



VOLUNTEER HANDBOOK

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INTRODUCTION

Welcome to Christian Children's Home of Ohio's (CCHO) volunteer program. We are grateful that you have chosen to become involved with our organization. This manual has been prepared as a tool to better equip our volunteers as they start their journey to become a CCHO volunteer. Our desire is that this manual will provide you with pertinent and helpful information regarding your service as a volunteer.

Your service as a volunteer is so integral in helping CCHO fulfill our purpose of helping others experience their worth in Christ. Our volunteer program accomplishes this by connecting people who have a desire to share their God given talents with those in our care by offering personal opportunities that are meaningful to them and beneficial to the organization. Volunteers are truly the tangible hands and feet of Christ in the lives of abused and neglected children.

We value our volunteers and are grateful to have you on our team!

ABOUT CHRISTIAN CHILDREN'S HOME OF OHIO

HISTORY

One young boy in need set in motion a ministry in Wooster, OH that has provided hope and healing to hundreds of children whose lives have been shattered by abuse, neglect and trauma.

In March of 1969, a serene 175-acre farm in Wooster became known as the Christian Children's Home of Ohio (CCHO) when members of the independent Christian Churches/Churches of Christ movement learned of a boy with no safe place to call home. Initially licensed as a foster/group home serving three to five children at one time, CCHO now has five cottages on its campus that are home to as many as 46 at-risk kids at once, confused and broken children who just need to know that they are loved, they are valued and they are safe.

The first residential cottage was built in 1975 to serve 10-12 teenagers in addition to the married couple who worked as live-in houseparents. That same year, the original office building was built, a space that has since been remodeled multiple times to meet the ever increasing and changing needs of the administrative staff. Cottage #2 was built seven years later, Cottage #3 opened in 1983, the Kids Cottage (now Cottage #6) was built in 1991 and Cottage #4 opened in 2003.

In 1995, CCHO introduced Poplar Ridge Stables (now One Heart Stables), an equine therapy program that not only teaches children the importance of responsibility and care for the horses, but also provides a number of physical and emotional benefits for riders who suffer from ADD/ADHD, autism, cerebral palsy, down syndrome, sight and speech disorders, and a number of other health diagnoses.

CCHO became licensed as an adoption agency in 1997; in 2006, the organization received COA accreditation; and in 2009, Intensive Residential Treatment Program and Certified Trauma Therapy began.

PURPOSE

Christian Children's Home of Ohio exists to help people experience their worth in Christ.

MISSION

Christian Children's Home of Ohio provides a safe and stable environment where abused and neglected children find healing, discover hope and experience unconditional love.

VISION

Christian Children's Home of Ohio desires to be the partner of choice, providing services that transform lives, families and communities.

OUR CORE VALUES

Relentless Commitment
Selfless
Kind

OUR STRATEGIC ANCHORS

Personal Connection
Easily Accessible
Effective Outcomes

RELIGIOUS AFFILIATION AND CONDUCT

Christian Children’s Home of Ohio is a faith based organization and requires all its employees and volunteers to affirm and adhere to their statement of faith. Because of this central focus on CCHO’s purpose to help people experience their worth in Christ, volunteers have a major influence in bringing hope and spiritual insight to our residents.

Volunteers shall be informed that, in all their teaching, preaching, mentoring, discipleship, and discussion, they are to follow the designated statement of faith. Sectarian distinctive are to be avoided by appealing instead to the common, fundamental teachings of the Christian faith; thus, volunteers are not permitted to proselytize to win converts to their distinctive school of thought within their Christian tradition. Questions that may generate controversy should be referred to the Spiritual Coordinator.

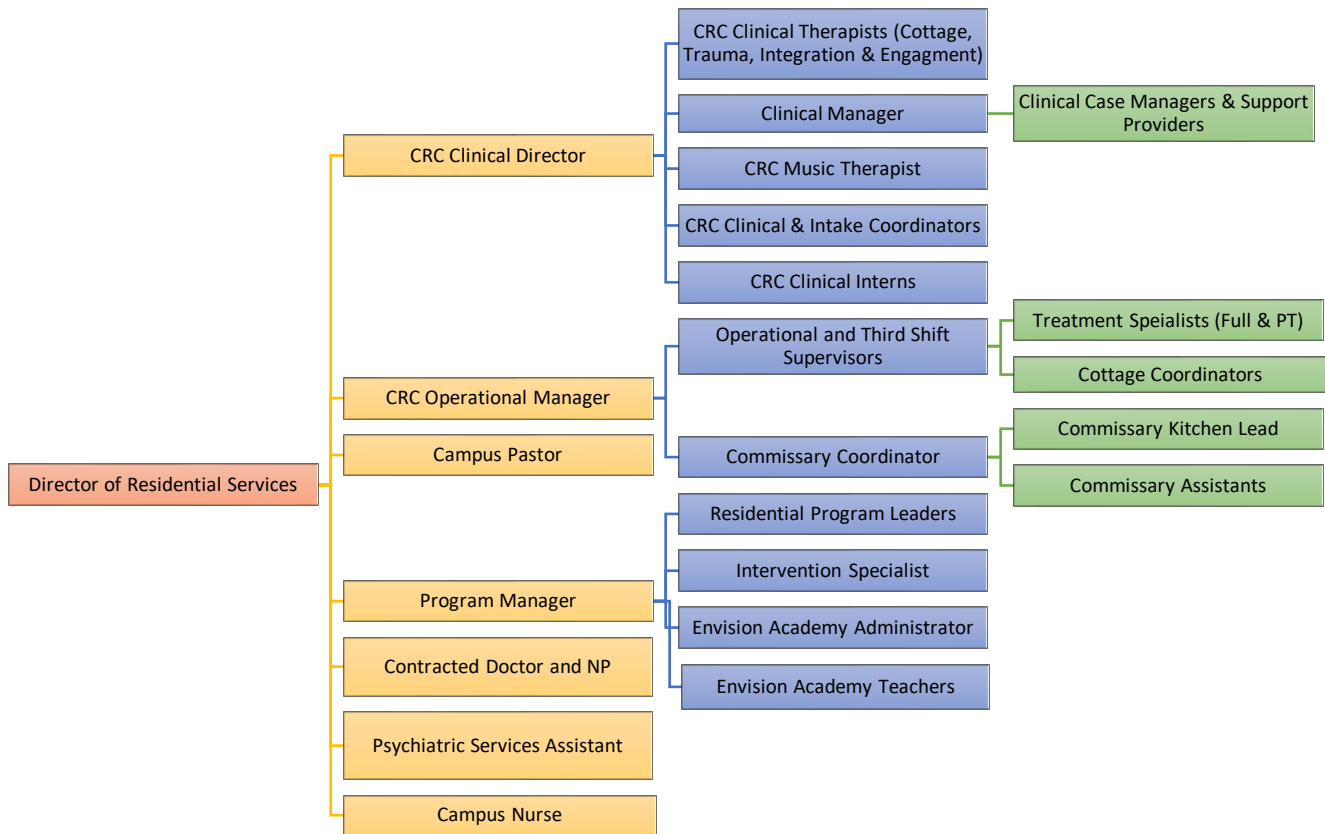
CHILDREN’S RESIDENTIAL CENTER

Our Children’s Residential Center provides a safe structured environment to meet the physical, emotional, mental and spiritual needs of abused and neglected children from all across Ohio. Children ages 6-18 live in spacious cottages and are provided with therapeutic, social, spiritual and educational opportunities designed to aid the child with the healing process, model for them how a healthy family functions, develop coping and life skills, and introduce them to Jesus Christ.

We are accredited by the Council on Accreditation for Children and Families, licensed by Ohio Dept. of Job and Family Services, certified by Ohio Dept. of Mental Health, and a member of the Ohio Association of Child Caring Agencies.

OPERATIONAL LEADERSHIP ORGANIZATIONAL CHART

Christian Children’s Home of Ohio has multiple layers of leadership in operation of their Children’s Residential Center. Each of these leaders has a specific roll to fill in the daily treatment, care and safety of our residents. Understanding the flow of authority helps to provide a bigger picture vision for the programming of our residents experience every day.



OPERATIONAL LEADERSHIP BRIEF JOB DESCRIPTION

DIRECTOR OF RESIDENTIAL SERVICES: Role and responsibility is to oversee the entire team in the Children's Residential Center. Ensures all programming and personnel are fully functioning and operational. Answers to the President/CEO of CCHO.

CRC CLINICAL DIRECTOR: Responsible for overseeing the clinical structure and programming for services in our Children's Residential Center.

