



Children's Village

VOLUNTEER PACKET



Online at thechildrensvillage.org

VOLUNTEER NAME: _____

RECEIVED BY STAFF: _____ DATE: _____

Children's Village

Mission Statement

Dedicated to provide a safe haven and restore hope for children who have been abused, neglected, or are in a severe family crisis.



Vision Statement

Compassionate communities where every child feels safe, secure, and is nurtured in a stable and loving home.

Our Core Values

Caring, Compassion, Respect, Safety, Teamwork, & Integrity

CARING, COMPASSION, & RESPECT

- Seeking to understand the thoughts and feelings of others.
- Initiating support and giving aide to our program residents, co-workers, and volunteers.
- Fostering an environment where respect and compassion are demonstrated in everything we do through reflective listening, effective communication, and responding with sensitivity.

SAFETY

- Provide safe, clean, and inviting home environment.
- Employees and volunteers have the training, equipment, and supplies needed to accomplish our mission.
- Maintain the adult/child ratio at all times-minimum 2 adults for every 12 children.

TEAMWORK

- Demonstrate compassion and respect working in partnership with one another.
- Recognize the value and contribution of each individual and their successes; encourage, support, and welcome new team members.
- Shall not speak ill of co-workers, program residents, volunteers, donors, or board members.

INTEGRITY

- Have the courage to do the "right thing".
- Creating an environment where our personal conduct reflects our values and employees acknowledge and accept responsibility for their individual actions.
- Uphold the highest standards of financial stewardship through honest, transparent, and ethical practices

Loving Children-Restoring Hope



Children's Village

ABOUT US

Children's Village is a residential home for children who are in need of a safe haven from abuse, neglect or severe family crisis. Our children come to us through state, local law enforcement and private placements with a large percentage of our private placements resulting from homelessness.

We are the only crisis nursery in North Idaho and the only non-profit facility that welcomes children from families in crisis. Services are provided for these families at no cost. Children stay with us for a minimum of 24 hours, with no maximum stay limits.

Since opening in 1990, Children's Village has sheltered more than 2,200 children. Facilities consist of the Moyer House and the Miller House – two 7,000 square foot residential homes – and house children from birth up to age 17.

Each child over the age of five has their own bedroom, while infants and toddlers share the nursery. We have beautiful play areas with access to age appropriate bicycles, a sports court, swings, play structures, and a garden area. Each child spends quality time with direct care staff, their mentor, and community volunteers.

Children are transported to and from their school of origin and are provided any needed medical, dental or vision care. We provide three meals and snacks a day to our residents, along with everything they need to feel safe and loved, to be healthy, and to heal.

Children's Village is a 501(c)(3) with an annual operating budget of just over \$1 million. Community support makes up 95% of our yearly funding through grants, private foundations, corporate sponsors, fundraising events, monthly donors and community members. We receive the remaining 5% of our funds from the State of Idaho.

~ Loving Children – Restoring Hope ~



Ways to Volunteer

THERE ARE MANY WAYS YOU CAN VOLUNTEER TO HELP CHILDREN'S VILLAGE!

DIRECT CARE

This is spending 1 – 2 hours a week on a consistent day (for example 10:30am – 12:00pm each Wednesday) with our kids. Children range from infant – 18 for girls and infant – 13 for boys. Our kids are like any other children and they crave adult attention. They love volunteers because it allows them to have someone's undivided attention. They enjoy being pushed on the swing, taught how to ride a bike, read a book, build a puzzle with them, etc. You don't have to be good at coming up with creative things to do with the kids, they'll have plenty of ideas! If you love hanging out with little ones of all ages, this may be for you.

- ✓ Must be 19 and/or graduated from high school
- ✓ Minimum 1 hour per week
- ✓ Background checks required

DIRECT CARE – TUTORING

School-age residents may have homework that requires extra time and attention from a volunteer with a particular skill set. If you sign up as an "on-call" tutor we will call you when the need arises, asking that you spend a few tutor sessions (as needed) with that child.

