



# **VOLUNTEER HANDBOOK**

**TABLE OF CONTENTS**

WELCOME.....3

VOLUNTEER ENGAGEMENT PHILOSOPHY  
.....3

CRITTENTON CENTER’S STRATEGIC  
PLAN .....3

PROGRAMS .....3

MESSAGE FROM THE CEO .....4

DEFINITION OF A VOLUNTEER .....4

    Employees as Volunteers.....4

    Clients and their Relatives as Volunteers:.....4

    Minors as Volunteers .....4

    Group Volunteers: .....4

    Volunteers vs. Internships: .....5

CLASSIFICATION OF VOLUNTEERS .....5

    Ongoing Volunteers (regularly scheduled.....5

    Special Event Volunteers .....5

    Confidential:.....5

    Non-Confidential: .....5

    Volunteer Team Leaders:.....5

    Professional Volunteers: .....5

RECRUITMENT AND SELECTION OF  
VOLUNTEERS .....5

    Volunteer Opportunity Descriptions .....5

    Recruitment:.....6

    Applications:.....6

    Interviews: .....6

    Background/Criminal Records Checks .....6

Reference Checks: ..... **Error! Bookmark not defined.**

ASPECTS OF VOLUNTEER SERVICE .....6

    Signing Up.....6

    Agency Orientation .....6

    Program Orientation.....6

    Supervision: .....6

    Feedback:.....6

    Time Commitment: .....6

    Time Reports: .....7

    Concerns and Grievances: .....7

    Evaluation:.....7

    Recognition .....7

VOLUNTEER POLICIES .....7

    Confidentiality: .....7

    Personal Electronic Devices: .....7

    Drug-and-Smoke-Free Policy: .....7

    Property Policy .....7

    Driving Policy.....8

    Emergency and Safety Policy: .....8

    Harassment: .....8

    Personal involvement with Clients.....8

    Conflict of Interest: .....8

    Mandatory Reporter: .....8

STAFF DIRECTORY AND CONTACT  
INFORMATION .....9

VOLUNTEER CONTRACTS AND  
AGREEMENTS .....9

# WELCOME

We are so glad that you have decided to volunteer with Crittenton Center!

This handbook is designed to introduce you to Crittenton Center and provide a basic overview of the practices and procedures which provide all of us with guidance as we seek to fulfill our mission of *Sheltering, Educating, and Empowering Children and Families*.

As volunteerism at Crittenton grows and changes, there may be a need to modify the practices, procedures, and other information in this handbook. When that happens, we will notify you; it is your responsibility to stay current about the practices that affect you. If you have any questions, please contact the Volunteer Coordinator.

## VOLUNTEER ENGAGEMENT PHILOSOPHY

Volunteers are a critical component of the services we offer children and families at Crittenton Center. People like you, who donate your time and talents, are essential to the mission of the agency. Thank you! We are committed to creating opportunities for volunteers to be involved in meaningful, impactful ways.

## CRITTENTON CENTER'S STRATEGIC PLAN

Volunteer engagement is a key piece of Crittenton Center's strategic plan. By engaging volunteers, we can expand and enhance the services we offer children and families.

Our volunteers participate in activities such as:

- Assisting with community activities and fundraising events
- Reading to children at one of our child development centers or shelter
- Building relationships with the youth in our Transitional Therapeutic Home (shelter) or Supported Apartment Living
- Cleaning
- Outdoor cleaning (i.e. winterizing, landscaping, playground maintenance)
- Meal preparation
- Teaching valuable life skills such as cooking and budgeting to youth
- Tutoring
- Serving on the Board or a committee

## PROGRAMS

Crittenton Center is comprised of two divisions – **Child and Family Development**, which includes our Child Care, Family Resource Center, Preschool and After School Programs, and our **Child Welfare and Wellbeing**, which includes our Supervised Apartment Living, Transitional Therapeutic Home (youth homeless shelter),

and other Specialized Services. Volunteer opportunities are available in both the Child and Family Development and the Child Welfare and Wellbeing Divisions.

