Volunteer Handbook

Florence Fuller Child Development Centers, Inc.

**Administrative & East Campus**
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Hours: 10 a.m. – 5 p.m.
Volunteer Handbook

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Our Mission
Making a difference through education for economically challenged children and families to build a positive future in our community.

Our Vision
Striving for excellence as a progressive Child and Family Center, while being the catalyst for change that positively impacts our community at large.

ABOUT OUR CENTERS

Florence Fuller Child Development Centers are quality private non-profit childcare centers.

Florence Fuller Child Development Centers, Inc. is a registered 501(c)(3) non-profit. Florence Fuller Child Development Centers provide quality childcare, early education, family support programs and the only Head Start preschool in Boca Raton. We prepare children for a lifetime commitment to learning and social achievement, while empowering their families to build brighter futures. For the school-age child, we offer afterschool and school holiday programs as well as summer camps. Comprehensive support services for children from 6 weeks to 5 years include a food program providing two-thirds of the children’s nutritional needs and medical screenings.

FFCDC is fully accredited by the National Association for the Education of Young Children (NAEYC), is a Gold Seal childcare center, carries a four-star rating from the Palm Beach County Quality Improvement Rating System, and is accredited by Non-Profits First (formally the Center for Non-Profit Excellence). We also have a four star rating from Charity Navigator.

Who We Serve

Although the Boca Raton area is perceived as wealthy, 90% of FFCDC’s children come from families living below the Federal Poverty Level. The economic recession has increased the struggles of these families, and at the same time, has made funding to help them even more difficult for service agencies to obtain.

Priority placement is given to children whose parents are economically disadvantaged. All parents must be working, attending school or in job training and must meet the income requirements for subsidized child care. A sliding scale fee schedule was established for subsidized child care and these low fees are supplemented by FFCDC. Parents with children in the Head Start/Early Head Start programs are not required to pay for their child's care.

The Florence Fuller Child Development Centers are funded in part by:
- Head Start/Early Head Start
- Voluntary Pre-K
- U. S. Department of Agriculture / child care food program
- City of Boca Raton
- Individual and Corporate Contributions
- Private and Corporate grants
- Parent Fees
1968: Two Vista women were sent to Boca Raton to help the families of migrant workers in the area. In cooperation with the newly formed South County Neighborhood Center, an attempt was made to provide a kindergarten experience to the Hispanic and Anglo children of the workers. Volunteers walked the children to the Unitarian Church on Palmetto Park Road.

1969: It was quickly apparent that more was needed. Dorothy Fleegler formed a committee to provide a program for all the children of working-class families in the city and reserve areas. Prominent Boca Raton philanthropists James and Florence Fuller donated $150,000 toward this goal. This was just the beginning of their continued support of the Center over the years. As the building was constructed, 23 children attended classes of the Florence Fuller Child Development Center in the First Presbyterian Church.

1970: On ground leased from the city at $1.00 per year, the new Center was officially opened for children ages 1 through 5 years.

1971: The Center was incorporated as a 501(c)(3) non-profit.

1974: The infant nursery was dedicated by Governor Reubin Askew. Also in 1974, a latch-key program for after-school children and a 10-week summer camp for children ages 6 to 10 years were established.

1976: The Center sponsored the first child development conference held in the area; Governor Bob Graham was the keynote speaker.

1977: The National Advisory Council on Education for Disadvantaged Children under President Gerald Ford presented an award to the Center for Outstanding Achievement.

1983: The Dr. Sam Fleegler Memorial Building was built by his friends, once again spearheaded by Florence and James Fuller. This building housed 66 additional children and a library which is entirely supported by the Doris Elmore Trust.

1989: Solon and Frances Cohen pledged $250,000 toward the Dorothy Fleegler Annex that now provides space for our school-age program. Also in 1989, the West Center's first building, the Albert Kraftsow nursery, was completed. The David S. Stone Foundation pledged $500,000 over a 10-year period, providing funds for the David S. Stone Preschool which opened in May of 1991.

1994: The west campus expanded with the opening of the Frances and Solon Cohen Annex which allowed for after-school and summer camp programs, completing Dorothy Fleegler's dream of two campuses serving children from low-income families.

2003: Frances Cohen donated $250,000 to build the Roy M. Cohen Administration Building at the East Center in memory of her late son, enabling all of the administrative staff to be housed under one roof.

2005: Harold and Mary Ann Perper donated $250,000 to build the clinic on the East Campus, providing preventative health screenings, nutritional and child development education, and behavioral health services.

2013: FFCDC begins offering Family Support Services and Social Services to help working families become more self-sufficient, and Behavioral Support Services to help children develop healthy behaviors as they grow.

2014: FFCDC acquired the Boca Raton Children’s Museum, which offers arts and science education to families in the area, fostering intellectual and creative development through hands-on learning activities, interactive displays, diverse cultural events, and unique programs.
FFCDC VOLUNTEER PROGRAM

FFCDC has over 100 active volunteers and a variety of volunteer opportunities available!

Who is an FFCDC Volunteer?

An FFCDC volunteer is someone who is willing to commit time and effort to help deserving, disadvantaged children reach their full potential.

An FFCDC volunteer has an open mind and an open heart.

An FFCDC volunteer is dependable.

An FFCDC volunteer believes in the mission and is dedicated to the mission.

An FFCDC volunteer keeps all the information they learn about individual children at FFCDC confidential.

An FFCDC volunteer only seeks information on a child that is important to the performance of an assigned task.