- ✓ Must be 19 and/or graduated from high school
- ✓ Background checks required

MAINTENANCE - *GREAT FOR GROUPS!*

With two 8,000 sf houses and 15 acres, we have plenty of exterior projects! From raking pine needles, to re-painting our deck, to planting bulbs and flowers, or helping out in the office — if you want to help but can't commit to a weekly schedule, this may be for you! New projects opportunities are posted on our website as available.

- ✓ Kid and family friendly
- ✓ No minimum time commitment

SPECIAL PROJECTS/ EVENTS - *GREAT FOR GROUPS!*

We have fundraisers, events and special projects throughout the year that we need help with. Examples are: stuffing envelopes with our newsletter, wrapping presents at Christmas, helping at an event booth or fundraiser. These activities are seasonal and do not require a set commitment. New projects opportunities are posted on our website as available.

- ✓ Kid and family friendly
- ✓ No minimum time commitment



Name _____ Date _____

Street / Mailing Address _____

City _____ State _____ Zip Code _____

Phone: Home _____ Work _____ Cell _____

D.O.B. _____ Email _____

of Children at Home _____ Spouse _____

Please circle the best answer(s):

1. I plan to volunteer my time because:
 - a. I like to spend time with young people
 - b. I like to visit with people of all ages
 - c. I feel good when I do something for someone else.
 - d. _____

2. I intend to volunteer the following amount of time:
 - a. 2-3 hours per week
 - b. 2-3 hours every other week
 - c. 2-3 hours a month
 - d. Occasional hours, but not on a regular basis

3. The best days for me are: Mon. Tues. Wed. Thurs. Fri. Sat. Sun.
The best time is: Morning Early Afternoon Late Afternoon

4. I would enjoy (circle ALL that apply):
 - a. Reading or playing a quiet game with one or two children
 - b. Playing a sports activity with children
 - c. Teaching a group of children, a creative activity such as: _____
 - d. Helping with household chores
 - e. Helping in the office
 - f. Tutoring a child in the following subject(s) _____
 - g. Teaching a child the following skill: _____
 - h. Yard or maintenance work
 - i. Maintaining / repairing bikes and/or playground
 - j. Volunteering for fundraising events
 - k. Other _____

5. I most enjoy being around (circle up to three selections):
 - a. Infants
 - b. Preschool kids
 - c. Elementary School kids
 - d. Middle School kids
 - e. High School kids
 - f. Adults

6. My favorite types of activities are:
 - a. Indoor
 - b. Outdoor
 - c. Group
 - d. Individual

7. My personality lends itself best to:
 - a. Being given a specific task
 - b. Diving in and figuring things out as I go

8. This statement best describes me:
 - a. I love to be in on things and cannot wait to tell my friends of my experiences
 - b. I usually keep to myself unless I know the people well
 - c. I tend to over-commit myself because I like to do so many things
 - d. Once I decide to do things, I stick with them until they are completed

I learned about the Children’s Village needing volunteers via _____

What type of formal training or degree do you have?

High School _____ College _____

Vocational or special training: _____

Relevant Work & Volunteer Experience: _____

Hobbies: _____

References: 1. Name _____

Phone # _____

2. Name _____

Phone # _____

3. Name _____

Phone # _____



VOLUNTEER EMERGENCY CONTACT

Please provide us with information pertaining to personal contacts for you, should there be an emergency while you are here volunteering.

Volunteer Name: _____

In the event that I become ill or in need of assistance, you have my permission to contact the following family and/or significant other listed below:

In case of an emergency, list two contacts:

1. Name: _____ **Relationship:** _____

Address: _____ **Phone Number:** _____

2. Name: _____ **Relationship:** _____

Address: _____ **Phone Number:** _____

Do you give us permission to transport you to the nearest medical facility should you incur serious illness or injury during your volunteer hours?

Yes

No

If yes, please indicate the name and contact information of the physician or health care provider you would like us to contact.

