



Helping People Experience Their Worth In Christ

Volunteer Handbook

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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 38 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 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 the 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

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 Department of Mental Health, and a member of the Ohio Association of Child Caring Agencies.

INTRODUCTION

Welcome to Christian Children’s Home of Ohio and thank you for choosing to get involved! This manual has been prepared as a tool to better equip our present volunteers and all our potential volunteers. Our desire is that this manual will provide you with pertinent and helpful information regarding your service as a volunteer.

This manual includes volunteer programming opportunities, your role as a volunteer, procedures for becoming a volunteer, policies and compliance, religious affiliation/conduct, operational leadership organization, and appendixes dealing with terminology and acknowledgement of receipt of the Volunteer Handbook.

Your service as a volunteer is so integral in helping CCHO fulfill its 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 ministry. 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!

VOLUNTEER PROGRAMMING: ON CAMPUS

Ministry Volunteers:

- **Saturday Service**

About: Our Residential Kids are given the choice to participate in a weekly church service held at CCHO Campus. Kids get to sing worship songs, hear a sermon/message, and fellowship. Church is not a requirement, but we have an 80-90% service attendance!

Groups/Individual: Guys and Gals. Mixture is fine.

Age: High School or older (13 & up)

Responsibilities: To lead worship songs/music, present a sermon/message, and help with sound/PowerPoint. Groups may provide snacks for after service fellowship time. (Can do one or all of these duties. It is up to the group/individual.)

When: Saturdays from 2-3pm.

Requirements: Group is willing to do this volunteer service at least once a year. Complete group application. Group leader must have background check done and complete CCHO Saturday Service Volunteer Training. Before service, the Spiritual Coordinator will review with group/individual CCHO Volunteer expectations and explain what the group might encounter during the service, such as: resident being placed in a hold, resident running out of room, etc.

- **Connect2Kids Groups**

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

Groups: Guys or Gals or a combination of the two.

Age: High school or older

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

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

Requirements: Group is willing to do this volunteer service at least once a year. Complete group application. Group leader must have background check done and complete CCHO Connect2Kids Groups Volunteer Training. Before serving, the Spiritual Coordinator will review with group CCHO 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.

Ministry Volunteers:

- **Former Resident Speakers**

Individual: Guy or Gal

Age: 21 or older

Responsibilities: Meeting with current residents to share about impact that CCHO's CRC program has made in individual's life. Discussion with current residents about experiences/topics relevant to their treatment and future. Former Resident Speakers help provide encouragement and hope to current residents in hearing about how life looks on the other side of this treatment program. The positive influence that Former Resident Speakers convey is powerful since they have "walked in the shoes" of our current residents.

When: Occasionally, for 30 minute – 1 hour presentations.

Requirements: Contact Administrative Support Specialist to request date/time for visitation/presentation. Complete background check (BCII and FBI). Prior to arrival, provide a brief outline of the what Former Resident Speaker wants to discuss with residents. Meet with Spiritual Coordinator prior to presenting.

Residential Volunteers:

MENTOR DEFINITION: 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 Definitions of Terms)**

- **Resident Mentors**

Individual: Guy or Gal

Age: 25 or older

Responsibilities: Resident Mentorship is a complimentary match between a caring adult and a current CRC resident. Resident Mentor will develop a relational connection with resident that promotes positive communication skills, builds self-esteem, and models appropriate boundaries. We have residents ages 6-18 both girls and boys that have come to us to receive help, hope and healing due to a traumatic event(s) that has happened in their lives. Some activities Resident 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 your 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 it into the Spiritual Coordinator.

When: Sunday – Friday, 2-4 times per month for 1-2 hour visits (times based on clinical Programming & school schedule). Mentoring the resident continues until they are discharged from our care. Average stay for resident is 6-9 months, however, some stay longer depending on the level of trauma and the resident.

Requirements: Mentor application and formal interview with Spiritual Coordinator and other CCHO staff. Background Check (BCII and FBI), Registered Sex Offender Check and Child Abuse & Neglect Registry (fingerprinting). CCHO Residential Mentor Volunteer training, and a 20-30 minute meeting with your mentee's therapist where you will be provided with some background information about your mentee, review the Volunteer Mentor/Mentee Relationship Conduct Protocols, and then the therapist will introduce you to your mentee.