An FFCDC volunteer conducts him or herself in a professional manner, with dignity and courtesy toward everyone.

An FFCDC volunteer follows the Center’s policies and procedures.

An FFCDC volunteer has a great attitude that is encouraging, supportive, helpful and kind.

Remember: each and every person, whether paid or unpaid, brings their unique gifts to the agency. Volunteers enrich the program and the lives of the children. They make an immeasurable contribution to the success of disadvantaged. Each and every volunteer is appreciated by the staff, the agency, and the community.

Benefits of becoming an FFCDC Volunteer

- **Volunteers gain** personal satisfaction by helping a child reach their full potential. Each volunteer also gains work experience and the fulfilment of serving their community.

- **The children gain** a dependable and caring friend, a kind helping mentor and helping hand, and an accepting atmosphere. This helps them build their self-image and the skills necessary for success in all aspects of life.

- **FFCDC gains** a wonderful and genuine spokesperson to the community who helps others understand our mission, our work, and the importance of our children’s success. Our volunteers are our uniquely appreciated ambassadors who share the significance and impact of the services provided at FFCDC.

- **The community gains** an absolutely invaluable investment in its present and future. FFCDC serves approximately 625 children every year, preparing them for a lifetime of learning and supporting them through their elementary school years. We empower more than 500 parents to
maintain employment knowing their children are in a safe, nurturing and enriching environment. We employ more than 110 individuals in our community and support more than 100 volunteers, improving the lives of thousands and exponentially impacting our community for the better.

The Goals of the FFCDC Volunteer Program

The main goal of the FFCDC volunteer program is to support the agency’s mission in making a difference through education for economically challenged children and families to build a positive future in our community.

We must rely on the community to assist in providing direct services to our children, (e.g. rocking babies, assisting in classrooms, reading to children, teaching hobbies and introducing new opportunities, tutoring individual children struggling in school and providing homework help). Volunteers also help with facilities upkeep, gardening and other center projects, fundraising, special events, and administrative tasks.

FFCDC Volunteer Program Opportunities

- Volunteers are needed all day, every day! Volunteers are needed to aide our teachers in the preschool classrooms with learning games, songs, reading, art projects, playground time, lunch, and other activities from 8:00 a.m. to 5:30 p.m., and to help in our afterschool program from 2:30 p.m. to 5:30 p.m. each weekday.

- Volunteers are needed to help with infant care—in particular to hold babies. Our staff to baby ratio is 1 to 4. It is difficult to simultaneously meet the needs of 4 babies all day!

- Volunteers become a part of the program and usually work with one classroom of approximately 15 to 20 children under 5 years old.

- Volunteers are always needed to tutor individual children in our afterschool program.

- Volunteers are needed to provide their knowledge in extracurricular activities to enhance our program and expand our children’s imaginations and recreational pursuits.

- Volunteers are needed to help in our computer lab, playing sports, and helping with arts and crafts projects.

- Volunteers are needed to help at special events and fundraisers at welcome tables, registration, food sales, auctions, setting up and breaking down, etc.

- Volunteers are needed to help with administrative duties including data entry, mass mailings, phone calls, copy projects, and light typing.

- Volunteers are also needed to be volunteer leaders, to improve communication between the volunteers within certain programs and the staff, including the Volunteer Coordinator. Volunteer leaders would have the responsibility of letting staff know if there is anything that can be done to enhance the Volunteer Program from the volunteer perspective.
VOLUNTEER BILL OF RIGHTS

1. You have a right to be treated with courtesy, respect, and professionalism.
2. You have a right to be given information in advance about FFCDC, its mission, its policies, and its programs.
3. You have a right to expect consideration of your interests, preferences, skills, and education and experience when matching you to your volunteer assignment.
4. You have a right to choose or reject any available assignment.
5. You have a right to expect an on-site orientation defining when and where you will work, your duties and any necessary training.
6. You have a right to guidance and direction by the Volunteer Coordinator.
7. You have a right to be heard by someone in authority if you have queries or complaints. (Please refer to Grievance Policy)
8. You have a right to request reassignment if you are dissatisfied.
9. You have a right to accept a paying position if an offer is made to you.

VOLUNTEER CODE OF ETHICS

1. Volunteers make a firm commitment of their time, talents and skills for a definite period of time.
2. FFCDC volunteers are subject to a code of ethics similar to that of employees.
3. Volunteers must expect to be accountable for their behavior and the quality of their work. Volunteers must respect the agency’s right to dismiss any volunteer for disrespect, poor work, or inconsistent/poor attendance.
4. Volunteers will keep confidential all information they may learn directly or indirectly about a child, staff, or other volunteers. Volunteers will only seek information on a child that is important to the performance of an assigned task.
5. Volunteers will treat others with dignity and courtesy at all times.
6. Volunteers will bring to their work an attitude of open-mindedness and willingness for training and supervision. They will follow agency policies and procedures, in respect for the knowledge and experience of staff from within the organization.
7. Volunteers will act in a professional manner and will not discuss their personal lives, politics, or religion with the children.
8. Volunteers will attend trainings and/or meetings as directed by the Volunteer Coordinator.
VOLUNTEER RESPONSIBILITIES AND INFORMATION

Dress Code
Volunteers must be dressed appropriately at all times. We suggest observing these guidelines:

- Overall appearance should be clean and neat.
- No tank tops (sleeveless shirts are fine)
- No low cut shirts
- No clothing with inappropriate graphics or phrases
- No novelty buttons
- No flip flops (for safety reasons)
- No short shorts or short skirts
- No low-rise pants
- Bellies must be covered
- Knee-length skirts are allowed, but not suggested due to the fact that you may be sitting on the floor, playing with the children, etc., which may be uncomfortable in a skirt.
- Jewelry and other expensive items are not suggested. Jewelry in some programs may not be allowed for safety reasons.
- On staff casual Fridays and any other “relaxed” dress days, the above rules still apply.

