



Volunteer Policy

The following is a list of forms/items that should be completed on all Volunteers and forwarded to Central Office:

- Case.net Background Check (<https://www.courts.mo.gov/casenet/base/welcome.do>)
- Fingerprint Background Check
- FCSR Worker Registration Form
- Signed Code of Ethics
- Signed Confidentiality Agreement
- Copy of Social Security Card
- Agency Volunteer Application
- Copy of Driver License
- Signed Receipt of Agency's Volunteer Handbook

THE FOLLOWING ITEMS ARE ONLY REQUIRED FOR VOLUNTEERS WHO DRIVE ON BEHALF OF THE ORGANIZATION (I.E. DELIVERY OF GOODS)

- MO Form 4681 Request from Driver License Record Holder (Driving Record)
- Agency Vehicle Operator Requirements Form
- Proof of Insurance (if using personal vehicle)

If nothing appears on the Case.net background check, have the volunteer complete and submit the required items above. Once those items have been turned over to the HR Coordinator, the volunteer can start. If something appears on the Case.net background check, we must wait for the office background check form to return before accepting the volunteer.

As a representative of the agency, it is the CSR's responsibility to talk with each volunteer to ensure they understand the confidentiality policy, working hours, job duties, etc. Volunteers should not be used to replace staff job duties. Volunteers should be used to enhance customer service, and assist staff.

Each volunteer should be assigned to a duty that they are capable of handling. There will be no children volunteering in our offices under the age of 12. We will make exceptions for assisting in packaging Thanksgiving or Christmas food baskets or gifts.

All volunteers must complete a Volunteer Time Sheet. Timesheets should be sent to the Central Office no later than the 15th of the following month. Whether someone is donating 1 hour or 400 hours, we need these timesheets submitted.

Please contact the HR Coordinator for any questions regarding the Volunteer Policy or the required forms above.

HR Coordinator
Ashley Bischoff
abischoff@eastmoaa.org
573-431-5191 ext. 1108

CASENET BACKGROUND CHECK

Date: _____

County: _____

Volunteer Name: _____

Previous Last Name(s): _____

Volunteer Date of Birth: _____

Nothing Found

See Attached (*Attached any findings from Casenet*)

Explanation

Staff Signature



Background Check Guidelines

Before any person can begin working for our program, or become a regular volunteer, they must have a background check done (with fingerprinting) through the Missouri Highway Patrol and Federal Bureau of Investigation as well as a check through the Family Care Safety Registry.

The attached papers must be filled out and a copy of the potential employee's or volunteer's driver license/photo ID **and** social security card attached.

The attached forms, as well as the photo id and social security card, must be emailed to Ashley Bischoff (HR Coordinator) at abischoff@eastmoaa.org or faxed to 573-431-6773. Please complete this process as soon as possible.

Once this paperwork is received, the potential employee or volunteer will be registered through the fingerprinting system. The registration confirmation will be sent to the email address provided below. If you are registered to get fingerprinted in St. Francois County, you will receive an authorization letter for the provider to charge EMAA for the service. If you are registered in another county, the HR Coordinator (or other designee) will call ahead to pay for the service.

THE SECTION BELOW MUST BE FILLED OUT BY POTENTIAL EMPLOYEE OR VOLUNTEER

Days/Times Available for Fingerprinting Appointment:

- Any Day/Time
- Specific Days M T W TH F (circle all that apply)
- Specific Times 8 A.M. – Noon 1 P.M. – 4 P.M. (circle all that apply)

Email address to send registration instructions to: _____

Additional Information Required for MACHS Fingerprint Registration:

State of Birth: _____ Hair Color: _____

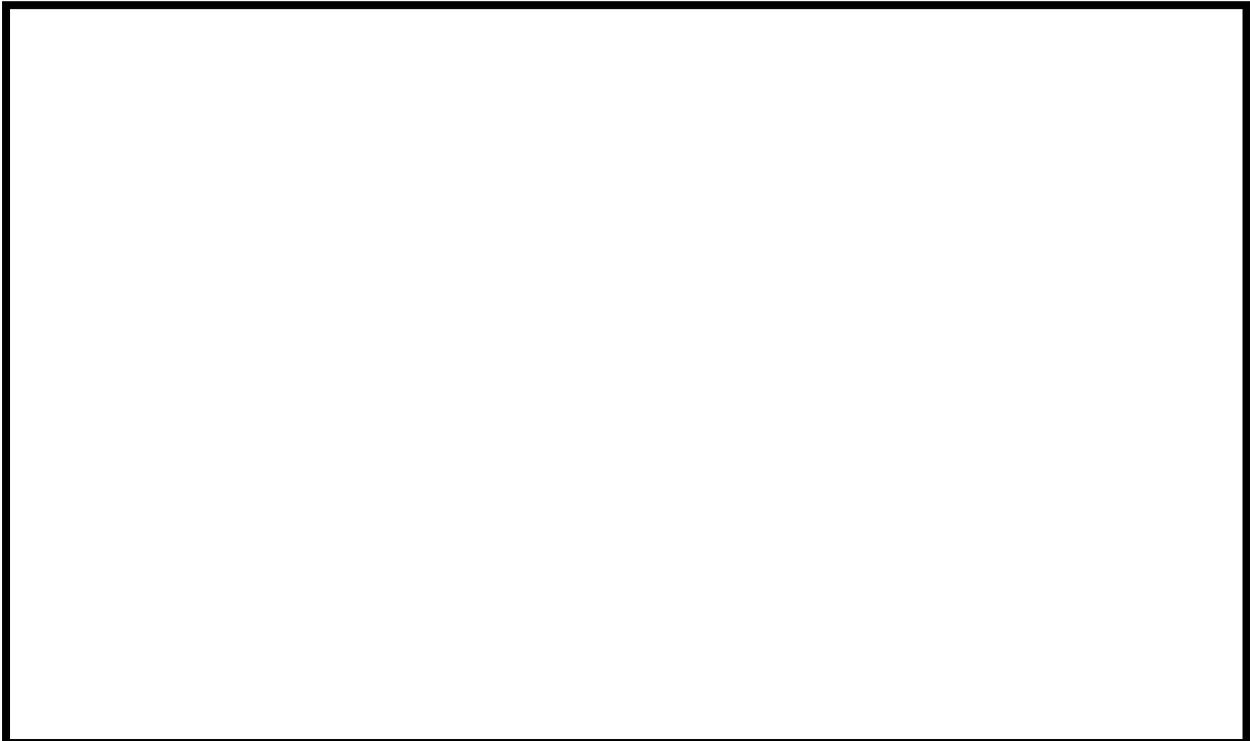
Race (Circle One): American Indian Alaskan Native Asian Pacific Islander

Black White Unknown

COPY OF PHOTO ID



COPY OF SOCIAL SECURITY CARD





MISSOURI DEPARTMENT OF HEALTH AND SENIOR SERVICES
 FAMILY CARE SAFETY REGISTRY
WORKER REGISTRATION

FCSR USE ONLY

Register online at www.health.mo.gov/safety/fcsr OR mail this form, copy of Social Security card, and payment to **Missouri Dept. of Health and Senior Services, Fee Receipts, PO Box 570, Jefferson City, MO 65102.** Register only once!

REGISTRATION TYPE (Check all that apply. Complete column on right only if Long Term Care/Personal Care selected from left.)