CRC CLINICAL MANAGER: Responsible for directing the Clinical Case Managers, Support Providers and Integration Therapists in the various treatment components of each resident's stay, along with overall treatment coordination with CRC Operational Manager and Shift Supervisors.

CLINICAL CASE MANAGERS (CCM): Responsible for providing milieu (on the floor) clinical management and services. They work on social skills, conflict resolution, and personal self-care with our residents.

CLINICAL SUPPORT PROVIDERS (CSP): Responsible for working with our residents in conjunction with the therapist to meet needs as they relate to family contact, county workers, and general community supports.

CRC THERAPIST: Responsible for working with the residents individually on a therapeutic level to address unresolved traumatic experiences. Each Cottage has their own therapist in addition to campus wide art, recreational, and trauma therapists

DIRECTOR OF ONE HEART STABLES: Responsible for directing the equine assisted therapy program for Children's Residential Center residents and Encompass outpatient clients. Oversees all equine service providers and volunteers.

INTAKE COORDINATOR: Responsible for working with families and counties regarding placement of children into our residential program.

NURSES AND PSYCHIATRIC SERVICES ASSISTANT: Responsible for the medical management of our residents in placement. Works with our Residential Psychiatrist to ensure medication management and compliance.

CRC OPERATIONAL MANAGER: Responsible for overseeing staff operations. They directly supervise all Operational and Third Shift Supervisors, Commissary Staff and provide Campus direction and support as necessary.

OPERATIONAL AND THIRD SHIFT SUPERVISOR: Responsible for overseeing the overall structure, budget and staffing of their perspective cottages as well as support the campus.

COTTAGE COORDINATOR: Assistant the shift supervisors by supporting and implementing cottage expectations and norms.

TREATMENT SPECIALISTS: Responsible for taking care of the daily needs of our residents, working on 3 different shifts. They support the structure set by cottage supervisors and implement clinical interventions. They are our **Front Line**, everyday helping our residents experience their worth in Christ.

COMMISSARY MANAGER: Responsible for supervision of the commissary team in ordering, distributing and preparing food for the staff on duty and the residents in placement.

BEHAVIORAL INTERVENTION SPECIALIST AND PROGRAM LEADER: Responsible for overseeing all Children's Residential Center programs regarding scheduling, shift plans, and our One Heart Challenge Course. Works directly with residents in providing behavioral support through effective intervention techniques.

RESIDENTIAL PROGRAM LIASONS: Responsible for planning and leading CRC programming such as recreation time, campus events, community time, as well as assisting in increasing client engagement and clients understanding of CRC program and rules.

CAMPUS PASTOR: Responsible for overseeing the spiritual tone and programming on our campus through our volunteer programming and personal attention to our staff and residents.

PROCEDURES FOR BECOMING A VOLUNTEER

Prospective Volunteers should meet the following requirements:

- Have a desire to want to help residents experience their worth in Christ through personal service opportunities that model unconditional love and sacrifice.
- Meet minimum age requirements akin to area of service (see volunteer job description for minimum age requirements).
- Complete Volunteer Application that coordinates with area of service.
- Complete background check if necessary (BCII and/or FBI) that coordinates with area of service. Exception is if working an event.
- Complete CCHO Volunteer Training and Orientation (based on area of service).

YOUR ROLE AS A VOLUNTEER

As a volunteer, you must maintain professional conduct at all times. Your role as a volunteer should include the following:

- Maintain good communication with Volunteer Program Leader or Designated CCHO Contact for specific duties and directions.
- Act as positive adult role models and represent the community and/or your organization/ministry in a professional manner.
- Understand and abide by all policies and procedures in a way that shows respect for all members of the residential environment.
- Support staff in reinforcing positive therapeutic programming for residents.
- Provide residents opportunities that promote and encourage personal growth.
- Offer feedback to Designated CCHO Contact regarding ideas, suggestions and concerns related to the service provided by volunteers.
- Represent Christ by treating residents in a manner that reflects biblical character, values each individual and promotes a safe environment.

VOLUNTEER POLICY AND COMPLIANCE

All prospective volunteers must complete CCHO Volunteer Training and Orientation (based on area of service).

Training and Orientation

- Overall goals of CCHO/ History of CCHO
- Review of volunteer job description (based on area of service)
- Review of volunteer policy and compliance
- Review of administrative Policies and Licensing Standards (*applies to Residential volunteers ONLY*)
 - Review ODJFS Rules
 - Reporting Child Abuse and Neglect
 - Review of Discipline Policy
 - Review Community Engagement Plan
 - Review of Behavioral Intervention Policy
- Volunteer Scheduling, Service Tracking and Support
- Campus Tour (based on area of service)

Becoming a volunteer at CCHO requires completion of volunteer application that coordinates with area of service. The application contains the following policy and compliance items that apply to **ALL** volunteers:

- Confidentiality Pledge
- Safety and Conduct Standards
- Unacceptable Offenses List
- Statement of Faith
- Waiver/Liability Release
- Parent/ Legal Guardian Waiver (applies only if volunteer is under 18)

In accordance with ODJFS rules 5101:2-5-13 and 5101:2-5-15 of the Administrative Code, CCHO as an agency that uses volunteers or college interns:

- Shall have a written policy for screening which includes conducting criminal background checks, orienting, training, supervising and assigning volunteers, as appropriate to the function to be performed.
- Any volunteer *must notify CCHO within 24 hours of any charge of criminal offense that is brought against them.*
 - **Failure to notify CCHO within 24 hours of any charge shall result in immediate dismissal from CCHO.**
 - If the charges result in conviction, the volunteer must notify CCHO within 24 hours of the conviction. Failure to notify CCHO of any conviction of any criminal offense will result in the immediate dismissal of the volunteer from CCHO.
 - Conviction of any of the crimes listed in rule 5101:2-5-09 of the administrative Code while serving as a volunteer for CCHO will result in the immediate dismissal of the volunteer from CCHO.
- Volunteers whose duties include any of the same general duties as child care staff will be trained in the mission of CCHO.
- Volunteers will be supervised by CCHO staff, and must participate in at least monthly face-to-face supervisory conferences (*Applies to Mentors ONLY*)
- Volunteers will be given a specific written job description delineating the functions to be performed at CCHO.

Violation of one or more of the policies described above may result in dismissal from volunteer duties at CCHO.

EQUAL OPPORTUNITY, DIVERSITY, HARASSMENT AND GRIEVANCES

EQUAL OPPORTUNITY

Christian Children's Home of Ohio provides equal opportunities to all volunteers and applicants for volunteering without regard of race, color, sex, national origin, age, disability or any other characteristic protected by law. Equal opportunity applies to all terms and conditions of volunteering, including on-board, placement, dismissal and training. Any volunteers with questions or concerns about any type of discrimination in the agency are encouraged to bring these issues to the attention of their Designated CCHO Contact or Human Resources. Volunteers can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment or dismissal from volunteering.

AMERICANS WITH DISABILITIES (ADA)/ REASONABLE ACCOMMODATIONS

To ensure equal volunteer opportunities to qualified individuals with a disability, the Agency will make reasonable accommodations for the known disability of any otherwise qualified individual, unless undue hardship on the operation of the business would result. Volunteers who may require a reasonable accommodation should contact the Human Resources (HR) Department. HR will engage in an interactive dialogue process to determine the reasonableness and logistics of any accommodation requests. This policy is neither exhaustive nor exclusive. The Agency is committed to taking all other actions necessary to ensure equal employment opportunity for person with disabilities in accordance with the ADA, as amended and all other applicable federal, state and local laws.

COMMITMENT TO DIVERSITY

Christian Children's Home of Ohio, is committed to foster, cultivating and preserving a culture of diversity and inclusion. Our Agency is committed to creating and maintaining a workplace in which all volunteers have an opportunity to participate and contribute to the success of the business and are valued for their skills, experience and unique perspectives.

HARASSMENT

Christian Children's Home of Ohio is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes or comments based on an individual's sex, race, color, national origin, age, disability or any other legally protected characteristic will not be tolerated. The Agency provides ongoing sexual and other unlawful harassment training to ensure volunteers the opportunity to work in an environment free of sexual and other unlawful harassment. Sexual and other unlawful harassment is a violation of Title VII of the Civil Rights Act of 1964 (Title VII), as amended, as well as many state laws, and is prohibited. Harassment of Agency volunteers by management, supervisors, or nonemployees who are in the workplace is absolutely prohibited. Further, any retaliation against an individual who has complained about sexual or other harassment or retaliation against individuals for cooperating with an investigation of a harassment complaint is similarly unlawful and will not be tolerated.

