



Volunteer Policies and Procedures

Welcome to the Frazer Center! We're glad you've decided to volunteer with us! This packet contains information that is important for you to know during your time with us. Also, please be sure to complete a volunteer application before you start. Should you have any questions regarding your volunteer work, please contact Dan Watson at d.watson@thefraziercenter.org or 404-377-3836 ext. 125. Thank you!

Program Philosophy, Mission, Values and Goals

Our Mission

The Frazer Center is an inclusive community where people at all levels of ability and disability gather, learn and flourish together.

General Policies:

Child/ Adult Injury Control and Prevention

Supervision

Supervision is an important part of injury control and prevention. Children must be within eyesight at all times. Head counts should be conducted throughout the day, especially prior to leaving the classroom and upon returning to the classroom. Classroom counts are conducted throughout the day by administration; it is your responsibility to know how many children are in your classroom at all times. **Volunteers are not counted in classroom ratios.**

Lifting and Moving Children

Children should be lifted using their trunk, located under their arm pits. At no time should children be lifted using their arms or wrists. Typical situations that cause nursemaid's elbow include lifting children up from the ground by the hand or wrist, swinging the child while holding the child by the hand or wrist, pulling arms through the sleeves of jackets or shirts, catching a child by the hand to prevent a fall, or pulling a child along when in a hurry and the child suddenly collapsing to the ground in an effort to avoid going. Volunteers should be mindful of these potential safety situations that could cause injury to children.

Adult Ratios:

Adult participants are separated into stations or centers based on individual objectives and goals for the week. Each station is supervised by adult instructors. While the ratio of students to instructors is kept as low as possible, it varies between stations and hours of the days. At maximum, the ratio is 1:10 instructor to participants. Volunteers are not counted in this ratio.

Volunteer/ Visitor Safety

Volunteers and visitors are encouraged to interact and engage with the children and adult participants. In order to maintain a safe and encouraging environment for all involved, volunteers and visitors should restrict their greetings with adult participants to handshakes, high-fives, and 'fist pounds'.

Emergency Procedures and Drills (Taken from The Frazer Center Occupant Emergency Plan)

Medical Emergencies

Should any medical emergency arise while working with children or adult clients, volunteers should immediately notify lead teachers or instructors. Follow any instructions given by the closest supervisor, and be available to assist as needed throughout the incident. Please debrief with your volunteer coordinator should you have any questions/ concerns/ comments following the event.

Natural Disaster/ Fire Evacuation/ Bomb Threat/ Violent Situation Procedure

During any such event, volunteers should look to the closest supervising staff member for instruction. They should be aware and attentive to any child or adult client they are currently interacting with to ensure that he or she is cared for. Personal safety needs to be taken into consideration as well. The instructors in the classroom will be responsible for the health and safety of all clients, but volunteers should be available to assist in Center procedures in any way that does not bring their safety into harm's way. Announcements will be made over the PA system to alert staff, volunteers, and clients to any impending situations.

Handwashing Procedures

The handwashing procedures are posted at each sink as a reminder of proper procedures. Please notify the nurse if you need any additional copies. The nurse and lead teachers may conduct random spot checks with staff to ensure proper procedures are being followed.

Handwashing should occur by staff and volunteers at all times throughout the day, prior to any direct contact with children or adult clients.

Client Confidentiality

Volunteers will ensure confidentiality and privacy in regard to history, records and discussions about the people we serve. The very fact that an individual is served by The Frazer Center must be kept private and confidential.

This means that volunteers shall not disclose any information about a person, including the fact that the person is or is not served by our organization; to anyone outside of this organization unless authorized by the executive director or other authorized personnel. The principle of confidentiality must be maintained in all programs, departments, functions and activities.

- ✓ No information requested by someone outside the agency will be given over the telephone. Volunteers are instructed to respond with the statement: "Frazer Center policy does not permit me to give out this information." That includes whether or not a person is or has been served by the Center.
- ✓ No information about individuals or records will be released to state, federal or other agencies that enable the identification of any person by name, address, Social Security number or other coding procedures.
- ✓ Volunteers will not discuss any individual's record with unauthorized individuals, whether on or off duty. All volunteers are required to sign a confidentiality acknowledgment stating their responsibility and commitment in regard to client information.

Dress Code

- 1) All shoes must have a back if you are working directly with the children. Sandal straps are fine, but no completely backless shoes such as clogs are to be worn.
- 2) High heels are inappropriate when lifting or carrying children. They should not be worn.
- 3) Short shorts should not be worn. All shorts must be fingertip length or longer and should not be skintight. (Keep in mind the image you project when sitting, lifting children or bending over.)
- 4) Sweat pants are not considered appropriate clothing for work, unless part of an outfit.
- 5) No halter tops or crop tops. Tank tops for both male and female staff may be worn with a shirt over them. Again, be mindful of the image we present.