<input type="checkbox"/> Adoptive Parent Agency Name: _____ <input checked="" type="checkbox"/> Child Care <input type="checkbox"/> Missouri Foster Parent/Family Member of Foster Parent Children's Division County Office: _____ <input type="checkbox"/> Hospital <input type="checkbox"/> Long Term Care/Personal Care (Please choose subcategory at right ▶.) <input type="checkbox"/> Mental Health/Psychiatric Hospital <input type="checkbox"/> Voluntary (Select voluntary if no other registration type applies.)	Long Term Care / Personal Care Subcategories (Complete if LTC/PC selected at left.) <input type="checkbox"/> Adult Day Care <input type="checkbox"/> Assisted Living Facility <input type="checkbox"/> Hospice <input type="checkbox"/> Hospital LTAC/Swing Bed <input type="checkbox"/> Mental Health – Residential Facility/ICF <input type="checkbox"/> Nursing Facility/Skilled Nursing <input type="checkbox"/> Personal Care – Home Health <input type="checkbox"/> Personal Care – In-Home Services <input type="checkbox"/> Personal Care – Consumer Directed Services/Center for Independent Living <input type="checkbox"/> Personal Care – HCY/PDW/DDD/Other
A one-time registration fee of \$15.00 applies to all categories except Missouri Foster Parents, who must list the Missouri Children's Division county office. Have you or an immediate family member ever served in the U.S. Armed Forces? <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, would you like information about military-related services in Missouri? <input type="checkbox"/> Yes <input type="checkbox"/> No	
SOCIAL SECURITY NUMBER (Mail copy of card with form.) _____	

PERSONAL INFORMATION (Provide all names you have used, starting with most recent. Include legal names and nicknames.)

LAST NAME	FIRST NAME	MIDDLE NAME	SUFFIX (JR., SR., II, III)
BIRTH NAME (LIST FULL NAME)		PRIOR NAMES USED (IF APPLICABLE, LIST FIRST AND LAST NAMES.)	DATE OF BIRTH (MM-DD-YYYY) GENDER <input type="checkbox"/> M <input type="checkbox"/> F

CONTACT INFORMATION

MAILING ADDRESS (ENTER YOUR STREET ADDRESS OR POST OFFICE BOX. THIS ADDRESS MUST BE DIFFERENT FROM EMPLOYER ADDRESS.)

CITY	STATE	ZIP CODE	COUNTY
TELEPHONE	EMAIL ADDRESS (REQUIRED)		COUNTRY (COMPLETE ONLY IF OUTSIDE U.S.)

EMPLOYER ASSOCIATED WITH THIS REGISTRATION (Complete either left or right column, not both.)

<input type="checkbox"/> My current/potential child care, long term care or mental health care employer is: EMPLOYER NAME EAST MISSOURI ACTION AGENCY, INC. EMPLOYER ADDRESS PO BOX 308 EMPLOYER CITY PARK HILLS STATE MO ZIP 63601 EMPLOYER TELEPHONE (573) 431-5191 EMPLOYER CONTACT NAME Ashley Bischoff EMPLOYER CONTACT TITLE HR Coordinator	<input type="checkbox"/> No Employer, because I am a(n): <input type="checkbox"/> Adoptive Parent <input type="checkbox"/> Foster Parent/Family Member <input type="checkbox"/> Home Child Care Provider <input type="checkbox"/> Private Pay/Private Duty <input type="checkbox"/> Student <input type="checkbox"/> Volunteer <input type="checkbox"/> Other (Explain: _____)
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REGISTRATION AGREEMENT

The information provided is complete and accurate to the best of my knowledge. I understand it is unlawful to withhold or falsify information required on this form. I grant my permission for the Missouri Department of Health and Senior Services (DHSS) to obtain any and all background information authorized by law to process this request. Furthermore, I authorize the DHSS to release the fact that I am a registrant in the Family Care Safety Registry (FCSR) and any related background information to the requester of the FCSR for employment purposes only, as provided in §210.921, subsection 1, subdivisions (1) and (2), RSMo. For purposes of the FCSR, "employment purposes" includes direct employer/employee relationships, prospective employer/employee relationships, and screening and interviewing of persons or facilities by those persons contemplating the placement of an individual in a child care, elder care or personal care setting. I understand that if I dispute the information contained in the FCSR I have the right to appeal the accuracy of the transfer of information to the FCSR within thirty (30) days of receiving the results of the background screening.

NOTICE: The FCSR may choose to deposit the check enclosed electronically as an ACH debit entry to my designated bank account. I understand that my signature below authorizes my financial institution to deduct this payment from my account. In the event that DHSS or its subcontractor is unable to secure funds from my account or I provide insufficient or inaccurate information regarding my account, my obligation to the DHSS will remain unpaid and further collection action may be taken by the DHSS or its subcontractor, including, but not limited to, returned check fees.

SIGNATURE OF APPLICANT	DATE OF SIGNATURE (MUST BE WITHIN SIX MONTHS OF SUBMISSION.)
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**Missouri State Highway Patrol
Criminal Justice Information Services Division**

MOVECHS WAIVER AGREEMENT AND STATEMENT

Missouri Volunteer and Employee Criminal History Service (MOVECHS)
For criminal history record information pursuant to the *National Child Protection Act of 1993 (NCPA)*, as amended by the *Volunteers for Children Act (VCA)*,
And the *Adam Walsh Child Protection and Safety Act of 2006*

Pursuant to the National Child Protection Act of 1993 (NCPA), as amended by the Volunteers for Children Act (VCA), this form must be completed and signed by every current or prospective applicant, employee, volunteer, and contractor/vendor, for whom criminal history records are requested by a qualified entity under these laws.

I hereby authorize EAST MISSOURI ACTION AGENCY
Name of Qualified Entity

to submit a set of my fingerprints to the Missouri State Highway Patrol (MSHP) for the purpose of accessing and reviewing state and national criminal history records that may pertain to me. I understand that I would be able to receive any Missouri records pursuant to Chapter 43 RSMo from the MSHP, and any national criminal history record directly from the Federal Bureau of Investigation (FBI) pursuant to Title 28 Code of Federal Regulations (CFR) Sections 16.30–16.34, and that I could then freely disclose any such information to whomever I chose. By signing this Waiver Agreement, it is my intent to authorize the dissemination of any Missouri and national criminal history record that may pertain to me to the qualified entity.

I understand that, until the criminal history background check is completed, the qualified entity may choose to deny me unsupervised access to children, the elderly, or individuals with disabilities. I further understand that, upon request, the qualified entity will provide me a copy of the criminal history background report, if any, received on me and that I am entitled to challenge the accuracy and completeness of any information contained in any such report. I may obtain a prompt determination as to the validity of my challenge before a final decision is made.

Yes, I have (OR) **No, I have not** been convicted of or plead guilty to a crime.

If yes, please describe the crime(s) and the particulars:

I am a current or prospective (check one): Applicant Employee Volunteer Contractor/Vendor

Signature: _____ **Date:** _____

Printed Name: _____

Address: _____

Date of Birth: _____ **SSN (last 4 digits - Optional)** _____

TO BE COMPLETED BY QUALIFIED ENTITY:

Entity Name: EAST MISSOURI ACTION AGENCY

Address: 403 PARKWAY DRIVE, PARK HILLS, MO 63601

Telephone: (573) 431-5191

NOTE: This document must be retained by the agency/qualified entity for audit purposes.

Missouri Applicant Fingerprint Privacy Notice

The Missouri Applicant Fingerprint Privacy Notice includes three (3) parts:

1. The State and National Rap Back Privacy Notice
2. The Noncriminal Justice Applicant Privacy Rights
3. The Privacy Act Statement

State and Federal Rap Back Privacy Notice

Applicants submitting their fingerprint images to the Central Repository for a fingerprint based criminal record check are advised that their fingerprint images will be retained in state and federal biometrics databases, pursuant to Section 43.540 RSMo. If the submitting agency participates in the State or State and National Rap Back Programs, fingerprint images will be submitted, searched and retained for the purpose of being searched against future submissions to the State and National Rap Back programs; fingerprint searches will also include latent print searches.

