



FUMCH Volunteer Program

The achievement of many goals of the Florida United Methodist Children's Home is best served by the active participation of citizens of the community. To this end, FUMCH accepts and encourages the involvement of volunteers at all levels of the agency and within all appropriate programs and activities. These policies are intended for internal management guidance only, and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement.

A 'volunteer' is anyone who, without compensation or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of the agency. A volunteer must be officially accepted and enrolled by the agency prior to performance of the task. Volunteers shall not be considered as employees of the agency.

A Volunteer:

Gives personal time freely - A volunteer chooses how to spend their time without monetary benefits.

To benefit others - Making a difference in the lives of others benefits the health of volunteers as well as those whom they serve.

Has unique gifts and talents - Skills that have been developed over a lifetime or those learned on the job today are effectively used in our agency.

Supports this ministry in various ways - Volunteers give of their time, talent, prayer, and financial support.

Make a difference in the lives of children - Volunteers serve as additional role models for living life. Mentoring children in a loving, caring, encouraging way can be life-changing.

Finds great meaning in volunteerism - Persons who volunteer are said to live longer, healthier lives than those who don't volunteer.

Volunteers take their role as a volunteer seriously.

As a volunteer, you are a valuable asset to your community. You can make a difference through volunteering and volunteering can make a difference in you. The young people at the Florida United Methodist Children's Home need a wide array of services and programs to help strengthen their individual and family life. Volunteers at the Home provide diverse services through a variety of roles.



Getting Started

If you are not yet a volunteer with FUMCH, contact the Volunteer Coordinator who will provide you with a packet of the required policy acknowledgements, consents forms, and background



check forms (if appropriate, depending on possible placements). After you have returned the properly signed and notarized forms, you will be contacted by the Volunteer Coordinator to discuss possible opportunities for you to work with the Home.

To help with the placement process, please consider: a) Would you like to work directly with resident children? b) Do you have special talents and/or skills that would benefit the residents or staff? If so, how could they fit within the programs of the Home? c) How much time can you commit to volunteering? d) What days or hours do you prefer? e) What experience do you have that would prepare you for your volunteer job or tasks? f) What is your motivation for volunteering?

A. Interviewing

Prior to be assigned or appointed to a position, all volunteers will be interviewed by the Volunteer Coordinator to ascertain their suitability for and interest in particular positions. The interview should determine the qualifications of the volunteer, their commitment to fulfill the requirements of the position, and should answer any questions that the volunteer might have about the possible positions. Interviews may be conducted either in person or by other means.

B. Paperwork

Volunteers must complete the application process before being approved and assigned to a volunteer task.

Volunteers must agree to provide personal information and sign the following forms necessary to complete the application process:

1. Application for Volunteer Services;
2. Request for FDL Criminal History Information (depending on task);
3. Local Criminal History Record Check (depending on task);
4. Volunteer Release of information;
5. Affidavit of Good Moral Character;
6. Release and Hold Harmless Agreement;
7. Confidentiality Compliance;
8. Copy of driver's license, registration, and proof of insurance (if required depending on volunteer task);
9. Agreement to abide by policy outlining the prohibition of taking photographs of children and youth in our care;
10. Smoke Free Environment policy;
11. Fingerprints check for those working directly with children; and
12. Drug Certification Statement.

C. Screening

Depending upon the needs of the Home and the possible assignments that an individual volunteer may undertake, different background screening levels are required.



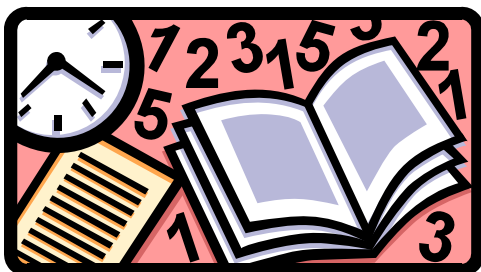
1. A volunteer who will have unsupervised access to children will be fully screened to obtain FBI and FDLE clearance. An example of a job assignment that will require this level of clearance is a music teacher with or without immediate supervisor who will observe the volunteer with the resident(s) at all times.
2. A volunteer who will have regular access to the residents will be fully screened to obtain FBI and FDLE clearance. An example of a job assignment that will require this level of clearance is an assistant pottery instructor.
3. A registered volunteer who is supervised at all times or does not have direct access to the residents will not be screened. Examples of job assignments that do not require security clearance are event volunteers and Day on Campus volunteers.