- 6) Hats or caps are not to be worn in the building during working hours. Anyone working in the kitchen is to wear a hairnet.
- 7) Clothing should be worn in a manner that does not reveal undergarments.

If you are in doubt about an item of clothing, please check with your volunteer coordinator. The Frazer Center is a place of business and we have many visitors. It is expected that everyone will dress to project confidence and respect for themselves, the children, the adults, the families and the public.

Telephone Calls

Volunteers are allowed to make local calls on Center telephones only if necessary. Personal use of telephones for long-distance calls by volunteers at this Center is not allowed, except in case of an emergency. While on duty at the Center, volunteers are asked to silence or turn off cell phones, and cell phone usage while on duty is allowed only in case of an emergency and should only be used outside of the classroom.

Positive Guidance Techniques

AT NO TIME WILL A CHILD OR ADULT BE STRUCK, ROUGHLY HANDLED, VERBALLY ABUSED, THREATENED OR Demeaned AS A DISCIPLINARY MEASURE. Additionally at no time will a child or adult be disciplined through the denial of food or threatened to be denied food.

It is vital to the well being and successful development of young children and adults that they have clear, consistent, and appropriate limits on behavior. Because of our commitment to developing a positive sense of self-esteem, and independent, responsible, and caring behavior on the part of children, we approach "setting limits" (discipline) in a predictable, clear, and sensitive manner. The limits we set arise from two areas of importance: not hurting oneself or others and respecting everything in the physical environment. We also set up the environment to minimize the necessity of limits, and share control with children in the decision-making process. In "disciplining" a child, our primary goal is to support the child in developing awareness in these two areas and then establishing effective "inner discipline" or self-control. This reduces their dependence on adult-imposed control. Since developing "inner discipline" is our primary objective, setting limits is treated as a learning process.

If a child or adult's behavior is inappropriate or unsafe, an educative consequence appropriate to the behavior, age and individual is applied. Our first course of action is positive redirection (for instance a child or adult may simply be directed to another activity) and facilitation of "win-win" problem solving. Generally, these two approaches are successful. If they are not, other strategies are utilized, which may include the utilization of the "quiet corner" for a brief time

until the child is more in control and able to respond to or follow safety guidelines. The “quiet corner” is child initiated and used as a calming down time with adult supervision as opposed to “time out” which is teacher directed and punitive in nature. **“Time out” is not a strategy utilized at the Center.** Toddlers receive many, many messages and reminders (both verbally and physically) from the teachers regarding what is appropriate and safe.

With children who are three, four and five years old "quiet corner", or "calming down time" may also be utilized. This down time is not a punishment and is not intended to be humiliating. It is used as a mechanism to assist the child in calming down, reassessing the situation, and re-establishing some inner control. It also provides the teacher and child an opportunity to talk about feelings. Once the child and teacher talk, the child lets the teacher know when he/she feels ready to participate in an appropriate manner.

Mandated Reporting

As of July 1, 2012, the mandated reporter law for Georgia was expanded to include volunteers as individuals that are law-bound to report suspected abuse. Information to be reviewed by all school personnel, school volunteers, interns, student teachers, lay coaches and anyone who works with district students:

House Bill 1176 amended O.C.G.A. 19-7-5 Mandatory Reporting of Child Abuse. O.C.G.A. 19-7-5 is designed for the protection of children whose health and welfare are adversely affected and further threatened by the conduct of those responsible for their care and protection. O.C.G.A 19-7-5 has been amended as follows:

‘Child service personnel’ means persons employed by or volunteering at a business or an organization, whether public, private, for profit, not for profit, or voluntary, that provides care, treatment, education, training, supervision, coaching, counseling, recreational programs, or shelter to children. If a person is required to report child abuse pursuant to this subsection because that person attended to a child pursuant to such person’s duties as an employee of or volunteer at a hospital, school, social agency, or similar facility, that person shall notify the person in charge of the facility, or the designated delegate thereof, and the person so notified shall report or cause a report to be made...

“From an ethical and moral standpoint, volunteers who work with children already have an obligation to report suspected child abuse. (Georgia) House Bill 1176 simply makes this obligation a requirement by law.”

To whom do you report?

The law states:

“An oral report shall be made immediately, but in no case later than 24 hours from the time there is reasonable cause to believe a child has been abused, by telephone or otherwise and followed by a report in writing, if requested to a child welfare agency providing protective services, as designated by the Department of Human Services, or in the absence of such agency, to an appropriate police authority or district attorney.”

Mandatory Reporting Within the Frazer Center:

Within the Frazer Center, mandated child abuse protocol directs school staff, volunteers, or anyone in contact with district students to contact a administrator immediately to report suspected child abuse.

What are the Rights of Mandated Reporters?

- Anonymity or confidentiality (when possible)
- Immunity for a “good faith” report
- Knowledge that a report was made
- Penalty for not reporting – Guilty of a misdemeanor