The "Missouri Rap Back Program" and "National Rap Back Program" shall include any type of automatic notification made by the State Missouri and/or the Federal Bureau of Investigation through the Missouri State Highway Patrol to a qualified entity indicating that an applicant who is employed, licensed, or otherwise under the purview of the qualified entity has been arrested for a reported criminal offense and the fingerprints for that arrest were forwarded to the Central Repository or the Federal Bureau of Investigation by the arresting agency.

By signing the Missouri Applicant Fingerprint Privacy Notice you are acknowledging the receipt of and agreeing to the terms of the State and National Rap Back Privacy Notice, the Noncriminal Justice Applicant Privacy Rights, and the Privacy Act Statement.

NAME (Please Print): _____

SIGNATURE: _____ DATE: _____

NONCRIMINAL JUSTICE APPLICANT'S PRIVACY RIGHTS

As an applicant who is the subject of a national fingerprint-based criminal history record check for a noncriminal justice purpose (such as an application for employment or a license, an immigration or naturalization matter, security clearance, or adoption), you have certain rights which are discussed below. All notices must be provided to you in writing.¹ These obligations are pursuant to the Privacy Act of 1974, Title 5, United States Code (U.S.C.) Section 552a, and Title 28 Code of Federal Regulations (CFR), 50.12, among other authorities.

- You must be provided an adequate written FBI Privacy Act Statement (dated 2013 or later) when you submit your fingerprints and associated personal information. This Privacy Act Statement must explain the authority for collecting your fingerprints and associated information and whether your fingerprints and associated information will be searched, shared, or retained.²
- You must be advised in writing of the procedures for obtaining a change, correction, or update of your FBI criminal history record as set forth at 28 CFR 16.34.
- You must be provided the opportunity to complete or challenge the accuracy of the information in your FBI criminal history record (if you have such a record).
- If you have a criminal history record, you should be afforded a reasonable amount of time to correct or complete the record (or decline to do so) before the officials deny you the employment, license, or other benefit based on information in the FBI criminal history record.
- If agency policy permits, the officials may provide you with a copy of your FBI criminal history record for review and possible challenge. If agency policy does not permit it to provide you a copy of the record, you may obtain a copy of the record by submitting fingerprints and a fee to the FBI. Information regarding this process may be obtained at <https://www.fbi.gov/services/cjis/identity-history-summary-checks> and <https://www.edo.cjis.gov>.
- If you decide to challenge the accuracy or completeness of your FBI criminal history record, you should send your challenge to the agency that contributed the questioned information to the FBI. Alternatively, you may send your challenge directly to the FBI by submitting a request via <https://www.edo.cjis.gov>. The FBI will then forward your challenge to the agency that contributed the questioned information and request the agency to verify or correct the challenged entry. Upon receipt of an official communication from that agency, the FBI will make any necessary changes/corrections to your record in accordance with the information supplied by that agency. (See 28 CFR 16.30 through 16.34.)
- You have the right to expect that officials receiving the results of the criminal history record check will use it only for authorized purposes and will not retain or disseminate it in violation of federal statute, regulation or executive order, or rule, procedure or standard established by the National Crime Prevention and Privacy Compact Council.³

¹ Written notification includes electronic notification, but excludes oral notification.

² <https://www.fbi.gov/services/cjis/compact-council/privacy-act-statement>

³ See 5 U.S.C. 552a(b); 28 U.S.C. 534(b); 34 U.S.C. § 40316 (formerly cited as 42 U.S.C. § 14616), Article IV(c); 28 CFR 20.21(c), 20.33(d) and 906.2(d).

Privacy Act Statement

This privacy act statement is located on the back of the [FD-258 fingerprint card](#).

Authority: The FBI's acquisition, preservation, and exchange of fingerprints and associated information is generally authorized under 28 U.S.C. 534. Depending on the nature of your application, supplemental authorities include Federal statutes, State statutes pursuant to Pub. L. 92-544, Presidential Executive Orders, and federal regulations. Providing your fingerprints and associated information is voluntary; however, failure to do so may affect completion or approval of your application.

Principal Purpose: Certain determinations, such as employment, licensing, and security clearances, may be predicated on fingerprint-based background checks. Your fingerprints and associated information/biometrics may be provided to the employing, investigating, or otherwise responsible agency, and/or the FBI for the purpose of comparing your fingerprints to other fingerprints in the FBI's Next Generation Identification (NGI) system or its successor systems (including civil, criminal, and latent fingerprint repositories) or other available records of the employing, investigating, or otherwise responsible agency. The FBI may retain your fingerprints and associated information/biometrics in NGI after the completion of this application and, while retained, your fingerprints may continue to be compared against other fingerprints submitted to or retained by NGI.

Routine Uses: During the processing of this application and for as long thereafter as your fingerprints and associated information/biometrics are retained in NGI, your information may be disclosed pursuant to your consent, and may be disclosed without your consent as permitted by the Privacy Act of 1974 and all applicable Routine Uses as may be published at any time in the Federal Register, including the Routine Uses for the NGI system and the FBI's Blanket Routine Uses. Routine uses include, but are not limited to, disclosures to: employing, governmental or authorized non-governmental agencies responsible for employment, contracting, licensing, security clearances, and other suitability determinations; local, state, tribal, or federal law enforcement agencies; criminal justice agencies; and agencies responsible for national security or public safety.

As of 03/30/2018

See Page 2 for Spanish translation.



COMMUNITY ACTION CODE OF ETHICS FOR VOLUNTEERS

We, as community action volunteers, dedicate ourselves to eliminating poverty in the midst of plenty in this nation by opening everyone the opportunity for education and training; the opportunity to work; and the opportunity to live in decency and dignity; and with respect for cultural diversity, commit ourselves to:

1. Recognizing the chief function of the community action movement at all times is to serve the best interest of the poor thereby serving the best interest of the people.
2. Accept as a personal duty the responsibility to conduct ourselves with professional competence, fairness, impartiality, efficiency and effectiveness.
3. Keep the community informed about issues affecting the poor; facilitate communication between the poor, locally elected public officials, and the non-poor private sector.
4. Serve the community action movement with respect, concern, courtesy and responsiveness, recognizing that service to the poor is beyond service to oneself.
5. Serve in such a way that we do not realize undo personal gain from the performance of our volunteer duties.
6. Respect and protect privileged information to which we may have access in the course of official duties.
7. Demonstrate the highest standards of personal integrity, truthfulness, honesty, and fortitude in all community action volunteer duties in order to inspire confidence and trust in the community action movement.

I have read the "Community Action Code of Ethics for Volunteers" carefully and agree to abide by it.