Definition of Unlawful Harassment: “Unlawful Harassment” is conduct that has the purpose or effect of creating an intimidating, hostile or offensive work environment; has the purpose or effect of substantially and unreasonably interfering with an individual’s work performance; or otherwise adversely affects an individual’s volunteering opportunities because of the individual’s membership in a protected class.

Unlawful harassment includes, but is not limited to, epithets, slurs, jokes, pranks, innuendo, comments, written or graphic material, stereotyping, other threatening, hostile, or intimidating acts based on race, color, ancestry, national origin, gender, sex, sexual orientation, marital status, religion, age disability, veteran status other characteristic protected by state or federal law.

Definition of Sexual Harassment: “Sexual Harassment” is generally defined under both state and federal law as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature where:

- Submission to or rejection of such conduct is made either explicitly or implicitly a term or condition of any individual’s employment/ volunteering or as a basis for employment/ volunteering decisions; or
- Such conduct has the purpose or effect of unreasonable interfering with an individual’s work performance or creating an intimidating, hostile or offensive work environment.

Other sexually oriented conduct, whether intended or not, that is unwelcome and has the effect of creating a work environment that is hostile, offensive, intimidating or humiliating to workers or volunteers may also constitute sexual harassment. While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct that, if unwelcome, may constitute sexual harassment depending on the totality of the circumstances, including the severity of the conduct and its pervasiveness:

- Unwanted sexual advances
- Offering employment benefits in exchange for sexual favors
- Making or threatening reprisals after a negative response to sexual advances
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters
- Verbal conduct that includes making or using derogatory comments, epithets, slurs or jokes
- Verbal sexual advances or propositions
- Verbal abuse of sexual nature, graphic verbal commentaries about an individual’s body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes or invitations
- Physical conduct that includes touching, assaulting or impeding or blocking movements
- Unwelcome sexual advances (either verbal or physical), requests for sexual favors and other verbal or physical conduct of a sexual nature constitute sexual harassment when:
 - Submission to such conduct is used as a basis for making employment/ volunteering decisions; or
 - The conduct has the purpose or effect of interfering with work performance or creating an intimidating hostile or offensive work environment

All volunteers should take special note that, as stated above, retaliation against an individual who has complained about sexual harassment and retaliation against individuals for cooperating with an investigation of sexual harassment complaint is unlawful and will not be tolerated.

Complaint Procedure: Any volunteer who believes he or she has been subject to or witnessed illegal discrimination, including sexual or other forms of unlawful harassment, should report it immediately to his or her Designated CCHO Contact, to HR or any other member of management with whom the volunteer feels comfortable bringing such a complaint. Similarly, if a volunteer observes acts of discrimination toward or harassment of another employee/ volunteer, they are requested and encouraged to report this to one of the individuals listed above. No reprisal, retaliation or other adverse action will be taken against a volunteer for making a complaint or report of discrimination or harassment or for assisting in the investigation of any such complain or report. Any suspected retaliation or intimidation should be reported immediately to one of the person identified above. Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise HR so that it can be investigated in a timely and confidential manner. All complaints will be investigated promptly and to the extent possible, with regard for confidentiality. If the investigation confirms conduct contrary to this policy has occurred, the Agency will take immediate, appropriate, corrective action, including discipline, up to and including immediate termination.

GRIEVANCES

Our Agency is committed to providing the best possible working conditions for its volunteers. Part of this commitment is encouraging an open and frank atmosphere in which any problem complaint, suggestion or question receives a timely response from Agency Designated CCHO Contacts and Administration.

The Agency strives to ensure fair and honest treatment of all volunteers. Administration, supervisors, employees and volunteers are expected to treat each other with mutual respect. Volunteers are encouraged to offer positive and constructive feedback.

If volunteers disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No volunteer will be penalized, formally or informally, for voicing a complaint with the Agency in a reasonable, Christian manner.

If a volunteer experiences conflict or difficulty with an employee or volunteer within the Agency, the volunteer is encouraged to observe the following steps:

1. Attempt to reconcile differences on an individual basis, in private conversation.
2. If a private conversation does not resolve the issue, volunteer is to go to their Designated CCHO Contact with the problem/ concern.
3. If resolution still has not been reached, the volunteer will be directed to the Director of Children's Residential Center and/or HR for assistance in the matter.

Not every problem can be resolved to everyone's total satisfaction, but the Agency is committed to the process of understanding and discussion of mutual problems, in an effort to foster trust and confidence between volunteers and Agency leadership.

AUTHORITY

- CCHO staff members who are in direct care of our residents are the authority in charge. There will always be staff present with volunteers unless approval by the cottage treatment team to be one-on-one for walks around the circle within the line of sight of CCHO staff.
- Please direct any questions or concerns you may have about our residents regarding schedules, behavior, discipline, etc. to your Designated CCHO Contact or the Supervisor on Duty.

ORGANIZATIONAL RIGHTS AND RESPONSIBILITIES

ORGANIZATIONAL RIGHTS

CCHO has the right to:

- Make decisions about the appropriate placement of its volunteers.
- Review volunteer performance according to CCHO policies and procedures.
- Set the parameters and guidelines of the volunteer work positions.
- Release a volunteer who is not appropriate for the volunteer work.
- Request additional background checks be completed by a volunteer at any time during their service.

CCHO has the right to expect its volunteers to:

- Perform the given task(s) to the best of their ability; to be prompt and reliable.
- Show respect and courtesy toward all clients, staff and other volunteers.
- Be open and honest about their motivations, goals, qualifications and abilities.
- Understand that a volunteer job requires before accepting it.
- Carry out their tasks efficiently and honestly.
- Accept guidance and supervision from staff.
- Participate in any trainings that would benefit the volunteer, offered by CCHO.
- Respect confidentiality with regard to CCHO, its clients, staff and other volunteers.
- Express to Designated CCHO Contact their satisfaction or dissatisfaction with the assigned job, suggest improvements or changes.
- Notify Designated CCHO Contact as soon as possible if they are unable to carry out their assigned duties.

ORGANIZATIONAL RESPONSIBILITIES

CCHO has the responsibility to:

- Provide a clear outline of duties.
- Assign suitable tasks to volunteers which respect their training, experience and personal interests.
- Provide orientation and necessary training.
- Offer regular ongoing training to allow volunteers to update their knowledge or take on greater responsibility.
- Offer volunteers the opportunity to be transferred to new projects or activities, allowing them to acquire more varied experience.
- Provide a safe and healthy work environment.
- Provide supervision, support and resources.
- Set clear lines of communication about complaints and conflict resolution procedures.
- Offer regular feedback to volunteers on their work.
- Include volunteers in relevant decision-making processes; listen to what volunteers have to say.
- Indicate clearly to volunteers what their schedule is and to whom they report to.
- Inform volunteers about CCHO's policies, emergency procedures and any other information which may concern them.
- Treat volunteers as valuable members of CCHO.
- Show appropriate and tangible recognition of volunteer efforts.

VOLUNTEER RIGHTS AND RESPONSIBILITIES

VOLUNTEER RIGHTS

A volunteer has the right to:

- Do meaningful and satisfying work.
- Be carefully assigned to projects which meet your interest and needs.
- Be oriented to CCHO – its mission, goals, staff, activities and policies.
- Be treated as a co-worker.
- Be trained appropriately for your work.
- Receive supervision and guidance throughout your volunteer service experience.
- Show initiative and leadership.
- Voice your opinion and have input into program planning and implementation.
- Have your service hours documented (certificate or letter) up request.
- Work in a safe and healthy environment.
- Be given accurate and truthful information about the CCHO for which you are volunteering.
- Be given a copy of CCHO's volunteer policy and any other policies or procedures that affect your role as a volunteer.
- Have a position description and agreed hour of contribution.
- Have your confidential and personal information dealt with in an appropriate manner.

VOLUNTEERS RESPONSIBILITIES

- Participate in volunteer service projects with enthusiasm and commitment.
- Be open and honest with CCHO about your expectations and abilities.
- Carry out the specified position description; ask for support when you need it.
- Agree to do only what you are qualified to competently handle and realistically accomplish.
- Undertake training as required by CCHO.
- Maintain confidentiality and privacy with regards to CCHO information, clients and personnel.
- Be reliable; fulfill time and task commitments. If unable to attend scheduled service time notifying your Designated CCHO Contact ASAP.
- Provide timely and constructive feedback to CCHO if necessary.
- Be comfortable saying "no" if necessary.
- Clean up after any project.
- Value and support other team members.
- Learn from your volunteer service experience.