Please note this process may take a few weeks to complete.

- **Cottage Helpers**

Individual: Guy or Gal

Age: 25 or older

Responsibilities: Helping staff with day to day tasks such as: cooking & cleaning. May also have time for cottage helpers to hang out with the residents once tasks are completed.

When: Tuesday-Saturday, 1.5–3 hours once a week/every other week (more if the staff would like additional assistance, and if the volunteer is willing). Daytime preferable, evenings with prior approval.

Requirements: Individual application and formal interview with Spiritual Coordinator and other CCHO staff. Background Check (BCII and FBI), Registered Sex Offender Check and Child Abuse & Neglect Registry (fingerprinting). CCHO Cottage Helper Volunteer Training.

Please note this process may take a few weeks to complete.

- **Cottage Cleaners**

Group: Guys or Gals group would be preferred but individuals are welcome.

Age: 18 or older

Responsibilities: Helping to do a deep clean of rooms within a cottage. Cleaning everything ceilings, light fixtures, walls, base boards, flooring and furniture. Goal is for each room in the cottage to be thoroughly cleaned 1 time per month. Cottage cleaners can do multiple rooms per visit.

When: Tuesday-Saturday between 9am-5pm, at least 1 hour or more. Times must be scheduled with Spiritual Coordinator. Residents must be out of cottage during cleaning time (best times are morning when residents are in school).

Requirements: Individual application, background check (BCII and FBI), and CCHO Cottage Cleaner Training. **Please note this process may take a few weeks to complete**

One Heart Stables Volunteers:

- **Helping Hand**

Individual: Guy or Gal, Small Groups would be welcomed

Age: 13 or older

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

When: Volunteers can come Monday-Friday 9am-5pm. Weekend volunteering with OHS Director prior approval. We ask that volunteers come for at least 1 hour or more.

Requirements: Individual application and background check (BCII and FBI) if over the age of 18. CCHO Volunteering Permission Form signed by parent or legal guardian if under 18 and one hour of training with OHS Director.

- **Horse Leader/Side Walker for Therapy Sessions**

Individual: Guy or Girl, we need 1-3 volunteers per therapy session

Age: 13 or older

Responsibilities: During a therapy session, we have 1-3 volunteers helping the therapist. Sometimes two side walkers who walk on either side of the horse to make sure the client does not fall off the horse and one leader of the horse, or a combination of the three depending on the need of the client. By having these volunteers during a therapy session, it allows the therapist to work more directly with their client.

When: Therapy sessions take place on Fridays and Saturdays. Sessions are normally 1 hour long so volunteers can help with one session or multiple sessions.

Requirements: Individual application and background check (BCII and FBI) if over the age of 18. CCHO Volunteering Permission Form signed by parent or legal guardian if under 18 and one hour of training with PATH Instructor.

VOLUNTEER PROGRAMMING: OFF CAMPUS

Create Care Packages For Our Cottage Staff

- ❖ Contact the Administrative Support Specialist about creating a Care Package for our cottage staff. We have 10-12 staff that work in each cottage (4 cottages total). Each cottage houses a specific gender and age range. Staff work on shifts in the cottages. They are the people behind the scenes who help our kids get to a better place in their lives. The staff work weekends and holidays, taking time away from their own families on those special days to be a light to the children that we serve. By creating care packages for our cottage staff, it helps boost morale and shows them that their work of service is appreciated and matters, just like they show to the children we serve on a day to day basis that they matter. Providing one package per cottage or even better do one per shift per cottage (3 packages per cottage) makes a big impact! Some items that staff would be grateful to receive are as follows:
 1. Coffee
 2. Chap stick, little bottles of hand lotion or hand sanitizer
 3. Snacks - peanut butter and cheese crackers, little bags of cookies
 4. Chocolate, hard candies or gum
 5. Homemade cookies/snacks (include item name and list of ingredients)
 6. Office supplies: pens, pencils, legal pads (no spiral bound), sticky notes
- ❖ Once you have completed your Care Packages please contact Spiritual Coordinator to schedule a time to come out and drop off your items.