Signature of Volunteer

Date

CODE of CONDUCT

East Missouri Action Agency Head Start staff:

1. Will respect and promote the unique identity of each child, family, employee, Council and Board member and refrain from stereotyping on the basis of gender, race, ethnicity, culture, religion, or disability.
2. Will not harm children. Will not participate in practices that are emotionally damaging, physically harmful, disrespectful, degrading, dangerous, exploitive or intimidating to children.
3. Will respect the primary importance of the family in the children's development.
4. Will maintain a caring, cooperative workplace. Human dignity will be respected and professional satisfaction will be promoted. Positive relationships will be developed and sustained. It will be the responsibility of each employee to establish and maintain settings and relationships that support a productive work place and meets professional needs of each individual.
5. Will behave and interact respectfully while participating or acting within the community.
6. Are prohibited from using their personal knowledge of children and families for purposes which are, or give the appearance of being, motivated by a desire for private gain for themselves or others, such as those with family, business or other ties.
7. Must not make public statements under the support of any agency title without prior approval of the Head Start Director.
8. Will follow all East Missouri Action Agency Personnel Policies.
9. Will follow Federal Head Start Performance Standards as mandated by Head Start 101. (Work Service Plans)
10. Will respect and uphold the legal authority of the Board of Directors and Policy Council to establish, review, or revise the standards of conduct for individuals employed by East Missouri Action Agency Head Start.
11. Must uphold the agency's confidentiality guidelines stated as follows:
 - a. No information regarding children and families of children enrolled with East Missouri Action Agency Head Start is to be discussed outside of the work setting or Board/Council meetings;
 - b. Information is to be discussed within the work setting only as is necessary and related to program operations/business or decision-making.
 - c. No information learned at East Missouri Action Agency Head Start staff meetings, child staffing, home visits (either teacher visits or social services visits) or Head Start classroom may be discussed or used in any way outside of the Head Start center unless written consent is given.
 - d. Head Start children and families personal information contained in the enrollment or family file must be secured and only accessed by authorized personnel
12. All staff will also adhere to NAEYC Code of Ethical Conduct and Statement of Commitment.
13. Failure to adhere to any/all of the code of conduct will result in immediate disciplinary action.

Signature

Date



CONFIDENTIALITY STATEMENT

East Missouri Action Agency strives to ensure that personal information remains confidential. Respecting the privacy of our clients, board members, staff, and volunteers of East Missouri itself is a basic value of our organization. Personal and financial information is confidential and should not be disclosed or discussed with anyone without written authorization from the client or executive director.

Employees are prohibited from completing any paperwork or processing for themselves or their relatives. The Program Director of the service being applied for must be notified prior to applications being taken for EMAA employees or their relatives. Employee and relative files are subject to the same confidentiality standards afforded any other participant.

By signing this statement, you are acknowledging that you have been made aware of the Agency's policy regarding confidential information. The mishandling or misuse of confidential information is grounds for immediate termination and may carry civil and/or criminal penalties. This policy is not intended to prevent disclosure where disclosure is required by law.

Staff/Volunteer Signature

Supervisor Signature

Date



VOLUNTEER INFORMATION

Name _____

Address _____

City/State/Zip _____

Phone _____ Email _____

Emergency Contact _____

Phone _____ Relationship _____

Do you have a driver's license? YES or NO State Issued: _____

Do you have a child in the Head Start program? YES or NO

Are you currently employed? YES or NO

Employer: _____

Job Title: _____

Hours Worked Per Week: _____

Length of Employment: _____

Education & Training:

Highest Grade/Degree Completed: _____

Training: _____

Languages: _____

Skills, Interests & Hobbies: _____

What are your volunteer interests? _____

Have you ever been convicted of a crime? YES or NO

If yes, please explain: _____



VOLUNTEER INFORMATION

Availability

Short Term () Special Projects () Long Term ()

Hours: per week _____ per month _____

Type of work you would like (circle all that apply): Work with Children Maintenance Other

Preferred Time (circle all that apply): Flexible Weekdays Weekends

Times during the week you cannot volunteer: _____

Signature: _____ Date: _____



EAST MISSOURI ACTION AGENCY, Inc.

(A Community Action Agency)

403 Parkway Drive • P.O. Box 308 • Park Hills, Missouri 63601

Telephone: (573) 431-5191

Fax: (573) 431-6773

Toll Free: (800) 392-8663

TDD: 1-800-735-2966

www.eastmoaa.org



EAST MISSOURI ACTION AGENCY VOLUNTEER HANDBOOK (Volunteer Copy)

This is to acknowledge that I have received a copy of the EMAA Volunteer Handbook. I understand that it is my responsibility to read the handbook, and adhere to the policies it contains. I also understand that my volunteer assignment is not set for any definite period of time, and I may terminate my volunteering at any time without cause. I also understand that EMAA may relieve me of my duties, or modify my duties at any time without notice or cause.

I understand that this manual is not a contract of employment and that no express or implied promise or guarantee with regard to the duration or terms of volunteering is contained in the Volunteer Handbook. This manual is subject to change at the sole discretion of East Missouri Action Agency.

Any questions, or concerns that I may have regarding this manual, or my duties can be directed to my supervisor, or the appropriate Program Director.

Volunteer Signature

Date

HELP FOR TODAY - HOPE FOR TOMORROW

Serving the Counties of Bollinger, Cape Girardeau, Iron, Madison, Perry, St. Francois, Ste. Genevieve, Washington





EAST MISSOURI ACTION AGENCY, Inc.

(A Community Action Agency)

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Fax: (573) 431-6773

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I understand that this manual is not a contract of employment and that no express or implied promise or guarantee with regard to the duration or terms of volunteering is contained in the Volunteer Handbook. This manual is subject to change at the sole discretion of East Missouri Action Agency.

Any questions, or concerns that I may have regarding this manual, or my duties can be directed to my supervisor, or the appropriate Department Director.

Volunteer Signature

Date

This copy must be removed from the handbook, signed and returned to your EMAA Supervisor.

HELP FOR TODAY - HOPE FOR TOMORROW

Serving the Counties of Bollinger, Cape Girardeau, Iron, Madison, Perry, St. Francois, Ste. Genevieve, Washington



WELCOME

We are so glad you are here!

Thank you for choosing to volunteer and serve with East Missouri Action Agency.

Volunteers are essential to the work we do and the goals we want to achieve in our community. We want you to know how much we appreciate you and your time - this could not be done without you!

Due to the type of organization we are and the regulations we have to follow, we do require some paperwork before you get started. We hope to make this process as quick and easy as possible for you.

If you have any questions at all, please don't hesitate to contact us. We love our volunteer groups and want your experience to be a fulfilling and rewarding one!



EAST MISSOURI ACTION AGENCY, INC.

VOLUNTEER INFORMATION HANDBOOK



This project is funded 100% at \$2,750 with federal funds received from the U.S. Department of Health and Human Services (HHS) provided by the Missouri Department of Social Services, Family Support Division

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EMAA'S MISSION

EMAA cultivates communities of opportunity and supports people in reaching their highest potential.

OUR VISION

Communities where everyone's potential to thrive is unlimited by community conditions.

Be the change you wish to see in this world. Gandhi

About the Handbook

This handbook is designed to introduce you to the volunteer program at EMAA, and provide a basic overview of the policies and procedures which provide all of us – paid and volunteer staff – with guidance and direction. Much of the information contained here can be found in much more detail in the EMAA Personnel Policies Manual.

As a volunteer staff member, we extend to you many of the same rights as paid staff with regards to the work environment, necessary job training, supervision, and evaluation. In return, we expect you to honor your commitment to EMAA, respect other staff members, both paid and volunteer, and to perform your assigned duties to the best of your abilities.

As our organization grows and changes, there may be a need to modify the policies, practices and other information described in this handbook. When such changes occur, you will be notified by an announcement or update. It is your responsibility to keep your handbook current, and to be informed about policies and changes that affect you.

If you have any questions, or need any clarification of the information contained in this handbook, please contact your supervisor.

WHY VOLUNTEER:

Volunteers are an important part of our organization and our efforts to complete our mission. As a volunteer, you are part of our commitment to the successful distribution of valuable information and services to our customers and communities. Volunteers will not be used to replace paid staff job duties, but will be used to enhance customer service, and assist staff. There are many reasons people volunteer, which include, but are not limited to:

- Helping to improve the communities they live in,
- Gain work experience,
- Learn new skills,
- Build self-confidence and self-esteem,
- Meet new challenges,
- Personal satisfaction,
- To have fun!