Physician's Name/Office: _____

Address: _____

Phone Number: _____

Volunteer Signature: _____ **Date:** _____

Staff Signature: _____ **Date:** _____



DIRECT CARE / TUTORING VOLUNTEER JOB DESCRIPTION

POSITION:

This individual provides on-site one-on-one quality interaction with the children, and assistance to the direct care staff for care of the residents of all ages in both the Moyer and Miller houses. Volunteers are under the direct supervision of the Volunteer Coordinator.

REQUIREMENTS:

All volunteers must be 19+ years of age, possessing a high school diploma or equivalent. The individual should be of sound health, would need to hold a valid state ID or driver's license, and would be required to pass an FBI fingerprint background check, and various online background checks.

HOURS:

The hours of this position would be agreed upon between by the Volunteer and Volunteer Coordinator, and generally may be no more than 5 hours a week.

RESPONSIBILITIES:

- Sign in and out for each visit
- Coordinate and adhere to monthly or on-call schedule with the Volunteer Coordinator
- Communicate changes to schedule as soon as possible
- Assist in the daily care of the residents in the assigned home (except tutor volunteers)
- Ensure activities never remove youth from sight and sound of staff (unless volunteer has completed Advanced Volunteer Program)
- Assist with the daily educational components of each resident
- Adhere to all policies and procedures outlined in Volunteer Packet
- Ensure complete compliance to Privacy/Confidentiality Policies
- Bring to the attention of the staff any safety, health, crisis situations, or information
- Coordinate with Volunteer Director for a positive flow of communication, suggestions, program improvements, etc.

Signature of Volunteer

Date

Signature of Volunteer Coordinator

Date



Children's Village

CONFIDENTIALITY STATEMENT

Each volunteer will receive a copy of the confidential policy upon volunteering and will be given the opportunity to discuss and clarify any questions and concerns.

1. All the residents and staff of Children's Village have the right to expect confidential and respectful treatment of all personal information and records.
2. All information concerning serious threats of harm to resident's self and others will be reported to the appropriate authorities, as well as criminal acts and reports of child abuse, neglect and/or incest. Report such disclosures to staff.
3. After leaving Children's Village, all information concerning the residents will continue to remain confidential. Failure to protect and respect confidentiality will be reason for removal from the future affiliations with Children's Village.
4. To protect the privacy of our residents, please do not bring children under the age of 18 (or those not yet graduated from high school) to the Moyer or Miller Homes.
5. Children often exit unexpectedly and due to confidentiality reasons, we are unable to share why a child exited or their whereabouts. We ask that volunteers respect this policy and refrain from inquiring.
6. After leaving Children's Village, all information concerning the residents will continue to remain confidential. Failure to protect and respect confidentiality will be reason for removal from future affiliations with Children's Village.
7. Please do not take photos of the inside of the houses.

By signing this form, the volunteer indicates a clear understanding of the resident's legal rights concerning the policy on confidentiality.

Volunteer Signature:

Date:

Volunteer Coordinator Signature:

Date:

ARRIVAL:

1. The front door is kept locked for safety reasons. Please knock loudly so staff can hear.
2. Sign in to the volunteer log book and put on your name tag.
3. Please introduce yourself to the staff, children, and other volunteers present and let them know you are a volunteer.
4. If you have personal belongings that you brought with you, please have staff put them in the lock-up closet.
5. We ask that if possible, your phone is either locked in the closet or that you don't bring it in at all. Cell phones can not only be a distraction, but the children may want to play with it, or encourage you to take their picture, which is prohibited due to confidentiality concerns.
6. Please let the staff know what your volunteer activities will be that day (yard maintenance, a special project, etc.), if you are coming to spend time with the kids, please ask if there is anything specific with which they could use your help. For example, if they are preparing a meal or a snack, they may want you to help with an infant so they can focus on the task at hand.
7. Request a status update. This allows the house mom to give you a quick recap such as; most of the kids are downstairs playing, little Sarah is sleeping in the nursery, little Johnny is in time out, etc. This will help you know where to best direct your attention.

