

VOLUNTEER GUIDELINES

Message from the Executive Director

Dear Volunteer,

On behalf of the Sun Valley Youth Center, staff, and students, I want to thank you for becoming a volunteer.

The work that we do with the children of Sun Valley makes a big impact in their lives. I believe that our volunteers help make a difference that will serve the children both now and in the future.

Thank you for giving your time and talents to help the children in our programs. We hope that you will find volunteering with Sun Valley Youth Center a positive and rewarding experience.

*Kris Rollerson
Executive Director*

ABOUT Sun Valley Youth Center

For 18 years, we have been the non-profit serving youth living in the neighborhood. We also work with Fresh Start to provide expanded programming.

- Afterschool Program/Day Care serving youth 5-13 (Monday - Friday)
- Summer Programming: Daily programming/Day Care ages 5-13 (Monday -Friday)
- Train Lead Succeed program for teens: life skills, career exploration and recreation.

SUN VALLEY DEMOGRAPHIC DATA

As of December 2015 there are 772 youth under the age of 16 living in DHA housing or Decatur Place. There are 450 children between the ages of 5 and 16 (58% of all youth).

Please watch these videos to learn about the Sun Valley Youth Center and the neighborhood:

To download QR code software for your mobile phone, simply follow these steps: Open your mobile app store (App Store, Google Play, Windows Marketplace, etc.). Search for QR code readers. Simply download the QR code reader to your phone, open it and you are ready to go. *Note: You will need to open your downloaded QR code reader each time you want to decode a QR code. Otherwise, you will end up just taking a picture of the QR code.*

<http://www.sunvalleyyouthcenter.org/> (about SVYC)



www.youtube.com/watch?v=scXzdx3rQSo (volunteer overview)



www.youtube.com/watch?v=USBzv9TYeuo (testimony of a resident)



VOLUNTEERS ARE REQUIRED TO COMPLETE AN APPLICATION AND A CENTRAL REGISTRY REPORT, AS WELL AS FINGERPRINTING.

This is mandated by the state of Colorado rule 7.701.33 in the general rules for day care.

This handbook includes guidelines for volunteers and information about safe practices and confidentiality. These ideas are only a beginning. Remember if you have a question or an idea, share it with the staff.

SVYC Rules

1. Stick Together
2. No Hurts
3. Have Fun

Please keep these rules in mind and feel free to remind students of them when there is a particular rule they need to get back on track with.

GUIDELINES FOR VOLUNTEERS

As a volunteer, you will be asked to follow the program's policies and procedures. The children and staff need you and they need to know that you're going to be there for them. To help make the personal commitment, guidelines have been set up to outline what is expected. Your involvement with the program will be fun and educational if you keep these guidelines in mind.

- ◆ Please keep your commitment-BE DEPENDABLE AND KEEP ON SCHEDULE.
- ◆ Sign-In every time you arrive for the day
- ◆ Come prepared for play and to be on the floor; wear comfortable clothing.
- ◆ Talk to the staff before or after donated time - your ideas and concerns are very important. If you have any special skills, staff will be glad to know about them and will use your skills when we can.
- ◆ Be alert to special danger situations at your site such as doors that slam shut, or particular play equipment. Know where to find a first aid kit.
- ◆ Refer questions from visitors or parents to the staff, or the Director.
- ◆ If you have a specific assignment, STAY WITH IT, unless an emergency demands your attention elsewhere.
- ◆ Avoid discussing a child's behavior in his/her presence or with parents, wait until the close of the day or until you have time away with staff.
- ◆ Any disagreement with procedures, techniques, etc., must be discussed with the staff and not in front of the children. The staff will resolve any conflicts or difference of opinion.