Your Rights and Responsibilities as an EMAA Volunteer

As a volunteer, you have the right:

- To work in a healthy and safe environment
- To be given a copy of all policy and procedures that affect your role
- To be provided with the training and support to carry out your role

As a volunteer, you have the responsibility to:

- Be reliable
- Respect confidentiality
- Perform your assigned tasks to the best of your ability
- Be accountable for your actions
- Ask for support when you need it
- Let EMAA staff know as soon as possible if you will be absent
- Be courteous to customers, staff and other volunteers
- Give notice before leaving your volunteer role

POLICIES AND PROCEDURES

Confidentiality Agreement

As a volunteer at EMAA, you may have access to personal information about customers. Due to the nature of the work you may be doing as an EMAA Volunteer, you must sign a confidentiality agreement and a Code of Ethics. *Note: See Pages 30 & 31 for samples of each document.* We expect you to abide by the rules and regulations, and by signing these documents, you acknowledge that you agree to refrain from the unauthorized use of any proprietary information. Volunteers cannot during their time with EMAA, or after leaving the agency, use or disclose any confidential information about a customer, fellow volunteer or staff member.

CONFIDENTIALITY POLICIES

The following guidelines are essential for the fostering of mutual trust and respect between EMAA Staff/Volunteers and the families we work with. Families are entitled to privacy and confidentiality, and staff/volunteers must respect these rights by adhering to our standards of professionalism.

- 1) Staff/volunteers will listen to our customers needs and provide services accordingly. Remember that each of us has our own lifestyle and values, which should not be imposed upon the families we work with. Families should not be criticized, manipulated, or labeled. If we are truly committed to helping our families achieve success then we must extend this respect to them. Accept their feelings as valid and meaningful. Families become stronger and become more self-sufficient when we provide quality resources and services.
- 2) Staff/volunteers will respect rights to privacy and confidentiality. This means that A) files should be open to those staff person(s) needing or providing information, documentation, or services, and B) discussion of families and case information should remain between the staff person(s) directly involved with the families. No discussion of families should occur in open space. Rather, remove yourself to your office, or a closed space for discussion. No discussion of families should ever occur outside the agency. Files are to be maintained in a secure manner.
- 3) All information shared with staff/volunteers by families must remain confidential. No information is to be made available to anyone without the

written consent of the family prior to the release of the information. Further, when discussing family information with another agency person, invite the customer to participate directly in the discussion. This will assure the family that you respect them and that you are truly acting on their behalf with their consent.

- 4) All staff have been hired specifically for their expertise and training necessary for each particular position. As families have different lifestyles, so do staff in the delivery of their services to families. It is important for other co-workers to accept and respect the style in which another staff member interacts with the family, as well as the style in which a staff member prefers to discuss or share information regarding families with other agency employees.
- 5) It is difficult, but vital to remember that the primary function of your job is to serve families. If you approach your job with this attitude in mind, then you will avoid resenting their requests for assistance, or information as an intrusion upon your time. Whenever possible, avoid passing requests on to another staff member/volunteer because assisting them requires your time and attention. Cultivate an attitude of accommodation as helpfulness.

We trust in each staff person/volunteer staff to maintain the highest level of professionalism, respect, and trust with families requesting, or needing assistance.

Background Check

A complete background check will be completed on every one who wishes to volunteer at EMAA. EMAA staff will conduct a preliminary check on Case.net to determine if there are any immediate concerns, and a full background check will be conducted once the Agency Background Check form has been completed. A copy of the volunteer's social security card and driver's license will also be collected in order to complete the check.

Driving Record

For any volunteer staff members that will be driving on behalf of EMAA, MO Form 4681 – Request from Driver License Record Holder is required to be completed and will be submitted by the agency. This requirement is necessary due to agency insurance regulations and the need to make certain that minimum acceptable requirements for safe driving are met.

Time Sheets

All volunteers must complete a Volunteer Time Sheet every two weeks. Timesheets must be given to your supervisor, and then they will be sent to Central Office. Whether you are donating one hour, or 400 hours, timesheets must be completed for every volunteer.

Attendance and Absenteeism

As a volunteer staff member, we depend on you to maintain good attendance. We do understand that from time to time certain situations may arise that prevent you from doing so, such as vacation, appointments, etc. Please alert your supervisor of any scheduled absences as far in advance as possible, so that other arrangements can be made. In the event of an unscheduled absence, such as illness, or other emergency, please contact your supervisor as soon as possible, preferably before you are scheduled to work. If absenteeism becomes excessive, your volunteer position may be reevaluated, and possibly terminated.

Computer and Phone Policies

EMAA has a policy that all equipment should be utilized for Agency business only. You have no right to privacy on any agency equipment. EMAA's e-mail and voice mail systems are intended for business use only. Personal correspondence should not be conducted on EMAA computers. E-mail and voice mail can be read or listened to by someone other than yourself, or your intended receiver. Anything you generate, or receive on EMAA's computers or voicemail become EMAA property.

Should you have an issue with a phone or computer, you must contact your supervisor immediately. Absolutely no downloads of any type are permitted on agency computers. You cannot "stream" on the internet, since streaming causes a great deal of traffic on our IP line, which slows down the ability to send data back and forth to our sites.

Use of Copy Machine/Printer

All mass copying is to be completed by Central Office only. Remember, all office equipment is to be utilized for agency business only.

Program Compliance

EMAA works with many different funders and partners, all of which have their own policies and procedures that must be followed. If a volunteer works with any of these programs, training and guidance will be provided. It is extremely important that you, as a volunteer staff member must adhere to those program requirements, if not, EMAA could become out of compliance and lose funding for those programs. Should you ever have any questions, or concerns about the program policies/procedures, please talk to your supervisor immediately. If they cannot answer your questions, then you and your supervisor should contact the appropriate program director at Central Office for clarification.

Gratuities

Employees and volunteers of the Agency are prohibited from accepting gifts, money, and gratuities from persons receiving benefits or services from the agency, or from persons performing service under contract and/or vendors to the agency or otherwise in a position to benefit from an employee or volunteer's action.

Dress Code

EMAA considers it very important that staff and volunteers are well-groomed, neat and dressed appropriately for their job function. A dress code must be followed that is appropriate to the work environment. EMAA has adopted a Casual Dress Code Policy.

Appropriate	Inappropriate
Khakis or Corduroys, dress pants Jeans (must be clean, free of rips, tears, and fraying; must be uniform in color and may not be excessively tight or revealing) Skorts, Capris, Knee-length shorts Skirts, dresses, pantsuits	Sweatpants, leggings, exercise wear, spandex Shorts (not knee length), low rise or hip hugger pants or jeans Bib overalls Halter dresses Skirts, skorts, and dresses more than 4 inches above the knee
Polo collar knit or golf shirts, Oxford shirts, Tee shirts without logos Agency logo wear Pullovers Button up shirts Short-sleeve blouses or shirts Turtlenecks Blazers or sport coats, Jackets or sweaters	T-shirts or sweat shirts with logos, pictures, cartoons or non-agency wording Exercise wear Crop tops, Midriffs, spaghetti straps, tank tops Halter tops, Strapless shirts (anything with inappropriate bare skin showing)
Dress shoes, loafers Boating or deck shoes Casual, open back shoes, athletic shoes Open toe shoes, Sandals Boots	Flip flops (rubber/ beach wear) Stilettos

Representing EMAA

Volunteers are not authorized to act as a representative to EMAA. Please do not engage in any actions which may affect or hold the agency liable, including, but not limited to, public statements to the press, signing contracts or entering into financial agreements, lobbying, or forming partnerships with other organizations.