CONFIDENTIALITY

As a volunteer with CCHO it is expected that you help to protect our resident's confidentiality. This includes the following:

- Observe, maintain and protect confidentiality regarding our residents. You may not share any personal information about our residents on any social media outlets or with anyone outside of CCHO.
- No pictures or videos may be taken of residents in our care at any time.
- **NEVER** give a resident access to a personal cell phone, tablet or computer.
- Avoid sharing any information with others that may identify the residents in our care. Volunteers will not reveal the identity of any resident or resident's "Personally Identifiable Information" (PII) to anyone outside of CCHO paid staff. PII is information that can be used on its own or with other information to identify, contact or locate a resident (i.e. name, age, birthplace, gender, school, pictures, address, postal code, etc.).
- Any information shared with you by residents will be held in confidence and not to be shared with anyone except staff. Confidentiality at CCHO is defined as between the resident, staff and volunteers – not between a resident and one specific staff member or volunteer.
- Exceptions to Confidentiality include:
 - Suspicion of a resident being abused; in which case the law requires CCHO staff as mandatory reporters to contact Child Protective Services (CPS).
 - Resident presenting immediate danger to themselves or others, in which case the law requires that staff contact the appropriate authorities and/or warn endangered individuals. **Consult with Supervisor On Duty IMMEDIATELY to determine the best course of action.**
- Never ask a staff member about the circumstances of a particular resident. Our staff are bound by confidentiality pledge and may not divulge information.
- It is not within the scope of a volunteer's responsibility to help a resident contact family members or other previous care takers. A volunteer should never agree to mail a letter for a resident or promise to make a phone call for them. For the emotional and physical protection of the children in our care, the custody holding agency dictates with whom the child may have contact and the frequency of that contact.

BOUNDARIES

Boundaries are limitations we impose on others and/or ourselves. Boundaries limit what we do and what we say. The ability to maintain professional boundaries creates a clear separation between our personal and professional lives. This protects the volunteer, the resident and CCHO.

PHYSICAL CONTACT

- **RULE OF THREE:** Never be alone with a resident out of the sight of another volunteer and/or staff member. There is safety and accountability in the presence of others. The exception is one-on-one for walks around the circle within the line of sight of CCHO staff, when approved by the cottage treatment team.
- Interaction with residents is to take place in open common areas. Volunteers are not permitted to be in residents' bedrooms or bedroom hallways.
- Do not accompany residents to the bathroom or help a resident change clothes. The staff on duty will assist any bathroom/changing needs.
- Avoid horseplay or tickling residents. Do not allow a resident to sit on your lap. Avoid any situation where your intentions could be misinterpreted by a resident.
- Giving a resident a hug is permissible, but only if the resident requests a hug and it is very intentionally given from the side with an arm around the shoulders. Appropriate touch includes high fives, fist bumps, pat on the back, and touch on the shoulder. Contact for more than a second or two could be considered inappropriate and might be considered a boundary violation.
- Sexual contact of any kind is grounds for immediate dismissal from CCHO and probable legal action.
- If you experience a problem or feel uncomfortable in any way, discuss the interaction with the Supervisor on Duty as soon as possible.

INTERACTION WITH RESIDENTS

- Never disclose your or any other person's phone number or home address to a resident.
- Refrain from offering medical, legal or financial advice to any of our residents. Any items of this nature should be referred to Supervisor on Duty.
- Do not let a resident in your vehicle and **NEVER** transport residents (especially off-campus) under **ANY CIRCUMSTANCES**.

- Do not contact or socialize with residents outside of CCHO or CCHO sanctioned events. This includes using social media networking sites such as Facebook or Instagram.
- Never promise to keep secrets with a resident. CCHO staff are mandatory reporters and may need to report what is shared with you to CPS or other agencies for the safety and well-being of the resident, CCHO or others. Keep the Supervisor on Duty informed of important and pressing situations and circumstances disclosed by the resident.
- Do not greet a resident in public unless they greet you first.
- Never loan money or ask for loans.
- Never give favors or ask for favors.
- Know authorization limits. Get approval from the Campus Pastor before doing anything outside of your job description.
- Strive for objectivity and compassionate detachment (i.e. a resident's crisis does not automatically become your crisis). It is easy to become emotionally involved when working with residents. Remember a volunteers' role is a professional one while at CCHO.
- **Disclosure:** setting your own boundaries and modeling appropriate boundary setting are both of extreme importance. CCHO policy is to not disclose personal information such as intimate details of personal relationships, phone numbers or addresses. Often residents will ask very personal questions. First, ask why they want to know and then answer very carefully. Volunteers are in no position of authority. **The information you give to a resident must be useful to them and must be safe for them to know.** If you have any questions, just ask your Designated CCHO Contact or Supervisor on Duty.
- If there are any concerns of an incident, notify your Designated CCHO Contact or Supervisor on Duty.
 - Residential Mentors- make note of this information on the visitation report.
- Use informal monitoring. Offering feedback to one another around boundary issues is essential for the safety of the residents and the program. If you feel another staff/ volunteer is crossing boundaries, inform your Designated CCHO Contact or Supervisor on Duty right away.

GIFTS AND DONATIONS

- Volunteers should not give gifts or money directly to residents. If resident makes a request directly to the volunteer, the volunteer should communicate this desire/ need to the Volunteer Program Leader. Donations from specific volunteers to specific residents will be evaluated by the Volunteer Program Leader on an individual basis.
- Never accept gifts or money from a resident for any reason
- If volunteers see a need for a particular resident, they should speak to the Volunteer Program Leader to legitimize the need and discuss the best way to meet that need.

INTERACTION AFTER DISCHARGE

- Volunteers who desire to maintain contact with residents after they are discharge from CCHO must abide by any restrictions set forth by the child's custodial agency.
- Volunteers may request Volunteer Program Leader to contact discharged resident's case worker to communicate when volunteer is available. After level of contact has been established, any further interactions between discharged resident and volunteer will be through the case worker not CCHO.
- Social Media Contact (Facebook, Instagram, Twitter, etc.) with a discharged resident is an assumed liability on behalf of the volunteer, and CCHO is **not** responsible for any results of said interactions.

APPROPRIATE ATTIRE

Christian Children's Home of Ohio seeks to portray a positive, professional atmosphere on our campus. Volunteers are asked to maintain modest and respectful dress attire while serving.

No dress code can cover all contingencies so volunteers must exert a certain amount of judgement in their choice of clothing for volunteering. If you experience uncertainty about acceptable casual attire for volunteering, please contact the designed CCHO Contact

- **SLACKS AND PANTS-** Slacks that are similar to Dockers and other makers of cotton or synthetic material pants, wool pants, dressy capris and nice looking dress synthetic pants are acceptable along with jeans that do not have rips or tears. Leggings may be work but must be covered down to the knee. Shorts may be worn but must touch the knee when standing.
 - **Inappropriate attire:** slacks or pants with rips/ tears or holes, short shorts, bib overalls and any spandex or other form-fitting pants that might be worn for exercise or biking.

- **SKIRTS, DRESSES AND SKIRTED SUITS-** Casual dresses, skirts and skirts that are split at or below the knee are acceptable. Dress and skirt length should be the length of touching the knee.
 - **Inappropriate attire:** Short or tight fitted skirts that ride halfway up the thigh, mini-skirts, skorts, beach dresses and spaghetti-strap dresses.
- **SHIRTS, TOPS, BLOUCES AND JACKETS-** Casual shirts, dress shirts, sweaters, tops, polo shirts and turtlenecks are acceptable attire for volunteering. Most suit jackets or sport jackets are also acceptable attire for campus, as long as they do not violate any of the listed guidelines.
 - **Inappropriate attire:** Tank tops, midriff tops, shirts with potentially offensive words, terms, logos, pictures, cartoons or slogans, halter-tops, tops with bare should. No cleavage should be visible with above listed attire.
- **SHOES AND FOOTWEAR-** Conservative athletic or walking shoes, loafers, clogs, sneakers, boots, steel toed boots, flats, dress heels, sandals with a back, crocs and leather deck-type shoes are acceptable. Footwear should be appropriate for the volunteer service being performed.
 - **Inappropriate attire:** Slippers and flip-flop type sandals bare feet.
- **ALL ATTIRE SHOULD FIT PROPERLY-** if clothing fails to meet the above standards, as determined by the Volunteer Handbook, the volunteer will be asked not to wear the inappropriate item(s) to volunteer again and be sent home to change clothes. If the problem persists, volunteer will receive verbal warning with progressive disciplinary action if violations continue.