DURING YOUR VISIT:

8. If a child attempts to engage you in conversation regarding personal details about themselves, about past experiences or about you, please privately let staff know so they can record this. The staff will speak with the child or address it with the Agency Director, child's case worker, and/or counselor. Please refrain from asking the children personal questions about their past, their families or what brought them to the Village.
9. Don't discuss personal information about yourself to a resident (other than general information) such as coming from an abusive / alcohol / drug home.
10. For the safety of the children, notify staff immediately if someone other than Children's Village Staff/Volunteer attempts to speak with or otherwise engage the children (for example, if you see someone talking to a child through the fence or in the driveway).
11. If a situation arises where you feel uncomfortable for any reason, whether it is something a child does/says to you, to another child or to a volunteer, please immediately notify staff or the volunteer coordinator.
12. The staff needs your help and support in educating and training. Behavior modification is often in the treatment plan of a child, so please support the staff. Granting un-earned privileges, or discounting the rules can be very disruptive to the child's care plan.
13. All volunteers (except Advanced Volunteers) should remain within view of staff when playing with the children. This includes but is not limited to being in the rec room, being out front in the cul-de-sac, and in the backyard.
14. Please ensure children wear helmets when riding bikes.
15. Please do not allow children to engage in risky behaviors which could injure themselves or others (standing on the swings, climbing up the slide, jumping from objects). If a child endangers themselves or another child, please alert a staff member immediately.
16. If a child or group are misbehaving, ask them to please stop what they are doing and encourage positive behaviors. You can let them know that you'll have to stop your current activity if they don't act appropriately. Example: *"If you keep throwing the pieces, we'll have to put the puzzle away."* Or *"If you guys can't play nicely on the swings, we'll have to go inside. Let's share and take turns instead."* If the behavior continues, alert a staff member.

17. Volunteers are not allowed to change diapers or assist a child in using the restroom. A volunteer may help a child wash their hands, but the door must remain open and only one child is allowed in the restroom at a time.
18. Volunteers are prohibited from going to the second floor without being accompanied by a staff member.

UPON YOUR EXIT:

19. Please don't forget to log your time in the log book. Recording your volunteer hours is very important to our organization!
20. Please let the staff know you are leaving and that someone locks the door behind you.
21. Please provide any necessary information to the staff as it pertains to the child/children with which you were interacting.

GENERAL POLICIES:

22. Please do not open the door for anyone other than staff or residents unless specifically directed to by a staff member.
23. If you will be unable to be here for your scheduled time slot, please call 208-667-1189 and let our front desk know so they can contact the house staff.
24. Sometimes situations arise that make it impossible to keep our schedule with volunteers, so a scheduled visit may, on rare occasions, be canceled and we will attempt to notify you ahead of time.
25. If you are aware of a resource our Wish List needs or an unlisted need here at the Village, please let us know. Please check with us first before soliciting a need for Children's Village.
26. The Children's Village campus is a gun free zone. Only law enforcement are allowed to have firearms on our property.
27. Volunteers are not allowed to drive any of the children in a personal vehicle or in a Children's Village vehicle as per our state license.

QUESTIONS, CONCERNS OR SUGGESTIONS? Contact our Volunteer Coordinator at 208-667-1189.

By signing this document I am stating that I have read, understood and will abide by the above policies:

Volunteer Signature: _____ Date: _____

Volunteer Coordinator: _____ Date: _____



RECEIPT OF VOLUNTEER POLICIES & PROCEDURES

I, _____, acknowledge that I have received a copy of the Children's Village *Volunteer Packet* containing current volunteer policies and procedures, including the Volunteer Survey, Volunteer Agreement, Statement of Confidentiality, Background Check Release, and Drug Policy.

I understand that I should consult the Volunteer Coordinator or Chief Program Officer if I have questions or should any issues arise.

