers, staff, and the participants in the program. I accept full responsibility for maintaining the confidential and private nature of all participate information.
- Furthermore, I understand that if I have reason to believe that any participant of the programs of CCFI is in danger, I have a “duty to warn”. I will cooperate with law enforcement, child welfare, and other program staff/volunteers to protect the safety of the participants and report and suspected child abuse and/or neglect. I understand that duty to warn is my legal obligation and overrides participant confidentiality. If I have any questions about this agreement or a concern about the safety of a participant, I will contact the program staff member or volunteer/resource coordinator immediately.

Volunteer Code of Conduct

As a volunteer, I agree to adhere to the following code of conduct:

1. At all times my actions will remain focused on the best interests of the children participating in services.
2. I will take care to not form a special relationship with one or more children and will seek guidance from my supervisor to help maintain the boundaries of my role.
3. At no time will I be alone with a single child in a location that we cannot be observed by other staff or volunteers including in bathroom areas.
4. I will never leave a child alone and unsupervised.
5. I will at all times refrain from all of the following types of abuse
 - a. Physical abuse- to strike, spank, shake, slap
 - b. Verbal abuse- to humiliate, intimidate, threaten

- c. Sexual abuse- to inappropriately touch or speak in a sexual manner
 - d. Mental abuse- to shame, withhold kindness, be cruel
 - e. Neglect- to withhold food, water, basic care such as medical or bathroom needs
6. I will respect a child's right not to be touched in ways that make them feel uncomfortable.
 7. I will use positive techniques of behavior management, including redirection, positive reinforcement, and encouragement.
 8. I will never use physical restraint unless I have been specifically trained to do so.
 9. I will respond to children, other staff and parents with respect and consideration and treat all equally regardless of gender, race, religion, sexual orientation, economic background, or any type of physical or mental ability.
 10. I will refrain from intimate displays of affection towards other staff in the presence of children, parents, and staff.
 11. I will come to work clean, neat, and appropriately attired at all times wearing my volunteer t-shirt or badge.
 12. I will never come to work under the influence of alcohol, or illegal drugs any prescription drug that may impair my judgement or take any such substances during working hours or on CCFI premises.
 13. I will never smoke or use of tobacco in the presence of children or participants.
 14. I will not use profanity, inappropriate jokes, or sharing intimate details of my personal life in the presence of children, or other participants.
 15. I will notify my supervisor and not come to work if I have a contagious condition or if I am too sick or stressed to work.
 16. I will inform my supervisor if I have a physical or mental disability and believe I need reasonable accommodation to safely and effectively perform my duties.
 17. I will portray a positive role model for youth by maintaining an attitude of respect, loyalty, patience, courtesy, tact, and maturity.
 18. I will not form a relationship with a CCFI client outside of services. This includes babysitting, tutoring, visiting their home, inviting a child to my home or taking them places. I will report any pre-existing relationships to my supervisor.
 19. I will never give children my personal contact information, including, but not limited to social networking websites, personal e-mail or home addresses and phone numbers.
 20. I will never take photos of children with my personal device and will never post photos or info about children.
 21. I will never transport children in my personal vehicle unless expressly authorized by my supervisor.
 22. I will never give a personal gift or money to any CCFI participant.
 23. I will never release children to anyone other than the authorized parent, guardian, or other adult as documented by the parent or guardian on file.
 24. I will immediately report any suspicion of child abuse or neglect to my supervisor and to the proper authorities as per CCFI policy.
 25. In the event that a child discloses that they have been abused, intend to harm themselves or someone else I will listen to them but under no circumstances will I tell them that I will not disclose the information that they gave me. I will immediately seek guidance from my supervisor or staff member.
 26. I will all times adhere to CCFI policies and procedures and follow directions provided to me during my orientation, training and ongoing supervision.
 27. I will consult with my supervisor regarding any ethical dilemma or concerns related to this code of conduct.

Grounds for Dismissal

As a volunteer, I understand that I can be dismissed from service at any time for the following:

- Failure to abide by CCFI's volunteer policies and procedures
- Failure of consistent attendance, absence and tardiness
- Failure to satisfactorily perform assigned duties
- Gross misconduct or insubordination
- Conduct endangering the life, safety, mental or physical health of others.
- Any kind of harassment or sexual, physical, mental or financial abuse of a client, volunteer, employee or member of the public
- Retaliation against anyone who reports harassment or abuse.
- Use of tobacco, illegal drugs or alcohol while volunteering
- Arriving at the volunteer placement under the influence of drugs or alcohol
- Failure to disclose or conviction for violation of any criminal drug or alcohol or other offense related to volunteer service.

Volunteer Statement of Commitment

I agree to fulfill the duties of my position and adhere to CCFI's philosophy, policies and procedures, including:

- Maintaining strict confidentiality according to CCFI's policies and procedures
- Holding the best interests of the children as my paramount concern
- Adhering to my agreed upon schedule because children are dependent on me being present

The Center for Children and Families, Inc. Statement of Commitment:

- Provide pre-service training, supervision and continuing education to volunteers
- Offer fulfilling opportunities to serve for the betterment of the community
- Create opportunities for both professional and/or personal growth

Please ask your supervisor any questions about this Handbook during your orientation process.

***Thank you for committing your valuable time to the Center for Children and Families.
With partners like you we are able to thrive in healing children, empowering youth
and strengthening families in our community.***