PERSONAL DEDICATION AND PERFORMANCE

Because CCHO depends on volunteers to support our residents and services in many ways the following lists consists of a volunteer's personal dedication and performance:

- It is critical that volunteers perform the service to the best of their ability. Arriving on time and keeping CCHO's mission as the primary focus.
- Volunteer service is not useful unless coming at the times and frequency already agreed upon between the volunteer and their Designated CCHO Contact. If the volunteer is unable to fulfill an assignment at a particular time, the volunteer should notify the Designated CCHO Contact and inform them in advance of their absence. Our residents struggle with change and inconsistency, so be aware of the impact of missing an assigned service time.
- Consistently act with compassion and professionalism.
- Maintain an environment free of harassment (physical, sexual or verbal), discrimination and unprofessional conduct. Maintain a drug and alcohol free work environment, including smoking or use of any other tobacco or tobacco related product, as is prohibited by State regulations.
- If witnessing any suspicious behavior or signs of abuse report this immediately to your Designated CCHO Contact or Supervisor on Duty.
- Respect the cultural, religious and political view of our residents. Refrain from getting into debates with residents about any such topics.
- CCHO is a Christian faith based organization. Volunteers must affirm our doctrinal statement of faith prior to volunteering. Volunteers in positions of Ministry and Mentoring should meet with the Volunteer Program Leader and/or Campus Pastor for review of teaching, preaching and mentoring materials before volunteering.
- Maintain appropriate attire while performing volunteer tasks.
- Volunteers will refrain from making unannounced visits to CCHO campus when not scheduled to volunteer.
- If a time comes where a volunteer can no longer complete their assigned task(s), please inform your Designated CCHO Contact. Do not turn over responsibilities to a friend or other volunteer. Recommendations are welcomed, but every volunteer must go through the CCHO volunteer process.

RESIDENTIAL VOLUNTEERS- FAMILY AND FRIENDS ON CAMPUS

Volunteers who are serving in our Residential program are asked not to bring along friends and/or family that have not completed the volunteer process. This is for safety reasons. The children that are served in our Residential program often display impulsive behaviors due to trauma and learned negative behaviors. To increase the safety of both volunteers and the children that the volunteer interacts with we ask that volunteers do not bring friends or family members with them when they come to serve. Family members and friends can feel free to fill out an application to serve but should not be brought on campus if they have not completed the volunteer process.

CURRENT AND FORMER EMPLOYEES AS VOLUNTEERS

CURRENT EMPLOYEES AS VOLUNTEERS

Current employees of CCHO and our family of ministries are welcome to serve as a volunteer for our organization. Employees who choose to volunteer are to follow all policies and procedures for volunteers as well as the following:

- Staff who are volunteering are not to clock in via their time card; volunteer time is independent of time served as staff.
- Staff who are volunteers should not take on additional (e.g., staff-specific) work not listed in their volunteer job description unless prior approval has been given by the Director of Residential.
- Staff who are volunteers are not able to “step in” at any point and serve as staff. Listed below are some examples including but are not limited to:
 - Helping to deal with a crisis that might be happening on campus
 - Responding to a code
 - Placing a child in a hold
 - Being left alone with children in residential care
 - Day to day care of residential kids

CCHO staff that are on the clock are made aware that any staff volunteering may not be considered staff and are not permitted to take on the responsibilities of staff while they are on campus as a volunteer.

FORMER EMPLOYEES AS VOLUNTEERS

Former employees of CCHO or one of our family of ministries may apply to become a volunteer. Former employees should wait at least six months after termination before applying to become a volunteer. Exceptions to this rule may be made on a case-by-case basis and will need to be approved by the Residential Director.

If the former employee is approved to serve as a volunteer at CCHO, the former employee is here on a volunteer basis only and not to be considered staff. Former employees may not “step back into employment shoes,” meaning they must adhere to volunteer policies and procedures.

MENTORS FROM OUTSIDE PROGRAMS

CCHO welcomes individuals from outside programs who have already started mentoring a child who has been placed in CCHO’s Residential Center. The following paperwork and training will need to be completed prior to the volunteer being able to continue to mentor their mentee while the child is in our care:

- Signed approval from the child’s legal guardian stating that the volunteer is allowed to have contact with the child.
- CCHO Volunteer application on file.
- Background check completed by CCHO.
 - Exceptions will be made for mentors coming from Encourage Foster Care (a ministry of CCHO)
- Volunteer meeting with Volunteer Program Leader.
- Appropriate Volunteer Training completed.

Once the above paperwork and training has been completed by the volunteer, the volunteer will schedule time to come out and mentor their mentee (please refer to the Mentors section of this handbook for days of the week and times that children can be mentored).

VOLUNTEER PROTOCOL DURING CODES, CRISIS AND INCIDENTS

During the time of their service, a volunteer may be present during a time when one or more residents may become unregulated and begin displaying behavior that might present a threat or danger to the volunteer and/or resident(s) with whom the volunteer is serving. In the vent of such incidents occurring, volunteers are to adhere to the following protocol:

- If a volunteer is working with resident(s) in close proximity to other resident(s) who become unregulated, volunteer is to notify staff, move themselves and direct their regulated resident(s) away from the situation to an open area (another room, outside, etc.) and maintain RULE OF THREE.

- If a volunteer is working directly with resident(s) who becomes unregulated, volunteer is to notify staff and move themselves away from said resident(s) to a safe location until directed otherwise by staff.
- If a volunteer is approached by an unregulated resident, volunteer is not to engage resident. Ignore if possible, if necessary, volunteer should move away to a safer location.
- If a volunteer is physically harmed by unregulated resident(s), volunteer is **NOT** to retaliate in any way, instead they are to move away from the resident(s) and get to a safe place with other staff. Volunteer should seek medical attention if necessary. If injured, notify Designated CCHO Contact or Supervisor On Duty ASAP and complete an injury report.
- If a volunteer is on campus and there is an active shooter (Code Black), volunteer is to barricade in a safe location or if possible, escape area by running.
- If a volunteer is on campus and there are emergency vehicles (Code Blue), volunteer is to comply with all staff and emergency personnel instructions regarding actions relating to service to resident(s).
- If a volunteer is on campus and sees several staff running toward an area with multiple residents (Code Red), volunteer is to remain where they are, unless they are in close proximity to the escalated residents, then they are to move themselves away to a safe area until directed otherwise by staff.
- In the event of inclement weather, volunteer is to follow the directions of cottage staff and/or Designated CCHO Contact and move to selected shelter area until cleared to return to regular duties.

REPORTING VOLUNTEER ACCIDENT/ INJURY

In the event of an accident or injury to a volunteer occurs, the volunteer should notify their Designated CCHO Contact who will then notify the Supervisor on Duty immediately. The Supervisor on Duty will provide the volunteer with an Accident/ Injury report for volunteer to fill out. Volunteer should complete the form and return to staff same day if possible. If volunteer must be taken off campus for medical treatment, the form will be sent to them via the email that the volunteer provided on their application. We would ask that the volunteer return the form to CCHO within 48 hours after the accident/ injury occurred if possible.

MEALS

MEALS PROVIDED BY VOLUNTEERS

For certain volunteer opportunities CCHO will allow volunteers to provide meals for our Residential Program. If a volunteer or volunteer group would like to provide a meal for the Residential Program, it must be provided for all children and Direct Care staff currently working the date and time that the meal is scheduled for. Max number of children and Direct Care staff that would need to be served is 46 kids and 18 staff.

To schedule a meal the Volunteer Program Leader must be contacted at least **three weeks** prior to the date that the volunteer or volunteer group would like to deliver the meal. The Volunteer Program Leader will work to schedule a delivery date and time. The week that the meal is scheduled for delivery the Campus Spiritual Coordinator will contact the volunteer or volunteer group leader to provide an updated count of children on campus and Direct Care staff. The Volunteer Program Leader can provide this information earlier if needed.

Guidelines

The following guidelines should apply for any volunteer or volunteer group wishing to provide a meal for the Residential Program. Max number of children and Direct Care staff that would be served at any given time 46 kids and 18 Direct Care staff. The meal must consist of the following serving per the USDA. Meal suggestions can be provided upon request. If the volunteer or volunteer group would have any questions, please contact the Volunteer Program Leader for additional information and/or help.

