



Volunteer Handbook

Communities Connected for Kids

1860 SW Fountainview Blvd., Suite 200

Port St. Lucie, FL 34986

Phone (772) 772-873-7800

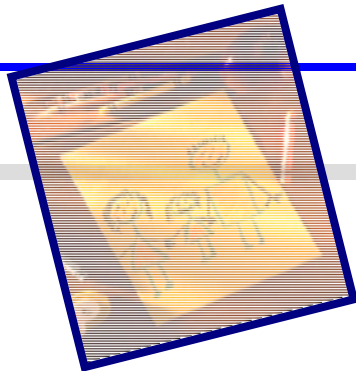
Fax (772) 249-3194

Thank you for volunteering with Communities Connected for Kids!

As a volunteer, you are part of a team working together to achieve Communities Connected for Kids goals. Your contributions, dedication and commitment are vital to our growth. Each volunteer is an important part of the organization.

This Volunteer Handbook will introduce you to our mission, history, guidelines and policies. It is a valuable resource, and it will assist you in your volunteer duties.

Thank you for volunteering.



Mission & Vision

The agency's mission is to enhance the safety, permanency and well-being for all children in Okeechobee and the Treasure Coast through a community network of family support services. Our vision is to eliminate abuse, neglect and abandonment in Okeechobee and the Treasure Coast so all children grow to their full potential.

Our Services

We are responsible for the safety and well-being of every known abused, abandoned or neglected child in Okeechobee and the Treasure Coast. We meet this responsibility through a mix of direct services we provide ourselves and contracted services we pay other agencies to deliver. These include prevention services, case management, intervention services, protective services, placement services, clinical services, foster care, extended foster care and post-adoption services.

History

Communities Connected for Kids was created Nov. 1, 2013, to oversee and coordinate the local child-welfare system. At any time, we serve 1,100 children and families through the following services: Domestic violence and substance abuse prevention, housing assistance, foster care and adoption, family support services, individual and group counseling and behavior management.

Serving Four Counties

Although many of our children can be served while living at home, many others have been removed from their homes and live with relatives, foster parents or in group homes in Indian River, Martin, Okeechobee and St. Lucie counties. We have five offices to accommodate the staff for all of the families we serve. We have locations in Vero Beach, Okeechobee, Fort Pierce, Port St. Lucie and Stuart. Our administrative and training offices are in Port St. Lucie.

Who Runs C. C. Kids?

The chief executive officer runs the daily operations of the agency through a team of senior managers. The chief executive officer reports to a board of directors, which meets monthly and approves budgetary issues, by-laws, etc.

How is our Agency Funded?

Much of Communities Connected for Kids's budget comes from state and federal funding. However, we are constantly searching for grants and other, more local, funding to further improve and redesign the system of care for our community's children and families. We continue to seek prevention dollars, as prevention is the key to achieving our mission.

Volunteering

Volunteer Rights and Responsibilities — as a valuable resource to our staff and mission, volunteers have the right to be given meaningful duties, the right to be treated fairly, the right to effective supervision, the right to full participation and involvement, and the right to recognition for service provided. Volunteers will not replace any paid employee.

Service & Involvement

Communities Connected for Kids recognizes your right to discontinue service at any time. Likewise, we have the right to discontinue the volunteer service

relationship when deemed in the best interest of the organization. Volunteers will not be paid in any form for services contributed to Communities Connected for Kids, including cash (wages), donations, clothing, food or shelter.

Policies & Procedures

The community relations department coordinates all volunteer services for Communities Connected for Kids. The department keeps data files on each volunteer. These files are confidential and managed by the volunteer coordinator and/or community relations director. Volunteer levels of involvement are as stated below:

Level 2 Volunteer

A Level 2 volunteer is defined as follows: A volunteer or unpaid intern who may be in direct and/or unsupervised contact with clients. The volunteer is a regular, on-going volunteer who can serve with or without direct supervision by paid staff or who serves 10 or more hours per month. The following items will be retained, at a minimum, in a Level 2 Volunteer file:

Volunteer application

Signed volunteer job description

Volunteer performance evaluation (following 12 months of service)

Copy of Driver's License/Photo ID

Emergency Contact Information

Receipt of Volunteer Handbook/Orientation

Volunteer Confidentiality Statement

Arrest Reporting Agreement

Affidavit of Good Moral Character

Copy of fingerprint cards and FDLE request for background screening

Background screening results

Certain volunteers may be required to provide a copy of their insurance coverage and/or HIPPA/Computer Security Training.

Level 1 Volunteer

A Level 1 volunteer is defined as follows: A volunteer who is used less than 10 hours per month but on a regular basis, or in a center where there is interaction with clients. This volunteer has no unsupervised interaction with clients. The following items will be retained, at a minimum, in a Level 1 Volunteer file:

Volunteer Application

Confidentiality statement
Receipt of Volunteer Handbook/Orientation

The Community Relations Department will handle the organization and maintenance of all Volunteer files. Level 1 volunteer files may be maintained electronically.