Consistency and Absences
Keep in mind that consistency is important in the life of a child; we try to give the children a sense of stability and teach them that they can trust and rely on people. Therefore, the FFCDC volunteer program asks all volunteers to be committed, punctual, and consistent.

We understand that you may go vacation, or an emergency may arise. In this case, please contact the Volunteer Coordinator or a volunteer leader in your program, so they can pass the information on to the children and staff who will be expecting you.

Changes in Schedule

- Special Events or Circumstances
  FFCDC staff does its best to follow a schedule and make sure that everyone is aware of a special event or activity that may interfere with volunteer assignments. On occasion, a change in schedule may arise in the classroom in which you volunteer. When this happens we ask for your cooperation in offering your help in another classroom or performing another task. We will always do our best to inform you of changes beforehand.

- Agency Monitoring
  FFCDC is funded by a number of government agencies which impose strict rules on our childcare procedures. Often, monitors show up at the Centers unannounced. On occasion, the classroom in which you volunteer may be in the process of being monitored. On such occasions, you may be asked to volunteer in another classroom or perform another task.
• **Fire Drills and Lockdowns**

FFCDC holds our staff to very high standards when it comes to safety procedure in emergency situations. As such, we conduct occasional routine fire drills and lockdown drills. During drills or actual emergencies, please follow directions from staff quickly and exactly. Do not stop to collect belongings or materials. Not only does this violate our safety protocols for drills, but it also teaches our observant children that it’s alright to worry about belongings when their lives may be in danger.

**Signing In and Signing Out**

At the main office is a Volunteer Sign-In binder. Please remember to sign in and out every time you volunteer so we can keep track of your great work! This is necessary for the following reasons:
- Maintaining security and safeguarding our children
- For auditing purposes. (Financial grantors often weigh community participation when awarding monetary grants for needs & services)
- For recognition purposes. We would like the opportunity to thank you for your time, dedication, and all you do to help FFCDC.

*It is not a bad idea to keep a log of your hours on your own; every hour is considered an in-kind donation.*

**Volunteering in the Infant Room, Toddler Care, or Preschool Classroom**

A classroom volunteer’s role is to assist the teachers by fully participating in the classroom routine.

Volunteers are assigned to specific classrooms to spend time and become familiar with one group of 15 – 20 children. The children will get to know you and think of you as their special friend.

Volunteers and staff are addressed by their title (Mr., Ms., Mrs., or Dr.) and their first name (*i.e.* Mr. Mickey or Mrs. Minnie, rather than Mr. and Mrs. Mouse). Introduce yourself to the children accordingly.

Breakfast, lunch, and a snack are provided for the children. Volunteers may partake of these meals in their classrooms. If you wish to eat something else, please do so outside the classroom.

Staff is prepared to care for sickness or injury. If a child is sick or hurt, please alert a teacher right away.

When volunteers assist in toileting or changing (which is optional for volunteers) we ask that they please wash their hands after each child they assist.

Please reserve discipline for the teachers (for more on discipline, refer to page 13 of the Handbook). Do not speak harshly to the children. Do not try to correct children’s behavior—instead make the teachers aware of the behavior—but do not hesitate to stop children from hurting themselves or someone else.

Avoid lifting the children—instead sit on a low chair or bend/kneel equal to their eye level. Never let the children sit on your lap.

Encourage children to develop self-reliance skills and a sense of accountability; direct them to clean up their own messes, wash their own hands, and put away their own toys.

If you are put in charge of a group of children, never leave them unattended.

Never discuss a child with their parent(s). Only teachers are to relay information about a child.

Always consult a teacher before starting any project or activity.
Questions, Concerns, and Feedback

Please feel free to voice your opinions, ideas, or observations! Volunteers may share their opinions with the Volunteer Coordinator about volunteer orientation, the Handbook, and the Volunteer Program in general. Feedback and evaluations are necessary to allow improvement and growth, and we can only make improvements if we are aware of your concerns. FFCDC wants the Volunteer Program to be as rewarding and as pleasant as possible. Volunteers may be asked to give feedback or evaluate the Volunteer Program by the Volunteer Coordinator.

If your question or concern is directly related to the children, contact a teacher or caretaker. If your concern regards unfair or disrespectful treatment by staff, please refer to the Volunteer Grievance Policy within the Handbook to make sure your concern is handled effectively.

FFCDC Hours & After Hours

FFCDC schools’ operating hours are 8:30 a.m. to 5:30 p.m. Monday thru Friday. Access to the FFCDC campuses after hours is limited. You will be given a phone number to contact if you will be volunteering in the early mornings, evenings, or weekends for a specific event.