D. Orientation

All volunteers will receive a general orientation on the nature and purpose of the agency, an orientation on the nature and operation of the program or activity for which they are recruited, a tour of the campus, a brief overview of the services offered by the Home, and a specific orientation on the purposes and requirements of the position which they are accepting in that effort.

E. Training

Volunteers need to know the general layout of the campus, the necessary safety procedures, and the specific requirements for any job they are going to fulfill. Training opportunities and supervision will occur both formally and informally. Volunteers will receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer assignment. The timing and methods for delivery of such training should be appropriate to the complexity and demands of the position and the capabilities of the volunteer. Staff members who will be in a supervisory capacity shall have the primary responsibility for design and delivery of on-the-job training to those volunteers assigned to them.



Guidelines

- ◆ Each time you come to the campus, you must sign in and out on the Volunteer Sign In sheet. The expectation is that you will arrive a few minutes early, sign in and begin your assigned at the appointed time. Your volunteer hours will be entered

into the computer by staff members on a regular basis.



- ◆ Volunteers must maintain strict confidentiality concerning information they see and hear regarding residents and staff, including the names of the students who reside here.
- ◆ Volunteers must seek prior consultation and approval from appropriate staff prior to any action or statement which might affect or obligate the Home. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligation.
- ◆ Volunteers should have a clear, complete, and current job description for each assignment. The description will include information regarding the specific department serviced, the purpose or goal of the assignment, qualifications and responsibilities of the volunteer, location of the assignment, specific dates and times of the assignment, direct supervisor's name or department, time commitment and training needed.
- ◆ Volunteers must always be supervised when working with children. They may not directly supervise children without staff members present.
- ◆ Volunteers should set a good example for residents by their manner, appearance, and behavior. They should be well-groomed and appropriately dressed for the job assignment.
- ◆ Follow all of FUMCH's safety rules.
- ◆ If an accident occurs, immediately notify a staff member.
- ◆ Never move a resident involved in an accident. A member of the staff will initiate proper procedures.
- ◆ If you are hurt or involved in an accident while serving in your volunteer capacity, you should report the incident to your supervising staff member and complete an accident report immediately.

Types of Volunteers:

Individual: weekly, seasonal, events, Foster Care, Local Church Representatives

Work Groups have various opportunities that depend on the group and needs of FUMCH.

Rules of Volunteer Conduct

- A. Time
Report on time to the staff person who will supervise your job, and remain for the period of time for which you are committed. If, at any time, this person is not available for any reason the job does not materialize, please telephone the Volunteer Coordinator promptly.
- B. Appearance
Your appearance in dress and grooming should be appropriate for the setting and job task. Your image is important.



- C. **Accept Direction**
Accept direction and supervision, recognizing that you are an important helper. You do not take the place of a staff member. You are a supplementary person who offers assistance and enrichment with your personal skill and competence.
- D. **Assignment**
If the assignment does not prove to be what you expected or you feel you cannot handle it and are hesitant to discuss this with the staff member, please telephone the Volunteer Coordinator.
- E. **Confidentiality**
Respect the confidential nature of anything you see or hear. Share any concerns you may have only with those in authority.
- F. **If you must cancel**
If illness or any emergency arises, please call your supervisor as soon as possible. Scheduled tasks or classes depend on your leadership.
- G. **Ask**
Ask your supervisor how they may be reached and what you should do in case of emergencies. Become familiar with the Home's policies.
- H. **Nothing is Fixed**
Nothing is fixed that efforts to improve it are not in order. Share your ideas with your supervisor and Volunteer Coordinator. Remember that past experiences of volunteer involvement at the Home may not be known to you. Be prepared to accept the staff members' judgment in these matters. However, if problems arise, feel free to talk to the appropriate staff person or leave a note.
- I. **Enjoy Yourself**
Your enthusiasm will be conveyed to the children, youth, and adults with whom you will work.

