



## Volunteer Program Overview and Policies

### Welcome!

Space Coast Discovery would like to welcome you as a volunteer! SCD volunteers work with staff to help fulfill our mission to be our community's premier non-profit school for the support, care, and maximum development of young children challenged by disabilities and their typically developing peers.

Volunteers and staff are considered to be partners in implementing the mission and programs of SCD, with each having a complementary role to play. For proper operation, it is essential that each understands and respects the needs and abilities of the other. This handbook will provide you with information on SCD Volunteer policies and procedures.

### Program Overview

#### What is a Volunteer?

A "volunteer" is anyone who chooses to perform services for SCD without compensation or expectation of compensation, and who performs a task at the direction of and on behalf of the school. A "volunteer" must be officially accepted and enrolled by SCD prior to performance of the task.

#### Volunteer Coordinator

The function of the Volunteer Coordinator is to provide a central coordinating point for effective volunteer management within the school, and to direct and assist staff and volunteer efforts to jointly provide more productive services. The Volunteer Coordinator takes primary responsibility for planning for effective volunteer utilization, for assisting staff in identifying productive and creative volunteer roles, for recruiting suitable volunteers, for training staff to supervise volunteers effectively, and for tracking and evaluating the statistical data reflecting the contribution of volunteers to the organization.

### Orientation and Training

All volunteers will receive a general orientation, which will introduce you to the work here at the School, role of volunteers, benefits of volunteering, structure of the organization, volunteer leaders, and resources. If needed, volunteers will receive position-specific training to provide them with the information and skills necessary to perform their volunteer assignment.

### Volunteer Policies and Expectations

#### Non-discrimination Policy

SCD will consider any volunteer regardless of race, color, age, gender, sexual orientation, religion, disability, creed, national origin, marital status, and any other status as provided by law.

#### Volunteer Bill of Rights

We appreciate your willingness to become a part of our volunteer team. SCD accepts and encourages the

involvement of volunteers within all appropriate programs and activities. In return for your commitment to volunteer, volunteers can expect:

- To have a clear, written set of expectations
- To be treated as a member of a team committed to excellence in carrying out the SCD mission
- To have a job assignment consistent with the skills, motivation, and level of responsibility appropriate to each volunteer
- To be provided with a safe working environment
- To have a regular evaluation of job performance
- To have a meaningful and rewarding volunteer experience and be recognized for their contributions.

We value your contributions to SCD! Please be aware that nothing in this document or any other document is intended to create a contract or other legal rights.

## Volunteer Responsibilities

**Job Duties:** Volunteers will be provided with a job description and/or specific instructions that outline the responsibilities and expectations of SCD for the volunteer. Volunteers should complete their duties in a timely manner. If a situation arises where the volunteer is unable to perform the duties agreed upon, the volunteer will contact the Volunteer Coordinator as soon as possible.

**Volunteer Hours:** Logging in and out of every volunteer shift is mandatory. This is to provide the data required to show the impact of volunteering for our grant and foundation requests; it is also part of our insurance requirements.

**Dress Code:** Appropriate dress is defined as: closed toe shoes, clothes that are free of any offensive language or images, and clothing that covers your body appropriately for a child-friendly atmosphere. Dangling jewelry can pose a risk in the classroom and is not to worn when working with our children.

**Cell Phones:** The use of cell phones, personal music players, or cameras is not allowed while volunteering in the classrooms or on the playground.

**When you are sick:** Please do not come to volunteer if you are ill. Call in as soon as possible so that we can find a substitute for your position.

**Student Volunteer Absences:** This policy applies to students who are required to do a set number of hours for school or course work. Students who miss 2 nonconsecutive scheduled service times will be given one more chance to be rescheduled. Students who miss 2 consecutive sessions will not be rescheduled.

**Grievance Procedures:** SCD is committed to making every effort to resolve complaints confidentially, impartially and in a timely manner. If you have a problem with another volunteer or staff person a volunteer should first strive to resolve the conflict with the other person involved. If you are unable to reach an effective resolution and continue to have a concern, you must seek direction from the Volunteer Coordinator.

**Confidentiality:** In the course of performing their duties, volunteers may be privy to confidential information. Volunteers must safeguard the private information of the School, students, and staff members. Information about a student's condition, care, treatment, personal affairs, or records is confidential and may not be discussed without the written consent of the family. Carelessness or thoughtlessness leading to the release of student information may involve the offender and the school office in legal proceedings. By signing this handbook, SCD Volunteers agree to abide by this confidentiality policy.

**Corrective Action:** A volunteer may be dismissed at any time by the school if it is deemed to be in the best interest of SCD to do so. Possible grounds for dismissal may include but are not limited to:

- Gross misconduct or insubordination

- Being under the influence or possession of drugs or alcohol
- Theft, damage or misuse of SCD property
- Abuse or mistreatment of staff, fellow volunteers or clients
- Failure to abide by SCD policies
- Failure to adequately perform assigned duties

**Required Documents:** All volunteers are required to sign an Affidavit of Good Moral Character form and a Volunteer Affidavit as required by Florida law. Youth volunteers under the age of 18 will be required to submit a signed Parental Volunteer Consent Form.