Episodic Volunteer

An episodic volunteer is one who is used infrequently and less than 10 hours in a month, or who volunteers for one-time events. This volunteer has no unsupervised interaction with clients.

Sign-in sheets must be kept for all episodic volunteers. These hours, and volunteer contact information, should be recorded in a database for reporting purposes but no file is required to be maintained for an episodic volunteer.

Dress Code & Attendance

Volunteers are representatives of our agency and should be dressed as they would be if they worked at Communities Connected for Kids. Whether speaking on our agency's behalf, serving on our board of directors, serving as a member of the decorations committee, gathering silent auction items, or distributing clothing to clients, volunteers must be dressed appropriately in non-revealing clothing.

Volunteers should notify the office or representative if they are going to be late or miss a function. Hours will be tracked by the office of community relations and made available upon request.



Volunteer Application

Personal Information

NAME: _____

HOME ADDRESS: _____

PHONE: _____ FAX: _____

PERSONAL EMAIL: _____

BUSINESS *(if retired, please describe industry/job from which you are retired):* _____

BUSINESS ADDRESS: _____

BUSINESS PHONE: _____ FAX: _____

BUSINESS EMAIL: _____

PREFERRED METHOD OF CONTACT *(check one):* _____ Home _____ Business

PLEASE LIST YOUR BUSINESS/CIVIC ACTIVITIES: _____

HOBBIES/INTERESTS: _____

BRIEF PARAGRAPH ABOUT THE KNOWLEDGE, SKILLS AND TALENTS YOU BRING TO THE BOARD:

Communities Connected for Kids relies on fundraising to provide the necessary services to children and their families. Are you willing to support these efforts, either directly or by helping staff make connections in the community that could result in donations?

Are you willing to serve on our committees and attend our annual events? _____

Other Information



When are you available to volunteer? (Circle all that apply) Days Nights Weekends

What board subcommittees are you most interested in joining (*for example, finance, quality, outreach*)?

Special skills/background/knowledge _____

References

1. Name _____ Phone () _____

2. Name _____ Phone () _____

3. Name _____ Phone () _____

Background Information

Have you been convicted of, or pled guilty or pled no contest to a crime? _____

If so, please give details (date, place, offenses, disposition, etc.) _____

Have you been charged with a crime and either been placed on a court ordered probation, had adjudication withheld, or entered a pre-trial intervention program? _____

If yes, please give details (date, place, offenses, disposition, etc.) _____

Receipt of Volunteer Handbook & Orientation Training

The Communities Connected for Kids Volunteer Handbook describes important policies and procedures of the Communities Connected for Kids volunteer program. I understand that I should consult with the community relations department if I have any questions regarding anything covered in the volunteer handbook or during my orientation.

I have entered into a volunteer relationship with Communities Connected for Kids and acknowledge that I shall not nor shall I expect to receive any form of payment for volunteer talents and services I contribute to Communities Connected for Kids. I can terminate my volunteer service at any time and for any reason. Communities Connected for Kids also reserves the right to end my volunteer service when deemed in the best interest of the agency.

Since the information and policies described in the Communities Connected for Kids volunteer handbook are necessarily subject to change, I acknowledge that revisions to the handbook may occur. Communities Connected for Kids reserves the right to make changes in content or application as it deems appropriate, and these changes may be implemented even if they have not been communicated and may supersede, modify, or eliminate existing policies. Although I have received a printed copy of the current Communities Connected for Kids Volunteer Handbook, I understand that the volunteer coordinator maintains a current electronic version of this information that will be made available on the Communities Connected for Kids website.

The contents of this handbook and the policies and procedures described in it are presented as a matter of information and general guidance only. The handbook is intended to provide guidelines for supervisors and volunteers. While Communities Connected for Kids endorses the policies and procedures described herein, they are not a condition of volunteer service. **I acknowledge that this handbook is neither a contract of volunteer service, employment nor a legal document.** I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

I further acknowledge that I will not, during or subsequent to my volunteer service with Communities Connected for Kids, divulge to anyone any knowledge or information regarding the families Communities Connected for Kids serves. I understand that everything including documents, emails and phone conversations in the Communities Connected for Kids office are confidential and I will not say or write anything heard or seen in the office. I understand all materials and products which may be created by me in the course of my volunteer service for Communities Connected for Kids are the property of Communities Connected for Kids.

Volunteer Name _____ Date _____
Volunteer Coordinator _____ Date _____



CLIENT CONFIDENTIALITY STATEMENT
(Volunteer)

I have been informed and understand that all information on clients of the State of Florida Department of Children and Families, and/or clients of the Communities Connected for Kids is privileged and confidential. I have been informed and understand that any person who reveals such confidential information may be held in contempt of court, liable for a criminal penalty, and may be civilly liable to any person harmed by the release of such information.

I agree to treat any such information on Department of Children and Families clients, and/or clients of Communities Connected for Kids that should come to my attention and knowledge as privileged and confidential, and I will not reveal or disclose such information to anyone other than authorized persons.

Print Name

Social Security Number

Volunteer Signature

Date

This will acknowledge that I have been given a copy of this statement.

Volunteer Signature

Date