Following is conduct that will result in immediate discharge:

1. Founded abuse and/or neglect of a child.
2. Bringing firearms or other deadly weapons into the Home.
3. Fighting or threatening language to staff and/or residents.
4. Intentional, or through gross negligence, damaging or destroying property belonging to the Home or property of staff/residents.
5. Taking, selling, or possessing alcohol or drugs on the property of the Home or in the presence of residents.
6. Insubordination, i.e., refusal to obey a reasonable order to do a job assigned by a supervisor or someone "in charge."



7. Creating a safety health hazard or other act injurious to the well-being of staff and residents.
8. Immoral and indecent conduct.
9. Stealing with the Home, staff, or residents.

Expectations of conduct and discipline for misconduct of Volunteers will be in substantial compliance with the Volunteer Rules of Conduct, within the discretion of the Volunteer Coordinator and the Associate Director. Serious concerns regarding the behavior of a Volunteer will be put in writing and reviewed with the Volunteer Coordinator.

Punctuality and Tardiness: Punctuality is an essential part of working as a volunteer. Staff and residents rely on their volunteers to be punctual. Your tardiness not only inconveniences others, it often forces other staff members to have to stay past the end of their shift. Furthermore, it is disruptive to the daily routine of your resident and the other residents of the dorm. Disciplinary action will be taken for excessive tardiness. Also, be advised that punctuality is one of the factors on which you are evaluated. Everyone runs into situations where they will inevitably be late to pick up a resident. If at all possible, please call and notify staff if you are running late.

Boundaries for Volunteers

The following are some do's and don'ts regarding the boundaries that should exist between yourself and the residents with whom you come into contact.

1. Don't push the residents for information regarding their reason for placement, family information, or the nature of abuse that happened to them. If a resident wants to discuss it with you, they will. If they don't, pushing them on topics such as this is a sure way to alienate them and impede the relationship you are trying to build.
2. Be careful of physical contact with residents. Due to their past, many of our residents do not like to be touched (i.e., hugs). You should be careful to watch for subtle body language that will let you know they are uncomfortable with physical contact from you. Do not take this as an insult if it occurs. On the opposite end of the spectrum are the residents who are overly affectionate or clingy. This behavior is inappropriate and needs to be addressed by you with the resident. One way to address the issue is to reaffirm that you care about the resident, but that everyone has personal space and that these actions are violating your personal space.
3. Our residents often times are manipulative. In the past, their basic needs were not met. They also were not taught that there are appropriate ways to have needs met. As a result, often times our residents resort to manipulative behaviors. Do not feed into these. Do not believe stories about not having clothes, shoes or us not paying for school fees. Stories such as these are untrue and are attempts of the part of residents to manipulate.
4. In a similar vein, residents may tell you elaborate stories of how unfair staff are treating them. Be assured that the staff members are highly trained and well supervised. The majority of them are college educated. If you become involved in conversations with the residents about their perceived torture in the dorm by taking the resident's side, you are altering your role as an adult and blurring boundaries.

between yourself and the resident. Consider yourself part of the treatment team, and as such, understand that you need to support the decisions of the team at all times. If you ever have questions or serious concerns, please feel free to let the volunteer coordinator or dorm coordinator know about them.

5. Often times adults attempt to build relationships by relating to residents on their level. Examples of this would be to use slang, inappropriate conversations (i.e., about one's personal problems, financial status, sexual encounters), excessive discussion of current trends in music and video, swearing or not setting limits. While it is perfectly acceptable to show an interest in their interests, it is unacceptable for adults to behave like the residents to build relationships. While this type of relationship may foster a sense of "like," it will never foster a sense of respect from our residents.
6. Do not ever tell a resident that you will adopt them or attempt to get them for foster care. First of all, virtually none of our residents are eligible for adoption. Furthermore, whether or not they go to foster care is not a decision that can be made easily by any one person. Promising them anything like this only sets them up for false expectations and disappointment.