Harassment and/or Bullying

EMAA is committed to maintaining a safe work environment, free of harassment and/or bullying. EMAA prohibits harassment or bullying of any kind. This policy applies to all persons involved in the operation of EMAA (both employees and volunteers), and prohibits unlawful harassment/bullying of any volunteer/employee of EMAA, including supervisors, co-workers and customers.

Smoking

Smoking is not permitted inside offices or agency vehicles.

Substance Abuse

The possession, use or sale of illegal drugs is never acceptable on EMAA property. Also, the abuse of prescription and over-the-counter drugs and alcohol can compromise your job performance and conduct. We recognize that substance abuse can be successfully treated. Seeking help or assistance is not considered grounds for dismissal, but refusal to get help may be. It is your responsibility to get professional help to improve your performance or conduct.

Solicitation

Solicitation by non-EMAA staff members for any reason on company property is not allowed.

Ending Your Volunteer Service

As a volunteer, you may resign from your volunteer service with EMAA at any time. We do request that you notify your supervisor preferably two weeks prior to your departure, so that we will have time to fill your position.

Dismissal

Dismissal of a volunteer is a serious consideration. Before a volunteer is actually dismissed, attempts to reconcile the situation will be made, including a meeting between EMAA staff and the volunteer(s) involved. Dismissal of a volunteer may take place if the volunteer is unreliable, disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of EMAA, and funders.

Grievance

EMAA aims to create a work environment where volunteers feel valued at work. We also recognize that there may be occasions when volunteers have concerns or grievances, and the grievance procedure enables individual volunteers to raise grievances more formally. The procedure provides an open and fair way for volunteers to make known their problems, and aims to enable grievances to be resolved quickly before they fester and become major problems.

Please Note: Head Start Volunteers have a different grievance procedure, please refer to the Head Start policies for those procedures on page 22 of this manual.

Volunteer Grievance Procedure

If a volunteer has a problem or complaint, the following steps should be taken:

Step 1. The volunteer should talk to his/her supervisor about the problem or complaint. The supervisor will try to help the client in resolving the problem. The supervisor will inform their department director with appropriate details of the grievance as soon as possible.

Step 2. If the supervisor is not able to facilitate a resolution to the complaint, the client may contact the Program Director. The Program Director will respond to the client verbally or in writing within five (5) working days.

Step 3: If the Program Director is not able to resolve the problem or complaint, the client may submit a written grievance to the Executive Director by mail: **Executive Director of EMAA, P.O. Box 308, Park Hills, MO 63601.** The Executive Director will attempt to resolve the complaint or problem as soon as possible; and will provide a written response to the grievance with ten (10) working days. The Executive Director's decision will be final.

Closing Remarks

It is important for volunteers to recognize that their contributions are very valuable to EMAA. It provides a way of building individual skills, social networks and participation in the life of your community.

THANK YOU FOR VOLUNTEERING WITH US! We hope that you enjoy the time you spend in your volunteer role. Remember, volunteering is fun and is good for you and your community.

Head Start - Specific Volunteer Policies

Updated 2014

Introduction:

The ultimate goal of the East Missouri Action Agency Head Start program is to provide high-quality services to income-eligible children and their families. The EMAA Head Start staff looks forward to working with you as a volunteer to provide an effective program to this purpose.

Volunteers play an important role by helping staff to implement the Head Start Performance Standards. We appreciate your contributions to the Head Start Program.

This handbook is yours to use as a reference resource. Every organization must have policies and procedures to provide guidance and organization within its program. This portion of the book will provide you with Head Start-specific information which is important for you, as a Head Start volunteer, to know. Hands-on learning will be achieved at the location where you contribute your time and skills. Trainings will also be available to assist you in your position and you are encouraged to attend at your convenience.

A. THE HEAD START VOLUNTEER PROGRAM

1. Purpose of Volunteer Policies:

To provide overall guidance to both staff and volunteers in the Head Start program. Policies are intended for internal management only and do not imply a binding contractual or personnel agreement. The Head Start program may change any policies at any time and will expect said policies to be followed. Changes in volunteer policies will only be granted by the coordinator of volunteers with approval by the Policy Council, and must be documented in writing before practice of the changed policies. Areas not specifically covered by these policies will be determined by the coordinator of volunteers after consultation with the Head Start Department Head.

2. National Head Start Program:

Head Start was founded in 1965 at the beginning of the War on Poverty and income-eligible children and their families have benefited from this program for over thirty-three (33) years.

The program recognizes parents as primary educators in the developmental growth of their children. Development in speech and language, cognitive, self-help, motor and social-emotional areas are stressed for overall effectiveness in Head Start children' lives. These areas are implemented into their daily living by learning through play. This does not involve classroom setting techniques, but by informal play which helps children to prepare for life experiences. Education is the key but it is done through games, music, and other activities geared to the age group.

It is also a requirement of Head Start policies that disabled children make up ten percent (10%) of the children enrolled in the overall program.

This enables all children to develop skills to their fullest capacity and to get a "head start" in life. Thus the title of this program aptly describes the basis for which it was developed.

3. Head Start Performance Standards:

The Performance Standards are rules that Head Start programs must go by to keep in compliance with Head Start laws. Copies of the Performance Standards are kept at each Head Start location and volunteers are encouraged to review them. Supervisors will inform volunteers where these and other important issues are kept.

4. Federal Policy Regarding Volunteers:

Project Head Start was founded on the belief that Head Start programs should promote meaningful citizen participation. This would involve not only parents, but other individuals as well.

Each Head Start grantee must apply each year for grant monies to run the program. When a grant application is approved, it requires the Head Start program to obtain in-kind contributions to be counted toward meeting the non-Federal share. This means that for every dollar we receive through this grant, the Head Start program must match it with twenty cents from in-kind. In-kind is simply a term used for contributions from volunteers.

Volunteer time is given a monetary value which can be counted as in-kind. If the program does not match the non-Federal share, the program falls short of its commitment to the grant requirements resulting in a decrease in funding or the program could be terminated. Unless the program has the support of volunteers, it cannot provide the needed services which benefit Head Start children and their families.

Volunteer services are compared to services of paid employee positions within the program or the local community. Volunteer time is then assigned a “wage” which can be counted as in-kind to meet the non-Federal share.

Volunteers are encouraged to review the following non-Federal share guidelines to help them better understand what the Head Start program can count toward the required non-Federal match.

5. Program Options:

EMAA offers several options. The center-based option provides classrooms for children to attend several days a week. There may be more than one classroom in a center and there are usually eighteen (18 to 20) children to a classroom. The number of classrooms and the locations of the centers are determined by the projected number of income-eligible children within a certain area.

The Full-day option is also center-based, open every day of the work week throughout the year. This program remains open all day which assists working parents as well as those attending colleges and other educational programs. This program may have an enrollment of twenty (20) children.

The EMMA Head Start program currently has eleven (11) centers. We may enroll a total of 542 children and look forward to future expansion in the number of sites as well as the number of children and families we serve.

6. Grantee/Relationship:

Law prohibits a Head Start program from directly receiving Federal funds. Therefore, a Grantee must be established and/or approved to receive this funding on the program's behalf. East Missouri Action Agency, Inc. is the Grantee for our Head Start program. The Agency has overall responsibility for the welfare of the program and in the administration of how these funds are used to provide effective services.

EMAA is also the Grantee for several other programs which include Community Services, Employment and Training, Women's Wellness, Housing and Weatherization. A Fiscal/Administrative Department provides record keeping for all programs.