Giving Gifts, Toys, or Donations

You are welcome to bring toys and gifts to the children if you’d like! Please let the Volunteer Coordinator or the teacher know if you are doing so beforehand. When giving gifts:

- Remember to bring something for everyone in the group
- All toys and gifts must be unwrapped
- Staff must be aware of what you are bringing

We also welcome donations during regular business hours. As a suggestion, these items are always needed and welcome at FFCDC:

- Diapers
- Laundry Detergent
- Classroom items and school supplies, including:
  - Sports balls
  - Jump ropes
  - Construction paper
  - Crayons
  - Water and sand toys
  - 3-D art supplies
  - Primary big pencils
  - Non-Toxic, washable glue & glue sticks
  - Non-Toxic finger paint
  - Finger paint paper
  - Toy trucks
  - Preschool music
  - Classical music
  - Kid-friendly scissors
  - Preschool writing paper
  - Flash cards
  - Bubbles
  - Play-Dough
  - Microscopes
  - Puzzles
  - Play-Dough
  - Plastic rulers
  - Read-along books
  - Spiral notebooks
  - Journal notebooks
  - Watercolors
  - Digital cameras
  - CD players
  - Children’s art smocks
  - Children’s dress-up clothes
  - Dry erase board & markers
  - Baby bibs
  - Soft toys for infants and toddlers
  - Hula Hoops
  - Index cards
  - Musical instruments
  - Educational CDs
  - Puppets
  - Blocks – soft and wooden
  - Educational toys, games and books (in math, science, reading, money, values, and friendship)
ABOUT OUR CHILDREN

Our children come from many different backgrounds and exhibit many different behaviors and ways of exhibiting emotional attachment. At FFCDC, we believe that healthy relationships are built on respect, trust, and dependability, and we acknowledge that unhealthy relationships may cause developmental gaps or delays in the growth of children. It is our job to teach children about healthy relationships, to show our children what a happy, caring, and friendly relationship can be, and how to show emotional attachment in a healthy way.

Appropriate Boundaries

An important part of teaching about healthy relationships is maintaining appropriate boundaries. You can assist in teaching the children the proper way to greet a stranger, respecting personal space, and making a friend by encouraging appropriate boundaries upon introduction and throughout interaction. For example: a child may run up to you on your first day volunteering and give you a hug. As a volunteer we ask you to introduce yourself, ask the child their name and explain to them that you are a stranger and you don’t run up to and hug strangers. Then take this opportunity to ask them to shake your hand and introduce themselves to you. The next time you volunteer let them shake your hand, and the next time a hug may be appropriate. The staff is always around to help you maintain appropriate boundaries.

Important Reminders while Working with Children

- Children deserve good treatment. They do not need to earn respect, attention, affection, or fun.
- Communicate empathically to help children feel they are understood.
- Provide for creative outlets so that children can release the frustrating and angry feelings they may have in a positive way. This may include art, drama, sports, and other activities.

Tips for Effectively Communicating with Children

- Be sure the children understand what you are saying. We sometimes use words that they do not comprehend. If they don’t get it the first time or the first few times, try a simpler synonym or a shorter word.
- Keep your voice calm and low. Do not yell. The children will get louder as you get louder, and it teaches them that the way to get what they want is to be loud.
- Instruct children as though you fully expect them to comply. Give sufficient warnings and time. Example: "Jake, in five minutes you'll need to stop painting and put your apron away." In five minutes, hold Jake accountable to your request.
- Remember: if children gain your attention and praise only when they behave, they will strive to behave to gain your attention, and they will learn your expectations of proper conduct.
Commending Children

Praising children for good work, improvement or effort is very important to their success in life. Honest praise helps children to assess their personal value and build self-esteem. Research shows that children with high self-esteem are slated for success.

All children have the potential for liking themselves and having high self-esteem, provided they are in a nurturing environment. At FFCDC, we work toward this ideal.

Positive statements greatly influence children's attitudes about themselves. Be creative. Praise is a stronger motivator than gifts or candy. Think of the many things you can say that can boost a child's self-image! Here are some examples:

“I like the way you’re working.”
“That’s right! Good for you.”
“That’s quite an improvement.”
“Good thinking!”

“It looks like you put a lot of work into this.”
“I'm very proud of the way you worked today.”
“I'm happy to be around you.”
“I believe in you.”

DISCIPLINE

Keeping everyone safe is our top priority. While volunteering, you may occasionally see inappropriate behaviors, including cursing, hitting, biting, etc. The staff is trained in how to deal with these behaviors. It is not your responsibility to discipline a child. Please inform a staff member immediately of any violent or potentially harmful incident.

FFCDC utilizes only appropriate behavior management and discipline techniques to de-escalate inappropriate behaviors. Corporal punishments, the denial of food, or seclusion are strictly prohibited and are not utilized under any circumstances.

FFCDC staff and volunteers shall not:

a) Use “physical” or corporal punishment, inflicted in any manner on a child’s body.
b) Ridicule, intimidate, or verbally abuse children; including harsh or abusive language or voice tone.
c) Use immobilizations other than to hold a child to prevent injury to the child (self), staff, or peers.
d) Employ cruel, frightening or humiliating treatment or other emotionally abusive behavior.
e) Assign excessive exercise or work duties that are inappropriate for the child’s age or development.
f) Assign group consequences for an individual's behavior.
g) Deny food, clothing, shelter, medical care.
h) Utilize any kind of seclusion, painful, or aversive stimuli as a consequence.
i) Associate discipline with rest or toileting.
Progressive discipline will be administered in the following manner:

a) FFCDC staff will use progressive, age-appropriate consequences as a means to correct negative or inappropriate behaviors in children. Consequences should coincide with active behavioral management programs. These consequences will be done in a logical and common sense fashion in conjunction with the use of positive reinforcement with the goal to induce positive, adaptive behaviors.