- One serving of meat or meat alternative
- One serving of fruit
- One serving of vegetables
- One serving of bread or bread alternate
- One serving of fluid- milk

READY TO SERVE MEALS PROVIDED BY DONOR / VOLUNTEER / VOLUNTEER GROUP

Any donor, volunteer or volunteer group wishing to provide a ready to serve meal for our residential program must contact our Development Department at info@ccho.org or 330.345.7949. We require that any ready to serve meals be scheduled at a minimum of **three weeks** prior to the requested delivery date (some exceptions may be made on a case by case basis). This

time frame allows coordination with our commissary team and other residential staff to best utilize the donation to support our kids. Donors will be required to complete an application and background check prior to meal delivery.

A week prior to the scheduled delivery date the donor will be contacted by a CCHO staff member that will provide them with the number of children and direct care staff on campus. This information can be provided earlier if needed. Max number of children and direct care staff that would be served at any given time is 36 kids and 15 direct care staff (as of 2019).

We ask that donors follow serving guidelines listed in the above section per the USDA. Meal suggestions can be provided upon request. If the donor would have any questions, we ask that they contact their CCHO representative who has been working with them to schedule the donation or the Development Department at info@ccho.org or 330.345.7949.

VOLUNTEER SET UP/ TEAR DOWN

It is expected that CCHO Volunteers leave their area of service how they found it or in better condition than when they found it. Volunteers should notify their Designated CCHO Contact if they will need time to set up before volunteering (this mainly applies for volunteers interacting with our Residential Program). Once the volunteer opportunity has been completed for the day, we ask that volunteers do the following before leaving:

- Clean up and throw away any trash.
- Wipe down tables and counters if needed
- Put tables and chairs back where they were found.
- Please **DO NOT** leave leftover food that was brought in by your group. If you would like to donate any leftover food from your volunteer service, the volunteer or volunteer group leader must notify your Designated Group Contact before doing so. Volunteers should note the following:
 - Food must be sealed. If container(s) has already been open, we are unable to accept the donation.
 - CCHO has the right to refuse a donation. This can be due to the fact that we do not feel we will use the item(s) and we want to be good stewards of the donations that we receive.

VOLUNTEER MEETINGS

CCHO is planning to hold volunteer meetings quarterly or bi-quarterly to offer important updates and training (CPR, HIPPA, Trauma, Suicide Prevention, Etc.) and as a means of communication with our volunteers. It is important for volunteer to make a concerted effort to attend these meetings.

- CPR Classes will be offered to volunteers as a benefit of serving at CCHO. If volunteers join an already scheduled CPR class, CCHO will cover the cost.
- If interested in this benefit, please contact the Campus Spiritual Coordinator.

TRACKING VOLUNTEER SERVICE HOURS

Volunteers are critical to the ministry of CCHO in so many ways. Not only do volunteers help provide support and care for our residents and staff, but they create added value to all that CCHO does. Often churches or other organizations ask to quantify our volunteer base and hours of service. Sometimes this information is influential in our ability to obtain funds from grant sources and other entities. Consistently tracking our volunteers is both challenging and essential. Please review the below instructions about arriving on campus and tracking volunteer hours.

ARRIVAL ON CAMPUS

- **ALWAYS** park by the Administration Building or Leadership and Recreation Center for vehicle safety. Make sure to lock your vehicle and conceal any personal property (purses, wallets, cell phones etc.) while volunteering.

LOCATIONS FOR SIGNING IN/OUT

- **Volunteering during normal business hours-** Groups or individuals volunteering during normal business hours Monday-Friday 9am-4:30pm will need to sign in at receptionist's desk located in the Admin building. At the time of sign in volunteers will be provided with a work vest or lanyard to help identify them as a volunteer. Once the volunteer is finished serving for the day please sign out at receptionist's desk and return your vest or lanyard. If the receptionist has already left for the day please sign out and give lanyards and vests to your Designated CCHO Contact.

- **Volunteering on Weekends-** Groups or individuals volunteering on weekends will need to be in contact with their Designated CCHO Contact to determine the location of where the volunteer(s) should sign in and pick up their lanyard or work vest. Once volunteer(s) have completed their service please sign out and return lanyard and vest.
- **Volunteering in Residential-** Groups and individuals volunteers who are volunteering directly in Residential (excludes Connect2Kids groups) should sign in at the Staff Office of the cottage that they have been assigned to serve in. Volunteers will need to grab a volunteer lanyard or vest to be worn at all times while volunteering. When the volunteer has completed their service for the day please sign out at the Staff Office and return your lanyard or vest.

TRACKING VOLUNTEER HOURS

- CCHO utilizes an encrypted electronic database to store all volunteer service information.
- We respectfully request that ALL volunteers sign-in and out on designated programming service forms EACH AND EVERY TIME volunteering on campus.
- Please print clearly and legibly in all information requested fields.
- Please notify CCHO if any of your personal information has changed including the items listed below, or if you have a different method that you would prefer to be contacted by (i.e. instead of being contacted by phone would prefer email etc.):
 - Last name
 - Address
 - Email
 - Phone Number
- **Mentors Only-** After each visit with your mentee(s), volunteers are expected to complete a visitation report. Electronic reports must be filled out and return to the Volunteer Program Leader within 1-2 days of mentors visit with their mentee(s). If volunteer is non-compliant a review with the volunteer will be completed. If non-compliance continues volunteer may be dismissed.

PRIMARY VOLUNTEER CONTACTS

We highly value our volunteers and want to make clear what lines of communication are available to them. Based on the area a volunteer is serving, there is a Designated CCHO Contact who will serve as the primary contact. However, in serving in the milieu of our campus, volunteers need to understand that situations may arise that require more immediate contact with a staff member to deal with a particular issue. The following individuals are primary contacts for volunteers based on their area of service. A separate Supervisor Staff contact list for those serving in residential, will be provided upon day of service for immediate on campus issues that arise.

****NOTE:** All initial volunteer contact will be made through the Administrative Support Specialist and then directed to the Designated CCHO Contact. ******

MINISTRY AND RESIDENTIAL CONTACT

In charge of individuals/ groups serving in the following areas:

- Ministry- on campus
 - Connect2Kids Groups
 - Former Residential Speaker
- Residential- on campus
 - Mentors
 - Cottage Mentor
- Off Campus:
 - Care Packages- Staff, Programs and Kids
 - Collection Drives
 - Pen Pals
- Seasonal
 - Campus Opportunities

MEGAN RIDENOUR
Residential Program Leader
Ministry and Residential

330.345.7949
ridenourm@ccho.org

Tim Hartzler
Campus Pastor
Ministry and Residential

330.345.7949, ext. 2597
hartzlert@ccho.org

ONE HEART STABLES

In Charge of individuals/ Groups serving in the following area:

- Helping Hand

McKenna Marody
Barn Manager
One Heart Stables

330.345.7949
marodym@ccho.org

SEASONAL, EVENT, WORK GROUPS CCHO CONTACT(S)

In charge of individuals/ groups serving in the following areas:

- Seasonal
 - Christmas Time
- Events
 - Heart for the Home
 - Great Grill Off
 - Caring4Kids Golf Outing
- Off Campus:
 - Care Packages- Staff, Programs and Kids
 - Collection Drives
- Work Groups

Jeff Stump
Director of Facilities
Work Groups

330.345.7949
stumpj@ccho.org

Lauren Steiner
Administrative Support Specialist
Seasonal, Event & Work Groups

330.345.7949, ext. 2540
steinerl@ccho.org

RESIDENTIAL MENTAL HEALTH TRAUMA TERMINOLOGY

In any culture, it is important to understand some of the terms that are being used to define subjects, items or personal interactions. Below is a list of commonly used terms that our staff and residents may use:

TERM	DEFINITION
Abuse	Abuse is any action that intentionally harms or injures another person
Body Proximity	The intervention of positioning one's body to prevent a resident from entering a restricted area or posing a safety risk to another individual. Body proximity is never used as an act of moving/ escorting a resident, nor is it used to block a resident into a location where there are no other exits.
Code Black	Active shooter or other threat on campus. Protocol is either to barricade in a safe location or if option is available to escape area by running
Code Blue	Emergency vehicle (police, firefighter, ambulance etc.) currently on campus
Code Red	All available support staff requested to ensure supervision/ safety
Code Yellow	One additional support staff requested to ensure supervision/safety.
Escalated	A heightened emotional state causing a resident to have a decrease in thinking ability which can lead to behaviors of concern.
Redirect	A verbal intervention tool that is used when a resident is in a higher state of escalation and not responding to other verbal prompts such as encouragement or prompts to have a discussion. It can be used to clarify boundaries and limits and prevents an unsafe situation from developing.
Regulated	An emotional, cognitive and behavioral state where a resident is fully engaged in current programming and is able to utilize ability to think in order to follow directions and remain safe.
SCM	S afe C risis M anagement and refers to a training that contains theory, non-physical and physical interventions that allow staff to keep residents safe while exhibiting an understanding of what causes behaviors. SCM teaches staff how to manager behaviors in the least restrictive manner while supporting treatment that is appropriate for each individual resident.
Trauma	Anything that overwhelms a person's capacity to cope and elicits feelings of terror, powerlessness and out-of-control physiological arousal.
Triggers/ Triggered	Experiences that "re-trigger" trauma in the form of flashbacks or overwhelming feelings of sadness, anxiety, or panic; stimuli that trigger upsetting feelings or problematic behaviors.