## MESSAGE FROM THE CEO

Welcome to Crittenton Center's Volunteer Program! I cannot THANK YOU enough for taking time to help us care for children in Northwest Iowa. Volunteers are so important to the work we do each and every day, as we simply do not have the resources to do everything needed to care for over 1,000 children and families on our own annually. Each volunteer brings with them energy, enthusiasm, and excitement as well as a unique set of skills and talents. I appreciate this diversity each of you brings to your service and am delighted that you are choosing Crittenton Center in the use of your time, talent, and treasure! - *Kim Scorza, CEO*

## DEFINITION OF A VOLUNTEER

You are considered a volunteer if you perform a service for Crittenton Center for no fee. Crittenton Center welcomes adults, youth, families, and groups to volunteer within the agency and does not discriminate because of race, color, age, gender, sexual orientation, national origin, or disability.

**Employees as Volunteers:** If you are already an employee of Crittenton Center, you may volunteer within the agency. Under no circumstances are employees expected to volunteer their time, nor are they allowed to volunteer for activities they would normally be paid to do. Employees who wish to volunteer should first consult Human Resources.

**Clients and their Relatives as Volunteers:** If you are an adult client of Crittenton Center or a family member of a client of Crittenton Center, you may be accepted as a volunteer only if the volunteering does not conflict with services to you or others. The Volunteer Coordinator must consult with the VP of Children and Family Services to determine if a conflict may exist and may decline a volunteer if there is potential for a conflict of interest.

**Minors as Volunteers:** Volunteers under the age of 18 must have written permission from their parent or guardian before they can volunteer. The tasks assigned to a minor shall be performed in a non-hazardous environment and shall comply with all applicable requirements of child labor laws. Individuals volunteering in our Child and Family Development division must be at least 16 years of age.

**Group Volunteers:** Crittenton Center accepts one-time volunteer services from groups such as high school and college groups, church groups, and corporate service days. Youth may participate in one-time group volunteering activities with the permission and supervision of their leaders. Group leaders assume responsibility for any necessary parent/guardian permission. If the volunteer activity does not involve any contact with clients or client information, these volunteers may use the Special Event Volunteer Contact Sheet in lieu of the formal volunteer application.

**Volunteers vs. Internships:** Interning is a type of work experience that is typically done by students or recent graduates who are looking to gain practical skills and knowledge in a particular field. Interns may be paid or unpaid. The goal of an internship is to provide the intern with real-world experience in their chosen field, and to help them build a network of contacts and references that will be valuable when they begin their job search. At Crittenton Center, interns are required to complete the same application requirements as paid employees.

## CLASSIFICATION OF VOLUNTEERS

**Ongoing Volunteers (regularly scheduled):** When a volunteer agrees to volunteer with a regular schedule and will serve consistently for three months or more, or for a pre-determined length of time (i.e. summer vacation). Board and Committee members are also considered ongoing volunteers. Ongoing volunteers may be either Confidential or Non-Confidential volunteers.

**Special Event Volunteers:** People who serve as volunteers only once or occasionally, such as cleaning playground equipment or serving at a fundraising event.

**Confidential:** People who provide services directly to client(s), and/or volunteers who have access to client information. **Confidential volunteers are never alone with a client without the presence of a Crittenton Center staff,** but may have access to confidential client information, such as names or addresses.

**Non-Confidential:** People who serve as volunteers but do not have access to any confidential client information or provide services directly to client(s). Examples can include cleaning childcare centers after hours or helping promote Crittenton Center by participating in a community event such as a parade.

**Volunteer Team Leaders:** Volunteer team leaders help lead a group of other volunteers. For example, a volunteer who coordinates other volunteers to host a community awareness event.

**Professional Volunteers:** Professional volunteers provide a service using their license, registration, or certification as required by their profession. These volunteers must evidence current credentials and liability insurance.

## RECRUITMENT AND SELECTION OF VOLUNTEERS

**Volunteer Opportunity Descriptions:** You will be given a written document that includes the volunteer duties, time commitment, responsibilities and prohibited activities, any required skill sets, credentials,

or training, who the supervisor is, and opportunities to provide Crittenton Center with feedback on your experience.