Host A Collection Drive

- ❖ Contact the Administrative Support Specialist for a list of CCHO's frequently used items. These items could be anything from canned/boxed food to cleaning supplies. We request that you adhere to only collecting 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 completed you will need to contact the Spiritual Coordinator prior to making your delivery to set up a delivery date and time.
- ❖ Regular Delivery Hours: Tuesday-Saturday 8:30am-5pm (exceptions can be made but Spiritual Coordinator must know about them prior to delivery)

Pen Pals With Current Residents

- ❖ Contact the Administrative Support Specialist 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 CRC Pen Pal. Resident's Guardian must give approval before any correspondence can occur. In addition, all letters (from both Pen Pal & resident) will be reviewed by the resident's therapist before being approved.
- ❖ Guidelines for Pen Pals:
 1. Do not ask the resident personal questions (e.g. abuse, sexuality, criminal record, etc.) that might be "triggering" or inappropriate.
 2. Never disclose your or any other person's phone number or home address.
 3. Refrain from giving advice.
 4. Model appropriate boundaries and do not disclose personal information regarding intimate relationships, addictions, medical history, etc.
 5. Ask questions about their hobbies, schoolwork, sports, and personality likes/dislikes (e.g. colors, foods, weather, seasons, etc.)
 6. Keep conversation light, cheerful and encouraging. Let resident know you care about/support them, have faith in their ability, and they have a bright future.
 7. Share motivational/inspiring sayings or Scripture. Communicate God's unconditional love and anything else that helps the resident to experience their worth in Christ.
 8. Any questions about what is/is not appropriate to share can be directed to the Spiritual Coordinator.

Seasonal And Event Opportunities

- ❖ CCHO hosts various seasonal and event opportunities such as Heart for the Home Celebration, The Great Grill Off, and Caring4Kids Golf Classic. In addition, Maintenance and Christmas Volunteers are welcome. For more information regarding these opportunities, visit our website at <https://www.ccho.org/volunteer/> and click on the "Seasonal and Event Opportunities" tab.

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 designated CCHO Group Coordinator for specific duties and directions. (SEE PRIMARY CONTACTS FOR VOLUNTEERS p. 25)
- ❖ 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 Group Coordinator 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.

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:
 Ministry = 13 (Group Leader must be at least 21)
 Residential Mentors & Cottage Helpers = 25, Cottage Cleaners = 18
 One Heart Stables: Helping Hand = 13, Horse Leader/Side Walker = 13
- ❖ Complete Individual, Residential or Group Application.
- ❖ Complete background check [BCII & FBI] (Charges which fall under the Ohio Revised Code will be considered on a case by case basis); Fingerprinting based on service area.
- ❖ Complete CCHO Volunteer Training and Orientation (based on area of service).

VOLUNTEER POLICY AND COMPLIANCE

All prospective volunteers must complete CCHO Volunteer Training and Orientation.

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 *(Residential Volunteers Only)*
 - Review of ODJFS Rules
 - Reporting Child Abuse & Neglect
 - Review of Discipline Policy
 - Review of Community Engagement Plan
 - Review of Behavior Intervention Policy
- ❖ Volunteer Scheduling/Service Tracking/Support
- ❖ Campus Tour

Becoming a volunteer at CCHO requires completion of individual/group applications which contain five policy and compliance items:

- 1. Confidentiality Pledge**
- 2. Safety and Conduct Standards**
- 3. Unacceptable Offenses List**
- 4. Statement of Faith**
- 5. Waiver/Liability Release**

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

- A. 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.
- B. Any volunteer *must notify CCHO within twenty-four hours of any charge of any criminal offense that is brought against him.*
- C. **Failure to notify CCHO within twenty-four hours of any charge shall result in immediate dismissal from CCHO.**

- D. If the charges result in a conviction, the volunteer must notify CCHO within twenty-four 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.
- E. 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.
- F. Volunteers whose duties include any of the same general duties as child care staff will be trained in the mission of CCHO.
- G. Volunteers will be supervised by CCHO staff, and must participate in at least monthly face-to-face supervisory conferences (*Resident Mentors Only*).
- H. 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 below may result in dismissal from volunteer duties at CCHO.

