



THAT'S MY CHILD
VOLUNTEER POLICY

1. Introduction

Welcome to That's My Child and thank you for volunteering at our mission:

To mentor the youth through arts, education, and work-force development ending hopelessness and generational poverty.

TMC aims to have a reciprocal and mutually beneficial relationship with our volunteers; with their involvement informing and developing our work, and our work enabling individuals to learn skills and achieve personal development through their volunteering.

The involvement of volunteers will be guided by the following principles of good practice:

- the tasks to be performed by volunteers will be clearly defined so that all everyone is sure of their respective roles and responsibilities;
- the organization will comply with the Data Protection Act in the use of data held on all volunteers;
- volunteering opportunities will complement rather than replace the work of paid staff

- volunteers will be provided with regular opportunities to share ideas/concerns with a TMC staff in line with our Support and Supervision Policy;
- all existing and future policies will be checked as to how they affect volunteers

2. The Purpose of this Policy

By adopting this policy That's My Child aims to:

- highlight and acknowledge the value of the contribution made by volunteers;
- reflect the purpose, values, standards and strategies of the organization in its approach to involving volunteers;
- recognise the respective roles, rights, and responsibilities of volunteers;
- confirm this organization's commitment to involving volunteers in its work;
- establish clear principles for the involvement of volunteers; and
- ensure the ongoing quality of both the volunteering opportunities on offer and the work carried out by our volunteers;

This policy provides an overview of the activities carried out by volunteers currently and provides a basis for the expansion, if required, for the role of volunteers alongside paid staff. This document and the associated policy, procedures and guidance provide a framework for the involvement of volunteers.

Volunteer Responsibilities

3. Confidentiality:

Volunteers must be especially careful to respect the privacy of others and to honor confidentiality. Breaching confidentiality can be hurtful to students, their families, and TMC's staff. A law established by the Family and Education Rights to Privacy Act (FERPA) protects a student's records. The TMC staff is responsible for confidential student information and records and may not share

their content with volunteers. To help, below are some sample issues that can arise regarding confidentiality.

- Protect embarrassing personal information from disclosure.
- Prevent the improper dissemination of information about children and families.
- Protect personal security.
- Protect family security.
- Avoid prejudice or differential treatment.

4. Child Neglect and Abuse Reporting

TMC staff are “mandated reporters” of any child abuse or neglect suspicions. If a student discloses that they are in a dangerous situation or if a volunteer has reason to suspect neglect or abuse, please report this immediately and privately to That’s My Child staff. They will then take the next steps to ensure the safety of the student. In emergencies, you may also contact 9-1-1 or child protective services to report the possible abuse or neglect.

The four major types of child abuse are:

- **Physical abuse**
- **Sexual abuse**
- **Emotional abuse**
- **Neglect Possible Child Abuse**

The following factors may be present when abuse has occurred, but do not guarantee an abusive situation. If any of the following signs are present in a student, please alert TMC staff: Signs of injury, such as welts, bruising, cuts, burns, fractures, or swelling. A history of repeated, untreated, or unexplained physical injury. The child appears to be uncomfortable or fearful when talking about the injury. Child alludes to or seems preoccupied with sexual matters.

5. 11 General Guidelines:

Please:

1. Remember that the TMC staff have ultimate responsibility for rules, programs, students, staff and volunteers.
2. Follow the rules of the TMC site.
3. Be reliable. Please arrive on time and on schedule, and notify TMC in advance of any absences.
4. Sign in upon arrival and sign out at departure.
5. Notify the TMC staff of any changes in residency, employment or emergency contact information.
6. Be receptive to, and participate in orientation and training with the TMC staff as offered.
7. Remember you are a role model for students.
8. Only engage in age-appropriate physical contact with students such as handshakes, fist bumps, and side hugs. **ABSOLUTELY (no tickling, wrestling or children sitting in laps).**
9. Maintain the highest standards of confidentiality and ethics.
10. Respect the confidential information of students, their families, and staff.
11. Dress in a manner that is appropriate to the educational setting where the volunteer activity is taking place.
12. Be familiar with the fire, shelter in place, lockdown, and disaster drill procedures at the TMC site.