Unregulated

An emotional, cognitive and behavioral state where a resident is unengaged in current programming and is not following directions. Resident is demonstrating attitudes and behaviors that are not safe, including but not limited to: threatening harm of self or others, active harm to self or others, destruction of property and violating designed campus boundaries.

QUALIFIED RESIDENTIAL TREATMENT PROGRAM (QRTP) VOLUNTEERS

In compliance with the Family First Prevention Services Act, CCHO became certified via the State of Ohio as a Qualified Residential Treatment Program (QRTP) in November of 2021. To become a QRTP provider CCHO had to meet the following goals:

- Is accredited by the Council of Accreditation (COA)
- CCHO trains all employees, volunteers, interns, and independent contractors in Trust Based Relational Interventions (TBRI) – a trauma-informed approach.
- CCHO's nursing and clinical staff are available 24/7 to address the unique needs of our residents.
- CCHO provides family-driven care from day one and family-based aftercare support for up to one year following program completion – six months longer than required.

As a QRTP status CCHO ensures that our volunteers have a general knowledge of Trust Based Relational Interventions (TBRI) which is utilized throughout our agency. Volunteers are asked to watch the following videos to get a general understanding of TBRI.

- <https://www.youtube.com/watch?v=cuDH85R3rtc&list=PLUb697qpuvsRW0pS1kI1ybtGttLGVn2D9>
- <https://www.youtube.com/watch?v=FWScSJKjn1A&t=19s>

VOLUNTEER PROGRAMING: ON CAMPUS

Ministry

- **Connect2Kids Group**

About: Groups connect with our residential kids through sharing a meal (optional), devotions and activities/ games/ or crafts.

Groups: Minimum of 4 with a max of 10. Can be guys, girls or a combination of the two.

Age: High school age or older

Responsibilities: Providing a lunch meal (optional) for residents and staff, leading a time of devotions with residents and facilitating a time of activities/ games/ or crafts.

When: Saturdays between 9am-1pm (2-3 hours max)

Requirements: Completed group application. Group leader must have background check completed by CCHO. All members of the group must complete training consisting of watching our Volunteer Training Video and taking the Volunteer Training Video quiz. Before serving the Volunteer Program Leader will review with the group CCHO's volunteer expectations and explain what the group might encounter during serving such as: resident being placed in a hold, resident running out of room, etc.

- **Former Resident Speaker**

Individual: Guy or Girl

Age: 21 or older

Responsibilities: Meeting with current residents to share about impact that CCHO's Residential program has made in the individual's life. Discussion with the current residents about experiences/ topics relevant to their treatment and future. Former Resident Speakers provide encouragement and hope for current residents by telling their stories which show how life looks after completing their treatment program. The positive influence that Former Resident Speakers convey is powerful since they have "walked in the shoes" of what our current residents are going through.

When: Occasionally, for 30 minutes- 1 hour presentations

Requirements: Complete volunteer application. A background check (BCII) will then be completed. Volunteer to provide a brief outline of what they would like to discuss with the residents. Once paperwork is completed volunteer will be in contact with Volunteer Program Leader to set up date and time to come out onto campus and make presentation.

Residential

- **Mentor-** A “Mentor” is an individual who is specifically trained and assigned to a child or family to assist the child or family deal with or learn to deal with day-to-day living situations (Per 5101:2-1-01 Children Services Definition of Terms)

Individual: Guy or Girl

Age: 18 or older (Must be 5 years older than mentee)

Responsibilities: Mentorship is a complimentary match between a caring adult and a current CRC resident. Mentors will develop a relational connection with the resident that promotes positive communications skills, builds self-esteem and models appropriate boundaries. The children that we serve are ages 6-18 both boys and girls, that have placed in our care due to a traumatic event(s) that has happened in their lives. Some activities that Mentors can do with their mentee once assigned: hanging out/ getting to know your mentee, playing games, watching movies, working on homework (if needed) and being a listening ear and encouragement to their mentee. Being someone that the mentee can count on is essential. After each visit with the mentee, the mentor must complete a visitation report and turn into their Designated CCHO Contact or Volunteer Program Leader.

When: Minimum three month commitment. Mentors should come on campus 2+ times per month for an hour to an hour and a half visit. Mentorship can take place at a time agreed upon by the mentor and the Designated CCHO Contact. Mentors will be required to schedule their visits with the Designated CCHO Contact prior to coming on campus. We have several Mentoring options to fit a mentor’s schedule:

- Stay with only one resident for the duration of their program (6-9 month average; some residents will stay longer depending on the child and their level of trauma)
- Mentor max two residents in a defined time frame (e.g. mentor committed to mentoring for eight months, mentors two different resident for four months each)

Requirements: Mentor application and formal interview with Volunteer Program Leader and/or other Residential staff. Background check/ fingerprinting (BCII and FBI), Residential Mentor Training, 20-30 minute meeting with your mentee’s clinician where you will be provided with some background information about your mentee, review the Volunteer Mentor/ Mentee Relationship Conduct Protocols, and then the Volunteer Program Leader or Designated CCHO Contact will introduce you to your mentee. **Please note that the process will take a few weeks to complete. **

- **Sparks Volunteer**

About: Individuals connect with our residential kids through sharing a hobby/ interest/ skill such as devotions/activities/ games/ crafts/ music lessons/ sports/ art/ writing.

Individual: Guy or Girl

Age: 18 or older (Must be roughly 5 years older than residents in cottage they are volunteering in)

Responsibilities: Leading/facilitating a time of activities/games/crafts/Bible Study etc.

When: Tues- Thurs. at a scheduled time agreed upon by Volunteer and Volunteer Program Leader.

Requirements: Volunteer application and formal interview with Volunteer Program Leader and/or other Residential staff. Background check/ fingerprinting (BCII). Watching volunteer training video and taking corresponding quiz. Meeting with the Volunteer Program Leader where you will be provided with some background information about residents. **Please note that the process will take a few weeks to complete. **

- **Cottage Mentor**

About: Individual willing to connect with our residential kids through spending time in the cottage sharing an interest and participating in an appropriate activity within cottage routine, such as, cooking a meal in the cottage with residents, playing a game, watching a movie or participating in recreational activities.

Individual: Guy or Girl

Age: 18 or older (Must be roughly 5 years older than residents in cottage they are volunteering in)

Responsibilities: Participating in a time of activities/games/crafts/Bible Study etc.

When: At a scheduled time agreed upon by Volunteer and Volunteer Program Leader.

Requirements: Volunteer application and formal interview with Volunteer Program Leader and/or other Residential staff. Background check/ fingerprinting (BCII). Watching volunteer training video and taking corresponding quiz. Meeting with the Volunteer Program Leader where you will be provided with some background information about residents. **Please note that the process will take a few weeks to complete. **

One Heart Stables

- **Helping Hand**

Individual: Guy or Girl, Small Groups are also welcome

Age: 13 or older

Responsibilities: Helping in the barn: mucking out stalls, feeding, watering, grooming the horses, general cleaning and upkeep of the barn, pastures and riding arena.

When: Minimum of one hour per visit. Volunteer can come a couple of times per month or a couple of times per week. Dates and times are to be schedule with the Director of One Heart Stables or other One Heart Stables staff if directed by the Director of One Heart Stables.

Requirements: Individual or group application, background check (BCII), if over the age of 18. If under 18 CCHO Volunteering Permission Form signed by the parent or legal guardian must be turned in with application. One hour of training to be scheduled and completed with the Director of One Heart Stables.