Volunteer Opportunities

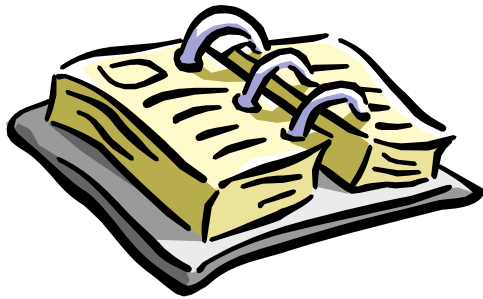
<u>Job Title</u>	<u>Date Needed (i.e., year round, DOC)</u>
Alumni List Clerk	Year Round
Archive Room Host/Hostess for Events	Alumni Weekend
Archivist	Year Round
Assistant Pottery Instructor	Year Round
Assistant Sorter	Year Round
Assistant to Clown	Events
Assistant to Volunteer Coordinator	Year Round
Bicycle Assembly	Year Round and Christmas
Campus Meal Assistant	Year Round
Cart Assistant	Day on Campus
Cart Driver	Year Round and Events
Child Care for Foster Care Meetings	Year Round
Christmas Drive Thru Traffic Director	Christmas
Christmas Stocking Preparation	Christmas



Cleaning for Day on Campus	Day on Campus
Clerical Assistant in Financial Development's Office	Year Round
Clothing Room Sorter	Year Round
Coffee/Drink/Ice Cream/Popcorn Servers	Day on Campus; Events
Commissary Assistant	Year Round
Computer Researcher	Year Round
Cookie Bakers	Day on Campus
Craft Instructor	Year Round
Culinary Assistant (Cooking)	Events
Decorate Campus	Christmas
Designer of Brochures	Year Round
Dinner Set Up	Christmas
Direct Lunch Tent Seating	Day on Campus
Donation Hut Assistant and Stocking	Day on Campus
Donation Pick-Up	Year Round
Enroute Traffic Director	Day on Campus
Event Set Up	Events
Exit Traffic Director	Day on Campus
Face Painting	Events
Floater	Christmas and Day on Campus
Foster Care Assistant	Year Round
Front Gate Director	Events
Fun Zone Assistant	Events
Fun Zone Overseers	Events
Game Area	Day on Campus
Garbage Detail	Day on Campus
Gate Keeper (Pool and Tennis Area)	Events
Gather Cleaning Supplies	Day on Campus
Gift Shop Assistant	Day on Campus and Events
Greeter at Front Gate	Day on Campus
Gym Assistant	Events
Hand Out Lunches	Day on Campus
Hardin Hall Greeter	Christmas and Day on Campus
Hardin Hall Host/Hostess	Year Round
Household Cleaning	Year Round
Human Resources Clerk	Year Round
Interpreter	Day on Campus
Inventory and Wash Parking Vests	Day on Campus
Inventory of Hardin Hall Kitchen and Break Rooms	Year Round
Inventory of Life Skills Room and CP Storage	Year Round
LCR Greeter	Day on Campus
LCR Packet Preparation	Day on Campus
Lunch Tent Assembly	Day on Campus
Mail Room Helper	Year Round