**Recruitment:** The recruitment of volunteers depends on the volunteer activity. For example, Board volunteers are typically recruited by the CEO or other Board members, while other volunteers may be recruited via social media, word of mouth, or direct outreach to area groups such as churches and schools.

**Applications:** All volunteers are required to complete the Volunteer Application, including a Confidentiality Statement, Waiver and Release Agreement, Security Camera and Video Training Policy, Authorization for Picture Release, Job Description, and statement acknowledging your review of this handbook. *Non-Confidential Special Event Volunteers* may complete the Special Event Volunteer Contact Sheet, Authorization for Picture Release, and Confidentiality Agreement in lieu of the full Volunteer Application.

**Interviews:** Depending on the volunteer activity, some volunteers may be asked to complete an interview with key agency staff.

**Background/Criminal Records Checks:** It is Crittenton Center’s policy that a volunteer shall never be alone with a child or have direct responsibility for a child. The agency retains discretion to require background checks, reference checks, and/or other checks before permitting an individual to volunteer. Records checks are required for volunteers who drive for the program or transport clients. Crittenton Center covers the cost of all background checks for volunteers.

## ASPECTS OF VOLUNTEER SERVICE

**Signing Up:** Volunteers can indicate their interest in volunteering via phone call, volunteer sign-up QR code, or by contacting a Crittenton Center staff member. The Volunteer Coordinator will contact the volunteer to talk about next steps.

**Agency Orientation:** You will receive an orientation to Crittenton Center prior to volunteering; this orientation may be via video or provided by the supervisor of the volunteer activity.

**Program Orientation:** As a new volunteer, you will receive the necessary training for your specific volunteer activity. This will likely occur on your first day of volunteering.

**Supervision:** You will have a clearly identified supervisor for your volunteer activity. The Volunteer Coordinator is also a point of contact for you.

**Feedback:** We love to hear how we’re doing and how we can continue to improve the volunteering experience! Please let the activity supervisor or Volunteer Coordinator know of any feedback you may have on your experience.

**Time Commitment:** We recognize that everyone’s capacity is different, and we accept volunteers at all levels of time commitment! You will indicate on your application your availability, but we ask that you communicate changes to the Volunteer Coordinator.

**Time Reports:** Accurately tracking volunteer hours is very important for Crittenton Center. You will be asked to sign in and sign out each time you provide a volunteer service. We also ask that volunteers are punctual for their scheduled volunteer time and contact the supervisor or the Volunteer Coordinator as soon as possible if they are not able to be on time or volunteer that day.

**Concerns and Grievances:** If you have a concern or grievance with your experience as a volunteer, we ask that you first talk with the activity supervisor. If

that does not address the issue, or you are not comfortable speaking about it with the supervisor, you are encouraged to contact the Volunteer Coordinator. If your concerns are still not taken care of, you can submit a written complaint to the CEO.

**Evaluation:** If you are an *Ongoing Volunteer*, you may be given an annual Evaluation.

**Recognition:** We love to celebrate our volunteers! Recognition will occur at both the program and agency level.

## VOLUNTEER POLICIES

Crittenton Center has certain requirements in place to ensure a safe, positive experience for volunteers, staff, and community members.

**Confidentiality:** The privacy and confidentiality of our clients is of utmost importance to Crittenton Center, and in no instance may any information about clients be shared outside of your volunteer activities. You will be required to sign a Confidentiality Agreement prior to volunteering.

**Personal Electronic Devices:** To promote both confidentiality and rapport with clients, staff, and other volunteers, volunteers are asked to not utilize their personal electronic devices (cell phones, tablets, etc.) during volunteer activities. However, we understand that there are times that this is unavoidable; if a volunteer anticipates they will need to use their device while volunteering, we ask that you notify the program supervisor at the start of the activity. Unless it is a specific duty of their volunteer job description, and with program supervisor permission, volunteers are not permitted to take pictures or videos of clients or of Crittenton Center property.