- ◆ SPEAK IN POSITIVE TERMS to the children. A conversation that starts with “Johnny isn’t...” has negative implications and often receives negative results.
- ◆ Keep your voice low at all times and make conversation on a face-to-face level with the children. (Kneel or sit down if necessary)
- ◆ Offer a choice only when you can really give one!
- ◆ Engage with kids by asking the child open ended questions.
- ◆ Find something likable in all of the children. Avoid showing any preferences, as all children need our love and attention.
- ◆ Never disapprove of a child even though you may express disapproval of what the behavior the child may be displaying.
- ◆ Give the child maximum opportunity to grow in independence. Let the child work out his/her problem rather than solving it for him/her but respond to requests of help. Remember that other children can help too.
- ◆ Ask Staff if ground rules are unclear. Limits are necessary and need to be clearly defined and consistently maintained.
- ◆ Making friends with other volunteers is a wonderful experience but avoid neglecting the children to chat with adults; you can visit after hours, or on breaks. In reference to the Confidentiality Policy and the dignity of each child, please remember to avoid discussing individual children with other volunteers, or in outside contact. You never know who may be listening to your conversation.

CONFIDENTIALITY POLICY

The Sun Valley Youth Center has a commitment to children and parents. In accordance with the Federal Privacy Act of 1974 and PL 93-579, the sharing of information about the children and families served is done with great discretion. For this reason, staff may not be able to answer some questions about children. We hope you will understand and keep information gained here within the building.

All information obtained about children, families and an employee is to be held in confidence. Employees may share the confidential information only on a ‘need to know’ basis with other employees and/or professional consultants who are providing services to the children, families or employees of the Sun Valley Youth Center.

Such information may not be disclosed except upon the presentation of a release by a custodial parent or legally appointed guardian or in response to a subpoena issued pursuant to law.

Notwithstanding the above, information may be released in response to a subpoena issued in connection with any proceeding in a Court of Law, or to comply with the laws of the state of Colorado to protect children from child abuse.

Child Abuse Report Policy

If a student ever tells you something about being harmed in any way, TAKE THEIR WORD FOR TRUTH, or if you see physical marks on a child please inform a staff member immediately. It is best to do this discretely by telling a staffer that you have something to discuss with them in private. We also ask you to not discuss the incident/problem/report with anyone else until sharing it with a staff person. The policy is stated below.

All employees are required to report any suspected child abuse or neglect as per the following:

Please advise the Director of the suspicions you may have and he/she will assist you in following the proper procedure.

1. The child-care provider/volunteer who has reasonable cause to suspect child abuse or neglect shall make an oral report immediately to the Director
2. The childcare provider/volunteer shall document the incident or situation.
3. Within 72 hours the Director shall file a written report.
4. A staff member shall not be dismissed or penalized for making a report.
5. The identity of the reporting person shall be confidential, subject to disclosure only with consent of that person or judicial process.

Physical Limits Policy

It is important to maintain healthy physical boundaries with all children. The way that you physically relate to children of your own, children in your family, or children that you nanny for is likely different than our environment. We strive to maintain clear boundaries with the children we work with for legal and safety reasons.

- Always have another adult with you
- No 1:1 transportation EVER
- Sharing or requesting personal phone number or address is discouraged.
- All Social Media must be approved by SVYC Executive Staff and must be filtered through the SVYC Pages

What you can do: Side hugs and pats on the shoulder are the extent of the physical contact we make with students.

What you can't do: Piggy back rides, front hugs, wrestling, carrying children, and lifting children in any way is off limits. NO GROOMING.

PROCEDURES FOR EMERGENCY SITUATIONS AND MAINTAINING SECURITY

First Aid Kits – First Aid Kits can be found in all classroom, all buses, and the Red Backpack.

Visitors

Due to the nature of our business, The Sun Valley Youth Center prohibits any unauthorized or unescorted visitors in our facility. Volunteers may not allow entry to visitors without a staff member's permission. Only SVYC Executive Staff may 'buzz in' a visitor. If you plan to have someone visit, you must notify the Executive Director and the other staff members we need to know who will be visiting and when. Anyone coming to visit the center may in no way hinder your ability or take your focus from the children.

Child Pick Up

Volunteers should rely on a staff member to interact with all parents or guardians who seek to pick up a child. Volunteers are not authorized to make decisions about releasing children to leave with adults.