Office Assistant	Year Round
Outdoor Activity Supervisor	Year Round
Paint Black Posts	Day on Campus
Parking Attendant for Buses, Cars & Vans	Day on Campus
Parking Director	Day on Campus & Events
Parking V.I.P.	Day on Campus
Pottery Instructor	Year Round
Preparation for Cleaning Projections	Day on Campus
Prepare Drink Stations	Day on Campus
Prepare Life Skills Room	Day on Campus
Prepare Volunteer Nametags	Day on Campus
Public Relations Materials Clerk	Year Round
Receiving Gifts	Christmas
Refreshments	Alumni Weekend and Events
Registrar for Staff and Volunteers	Day on Campus
“Res” Day Set Up	Christmas
Restroom Checkers	Day on Campus
Rose Garden Caretaker	Year Round
Santa’s Workshop	Christmas
Shredder	Year Round
Stage Set Up	Day on Campus
Supervise Barnett Park	Events
Tent Set Up	Day on Campus
Traffic Directors	Events
Train Room Volunteer	Year Round
Train Station	Events
Tram Assistant and Driver	Day on Campus and some Events
Tram Line Cuers	Day on Campus
Unload Lunches from Truck	Day on Campus
Volunteer Hut Set Up	Day on Campus
Volunteer Tutor	Year Round
Wednesday Morning Volunteers	Year Round
Welcome Tent and Tent Assistant	Day on Campus
Welcome Tent Leader	Day on Campus
Wheelchair Guest Assistant	Day on Campus
Wrapping	Christmas



Annual Calendar

January	Preparation for and Participation in the Day on Campus (March)
February	Preparation for and Participation in the Day on Campus (March)
March	Day on Campus (3 rd Saturday)
April	Preparation for and Participation in the Foster Care Appreciation Day
May	Foster Care Appreciation Day
June	Teaching a class in the Summer Recreation Program
July	Teaching a class in the Summer Recreation Program
August	Preparation for and Participation in the Alumni Reunion
September	Annual Alumni Weekend at the Home (3 rd Weekend)
October	United Methodist Men's dinner
November	Volunteer groups help decorate Children's Home for Christmas Prepare for Santa's Workshop and Christmas decoration
December	Christmas gifts are delivered/wrapped the first week of December 1 st Saturday is Santa's Workshop day Christmas Dinner decoration and preparation Christmas drive-thru decoration and directing traffic



Safety For FUMCH Volunteers

Ask assigned supervisor for assistance. Communication is a key to safety. Ask for help. When in doubt, ask your supervisor.



Emergency Response Codes:

Color-coded booklets are under each desk phone. Listen to code as it is called. Read corresponding codebook page. Follow instructions for specific code. Talk with staff about the emergency procedures.

Blue- Medical Emergency.

A medical emergency exists anytime that a resident, client, staff member, volunteer, or visitor requires first-aid medical attention for any reason.

Grey- Emergency Manpower Needed

To de-escalate a visitor or other person who demonstrates the potential to inflict physical harm to themselves, others, or property; or to provide physical aid as situation warrants (such as campus or building evacuation).

Purple- Evacuation.

This plan would be activated when a major incident resulting in significant structural damage or possible life threat to residents and staff. The code is activated by the Director of Engineering or Director of Operations after approval from the President.

Red - Fire

Evacuation Plan:

For a drill or actual evacuation, you will be notified by staff who will use the all-call phone system to alert the campus (code purple alert and activation). You will get into your personal car (or go with staff, if necessary). Line up near front grate following the planned route.

Fire Drills:

During a fire drill, you must evacuate the building, go to the established meeting place and remain there until the all-clear is given.

Each building has clearly posted evacuation plans.

For either a drill or actual fire alarm, the alarm will sound. Leave the building via the closets exit. Follow staff to designated area. Remain with the group until the 'all clear' is given.

Food Safety:

Hand washing is the best prevention of food contamination.



Wash for 20 seconds, at least.
Avoid cross-contamination.
Watch food temperature.

Gate Procedure: The gate is our first level of security. The arm or the metal gate will be closed as you approach. You must:

- Push the button to call the receptionist and identify yourself.
- Drive through the entrance after the arm goes up.
- Then stop clear of the arm so no one else enters without speaking to the receptionist.
- When the arm lowers, you may drive off (10 m.p.h.).

Golf Carts:

Golf cart safety training is required for volunteers to operate any of the carts. Inspect the cart before each use. Avoid backing up. Do not transport residents on cart for any reason. Keep hands and feet inside. Do not overload cart.

Hazardous Materials:

Hazardous materials are anything that you cannot eat. Do not bring any hazardous materials onto the campus. Each product requires a material safety data sheet (MSDS), which are kept in the cottages. Bleach and other hazardous materials must be locked up when not in use.