b) Some of the progressive consequences include:
   i. Verbal redirection
   ii. Verbal de-escalation
   iii. Point loss (in accordance with existing behavior plans)
   iv. Privilege restriction
   v. Time out/stimulus reduction
   vi. Activity restriction
   vii. Outing restriction (for safety reasons)

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**Children Learn What They Live**

If children live with criticism, they learn to condemn.
If children live with hostility, they learn to fight.
If children live with fear, they learn to be apprehensive.
If children live with pity, they learn to feel sorry for themselves.
If children live with ridicule, they learn to feel shy.
If children live with jealousy, they learn to feel envy.
If children live with shame, they learn to feel guilty.
If children live with encouragement, they learn confidence.
If children live with tolerance, they learn patience.
If children live with praise, they learn appreciation.
If children live with acceptance, they learn to love.
If children live with approval, they learn to like themselves.
If children live with recognition, they learn it is good to have a goal.
If children live with sharing, they learn generosity.
If children live with honesty, they learn truthfulness.
If children live with fairness, they learn justice.
If children live with kindness and consideration, they learn respect.
If children live with security, they learn to have faith in themselves and in those about them.
If children live with friendliness, they learn the world is a nice place in which to live.

— Dorothy Law Nolte
CONFIDENTIALITY POLICY

FFCDC volunteers are bound by all legal and professional guidelines to maintain and protect the confidentiality of the agency’s clients. At no time may an FFCDC volunteer discuss a child or their personal information except in the professional execution of their assigned responsibilities as a volunteer of this agency. Care and discretion is expected of all staff to assure that the privacy of our clients is neither violated nor compromised.

Confidentiality and HIPAA

Any and all personal information about our children is confidential. All information is on a need-to-know basis. You will be given enough information to effectively develop positive relationships and work with the children.

Remember:
- Use the children’s first names only.
- Never discuss a child’s personal information outside the agency.
- Pictures or videos of the children are only permitted if the parent has signed a release submitted to FFCDC. Please confirm with teachers which children are permitted to be photographed.

HIPAA is a federal regulation protecting client confidentiality and rights.

Disclosures

Children may be exposed to negative atmospheres and relationships at home, at school or in their neighborhoods, and they may feel comfortable sharing their feelings or experiences with a caring volunteer. While volunteering, a child may disclose something alarming about his or her personal life to you. If a child shares something with you that you believe is unhealthy in any way, please alert the classroom teacher or Volunteer Coordinator immediately.

When a child discloses such information:
- BELIEVE IT
- Listen calmly and carefully
- Do not react strongly
- DO NOT PROMISE TO KEEP IT A SECRET
- Immediately alert Volunteer Coordinator, your volunteer leader, or a staff member on duty.
CULTURAL COMPETENCY

Policy
FFCDC makes every effort to recognize and be sensitive to cultural diversity issues. FFCDC employs staff of all ethnic backgrounds and works as a team to educate and support each other in meeting the cultural needs of our clients.

Practice
- FFCDC does not discriminate based on ethnicity, race, culture, or heritage in its provision of service or employment practices.
- FFCDC makes every effort to ensure that all staff are educated and sensitive to cultural needs and cultural diversity.
- FFCDC makes special arrangements to utilize staff best equipped to meet any special cultural or ethnic needs of individual clients.
- FFCDC send staff for ongoing training in cultural diversity and provides internal training on a regular basis (see training material).
- FFCDC encourages potluck gatherings where employees are welcome to share dishes from their particular cultural backgrounds and share cultural traditions.
- FFCDC actively seeks people of various cultural backgrounds with knowledge of various traditions and languages.

ABOUT OUR TEACHERS

Our teachers and caretakers work very hard every day caring for and teaching the next generation of this community. They do not get summer vacations or many of the federal holidays that public schools teachers do. The classrooms are worn with their efforts. They care immensely for the children, and they have the training and experience necessary to work with children. They are familiar with the parents and families of our Centers. They appreciate your time and commitment in providing for our children and ensuring that they grow healthy physically, mentally and emotionally.

Please address any questions or concerns directly related to the children to the teachers and caretakers, who are most equipped to answer you or handle your concern. Please remember that the teachers and caretakers are most familiar with the individual needs of each child in their care as well as the needs of their class as a group, and that they have the training and experience necessary for their responsibilities for which we sought them as teachers and caretakers. For the privacy of the children and their families, please only ask them questions directly related to your duties as a volunteer.
SAFE, SANITARY and SMOKE-FREE ENVIRONMENT

Policy
FFCDC provides a safe and sanitary environment for all children, staff members, volunteers and visitors in accordance with national, state, and county guidelines, as well as the Palm Beach Department of Health's licensing requirements.

In addition, FFCDC is a smoke-free environment. Absolutely no smoking is permitted in any FFCDC building or within the internal campuses. Adults may smoke only in designated smoking areas in the parking lot away from children.

Procedure
1. Daily walk-through of the FFCDC campuses is conducted by the program staff to ensure the safety and security of the campuses.
2. Daily and weekly walk-throughs are also conducted by maintenance staff, and reports are provided to Supervisors and Directors.
3. Cleaning supplies and hazardous materials are safely stored in well-ventilated, locked storerooms that can only be accessed by authorized personnel.
4. Receptacles for “sharps” such as syringes are utilized in clinics whenever necessary. These are located in the clinics and are accessible by FFCDC staff.
5. All medications for children are kept in locked cabinets.
6. The water temperatures are regularly monitored through the use of pressure balance valves on all water heaters.
7. Electrical outlets are childproof.
8. The Centers are required to pass an inspection from the Palm Beach Health Department prior to relicensing yearly.
9. Staff are trained on safety procedures yearly.
10. If hazardous equipment needs to be used in any facility where the children are, it will never be left unattended by staff.
11. Candles, lighters, matches, space heaters, and any other ignitable materials may not be kept in offices or classrooms as they pose a significant fire threat.
VOLUNTEER GRIEVANCES

Policy
A grievance is a volunteer’s perception that he or she has been treated unfairly by the agency or by staff. All volunteer grievances must be handled formally to ensure that no grievance is ignored or forgotten.