This Agency has one more of these programs, including Head Start, operating in eight (8) counties: Bollinger, Cape, Iron, Madison, Perry, St. Francois, Ste. Genevieve and Washington County.

7. Board and Policy Members:

The Board of Directors is responsible for making policies for the agency as a whole. The Board consists of community representatives from private, public, and low-income sectors. The Board usually meets the third Monday of each month at 7:00 p.m., at the EMAA Central Office in Park Hills, Missouri.

The Policy Council is responsible for policy and decision making in the Head Start program. Members are community representatives and Head Start parents. Parents from each program option elect a parent to represent them on the Policy Council. One parent representative is then chosen from each of the eight counties to sit on the Council, with the exception of Cape Girardeau, St. Francois and Washington Counties which have two (2) parent representatives due to the large area within each of these counties. Community representatives help to complement the Council and its effectiveness by the involvement of communities and promoting awareness of the Head Start program. One Community Representative from each of the eight counties is chosen to sit on the Council. The Policy Council usually meets the first Monday of each month at 10:00 a.m. in the EMAA Central Office in Park Hills, Missouri.

Major decisions of the Policy Council must also be approved by the Board of Directors and the Policy Council must agree with decisions made by the Board regarding Head Start. Therefore, both entities must work together to assist in providing an effective Head Start effort.

Members from both the Board and Policy Council are volunteers.

8. Staff Members/Organization:

Head Start staff must utilize the “chain of command” which must be followed to ensure that we remain in compliance with procedures and that everyone’s rights and responsibilities are respected.

Volunteers need to know the chain of command and to whom they should report. In order for volunteers to understand how the chain of command works, they need to know the various Head Start positions and the roles they play.

The Deputy Director Head reports directly to the Department Head. The Deputy supervises Head Start Specialists and the Secretary.

Area Coordinators are responsible for all Head Start programs within their respective areas. They directly supervise Site Managers, Teachers and Area Support Assistants. Site Managers and Teachers are responsible for all other center staff.

Volunteers will have immediate supervisors who will provide on-the-job training and will be available to volunteers at all times. These immediate supervisors will report directly to the Site Managers (unless the immediate supervisors are the Site Managers) in center-based options. Volunteers planed in Central Office positions will report directly to whom they assist.

Site Managers and Central Office staff who utilize regular volunteers will work directly with the coordinator of volunteers. However, Site Managers must continue to keep the Area Coordinators informed of all happenings within their work sites.

9. Curriculum:

A Curriculum is the term for written guidelines by which to provide a planned schedule of activities geared both to the individual child and to groups of children as well. EMAA Head Start uses *The Creative Curriculum for Early Childhood*, written by Diane Trister Dodge and Laura J. Colker, published by Teaching Strategies, Inc., and distributed by Gryphon House, Inv.

The *Creative Curriculum* is rooted in educational philosophy and theory as well as practice. It builds on Erik Erickson's stages of social-emotional development, Jean Piaget's theories of how children think and learn and on principles of physical environment, and an appreciation of cultural influences.

The Creative Curriculum shows teachers how to foster positive responses to these three stages. The type of environment described in the Creative Curriculum helps children develop a sense of trust and belonging. Children can feel safe and encouraged to explore not only materials but also relationships with peers and

adults. They feel important and valued when others listen to them, seek out ideas, and allow them to express themselves.

Competence and initiative are fostered in this type of environment. By setting clear, age-appropriate expectations for behavior and by letting children know what is expected of them, teachers can engender success and minimize frustration. Children’s concerns about doing things “right” diminish because they are encouraged to learn from their mistakes, to explore, and to take risks.

10. Positive Discipline – Policy and Guidance:

One of the most important facets in the organization and operation of a Head Start classroom is discipline and/or classroom management. The Head Start Performance Standards speak to this issue. As a part of our services we will provide an environment of acceptance which helps each child build ethnic pride, develop a positive self-concept, enhance his individual strengths and develop facility in social relationships. Following are points that will be followed in planning to meet the individual needs of the children as well as for an overall plan.

ABC – management (Appropriate Behavior through Co-management with assistance from **MOM** and **POP**)

Model	Positive
Observe	Outcome
Modify	Process

Model

If you want children to speak respectfully do this yourself. (NO foul language)

If you want them to take turns, let them see you waiting your turn.

If you want them to use manners use them yourself.

Treat the child with the same respect you expect from him/her.

Observe

Weekly observations will be documented on the “Observation Sheet” for the six children being staffed. Daily observations of children in the classroom will help to set limits and offer choices.

Modify

Make initial classroom modifications (Alternative Intervention Strategies) based on observations using our “ABC – Management Policy”.

1. Make these modifications as quickly as you obtain inspirations.
2. Add ideas obtained from others who observe children in the classroom.
3. Fill out the “Classroom Modification” form. This is vital to increase the speed with which we can obtain help from schools and other agencies.
4. Post “Classroom Modifications” where all staff – paid and volunteer – can see them. All persons involved in the child’s environment will follow the plan.
5. Changes should involve all children and not single out one child.

Positive

Positive attitude and positive comments.

By presenting a positive attitude in the presence of all the children they will learn to have a positive outlook. Point out when children are following rules being careful to use positive statements. (Let this be his reward.) Greet your children by making positive comments: “Good morning, Myra we’re going to have a good day today, I’m glad you’re here.”

Continue with positive comments to acknowledge positive behavior. (Avoid acknowledging negative behavior with negative comments.)

Outcome

The outcome we wish to achieve is one to promote a child’s overall well-being and sense of security. By providing a positive healthy atmosphere for him/her to learn and play in, we can help produce a stronger, healthier individual both mentally and physically.

Teach children acceptable alternative:

“Use words not your hands to express how you feel” is an acceptable alternative to hitting.

Give clear consequences for children who break limits or make bad choices.

Consequences are not Punishment

They show respect for both you and your child.

They fit the misbehavior (misbehaviors need fixed – not the child).

They are about now – not the past.

Process

Discipline is a learning process for staff and children. The purpose of discipline is to teach self-discipline. Thus being the reason for co-management. The following are guidelines to help your child manage his/her behavior: See Discipline

By going through this process we are encouraging children to discipline themselves with our guidance.

*Corporal punishment is not permitted. Staff may not use threats, yelling, overreaction, name calling, accusations, and unfavorable comparisons to other children, withdrawal of privileges that have not clear relationship to the misbehavior, spanking, hitting, shaking, or any other methods of physical punishment. Food may never be used as a reward or punishment. Violations of this policy will result in termination. (This applies to all staff and includes volunteers.)

Parents visiting or volunteering in the center are not allowed such physical discipline even with their own child. (HS 101)

(Other adaptations from: **Early Childhood Step, Early Childhood Education, and Region VII Head Start.**)

DISCIPLINE

Distract the child.

Distraction works best with babies but redirection will work well with older children.

Ignore misbehavior.

Ignoring is a skill that can be helpful for behaviors such as: showing off, sulking, whining, crying, temper tantrums, disruptions and power plays. If your child is hurting another child or is in danger then you can't ignore the behavior.

Structure the environment.

Make room arrangements accordingly and follow established routines. Routines give your child limits. Let the children help establish rules and post these in classroom.

Control or subdue the situation, not the child.

Children need to feel some control and having some positive control will help them become more independent and confident. Set limits, give choices and use consequences.

Involve the child.

Giving children choices involves them in the discipline process. A consequence results from a child's choice. Consequences fit the misbehavior, are firm and friendly and are for the present. Consequences are for bad choices children make – not for bad children.

Plan time for loving.