Seasonal

- **Work Groups**

Groups: Guys and Girls at a minimum 2 people

Age: High school or older (can sometimes be flexible)

Responsibilities: Groups will complete tasks that are assigned to them by their CCHO Work Group Contact. Tasks may include but not be limited to: general cleaning of buildings, general maintenance inside and outside of buildings, construction etc.

When: Dates and times will be scheduled with the CCHO Work Group Contact.

Requirements: Individual or Group Application, Background check (BCII) completed on individual or group leader must be over the age of 18. Any volunteers within the group that are under age 18 CCHO Volunteer Permission Forms signed by the legal guardian must be turned in prior to volunteering. All group members will need to sign a confidentiality pledge form. Further instructions provided day of service.

- **Christmas Time**

Individual/ Groups: Guy(s) or Girl(s) Individuals are welcomed

Age: Middle School or older (can be flexible on age please discuss with Administrative Support Specialist)

Responsibilities: Volunteer(s) can help in one or more of the following ways leading up to Christmas:

- **Inventorying Gifts-** going through each child's Wish List noting on a spreadsheet what all was purchased for a child. Double checking to make sure that a donation does not include anything that was listed on the "not allowed in residential" list for kids in our residential program.
- **Wrapping Gifts-** coming on campus and wrapping presents of the children who are in residential. Making sure that each child has the same number of presents wrapped. This could mean having to group some items together etc.

When: Please see below for dates and times for the two options:

- **Inventorying of Gifts-** takes place the week before CCHO's Christmas All Staff which is normally held on the 1st or 2nd Wednesday of the month of December. Depending on donors we may have additional Wish Lists that will need to be inventoried a couple of days after the Christmas All Staff. Volunteers can come on campus Monday-Friday between the hours of 9:00am-5pm. Dates and times should be scheduled with the Administrative Support Specialist before coming on campus.
- **Wrapping Gifts-** is completed the following 2 weeks after the Christmas All Staff. Volunteers can come on campus Monday-Friday between the hours of 9:00am-5:00pm. Weekends are available on a case by case basis but weekdays during normal business hours is preferred. Dates and times should be scheduled with the Administrative Support Specialist before coming on campus.

Requirements: Individual or Group Application, Background check (BCII) completed on individual or group leader must be over the age of 18. If under age 18 CCHO Volunteer Permission Forms signed by the parent or legal guardian must be turned in prior to volunteering. Schedule dates and times with the Administrative Support Specialist before coming on campus. Further instructions provided the day of service.

- **Off Campus Opportunities**

Individual/ Groups: Guy(s) or Girl(s) Individuals are welcomed

Age: Middle School or older (can be flexible on age please discuss with Administrative Support Specialist)

Responsibilities: Volunteer(s) can help in one or more of the following ways throughout the year in our Residential Program:

- **Valentines Day-** create and send in cards to our kids; provide candy and/or cards for our kids to fill out.
- **Easter-** helping to run and/or provide candy and eggs for an Easter Egg hunt on campus.
- **Thanksgiving-** help provide side dishes for Thanksgiving meal
- **Christmas-** helping to decorate and/or provide decorations for our campus. From hanging lights on the outside of the cottages to decorating Christmas trees etc.
- **Other**
 - Scenes- help to build and/or provide materials to create scenes for plays that the children do throughout the year.
 - Snacks- providing snacks for special events like children's plays, candy for Easter Egg Hunts etc.

When: inform either the Spiritual Coordinator and/or the Administrative Support Specialist of any of the campus opportunities that you are interested in. They will then email potential volunteers closer to the date to schedule volunteer times etc.

Requirements: Individual or Group Application, Background check (BCII) completed on individual or group leader if over the age of 18. If under 18 CCHO Volunteering Permission Forms signed by the parent or legal guardian must be turned in with application. Schedule dates and times with the Spiritual Coordinator and/or Administrative Support Specialist before coming on campus. Further instructions provided the day of service.

Events

Individual/ Groups: Guy(s) or Girl(s) Individuals or Groups depending on the event

Age: High school or older

Responsibilities: Volunteer(s) will be assigned a specific area of service based on their feedback of when and where they would like to serve leading up to or during an event. We will try to accommodate volunteer requests to

serve in a specific area as much as possible. Potential event volunteer opportunities include but are not limited to: setting up before an event, directing cars where to park, helping with games, face painting, serving food, helping to clean up etc. Each event is different so some volunteer opportunities listed above may not apply to all events.

When: CCHO hosts multiple events throughout the year. If interested in helping during an event. Please contact the Administrative Support Specialist at info@ccho.org. Dates and times can then be provided as they change on a yearly basis. Most of the events that we host do take place on weekends. Events may also be hosted outdoors. For those events hosted outdoors please note that they are rain or shine events. Volunteers will need to come even if the forecast is calling for rain.

Requirements: Connecting with the Administrative Support Specialist to see what event volunteer opportunities are available. If interested signing up to volunteer. The Administrative Support Specialist will provide additional information (date, time, location of event) and any additional requirements at the time of contact.

Off Campus

- **Care Packages for Residential Staff**

Individuals/ Groups: Guy(s) or Girl(s) Individuals or Groups

Age: N/A

Responsibilities: An individual or group can create care packages as a way to encourage the staff who work with the kids that are being served in our residential center. Care packages can consist of items listed below and donors are encouraged to add additional items as they see fit. We ask that donors provide at least one care package per cottage that is currently open in our residential center. Number of staff and current open cottages will be provided to the donor at the time that they contact the Administrative Support Specialist to note their interest is providing care packages for staff. Once care packages are complete the donor(s) should notify the Administrative Support Specialist and schedule a delivery date.

When: Donors are encouraged to participate in this office campus opportunity at any point throughout the year.

Requirements: Contact the Administrative Support Specialist to get a total count of staff and current number of open cottages.

Delivery Hours: When scheduling your delivery please contact the Administrative Support Specialist at 330.345.4979, at least **three business days** before you would like to make your delivery.

- **Delivery Hours: Monday-Friday between 9am-5pm.**

We can make arrangements for delivery outside of normal delivery hours but this needs to be noted when the donor(s) call to schedule delivery so that other staff may be made aware of the delivery.

Requirements: We ask that donor(s) provide care packages for all staff in a cottage. It is preferred that all cottages be covered but not required.

Suggested Items: Suggested items for staff care packages include:

- Coffee (Folger's, Maxwell etc.), Tea bags, Hot Chocolate
- Chap stick, small bottles of Hand Lotion or Sanitizer
- Snacks- peanut butter or cheese crackers, Chocolate, Hard Candies, Gum, Homemade Cookies or Goodies
- Office Supplies- Pens, Mechanical Pencils, Legal Pads (no spiral bound), Sticky Notes etc.

- **Collection Drive**

Contact the Administrative Support Specialist at 330.345.7949 for a list of "Frequently Used items". These items could be anything from canned/boxed food to cleaning supplies. We request that you adhere to only collecting the items from the list as much as possible, to aid us in being good stewards of the donations that we receive. Once your collection drive is complete, please contact the administrative Support Specialist to schedule a delivery date.

Delivery Hours: When scheduling your delivery please contact the Administrative Support Specialist at 330.345.7949, at least **three business days** before you would like to make your delivery. **Delivery Hours: Monday-Friday between 9am-5pm.**

- **Pen Pal Program**

Contact the Spiritual Coordinator to inquire about becoming a Pen Pal to a current CCHO resident. The Spiritual Coordinator will correspond with you regarding the guidelines/ protocol in becoming a Residential Pen Pal. Resident's Guardian must give approval before any correspondence can occur. In addition, all letters (from both Pen Pal and Resident) will be reviewed by the resident's therapist before being approved to be received or sent.

Guide Lines:

Suggested topics to write about:

- Questions that are appropriate to ask include: Resident's hobbies, schoolwork, sports and personality likes/dislikes (e.g. favorite colors, foods, weather, seasons, etc.)
- Keep conversation light, cheerful and encouraging. Let resident know you care about/ support them, have faith in their ability and that they have a bright future.
- Share motivational/ inspiring sayings or Scripture. Communicate God's unconditional love and anything else that helps the resident to experience their worth in Christ.

Do not disclose/ discuss the following:

- Do not ask the resident personal questions (e.g. abuse, sexuality, criminal record, etc.) that might be "triggering" or inappropriate.
- Never disclose phone numbers or addresses.
- Refrain from giving advice.
- Model appropriate boundaries and do not disclose personal information regarding intimate relationships, addictions, medical history, etc.

Any questions about what is or is not appropriate to share can be directed to the Spiritual Coordinator.