All complaints will be heard promptly and considered fairly. The goal is to determine what is right and fair, as opposed to whom, and to resolve differences at the lowest step of the grievance process.

Procedure
- The Volunteer should request a meeting with the Volunteer Coordinator in writing, if possible. If a written request is not possible, a verbal request will suffice and the Volunteer Coordinator will document the request and the meeting. The meeting will occur within one week, unless the situation is urgent, in which action will be taken immediately.
- If the volunteer’s grievance is not resolved at the Coordinator level, the grievance will be forwarded to the CEO, who will respond within one week.
- If the volunteer’s grievance is not resolved at the CEO level, the grievance will be forwarded to the Program Committee of the Board of Directors. At this level, the Committee conducts a hearing for the grievance from all involved. The Committee will have the final decision and will communicate that decision to the volunteer and the program in writing.
- Documentation of the grievance process will be kept in volunteer and Program Committee files.

VOLUNTEER DISMISSAL
Volunteers may be dismissed from their assignment temporarily or permanently should they fail to observe the guidelines, policies and procedures laid forth in this Handbook, or if they exhibit unacceptable behaviors, which include (but are not limited to):
- Failure to observe posted signs or written instructions.
- Failure to show up at scheduled times without calling ahead on more than three instances.
- Theft, including bathroom/laundry supplies, food from the kitchen, pantry or refrigerators.
- Misappropriation of anything belonging to the Center.
- Use of obscene or abusive language.
- Subjecting children to discipline related to pain/discomfort, humiliation, food, rest or toileting.
- Harassment of any kind.
- Spreading rumors, untruths, or harmful gossip.
- Interfering with the ability of any employee to carry out his/her work assignment.
- Using your personal vehicle to transport children.
- Violating rules set forth on appropriate boundaries to maintain with the children.
- Any behavior which may adversely affect the credibility or reputation of the Centers.
HARASSMENT POLICY

Florence Fuller Child Development Centers, Inc. will not tolerate verbal, physical or sexual harassment against anyone on our locations.

Verbal harassment includes (but is not limited to) consistent unkind or insulting words, intimidation, and defamation.

Physical harassment includes (but is not limited to) any kind of unwelcome physical contact or threat of physical contact.

Sexual harassment includes (but is not limited to) unwelcome sexual advances, unsolicited sexually suggestive conduct, requests for sexual favors, and verbal or physical harassment of a sexual nature.

Volunteers who violate this policy will be immediately dismissed. If you experience harassment while volunteering, contact the Volunteer Coordinator right away.

ON MEDIA

Occasionally, the Centers may have a media presence on campus to report on an event, a story, a program, etc. If media representatives ask you for a word, please refer them to the CEO.

In addition, during your work as a volunteer, you may be included in photographs, videos, or recordings taken by staff to document the Centers’ programming. These media may be used in newspapers, websites, or promotional material. Please alert the Volunteer Coordinator or your volunteer leader if you object to this.

BACKGROUND SCREENINGS

Please note that Federal Law requires background screening for all volunteers working with children. Volunteers ages 14 through 17 will undergo a local FDLE screening. Court-ordered community service is not permitted when children are present.

SPIRIT OF GIVING NETWORK

VOLUNTEER TRAINING and SCREENING

The Spirit of Giving Network (located at the Junior League of Boca Raton) hosts volunteer training and necessary screening at the Vegso Community Resource Center, 261 NW 13th Street, Boca Raton, FL 33432. Contact the Volunteer Coordinator for more information.
OTHER VOLUNTEER OPPORTUNITIES

Boca Children’s Museum
FFCDC is affiliated with the BOCA Children’s Museum. The Museum is located at 498 Crawford Blvd. and their hours of operation are Tues. – Sat. 10am to 5pm. (Currently closing at 1pm on Wednesdays). Volunteers are needed to greet and direct visitors and assist children with their learning experiences and clean up.

Office Help
Volunteers’ office duties include answering telephones, taking messages, making copies, preparing packets, light computer work and typing, among other office tasks depending on specific skills. Office work is not always available.

Fundraising Events
Volunteers may assist with registration, raffle ticket sales, manning silent auction tables, or assisting with tracking live-auctions and Fund-a-Need auctions. On occasion, help is needed to mail newsletters or invitations to a fundraiser or special campaign.

Special Skill Assistance
This can range from arts and crafts, music, writing, photography, videography, carpentry, lawn maintenance, painting or other building repair.

Thank you so much for reaching out to our Centers and for committing your time to the health, education, happiness and well-being of our children. You make a real difference in the lives of our children and the future of this community!