Spend some special time with children on an individual basis. Work a puzzle with him/her or just give them a hug to acknowledge that you care.

Let go.

Children are growing and learning to cooperate. Boost their confidence by knowing when to let go. Let children solve their own conflicts as long as no one is getting hurt and no physical contact is being made.

Increase your consistency.

Consistency is a vital key to discipline. Try to treat the same behavior in the same way. The more consistent you are the more effective your discipline will be. All written rules will need to be posted in a designated area in center. Teach your children the rules and be consistent. Explain that rules at home are different from rules in your center.

Notice positive behavior.

Acknowledge positive behavior with positive statements.

Excuse the child with a time-out.

Sometimes children just lose control of themselves. At this time, the child may need to take time out to regroup. This time should last as long as the child feels the need. It does not mean leaving the child alone, but, sitting side by side so that the adult and child can talk when the child has calmed down. Children may not be threatened with or be afraid of time out. It should not be humiliating. There should not be a predetermined time, chair, or place. During this time, consider need for special attention, redirection, and refocusing, and/or clearly restating directions. Sometimes

the child is so upset that he might need an adult to hold him in the spirit of protection, not anger. Once the child has been soothed, help the child to solve the problem and make choices. (Adapted from NAEYC)

11. Emergency and First Aid Procedures:

Each site has a plan for emergency procedures and a plan for emergency situations which require first aid. Your supervisor will provide you with clear rules about first aid treatment.

A map of exit routes or natural disaster areas are posted at each program site and emergency equipment is stored in a central location. It is the responsibility of volunteers to familiarize themselves with these routes.

Volunteers who are counted in the child/staff ratio will receive CPR and First Aid training the same as staff; however, volunteers should not practice first aid treatment unless program staff are ill and/or injured and cannot do so. Other volunteers may also be requested to receive CPR and First Aid training.

Volunteers will be required to fill out an Emergency Medical Form which contains important information to assist staff if volunteers are involved in an emergency or an accident. This form will be kept in a confidential file.

12. Calendars:

Each center will post a calendar showing upcoming events, in-service trainings, vacations, etc. Staff will inform volunteers of any changes. Volunteers should review the calendar each time they arrive at their sites.

13. Communication:

Volunteers should receive the same information that staff receive. Supervisors will direct volunteers to the area where they can review these communications on a regular basis.

14. Definition of “Volunteer”:

A volunteer is anyone who performs any task at the direction of and on behalf of the Head Start program without compensation or the expectation of compensation.

15. Special Group Volunteers:

Volunteers from groups in the community will be utilized as resources become available. A written agreement must exist between these groups and the Head Start Volunteer Program and must identify responsibility of management and care of the volunteers.

16. Relatives of Staff as Volunteers:

If family members of staff are utilized as volunteers, they will not work or be placed under direct supervision of or in the same component as the staff person to whom they are related without prior approval of the Area Coordinator. If at any time this approval results in a conflict or any problem with the relationship between the volunteer and the Head Start program, the Area Coordinator/Department Head may revoke the approval.

17. Head Start Parents and Relatives as Volunteers:

Head Start parent volunteers will be utilized where such services do not obstruct or conflict with the provision of services to the parent or to others. Relatives of parents may also serve as volunteers but will not be placed directly under the supervision of the parent or in the same component of the volunteer program as that of the parent volunteer without prior approval of the Area Coordinator. If at any time this approval results in conflict or any problem with the relationship between the volunteer and the Head Start program, the Area Coordinator/Department Head may revoke the approval. Younger volunteers must be 14 years or older to volunteer in the Head Start program, unless included in a cadet student group.

18. Service at the Discretion of the Head Start Program:

The Head Start program will utilize all volunteers with the understanding that such services are at the sole discretion of the Head Start program. Volunteers agree that the Head Start program may at any time, for whatever reason, terminate the volunteer's relationship with the program.

The volunteer may at any time, for whatever reason, decide to sever the volunteer's relationship with the Head Start program. Notice of this decision should be communicated as soon as possible to the volunteer's supervisor.

19. Volunteer Rights and Responsibilities:

Volunteers are a valuable resource to the Head Start program, its staff, and families. Volunteers shall have the right to be given assignments suited to their skills and interests, to be treated as equal co-workers, to effective supervision, and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities, to remain loyal to the goals and procedures of the Head Start program, and to be consistent in attendance of their assigned position schedules.

20. Grievance Procedures:

To eliminate misunderstandings regarding grievances, the Head Start Volunteer Program defines the term "grievance" as a concern involving the four volunteer rights listed in A19. If volunteers feel they have not been allowed these rights they may take the following action:

1. Present their grievances in writing to the immediate supervisor within three (3) working days.
2. The supervisor and the Site Manager will set up a meeting with the volunteer within five (5) working days. If the volunteer contributes services to Central Office, the supervisor and the coordinator of volunteers will meet with the volunteer.
3. If the issue remains unresolved the coordinator of volunteers will set up a meeting with those involved at the center within ten (10) working days.

Those in the Central Office will meet with the Department Head and others involved.

4. If no resolution is found, the issue will go to the next Policy Council Volunteer Committee meeting, provided that a quorum is present. The Policy Council is not required to give the volunteer an opportunity to address the issue at the meeting. The decision of the Policy Council will be final and there shall be no other recourse within EMAA.

Grievance forms will be available at all program sites.

Failure to follow the proper chain of command or procedures of policies will result in dismissal of a grievance.

B. VOLUNTEER MANAGEMENT PROCEDURES

1. Conflict of Interest:

No person who has a conflict of interest with any activity or component of the Head Start program, whether personal, philosophical, or financial will be accepted as a volunteer with the Head Start program.

2. Representation of the Agency:

No volunteer will take any action or make any statement which might affect or obligate the Head Start program. Volunteers should seek prior consultation and approval from appropriate staff. Volunteers are only authorized to represent the Head Start program as specifically indicated within their position descriptions and only to the extent of such written specifications.

3. Confidentiality:

Volunteers are responsible for maintaining complete confidentiality of all proprietary or privileged information to which they are exposed as a volunteer.

Failure to maintain confidentiality will result in termination of the volunteer's services to the Head Start program or other corrective action.

4. Dress Code/Positive Image:

Volunteers are representatives of the Head Start program and must be present a good image to the community as a whole. Volunteers will dress appropriately for the conditions and performance of their duties. Revealing garments do not present the image the Head Start program wants to convey to the community. Volunteers in food service will wear hair nets and no shorts or short skirts for their own protection.

5. Standards of Conduct:

All volunteers must abide by Head Start standards of conduct:

- ✓ To respect and promote the unique identity of each child and family and refrain from stereotyping on the basis of gender, race, ethnicity, culture, religion, or disability;
- ✓ To follow program confidentiality policies concerning information about children, families, and other staff members;
- ✓ To never leave a child alone or unsupervised;
- ✓ To use positive methods of child guidance and to not engage in corporal punishment, emotional, or physical abuse, or humiliation, to not employ methods of discipline that involve isolation, the use of food as punishment or reward, or the denial of basic needs
- ✓ To solicit or accept personal gratuities, favors, or anything of significant monetary value from contractors or potential contractors.

We cannot promote good social skills in the children if adults are not positive role models. Therefore, it is the policy of EMAA Head Start that improper use of language (cursing, telling improper jokes, etc.) or other inappropriate behavior can be cause for immediate dismissal.

Anyone, whether it is parents, staff, volunteers or visitors, who causes a disturbance or conflict of any nature will be asked to leave and escorted from the premises immediately. These persons will not be allowed to return until a conference between all concerned has taken place and a solution has been determined.