CONFIDENTIALITY

- ❖ 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, school, pictures, address, gender, 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 and the staff and volunteers – not between a resident and one specific staff member or volunteer.

- ❖ Exceptions to Confidentiality include: 1) Suspicion of a resident being abused, in which case the law requires CCHO staff as mandatory reporters to contact Child Protective Services (CPS) 2) 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 a 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 they may have contact and the frequency of that contact.

AUTHORITY

- ❖ The CCHO staff members who are in direct care of our residents are the authority in charge. There will always be a staff present with volunteers unless approved 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 the Supervisor On Duty.

BOUNDARIES

Boundaries are limitations we impose on others 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 residents and CCHO.

Physical Contact

- ❖ **RULE OF THREE:** Never be alone with a resident out of sight of another volunteer and/or staff person. 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 with 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 five, fist bumps, pat on the back, 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 termination 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 residents.
- ❖ 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 sit 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 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 Spiritual Coordinator 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 and addresses. Often residents will ask very personal questions. First, ask why they want to know and Second, answer very carefully. Volunteers are in a position of authority. **The information you give to residents must be useful to them and must be safe for them to know.** If you have any questions, just ask the Supervisor On Duty.
- ❖ If there are any concerns of an incident, notify Supervisor on Duty. *Resident Mentors Only:* Also make notes of any incidents 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 the Supervisor On Duty right way.

Gifts/Donations

- ❖ Do not give gifts or money to residents. If resident makes a request known to volunteer, volunteer will communicate this desire/need to Spiritual Coordinator. Donations from specific volunteers for specific residents will be evaluated by Spiritual Coordinator on an individual basis.
- ❖ Never accept gifts or money from a resident for any reason.
- ❖ With prior approval and when serving, volunteers may bring small gifts, such as goodie bags, to an entire cottage of residents.
- ❖ If volunteers see a need for a particular resident, they are to speak to the Spiritual Coordinator to legitimize the need and discuss the best way to meet that need.

Interaction After Discharge

- ❖ Mentors and Volunteers who desire to maintain contact with residents after their discharge from CCHO must abide by whatever restrictions set forth by their state/county worker.
- ❖ Mentors/Volunteers may request Spiritual Coordinator to contact discharged resident's state/county case worker to communicate when Mentor/Volunteer is available. After level of contact has been established, any further interactions between discharged resident and Mentor/Volunteer will be through the state/county case worker.
- ❖ Social Media Contact (Facebook, Instagram, Twitter, Etc.) with a discharged resident is an assumed liability on behalf of the Mentor/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 judgment in their choice of clothing for volunteering. If you experience uncertainty about acceptable, casual attire for volunteering, please ask the designated CCHO Group Coordinator.

- ❖ **Slacks, Pants, and Suit 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. Leggings may be worn if covered down to the knee. Shorts may be worn, but must touch the knee when standing. Inappropriate slacks or pants include short shorts, bib overalls and any spandex or other form-fitting pants such as people wear for biking.
- ❖ **Skirts, Dresses, and Skirted Suits:** Casual dresses and skirts, and skirts that are split at or below the knee are acceptable. Dress and skirt length should be at a length of touching the knee. Short, tight skirts that ride halfway up the thigh are inappropriate for volunteering. Mini-skirts, skorts, beach dresses, and spaghetti-strap dresses are inappropriate for serving at CCHO.
- ❖ **Shirts, Tops, Blouses, and Jackets:** Casual shirts, dress shirts, sweaters, tops, golf-type shirts, and turtlenecks are acceptable attire for volunteering. Most suit jackets or sport jackets are also acceptable attire for campus, if they violate none of the listed guidelines. Inappropriate attire includes tank tops; midriff tops; shirts with potentially offensive words, terms, logos, pictures, cartoons, or slogans; halter-tops; tops with bare shoulders. No cleavage should be visible with above listed attire.