**Volunteer Agreement:** All volunteers will be asked to sign a volunteer agreement upon being accepted for volunteer service.

**Safety:** SCD does not tolerate actions that endanger the staff, volunteers, or children and families of SCD. If you observe anything that you feel may violate the safety of another, report it to your supervisor immediately.

**Supervision:** Volunteers work under the direct supervision of SCD staff. Volunteers are never permitted be alone with a student at any time or for any reason. Volunteers are never allowed to accompany a child into the bathroom.

## Child Abuse Policy

SCD supports and maintains environments that are free of child abuse and neglect. Under Florida law, anyone who suspects child abuse is legally obligated to report that abuse. Any volunteer who has reason to believe that a child has been subject to abuse or neglect should immediately report it to the Executive Director. The Executive Director will call the Department of Children and Families in the presence of the volunteer.

Child abuse or neglect is any recent act or failure to act resulting in imminent risk of serious harm, death, serious physical or emotional harm, sexual abuse, or exploitation of a child by a parent or caretaker who is responsible for the child's welfare.

## SCD Volunteer Overview

### Observers

Observers are scheduled by Susan. Observers do not need to fill out volunteer applications, go through orientation, or fill out Affidavits of Good Moral Character. No background check is done on Observers, and no continuing record is kept for Observers. SCD has relationships with Keiser School of Nursing, EFSC programs, the Palm Bay High Child Development program, and other schools who send students here to do observation hours.

SCD current procedures define "Observer" as someone who calls and states that they need to an observation for a class requirement. Observers may do hands-on assistance with children but is not required to, and are usually required to spend less than 12 hours total in the classroom. Observation requirements can be completed in 1 or 2 settings.

### Volunteers

There are 3 categories of Volunteers at SCD — parents, community volunteers, and student volunteers. The Volunteer Coordinator supervises the intake, scheduling, and follow-up for volunteers.

### Parents

Parents are required to perform 8 hours of volunteer service per school quarter. Parents are NOT required to fill out Affidavits of Good Moral Character according to the Florida Statutes of Childcare section 402.303 number 3. Their hours are tracked in order to verify that they have met their commitment to SCD.

## Community Volunteers

- Are persons who are interested in helping the school by choice - there is no requirement.
- Are not required to have full background check if they volunteer less than 10 hours a month, or if they volunteer when children are not present.
- Are required to have FDLE live screen background check on file if they volunteer more than 10 hours a month while children are present.

**All community volunteers must complete an application, an Affidavit of Good Moral Character, and a Volunteer Affidavit, and they must attend orientation,**

## Student Volunteers

Student volunteers follow the same guidelines as Community Volunteers, except they are not required to have the FDLE background check.

- May be Bright Futures high school students or enrolled in a College or University.
- Required to do more than 12 hours during their semester.
- Will state that they need community service, community involvement, or class participation hours.
- Are available to help with diverse tasks. They not limited to child interaction tasks.

## Interns/Professionals

Internships are organized through the College or University that the intern attends. Internships usually require the student to serve 180 hours or more. Interns and professionals serving at SCD are supervised by the Director of Operations or Program Coordinator.

- Interns must complete a Volunteer Application, an Affidavit of Good Moral Character, and a Volunteer Affidavit, and they must attend orientation (Orientation may be done by supervisor.)
- Are not required to have FDLE background check.
- The Program Coordinator supervises education program interns, therapy students, and teaching professionals who are required to spend time in a diverse classroom or work specifically with children with disabilities.
- Public Administration & Nonprofit interns are under direct supervision of the Director of Operations.

## Classroom Volunteer Job Description

All volunteers must be 16 years of age or older. They must be able to take directions independently from the teacher or staff member in order to work with children. Classroom volunteers should have a good rapport with preschool age children with and without disabilities. They must be willing to help in whatever way that the teacher requests.

Volunteers must dress appropriately. Appropriate dress is defined as:

- Closed toe shoes
- Clothes that are free of any offensive language or images
- Clothing that covers your body appropriately for a child friendly atmosphere
- No dangling jewelry - it can pose a risk and is not to worn when working with the children,

The use of cell phones, personal music players, or cameras are not allowed while volunteering.