Limits:

Know your limits. Watch the heat. Know how much weight you can lift. If you are using a ladder or other equipment, think about safety. Work with others as a team.

Other Safety Concerns:

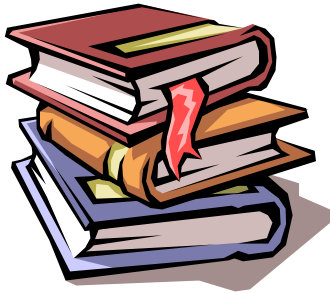
Drink plenty of water to avoid dehydration. Stay inside during lightening, thunder, and heavy rainstorms. Wear shoes at all times. Wear sunscreen with outside job assignments. Report injuries or accidents immediately to volunteer supervisor or other staff person who will assist you.

Speed Limit:

10 m.p.h., or less.
Watch for children, bicycles, or cars backing up.

Trams:

Tram training is required for volunteers to operate any of the trams. You are responsible for passenger safety. You will learn safe operating procedures during tram training.



A Bill of Rights for Volunteers

Every volunteer has:

1. The right to be treated as a co-worker, not just free help, and not as a prima donna.
2. The right to a suitable assignment with consideration of personal preference, temperament, life experience, education, and employment background.
3. The right to know as much as FUMCH as possible . . . its policies . . . its program.
4. The right training for the job . . . thoughtfully planned and effectively presented.
5. The right to continuing education on the job. . . as a follow-up to initial training for greater responsibility.
6. The right to sound guidance and direction . . . by someone who is experienced, well informed, patient, and thoughtful.
7. The right to a place to work - an orderly designated place.
8. The right to a variety of experiences . . . through transfer from one activity to another and through special assignments.
9. The right to be heard - to have a part in planning - to feel free to make suggestions.
10. The right to recognition - through day by day expression of appreciation - and by being treated as a bonafide co-worker.



I have completed the following:

- Application with complete address and references
- FBI background check form, if required for specific job assignments
- Local background check form, if required for specific job assignments
- Child Abuse/Neglect Responsibility Acknowledgement form
- Affidavit of Good Moral Character
- Confidentiality Policy
- Drug Certification Statement
- Release and Hold Harmless Agreement
- Residents Photograph Policy
- Smoke Free Environment Regulation form
- Volunteer Release of Information form

I Know . . .

- √ Where to park when I come on campus to volunteer
- √ Emergency Procedures
- √ When/Where to report
- √ Who my supervisor will be
- √ Where the sign-in sheets are located
- √ Where the Volunteer Info Center is located (includes a bulletin board)
- √ To notify the Volunteer Coordinator of any change of address, phone, and information on my original volunteer application form.



Receipt and Acknowledgement

I hereby acknowledge receipt of the Florida United Methodist Children's Home Volunteer Handbook and, should I be accepted to serve as a volunteer, agree to abide by the rules and regulations contained therein as well as those conveyed to me during any orientation or training session(s).

Volunteer/Applicant Name: _____

Signature: _____

Date: _____

(This form is to be returned to the Volunteer Coordinator prior to a new Volunteer beginning their first assignment.)



ATTENDANCE SHEET

Event: Volunteer Orientation/Training

Date: _____

Time: _____

Location: Chapel of the Florida United Methodist Children's Home

(Please print clearly)

<u>Name</u>	<u>Address</u>	<u>Phone/E-mail address</u>
1. _____	_____ _____	_____ _____
2. _____	_____ _____	_____ _____
3. _____	_____ _____	_____ _____
4. _____	_____ _____	_____ _____
5. _____	_____ _____	_____ _____
6. _____	_____ _____	_____ _____
7. _____	_____ _____	_____ _____
8. _____	_____ _____	_____ _____
9. _____	_____ _____	_____ _____
10. _____	_____ _____	_____ _____

Date Input in Computer: _____

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Verification of Volunteer Training

Name of Volunteer: _____

Class/Training: _____

Instructor: _____

Hours: _____

Date: _____

Location: _____

Date Input in Computer: _____