- ❖ **Shoes and Footwear:** Conservative athletic or walking shoes, loafers, clogs, sneakers, boots, flats, dress heels, sandals, crocs, and leather deck-type shoes are acceptable for volunteering. Inappropriate footwear includes slippers. Footwear should be appropriate for the volunteering service being performed.
- ❖ **Jewelry, Makeup, Perfume, and Cologne:** Should be in good taste, with limited visible body piercing and tattoos. Remember, some staff or volunteers are allergic to the chemicals in perfumes and makeup, so wear these substances with restraint. In addition, certain fragrances might be a trigger for a resident, so err on the side of caution.
- ❖ **ALL ATTIRE SHOULD FIT APPROPRIATELY.** If clothing fails to meet these standards, as determined by the Volunteer Handbook, the volunteer will be asked not to wear the inappropriate item to volunteer again and be sent home to change clothes. If the problem persists, volunteer will receive a 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, it is critical that volunteers perform service to the best of their ability: arriving on time and maintaining CCHO mission as primary focus.
- ❖ Volunteer service is not useful unless coming at the times and frequency agreed upon. If unable to fulfill a volunteer assignment at a particular time, please contact the designated CCHO Group Coordinator and inform them in advance of your 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. Also 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 it immediately to the Supervisor on duty.
- ❖ Respect the cultural, religious, and political views 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, Mentoring should meet with Spiritual Coordinator for review of teaching, preaching, and mentoring materials before volunteering.
- ❖ Maintain appropriate attire while performing volunteer task. (See p.17-18)
- ❖ Volunteers will refrain from making unannounced visits to CCHO campus when not scheduled to volunteer.
- ❖ If a time comes a volunteer can no longer their assigned task, please inform the designated CCHO Group Coordinator. Do not turn over responsibilities to a friend. Recommendations are welcome, but every volunteer must go through the CCHO volunteer interview process.

VOLUNTEER PROTOCOL DURING CODES/CRISIS/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 event 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 residents to a safe, location until directed otherwise by staff.
- ❖ If a volunteer is approached by an unregulated resident, volunteer is to not engage resident. Ignore if possible, if necessary, volunteer is 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 safe place with other staff and seek medical attention if necessary. If injured, notify 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 residents.
- ❖ 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 Group Coordinator and move to selected shelter area until cleared to return to regular duties.

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 us 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.

- ❖ CCHO utilizes an encrypted electronic database to store all volunteer service information.
- ❖ We respectfully request that ALL volunteers sign-in on designated programming service forms EACH AND EVERY TIME volunteering on campus.
- ❖ Please print clearly and legibly in all information requested fields.
- ❖ 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.
- ❖ When volunteering Monday-Friday between 8:30am-5pm, check/sign-in, at the Reception Desk in the Administration Building. Volunteer will be assigned a “Volunteer” lanyard or vest which must be worn at all times during their service. When finished with service, check/sign-out at the Reception Desk and return “Volunteer” lanyard or vest.
- ❖ When volunteering Sunday-Friday between 8:30am-8pm (**Residential Volunteers ONLY**), check/sign-in at Staff Office in designated Cottage. Volunteer will be assigned a “Volunteer” lanyard or vest, which must be worn at all times during their service. When finished with service, check/sign-out at Staff Office in Cottage and return “Volunteer” lanyard or vest.

- ❖ When volunteering on a Saturday, call ahead to Campus Spiritual Coordinator or your Designated Group Coordinator with your time of arrival. They will instruct you on where to check/sign-in on that day and assign “Volunteer” lanyards or vests which must be worn at all times during service. When finished with service, check/sign-out with Campus Spiritual Coordinator or Designated Group Coordinator and return “Volunteer” lanyard or vest.
- ❖ **RESIDENT MENTORS ONLY:** After each visit with resident mentee, volunteer mentor must fill out visitation report. Electronic report must be filled out and emailed to the Spiritual Coordinator within 1-2 days of visit with resident mentee. Non-compliance will be reviewed for potential volunteer dismissal.
- ❖ Please keep personal contact information up to date. Let your CCHO designated Group Coordinator or Administrative Support Specialist know what is the best way to reach you if we need to contact you and notify of any changes in address, phone number, etc.