**Volunteers must safeguard the private information of the children, and their families. Information about a child's condition, care, treatment, or personal affairs is confidential and may not be discussed.**

## Qualifications:

- Enthusiastic
- Able to interact with children with and without disabilities
- Able to model good social skills and manners
- A good command over the English language
- Able to physically interact with children on the floor and on the playground
- Able to follow directions

## Volunteer responsibilities can include:

- Assist in hand washing
- Provide support to children during selected activities
- Assist in preparation and serving of snacks
- Assist children in getting ready for quiet time
- Monitor children during inside and outside playtime
- Prepare teaching aids for class
- Assist with cleaning and organizing room and equipment
- Provide one-on-one attention to a child with special needs

***Volunteers must follow all instructions given by lead teacher or supervisor.***

***Please remember, volunteers cannot be left alone with children. All bathroom activities will be handled by a staff member.***

## Front Desk Volunteer Job Description

### Responsibilities

- Assist Director of First Impressions to perform administrative functions
- Follow all instructions given by Director of First Impressions

### Duties may include but are not limited to the following:

- Answer phones, transfer calls, and take messages
- Make copies, replenish forms kept in files
- Take items to the classrooms
- Help carry in and stock office and snack supplies
- Prepare registration packages
- Assist volunteers to track service times
- Assist staff to maintain safety during drills and emergencies
- Must maintain and protect confidentiality of students, families, staff and SCD
- Qualifications
- Must be 18 years of age

- Must be able and willing to follow explicit instructions of Director of First Impressions
- Dress professionally
- Able to clearly communicate verbally
- Legible handwriting
- Able to move about building, playgrounds, and classrooms to relay messages and other items as needed
- Pleasant demeanor with children, families, volunteers, and staff
- Able to work quietly and maintain a welcoming atmosphere
- May be asked to perform administrative duties for other staff members.

Front Desk volunteers are under the direct supervision of the Director of First Impressions, and must maintain and protect confidentiality of students, families, staff and SCD.

Punctuality is a priority for this volunteer position. Please notify the Director of First Impressions as soon as possible in the event of a delay or absence at 321-729-6858 ext 201.



FOR OFFICE USE ONLY	
<input type="checkbox"/>	Orientation
<input type="checkbox"/>	Background Check
<input type="checkbox"/>	Student Hours
<input type="checkbox"/>	Pending
<input type="checkbox"/>	Completed
<input type="checkbox"/>	Referred to
<input type="checkbox"/>	Assigned to

## Volunteer Application

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Other Language(s) than English (if any): \_\_\_\_\_

Address: \_\_\_\_\_  
Street City State Zip

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Email(s): \_\_\_\_\_

### Background

Education: \_\_\_\_\_

Occupation: \_\_\_\_\_

Please list any employers that you have had in the last 2 years:

Employer	Supervisor	Phone number	Address	Dates
			Street:	from
			City/State/Zip:	to
			Street:	from
			City/State/Zip:	to
			Street:	from
			City/State/Zip:	to
			Street:	from
			City/State/Zip:	to

## **General Information:**

Previous Volunteer Experience:

How did you hear about SCD?

Why do you want to volunteer here?

What do you hope to gain from your volunteer experience?

Please use the remaining space to give us more of an idea of who you are and anything else you feel might be important for us to know about you.



## Volunteer Interests and Skills Worksheet

<b>NAME:</b>			
Skills/Experience	A little	Moderate	Quite a bit
<b>Classroom</b>			
15-18 months			
2-3 years old			
4-5 years old			
6-12 years old			
<b>Teaching</b>			
Typical Students			
Special Needs Students			
<b>Public Speaking</b>			
<b>Writing</b>			
<b>Computer Skills</b>			
General			
Computer Set-up			
Graphic Design			
Data Input			
<b>Office Skills</b>			
General			
Copy/Fax machines			
Bookkeeping/Accounting			
Accounting Software			
Word			
Office			
Power Point			
Publisher			
<b>Fundraising</b>			
<b>Grants</b>			
Research			
Writing			
<b>Other Research</b>			
<b>Landscaping</b>			
<b>Carpentry</b>			
<b>Other</b>			

## Confidentiality & Policy Agreement

In the course of performing their duties, volunteers may be privy to confidential information. Volunteers must safeguard the private information of the School, its students and staff members. Information about a student's condition, care, treatment, personal affairs, or records is confidential and may not be discussed without the written consent of the family. Carelessness or thoughtlessness leading to the release of student information may involve the offender and the School office in legal proceedings. By signing this handbook, SCD Volunteers agree to abide by this confidentiality policy.

\_\_\_\_\_ **I agree to protect the confidentiality of Space Coast Discovery, its Students, Clients, Volunteers, and Employees.**

## Local Criminal Background Check

\_\_\_\_\_ **I understand that a local criminal background must be completed and passed before being accepted as a volunteer and that said information will be kept confidential.**

## Handbook Acknowledgement

\_\_\_\_\_ **I have read and understand the Space Coast Discovery Volunteer Handbook and I agree to abide by the policies and procedures outlined in this handbook.**

\_\_\_\_\_ **I recognize that nothing in this document is intended to create a contract or other legal rights in favor of me.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Parent/Guardian (if under 18)

\_\_\_\_\_  
Date

Please email this form to [info@spacecoastdiscovery.org](mailto:info@spacecoastdiscovery.org)

**OR**

It can be mailed or brought to:  
Space Coast Discovery  
3790 Dairy Road  
Melbourne, FL 32934

**OR**

It can be faxed to 321-729-0937