**Drug-and-Smoke-Free Policy:** Crittenton Center is a smoke-free and drug-free environment. While on Crittenton Center's premises and while volunteering for Crittenton Center, volunteers may not use, possess, sell, distribute, or be under the influence of alcohol or illegal drugs. Prescription or over-the-counter drugs must not impair your ability to perform the volunteer activities. Smoking is not permitted on Crittenton Center property.

**Property Policy:** As a volunteer, you agree to respect the property of Crittenton Center and the personal property of other volunteers, clients, and staff. Any property provided for use to volunteers (such as computers, phones, vehicles, etc.) are for business purposes only.

**Driving Policy:** If you will be transporting clients or driving a Crittenton Center vehicle, a driving record check must first be completed and meet certain requirements. You must be over 21 years old to be a volunteer driver and follow all state and federal traffic laws. All passengers must wear seat belts. You may not utilize your cell phone while driving. If you are driving a Crittenton Center vehicle, you are covered under Crittenton Center's automobile liability insurance. If you are driving your own vehicle while providing volunteer services, you must verify that you have your own automobile liability and physical damage insurance and provide Crittenton Center with a copy of your insurance card. We encourage you to consult with your own insurance agent regarding the extension of your personal insurance to include community volunteer work.

**Emergency and Safety Policy:** Each program will provide volunteers information on facility safety plans and protocols based on the volunteer activity and location during their program orientation.

**Harassment:** Crittenton Center is committed to providing volunteers with an environment that is free from discrimination and unlawful harassment and will not tolerate discrimination against staff members, volunteers, or clients. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, sexual orientation, or any other legally protected class will not be tolerated. Volunteers are encouraged to bring any incidents of harassment, including sexual harassment, immediately to the Volunteer Coordinator or CEO.

**Personal involvement with Clients:** If your volunteer position involves working directly with clients, it is important to maintain boundaries with them and keep your relationship within the context of the volunteer duties. Any communication with clients outside of official volunteering time is prohibited.

**Conflict of Interest:** As a volunteer, you are a representative of Crittenton Center and are asked to act in a way that protects the integrity of the agency and strengthens public confidence in Crittenton Center. Volunteers must refrain from engaging in activities in which personal interests conflict, potentially conflict, or appear to conflict with those of Crittenton Center. Examples can be receiving special treatment, using donor information inappropriately, or accepting payment as a part of volunteer service.

**Mandatory Reporter:** **As a volunteer, you will never be alone with a client of Crittenton Center without a Crittenton Center staff present.** All Crittenton Center staff are Mandatory Reporters and required to make a child abuse report within 24 hours when they reasonably believe a child has suffered abuse. As a volunteer, you are a *permissive reporter*, and you may also make a report of child abuse to the Iowa Department of Health and Human Services, County Attorney, or law enforcement agency if you believe a child has been abused.



# STAFF DIRECTORY AND CONTACT INFORMATION

Volunteer Coordinators:

Lauren Miller - [lmiller@crittentoncenter.org](mailto:lmiller@crittentoncenter.org) | Christina Eggink-Postma - [ceggink-postma@crittentoncenter.org](mailto:ceggink-postma@crittentoncenter.org)

Crittenton Center Admin: 712.255.4321

## VOLUNTEER CONTRACTS AND AGREEMENTS

Attached documents:

- Volunteer Handbook Agreement
- Security Camera and Video Training Policy and Acknowledgement
- Confidentiality Agreement
- Volunteer Job Description
- Picture Release Form
- Waiver and Release Agreement – *must be signed by parent/guardian if volunteer is under 18 years of age.*
- Background Check Permission Forms – *as requested. Must be signed by parent/guardian if volunteer is under 18 years of age.*

### **VOLUNTEER HANDBOOK AND JOB DESCRIPTION AGREEMENT:**

I have read the Crittenton Center Volunteer Handbook and the Volunteer Job Description and have had the opportunity to ask questions. I will adhere to the requirements as outlined in the handbook and agree to ask questions of my direct supervisor as additional questions arise.