VOLUNTEER MEETINGS

CCHO is planning to hold quarterly volunteer meetings to offer important updates and training (CPR, HIPPA, trauma, suicide prevention, etc.) and as a means of communication. It is important for volunteers 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, contact the Campus Spiritual Coordinator.

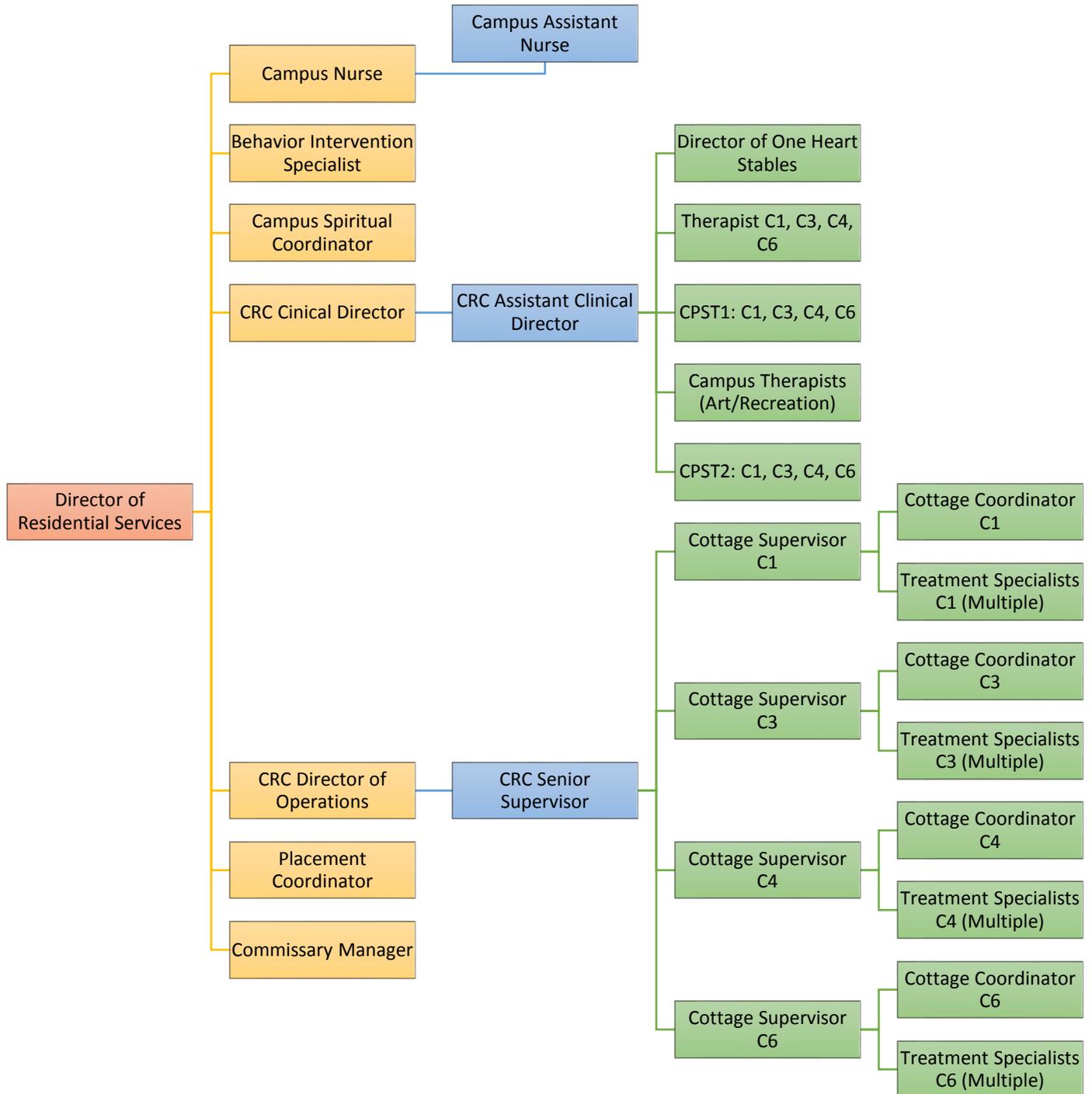
RELIGIOUS AFFLIATION AND CONDUCT

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.