Since the information, policies and procedures described here are necessarily subject to change, I acknowledge that revisions to the *Volunteer Packet* may occur, and I understand that the Children's Village may change, modify, suspend, interpret or cancel, in whole or part, any of the published or unpublished volunteer policies or practices, with or without notice, at its sole discretion. Such revised information may supersede, modify or eliminate existing policies.

I understand I will be alerted to any changes to the Children's Village volunteer policies and procedures via the email I provided to Children's Village.

I understand and agree that I will read and comply with the policies contained in this *Volunteer Packet* and any revisions, and that as a volunteer I am required to understand and follow the policies and procedures presented herein.

Volunteer Signature: _____ Date: _____

Each volunteer will receive a copy of the drug policy upon volunteering and will be given the opportunity to discuss and clarify any questions or concerns.

1. The Children's Village will comply with all federal, state and local laws concerning drugs, tobacco and alcohol.
2. In order to maintain a drug free environment, no volunteer will use any illegal substance either on or off site.
3. No volunteer will use any legal drugs during hours of duty that might hamper their ability to perform their duties safely.
4. No volunteer will be under the influence of alcohol, nor will there be the use of any alcohol on the site of Children's Village by themselves or others.
5. Smoking is prohibited on Children's Village property or in Children's Village vehicles.
6. Manufacturing, distribution, dispensation, possession, or use of any illegal drug, alcohol, or controlled substance while on Children's Village, Inc. premises is strictly prohibited.
7. Any visitors or family members may be asked to have their person/bags checked for firearms, weapons, alcohol, drugs, or other inappropriate items. The items may be collected by staff and locked up during the visit (such as prescription drugs). All items that may be deemed illegal or dangerous will be reported to the Executive Director and the owner of the property shall be denied at visit.

By signing this form the volunteer indicates a clear understanding of the policy on drugs and alcohol.

Volunteer Signature: _____ Date: _____

Volunteer Coordinator Signature: _____ Date: _____



SIGNED STATEMENT FOR MAKING A CPS REFERRAL

I have watched the video *Reporting Child Abuse: Care Enough to Call*. After viewing the video, I acknowledge my duty to report child maltreatment.

I understand I may review this video at any time by searching *Reporting Child Abuse: Care Enough to Call* or visiting: <https://www.youtube.com/watch?v=Q-Cojs52hG4>

Volunteer Signature:

Date:

Volunteer Coordinator Signature:

Date:



BACKGROUND CHECK AUTHORIZATION

Last Name: _____ First Name: _____ Middle Initial: _____

Address: _____ City: _____ State: _____ Zip: _____

Date of Birth: _____

Aliases (other names used, previous maiden name, married name etc.) : _____

Have you ever been convicted of any crime? **Yes / No** If yes, please describe (include date and type of conviction):

I understand that I am not obligated to disclose sealed or expunged records of conviction or arrest. Crimes include misdemeanor and/or felonies. Do not report minor traffic violations. Driving under the influence is not considered a minor traffic violation:

1. The undersigned acknowledges and verifies that all information provided above is true and accurate and that I am the person named.
2. The undersigned supplied this information to authorize and enable Children’s Village to perform a criminal background check, including fingerprinting through Health and Welfare and Idaho State Repository check.
3. Information obtained through the background check will be used to determine whether volunteer service will be approved. All information on this form and gathered through the background check will remain confidential and secure. It will not be shared with other staff, volunteers or agencies and will remain safely in the volunteer file.
4. The undersigned agrees to have Children’s Village take a copy of their driver’s license (or valid ID) for their file.
5. The undersigned understands they will be responsible for the **\$85.00 Health and Welfare fingerprinting and background check processing fee** with a possibility of reimbursement (see number six).
6. Reimbursement is dependent on 24 volunteer hours within the first six months of volunteering (orientation not included). Volunteer sign in log will be used to verify hours completed. After ten hours is completed Children’s Village will disperse a check to the address on file.

Volunteer Signature

Date

Volunteer Coordinator Signature

Date

Fee Received: _____ CHECK _____ CASH

Date Received / Staff Initials: _____