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Crittenton Center	
<b>Policy Title:</b> Security Camera and Video Training System	
<b>Procedures:</b> See below	<b>Location:</b> COA Policy Manual
<b>Department:</b> All	<b>Version 1</b> 6/29/2022 Draft
<b>Approver:</b> CEO	<b>Review Date:</b> 6/29/2023

<b>POLICY STATEMENT</b>	Crittenton Center’s residential Security Camera and Video Training System is for the protection of our clients, employees, and property to assist with employee training needs. Security is of the utmost importance to the agency in helping with the mitigation of employee and client harm, property damage risk reduction, as well as for the facilitation of training current and future employees.
<b>PURPOSE</b>	To enhance the safety and supervision of residents and staff, protect agency property, capture information to be used to corroborate the facts surrounding incidents that require review, as well as for training current and new employees as it relates to the agency shelter. This policy sets out the rules for the use of security cameras including the collection, storage, viewing and transmission of material while still protecting the right to privacy.
<b>DEFINITIONS</b>	
<b>PROCEDURE</b>	<p>Crittenton Center utilizes security cameras in the common living areas of the facility to discourage and document incidents as well as to train employees on trauma-informed care and risk reductions of aggressive behaviors. Access to viewing or monitoring live video within a residential community is limited to designated employees on a need-to-know basis. Video is reviewed randomly by Executive Director and/or Shelter Director and others as deemed necessary to ensure the integrity of service provision. Information Technology (IT) staff (employed or contracted) will only be allowed viewing through the approval of the Executive Director. Viewing will only be for the purpose of supporting the functionality of the video camera equipment and system. Notices that an indoor/outdoor video and audio security system is in use will be posted in the building to inform those entering or near our facility.</p> <ol style="list-style-type: none"> <li>1. Cameras are only installed in public spaces such as entrances, group living areas, TV/meeting room, hallways and outside areas.</li> <li>2. Cameras are not installed in areas where privacy can reasonably be expected such as bathrooms and bedrooms.</li> <li>3. Cameras may be installed in places where they might record activity occurring beyond Crittenton Center's property, such as on sidewalks, public streets, or neighboring property.</li> <li>4. Cameras are not constantly monitored, and staff, clients and guests should take appropriate precautions for their safety and for the security of their personal property.</li> <li>5. At no time should any employee utilize live viewing through the surveillance equipment as a primary tool for client supervision. A person viewing live surveillance footage is never considered a staff to meet "ratio" expectations.</li> <li>6. Some staff members are permitted to view live footage remotely; these permissions are determined by the Executive Director. Remote viewing is never used as a primary tool for monitoring activities in the facility. Viewing</li> </ol>

is to be used as a supportive tool to assist in the delivery of high-quality and trauma-informed interventions.

7. Live video surveillance is used as a complementary tool in situations where there is a concern for the safety of Shelter clients, employees, and/or stakeholders.
8. Live surveillance may be used to monitor staffing patterns and client movements within the facility and around the immediate exterior of the facility with the intent of ensuring a timely response to client needs.
9. Recording will not be turned off, paused or footage deleted.
10. Recording can be used as a training and teaching tool to better assist employees in the delivery of trauma-informed care.

**Viewing/Video Review:**

Viewing of live or stored video is done in non-community areas of residential sites and in locations that are deemed confidential.

Some staff members are permitted to review recorded video footage; these permissions are determined by the Executive Director. Only persons who have been granted permission by Executive Director are allowed to review recorded video footage unless review of the footage is being used as a training tool for employee performance quality improvement.

Recorded video surveillance may be reviewed for one or more of the following reasons:

1. As a complementary tool in situations where there is a concern for the safety of shelter clients, employees, guests and/or stakeholders
2. To ensure accurate documentation of incidents involving clients and staff
3. For the purposes of an internal or external investigation of client conduct
4. For the purposes of an internal or external investigation of staff conduct
5. When there is reasonable suspicion that a crime has occurred on the premises
6. To train employees for performance improvement in the delivery of trauma-informed care

If during the process of random review something is identified as not meeting the expectation of service provision, this may be flagged for further review. Specific situations or incidents may require storage of video in a dedicated location on the information technology network. These videos can be later reviewed for integrity of process that may be accessed by the positions as stated in the video access section.