OPERATIONAL LEADERSHIP ORGANIZATION

Christian Children’s Home of Ohio has multiple layers of leaders in operation of their Children’s Residential Center. Each of these leaders have a specific role 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 that our residents experience every day.



The following are brief descriptions of some of the roles as pictured in the chart above:

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 Chief Executive Officer of CCHO.

CAMPUS NURSE & CAMPUS ASSISTANT NURSE: Responsible for the medical management of our residents in placement. Works with our Residential Psychiatrist to ensure medication management and compliance.

BEHAVIORAL INTERVENTION SPECIALIST: 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.

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

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

CRC ASSISTANT CLINICAL DIRECTOR: Responsible for directing the CPST1 & CPST2's in the various treatment components of each resident's stay, along with overall treatment coordination with Operational Director, Senior Supervisor and Behavior Intervention Specialist.

CRC OPERATIONAL DIRECTOR: Responsible for overseeing the CRC Operational Staff, Food Program, budgetary expectations and supervision of Cottage Supervisors and Treatment Specialists.

CRC SENIOR SUPERVISOR: Responsible for overseeing all Cottages, #1, #3 #4 and #6. They directly supervise each of the Cottage Supervisors regarding their perspective cottages and provide Campus direction and support as necessary.

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

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

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

CRC THERAPIST: Responsible for working with the residents individually on a therapeutic level to address unresolved traumatic experiences. Each Cottage (1,3,4,6) has their own therapist in addition to campus wide art, recreational, and trauma therapists.

CPST1: COTTAGE 1, COTTAGE 3, COTTAGE 4, COTTAGE 6: 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.

CPST2: COTTAGE 1, COTTAGE 3, COTTAGE 4, COTTAGE 6: 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.

COTTAGE SUPERVISOR C1, C3, C4, C6: Responsible for overseeing the overall structure, budget and staffing of their perspective cottages as well as support the campus.

COTTAGE COORDINATOR 1, 3, 4, 6: Cottage Coordinators are an assistant to the cottage supervisors 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.

PRIMARY CONTACTS FOR VOLUNTEERS

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

*****NOTE: ALL INITIAL VOLUNTEER CONTACT WILL BE MADE WITH ADMINISTRATIVE SUPPORT SPECIALIST AND THEN DIRECTED TO DESIGNATED GROUP COORDINATOR*****

ON CAMPUS VOLUNTEERING:

Ministry Volunteers:

- Saturday Service
- Connect2Kids Groups



Krista Arnold

Campus Spiritual Coordinator

Phone Number: 330-988-3813

Residential Volunteers:

- Resident Mentors
- Former Resident Speakers
- Cottage Helpers
- Cottage Cleaners

One Heart Stables Volunteers:

- Maintenance (Indoor/Outdoor)
- Helping Hand
- Horse Leader/Side Walker for Therapy Sessions



John Plegge

Director of One Heart Stables

Phone Number: 330-621-1671

OFF CAMPUS VOLUNTEERING:

Donation Volunteers:

- Care Packages for Cottage Staff
- Hosting a Collection Drive



Krista Arnold

Campus Spiritual Coordinator

Phone Number: 330-988-3813

Writing Volunteers:

- Pen Pal with Current Resident

SEASONAL & EVENT OPPORTUNITIES:

Seasonal & Event Opportunities:

- The Great Grill Off
- Christmas Gift Collection/Wrapping



Lauren Steiner

Administrative Support Specialist

Phone Number: 330-621-1669

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 to 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-boarding, placement, dismissal, and training. Any employees with questions or concerns about any type of discrimination in the agency are encouraged to bring these issues to the attention of their Designated Group Coordinator 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.