“How wonderful it is that nobody needs wait a single moment before starting to improve the world.”
—Anne Frank

“Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it’s the only thing that ever has.”
—Margaret Mead

“A single act of kindness throws out roots in all directions, and the roots spring up to make new trees.”
—Lawrence G. Lovasik

“Everybody can be great because anybody can serve... You only need a heart full of grace and a soul generated by love.”
—Dr. Martin Luther King Jr.
FFCDC VOLUNTEER TERMS & CONDITIONS

By submitting the Volunteer Enrollment Form, I affirm that the facts set forth in it are true and complete. I understand that if I am accepted as a volunteer, any false statements, omissions, or other misrepresentations made by me on this enrollment application may result in my being removed as a volunteer.

I understand that my services are being offered on a voluntary basis, without anticipation of financial remuneration, or the promise or expectation of compensation, benefits or future employment. I understand that I am NOT an employee of the federal government or of Florence Fuller Child Development Centers, Inc., and I agree to serve without monetary compensation. I understand that Florence Fuller Child Development Centers, Inc. will not provide me with accident or medical insurance, and is therefore not responsible for any accidents or medical expenses that I may incur during the course of my volunteering. I also understand that I am not covered by workers’ compensation laws in connection with my volunteer affiliation.

I understand that my participation as a volunteer may involve certain risks which will be explained to me. I release Florence Fuller Child Development Centers, Inc., its Board or officers, agents, and employees from any losses, damages, costs and expenses, claims, demands, rights, and causes of action resulting from any personal injury, death, or damage to property arising from my volunteer activity, and waive any right of recovery that I might have to bring a claim or a lawsuit against them for any personal injury, death or other consequences occurring to me arising from my volunteer activity. I understand that I am to report any on-the-job injury or illness, no matter how minor. I authorize emergency medical care if it should become necessary.

I also understand that as a volunteer, I may become privy to confidential information about my assigned nonprofit organization. I agree to maintain the confidentiality of any information marked “confidential” as well as any information about Florence Fuller Child Development Centers, Inc.’s internal procedures, business operations, existing or prospective donor information, proprietary business information, personnel information, client information, and the like that is not otherwise publicly disclosed by the organization. I will not use any confidential information in any manner that would be detrimental to the organization and I will avoid any action that might impair the reputation of the organization. I acknowledge and agree that any intellectual property I may create in the course of my activities at the organization shall be the property of the organization. I agree to abide by all applicable rules and regulations of the organization and any of the department or units where I engage in volunteer activities.

As a part of the screening process, I authorize Florence Fuller Child Development Centers, Inc. conduct a criminal background check. As a condition of volunteering, I give permission for Florence Fuller Child Development Centers, Inc. to conduct a background check on me, which may include a review of sex offender registries, child/domestic abuse, and criminal history records. I understand that if appointed, my position is conditional upon the organization receiving no problematic information on my background. I hereby release and agree to hold harmless from liability Florence Fuller Child Development Centers, Inc., employees and volunteers thereof, or any other person or organization that may provide such information. I understand that, regardless of previous appointments, Florence Fuller Child Development Centers, Inc. is not obligated to appoint me a volunteer position. If appointed, I understand that, prior to the expiration of my term, I am subject to dismissal by the Volunteer Coordinator. If my volunteer work includes access to financial information such as credit card or other financial data, a credit report may also be obtained. A separate background release form will be provided to me for purposes of this authorization. If my duties include driving on my assigned nonprofit organization’s business, I understand that I must possess a valid driver’s license and that I will be subject to a driver’s license background check. I understand that if I use my personal automobile to drive to and from my volunteer station, I will keep in effect automobile liability insurance equal to or greater than the minimum required by the state. I understand that to remain in compliance with Palm Beach County Health Department regulations, I will be subject to paperwork certifying that I am safe to work with children. I understand that some of this paperwork must be repeated on an annual or biannual basis. I understand that I must complete this paperwork before beginning my volunteer service, and that I must complete it whenever necessary to continue volunteering at FFCDC.

I am performing volunteer service for my own purposes, and I may stop performing this service at any time. I agree that if Florence Fuller Child Development Centers, Inc. asks me to stop this service, I will do so immediately.

I have read and I understand the forgoing terms and conditions, and agree to them as a pre-condition to my serving as a volunteer of the Florence Fuller Child Development Centers.

I understand that Florence Fuller Child Development Centers, Inc. does not discriminate against any person on the basis of race, religion, creed, national origin, marital status, sex, gender, socioeconomic class, age, sexual orientation, or disability.
For Volunteer Reference:

Palm Beach County Health Department
Requirements for Childcare Volunteers

Some Palm Beach County Health Department regulations require compliance on more than one occasion to update their records. Below for your reference is a list of the forms that must be repeated over time to ensure the utmost safety of our children. We suggest marking the date you last completed each item.

**Once:**
- Three character reference letters (one may be a family member)

**Every Year:**
- Affidavit of Good Moral Character
  - Last Date of Completion: 
- Criminal Background Screening by Palm Beach County Sheriff’s Department
  - Last Date of Completion: 

**Every 2 Years:**
- Health Examination with a TB Risk Assessment
  - Last Date of Completion: 

**Every 5 Years**
- FBI Livescan Background Screening (for volunteers 18 years or older)
  - Last Date of Completion: 

IF YOU SUSPECT A CHILD IS BEING ABUSED OR NEGLECTED, YOU ARE REQUIRED TO REPORT IT TO THE FLORIDA PROTECTIVE SERVICES SYSTEM TOLL-FREE 1-800-96 ABUSE (1-800-962-2873)

IMPORTANT TELEPHONE NUMBERS:

In Florida, a child is abused or neglected every **four** minutes. In reports closed during 1999-2000, 138,850 maltreatments were verified or showed some indication of abuse or neglect against 85,644 children. That figure is shocking, but, even more shocking is the fact that for every case of child abuse reported, two more go unreported.