Fire Prevention

Know the location of the fire extinguishers in the Center and make sure they are kept clear at all times. Notify the Director if an extinguisher is used or if the seal is broken. Keep in mind that extinguishers that are rated ABC can be used for paper, wood or electrical fires. Make sure all flammable liquids, such as alcohol, are stored in approved and appropriately labeled safety cans and are not exposed to any ignition source.

In Case of Fire

1. When a fire is discovered the fire alarm will be sounded.
2. Call 911 and give them the following information:
We are located in:
The Sun Valley Youth Center
1230 Decatur St.

The nearest cross streets are Holden St. and Decatur St.,

Senior Staff: will line all children up (Volunteers will assist)

1. Get sign in/out sheet
2. Take children out the designated exit to the fenced in area behind the alley.

The room you are in designates exits. Become familiar with the Evacuation Plans posted in each room that the center uses.

Jr. Staff:

1. Look for scared children hiding behind doors, under tables, etc., anywhere a scared child might hide.
2. Take the Emergency Cards and Emergency Kit- Both located in the Directors office- to the fenced in area.

If a child is discovered to be missing, inform emergency personnel as soon as they arrive.

Bomb Threat - Follow the same procedure as a fire alarm.

Lock Down

In the event the center faces a lock down situation, staff will call 9-1-1, all staff will line children up and proceed to closest locking classroom. Black paper will be put over the windows. Doors will be locked, lights turned off. Children will hunker under tables until police arrive to clear the building.

Communicable Illness:

When children show signs of severe or communicable illness, they must be separated from the other children, the parents and guardians must be notified and a doctor or medical facility must be consulted as needed regarding treatment.

Staff members or volunteers with communicable illness must not be permitted to work or have contact with children or other staff members if the illness could be readily transmitted.

If a child has been diagnosed with a communicable disease, the center must immediately notify the state department of health. The child's confidentiality must be maintained.

Severe Weather and Emergency Conditions

In the event of severe weather conditions or other emergencies, the Director may decide to close the Center. The Director will notify you as soon as possible.

Tornado Warning

In the event of a tornado watch during the hours The Sun Valley Youth Center is open, follow the following procedure:

- When the Center is informed of a tornado watch, a radio will be immediately turned to the local station to keep abreast of the weather.

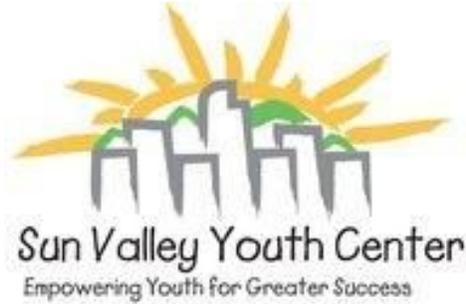
Senior Staff will immediately take the children to the hallway downstairs in the basement, and have them sit along the walls (Volunteers will assist). If the walls become full, the children will sit along the walls in the computer lab.

The Senior Staff will confirm all children are present and keep them calm (Volunteers will assist).

The Jr. Staff will look for scared children behind doors, under tables, etc. anywhere a scared child may hide.

Jr. Staff will then get the first aid kit and Emergency Cards, (There is a first aid kit placed in each classroom, and the Emergency Cards are located in the Directors office.) and then join the Sr. Staff to assist them in confirming all are present keeping the children calm.

Please (always, always!) feel free to ask staff members any questions you may have and bring any issues you see to our attention. We value you and appreciate your insight.



VOLUNTEER STATEMENT OF CERTIFICATION

I _____ certify that I have received and reviewed the Sun Valley Youth Center Volunteer Guidelines.

I further understand that by signing this statement I am indicating that I have read the Volunteer Guidelines and understand the content, or have discussed questions I have with the Executive Staff (or Volunteer Coordinator). I also realize that this statement will become a permanent part of my volunteer file.

Volunteer Name (Please print)

Signature

Date

Please give the completed form to Sun Valley Youth Center and keep a copy for your records.