Americans with Disabilities Act (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 an 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 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 persons 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 fostering, 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

CCHO 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; or other threatening, hostile, or intimidating acts based on race, color, ancestry, national origin, gender, sex, sexual orientation, marital status, religion, age, disability, veteran status, or 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 unreasonably 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 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:
 - (1) submission to such conduct is used as a basis for making employment/volunteering decisions; or,
 - (2) 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 Group Coordinator, to Human Resources, 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 complaint or report. Any suspected retaliation or intimidation should be reported immediately to one of the persons identified above. Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise Human Resources 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 Group Coordinators 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 their Designated Group with the problem/concern.
3. If resolution still has not been reached, the volunteer will be directed to the Director of the Children's Residential Center and/or Human Resources 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.

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 interests 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) upon request.
- Work in a safe and healthy environment.
- Be given accurate and truthful information about the organization (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.
- Have a position description and agreed hour of contribution.
- Have your confidential and personal information dealt with in an appropriate manner

Volunteer Responsibilities

A volunteer has the responsibility to:

- 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, let CCHO know as early as possible if unable to attend.
- 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.

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.

CCHO has the right to expect its volunteers to:

- Perform the given tasks to the best of their ability; to be prompt and reliable.
- Show respect and courtesy toward all clients, paid and voluntary staff.
- Be open and honest about their motivations, goals, qualifications, and abilities.
- Understand what a job requires before accepting it.
- Carry out their tasks efficiently and honestly.
- Accept guidance and supervision from staff.
- Participate in any training offered by CCHO.
- Respect confidentiality with regard to CCHO, its clients, staff, and volunteers.
- Express to Designated Group Coordinator their satisfaction or dissatisfaction with the assigned job and suggest improvements or changes.
- Notify Designated Group Coordinator 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 say.
- Indicate clearly to volunteers what their schedule is and to whom they report.
- Inform volunteers about the 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.

APPENDIX A

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. The following chart provides you with some commonly used terms used by staff and residents:

Glossary of Terms and Meanings

<u>Term</u>	<u>Definition</u>
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 block a resident into a location where there are no other means of exit.
Code Black (for CCHO)	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 (for CCHO)	Emergency vehicle (police, firefighter, ambulance) currently on campus.
Code Red (for CCHO)	All available support staff requested to ensure supervision/safety.
Code Yellow (for CCHO)	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 prevent 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	Stands for <u>S</u> afe <u>C</u> risis <u>M</u> 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 manage 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 to self or others, active harm to self or others, destruction of property, and violating designated campus boundaries.

APPENDIX B

ACKNOWLEDGMENT OF RECEIPT OF VOLUNTEER HANDBOOK

The Volunteer Handbook contains important information about Christian Children’s Home of Ohio (CCHO), and I understand that I should consult the Spiritual Coordinator regarding any questions not answered in the Volunteer Handbook. I have entered a non-compensatory relationship with CCHO voluntarily. If I decide to no longer serve in the ministry of CCHO, I will heed the strong encouragement to give two weeks’ notice of my leave. In doing so, I make my leave amicable if the desire to serve in the future should arise.

Since the information, policies, and requirements described herein are subject to change at any time, I acknowledge that revisions to the Volunteer Handbook may occur, except to the CCHO policy of volunteering-at-will. All such changes will generally be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies.

I have had an opportunity to read the Volunteer Handbook, and I understand that I may ask the Spiritual Coordinator any questions I might have concerning the Volunteer Handbook. I accept the terms of the Volunteer Handbook. I also understand that it is my responsibility to comply with the policies contained in this Handbook, and any revisions made to it. I further agree that if I remain with CCHO following any modifications to the Volunteer Handbook, I thereby accept and agree to such changes.

I have received a copy of CCHO Volunteer Handbook on the date listed below. I understand that this form will be retained in my Volunteer Personnel file.

Signature of Volunteer

Date

Volunteer's Name – Printed

Date

CCHO Representative

Date