Individuals in daily contact with children are the first line of defense against child abuse and neglect. Suspicion on the part of a teacher, school nurse, childcare provider, physician or law enforcement officer often results in the successful diagnosis of abuse or neglect. Such a diagnosis is the necessary first step in treatment for both the child and the family.

This pamphlet is intended to provide you with guidelines in recognizing and reporting abuse and neglect in Florida.

To Report Suspected CHILD ABUSE & NEGLECT:
1-800-962-2873

DOMESTIC VIOLENCE:
Domestic Violence (Hotline)
1-800-500-1119

LOCAL RESOURCES:
Family Support Services
Your Local Information and Referral
(904) 421-5800

Family Support Services
OF NORTH FLORIDA INC.
4057 Carmichael Avenue
Building 3000, Suite 101
Jacksonville, FL 32207
Phone 904.421.5800
TDD 1.800.955.8711
Email: info@fsnfl.org
www.fsnfl.net

IT’S YOUR RESPONSIBILITY TO PROTECT OUR CHILDREN.
THE LAW

Florida Statutes define Child Abuse and Neglect as: harm or threatened harm to a child’s physical or mental health or welfare by the acts or omissions of a parent, adult household member, or other person responsible for the child’s welfare, or for the purposes of reporting requirements, by any person.

Under Florida Statutes, anyone who knows or has reasonable cause to suspect child abuse or neglect is required to report it. Any person failing to report, preventing another from doing so, or making a false report may be prosecuted under the law.

IT IS YOUR RESPONSIBILITY TO REPORT ANY SUSPICION OF CHILD ABUSE OR NEGLECT.

Below are some common indicators, however, they are not exclusive, nor do they mean that abuse or neglect is occurring. They are only guidelines. If a child confides in you regarding abuse or neglect, believe him or her and provide immediate support.

<table>
<thead>
<tr>
<th>PHYSICAL INDICATORS</th>
<th>BEHAVIORAL INDICATORS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Physical Abuse</strong></td>
<td>Wary of adult contacts</td>
</tr>
<tr>
<td>Unexplained Bruises &amp; Welts:</td>
<td>Apprehensive when other children cry</td>
</tr>
<tr>
<td>On face, lips, mouth</td>
<td>Behavioral extremes, aggressiveness or withdrawal</td>
</tr>
<tr>
<td>On torso, back, buttocks, thighs</td>
<td>Frightened of parents</td>
</tr>
<tr>
<td>In various stages of healing</td>
<td>Afraid to go home</td>
</tr>
<tr>
<td>Reflecting shapes of article used to inflict injury (extension cord, belt buckle, etc.)</td>
<td>Reports injury by parents</td>
</tr>
<tr>
<td>On several different surface areas</td>
<td></td>
</tr>
<tr>
<td>Regularly appear after absence, weekend or vacation</td>
<td></td>
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<tr>
<td>Unexplained Burns:</td>
<td></td>
</tr>
<tr>
<td>Cigar, cigarette burns, especially on soles, palms, back or buttocks</td>
<td></td>
</tr>
<tr>
<td>Immersion burns (sock like, glove-like, doughnut shaped on buttocks or genitalia)</td>
<td></td>
</tr>
<tr>
<td>Patterned like electric burner, iron, etc. rope burns on arms, legs, neck or torso</td>
<td></td>
</tr>
<tr>
<td>Unexplained lacerations or abrasions</td>
<td></td>
</tr>
<tr>
<td>To mouth, lips, gums, eyes or external genitalia</td>
<td></td>
</tr>
</tbody>
</table>

| **Physical Neglect** | Begging, stealing food |
| Consistent hunger, poor hygiene, inappropriate dress | Extended stays at schools (early arrival and late departure) |
| Consistent lack of supervision especially in dangerous activities | Constant fatigue, listlessness or falling asleep in class |
| Unattended physical problems or medical problems | Alcohol or drug abuse |
| Abandonment | Delinquency (i.e. thefts) |
| States there is no caretaker | |

| **Sexual Abuse** | Unwilling to change for gym or participate in physical education class |
| Difficult in walking/sitting | Bizarre, sophisticated, or unusual sexual behavior or knowledge |
| Torn, shredded or bloody underclothing | Poor peer relationships |
| Bruises or bleeding in external genitalia, vaginal or anal areas | Delinquency or runaway |
| Venereal Diseases, especially in preteens | Reports sexual assault by caretaker |
| Pregnancy | |

HOW TO REPORT SUSPECTED ABUSE OR NEGLECT

Please report any suspicion of child abuse or neglect to the Florida Abuse Hotline. You can call toll-free, 24 hours a day, 7 days a week: 1-800-96-ABUSE (1-800-962-2873).

REPORTS SHOULD INCLUDE:

- Names and addresses of child, parent(s), guardian(s), or other persons responsible for the child’s welfare.
- Child’s age (and date of birth, if known), race, sex, and sibling’s(s) name(s).
- Identity of abuser, if known.
- The name, address, and telephone number of the person reporting the abuse.
- Alleged abuse/neglect; or specific allegations.
- Other helpful information related to establishing a case of injury or neglect.
- Directions to the child’s location at the time of the report.

If you are unsure whether or not a report should be made, please call the Hotline. The representative will review the information with you to help determine whether it meets the criteria of abuse or neglect.

It is everyone’s responsibility to ensure the safety of our children. You need to do your part. It could help save a child’s life.