Volunteers supplement and support our student programs, and MAY NOT:

1. Be left alone with students
2. Have visitors during their time on a TMC site
3. Use, possess, or be under the influence of alcohol or illegal drugs and follow our office's tobacco-free policy and refrain from smoking or using tobacco products while on TMC property

4. Release students to anyone but contact TMC staff if someone asks for a student.
5. Give out nor accept money or personal information from students (telephone numbers, e-mail or home address)
6. Abuse children. This includes physical abuse (strike, spank, shake, slap), verbal or mental abuse (humiliate, degrade, threaten), sexual abuse (inappropriate sexual touching or exposure), and neglect (withhold food, water, basic care, etc.)
7. Give any medication or first aid to a student but notify a staff member immediately if a student is ill or injured
8. Transport a student without proper and prior approval from the parent and TMC staff.
9. Photograph or videotape students
10. Discipline students.
11. Contact students outside of the TMC site hours without parent permission.
12. Engage in unethical, illegal, immoral or unprofessional behaviors with students or staff.

Volunteers are expected to follow rules of conduct that will protect the interest and safety of everyone. The following are some examples of inappropriate conduct which could lead to dismissal:

- Theft or inappropriate removal or possession of TMC property or property of any TMC volunteer, student, staff, or visitor.
- Altering TMC student records.
- Volunteering under the influence of alcohol, illegal or legal drugs.
- Unauthorized possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the volunteer environment.
- Creating a disturbance on TMC premises, at sponsored activities or in areas that could jeopardize the safety of others.

- Improper use of TMC property or property owned by any other individual or organization.
- Lack of cooperation or other disrespectful conduct.
- Violation of TMC, federal, state, or local safety, health, confidentiality rules or laws.
- Inappropriate use of telephones, computer equipment or systems, copiers, email, fax machines, or other TMC owned equipment.
- Unauthorized disclosure of TMC proprietary or confidential information.
- Unsatisfactory performance or conduct.

ALL VIOLATIONS WILL RESULT IN IMMEDIATE DISMISSAL.

6. Recruitment and Selection

That's My Child will adhere to its equalities and diversity policy when recruiting and selecting volunteers. All potential volunteers will be asked to complete a volunteer's application/registration form. Written task descriptions will outline time, commitment, necessary skills, and actual duties. Where there is specific training required this will be highlighted as part of the recruitment process. Where there is a requirement for a Disclosure Check this will be highlighted as part of the recruitment process. All volunteers will be required to provide 2 references. Where individuals cannot be placed we will endeavor to refer them to another agency that can support them to find a volunteering opportunity.

7. Support and Supervision

Once placed, we will expect volunteers to comply with existing policies and procedures.

All volunteers will have an induction to their volunteering which will involve an overview of the relevant policies and procedures. Following Induction, volunteers will have regular support and supervision meetings with TMC staff to identify areas for development or to discuss any issues. A record of these discussions will be held as part of the individual volunteer's records. Volunteers can have access to their records at any time.

Where volunteers have holidays or other commitments which mean that they cannot attend their normal volunteering, they should advise Jason Brooks to ensure that we can arrange alternative cover. If volunteers require a longer break from their volunteering, they should discuss this with Jason Brooks. That's My Child will endeavor to be as flexible as possible to accommodate the needs of volunteers.

Volunteers can access learning and development opportunities that are relevant to their volunteering role throughout their time with That's My Child. Opportunities for Learning and Development will form part of the discussions at support and supervision sessions.

8. Problem Solving

Where a concern is highlighted – either by a volunteer or about a volunteer, this will be dealt with using the organization's Disciplinary, Grievance and Dismissal Policy.

9. Responsibility

Overall responsibility for the implementations, monitoring, and review of the policy and procedures lies with Charles Lee, the Executive Director of That's My Child. Implementation and adherence to this policy is the responsibility of all staff and volunteers within the organization.

Acknowledge of Receipt of Volunteer Policy and Agreement

Please sign and date:

Volunteer Signature _____ Date _____