An incident or situation that may need to be saved is an event that:

1. Requires notification of state child protection services or licensing authorities.
2. Requires notification that an incident could potentially be a liability claim.
3. Causes reason to believe a liability claim is possible or integrity of service provision has been compromised.

If a discrepancy is found during the review of video in a residential community between what is reviewed and what has been reported, further inquiry will be launched into the incident under the direction of the Executive Director.

	<p>Video cannot be viewed or reviewed by outside parties including parents/guardians, family of residents, other residents, past residents, Department of Human Service workers, Juvenile Court Officers, attorneys, school personnel, or other entities who are not Crittenton Center employees.</p> <p>Recorded footage can be reviewed by law enforcement in the presence of the Executive Director or Shelter Director. Other entities, such as the Department of Inspections and Appeals (DIA) and the Department of Human Services (DHS) can review at the request and approval of the Executive Director and Shelter Director.</p> <p>Requests to store video on a DVD or other portable device must be approved in advance by the Executive Director and will only be approved in limited circumstances. A written plan for the safeguarding, retention and destruction of the stored video must accompany the request.</p> <p>In the event that staff misconduct is observed during a review, the staff member performing the review will provide written documentation (via email) to the staff member's direct supervisor with a copy to the Executive Director. Disciplinary action and/or coaching is the responsibility of the staff member's supervisor and not the reviewer (unless the reviewer is the supervisor). Follow up disciplinary action and/or coaching will be documented in the staff member's personnel file.</p> <p><b>Transmission:</b></p> <p>Footage will only be provided to external entities through a legally produced subpoena. When footage is provided to law enforcement, county attorneys, or other legal entities in the event of an external investigation, such video will be saved on an encrypted flash drive and provided directly to the individual requesting the content. A copy of the exact video will be made and stored for a period of 1 year or longer at the request of the Executive Director.</p> <p>There may be emergent circumstances where release to police without subpoena is in the best interest of the community as a whole. In these situations, decisions to release can only be made by the Executive Director.</p> <p><b>Storage:</b></p> <p>Video will be stored for approximately 30 days. Because footage is only captured and recorded when movement is in the frame, the length of time stored may vary. If there is pending legal action, the video will be stored until the situation has been resolved.</p>
<b>RELEVANT DOCUMENTS</b>	
<b>REFERENCES</b>	<p>CR 2: Confidentiality and Privacy Protections  RPM 5: Security of Information</p>

## Volunteer

**Classification**

Non-Exempt

**Reports To**

Assigned Supervisor

**Date Revised**

04/2024

**Role:** Volunteers provide support across various initiatives across Crittenton Center, to better enable the agency to fulfill our mission of *Sheltering, Educating, and Empowering Children and Families*.

**Description of Duties and Responsibilities**

1. Act, attend to, engage, mentor, and/or serve children and families through one's specific skill set and/or interests, including activities such as cleaning, reading to youth, assisting at an event, etc.
2. Is a representative of Crittenton Center and is responsible for presenting a positive image to the community.
3. Agrees to be punctual and will notify the supervisor or Volunteer Coordinator if they are unable to attend.
4. Participate in required trainings that will help inform and support the youth and families in our care.
5. Treat all staff, clients, and other volunteers with dignity and respect.
6. Provide great customer service to all staff, clients, client families, referring agencies, external professionals, and the public.
7. Communicate with supervisor and Volunteer Coordinator as needed to obtain and provide feedback.
8. Be familiar with the policies as outlined in the Volunteer Handbook and review and sign all applicable agreements.
9. Other duties as assigned.

**Supervisory Relationships – Reports to:** Assigned Supervisor

**Personal Qualities:** Passion for caring for at-risk youth and their families.

**SECURITY CAMERA AND VIDEO TRAINING POLICY ACKNOWLEDGEMENT**

I have read the Security Camera and Video Training Policy. I understand that there are cameras on-site at Crittenton Center locations and agree to the policy.

Printed Name: \_\_\_\_\_

Witness Name: \_\_\_\_\_

Date: \_\_\_\_\_

Witness Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Witness Signature: \_\_\_\_\_