**KIDS COUNTRY CLUB**

**-Children’s Program Volunteer Expectations-**

**Program Overview**

This volunteer position is to engage the children according to their ability in play and leisure activities. This could include crafts, reading stories, singing, sensory stimulation and games. This could also include outside activities such as going for walks or other outings with children and staff or supervising and assisting with outdoor activities on KCC property.

Depending on the children in the home at the time, this position could also involve light housekeeping duties such as toy cleaning, organizing/maintaining the kitchen, organizing closets, sweeping etc.

Task assignment will be negotiated with the volunteer and the staff on duty. If the volunteer has concerns or requires clarification about the scope/limitation of the volunteer role, they must seek clarification from the Clinical Manager (CM) or Volunteer Coordinator (VC).

This position **DOES NOT** include direct client care (personal care, lifting, feeding, transferring, transporting, giving medication or assisting with any medical treatments). The volunteer must be supervised by staff while interacting with the children at all times. If the volunteer has any questions about whether or not a task is considered “personal care”, please ask the staff on duty first (e.g. braiding hair).

**General Expectations:**

Code of Conduct

1. Dress Code: Volunteers are expected to wear clothing that is neat, clean, comfortable, washable and appropriate for interacting with children. Closed toe shoes must be worn at all times while on duty.

2. No volunteer shall report to work while under the influence of or suffering from the effect of alcoholic beverages, drugs or other intoxicants.

3. Volunteers will maintain confidentiality of all information pertaining to the children and families using the services of this home as well as any employees or records of Parents of Technologically Dependent Children of Ontario (PTDC).

4. Volunteers are not to misuse, remove or attempt to remove, conceal or otherwise dispose of PTDC property.

5. Volunteers are to report unusual occurrences or emergencies to floor staff immediately.

6. Volunteers are not to falsify any agency records, or abuse/deface agency property, nor make false or malicious statements concerning the organization, the clients and employees.

7. Any absence from a scheduled volunteer shift should be reported to the Administrative Assistant and/or Clinical Educator ASAP.

8. KCC is a NO SMOKING FACILITY. Smoking is permitted beyond thirty (30) feet from the outside exits, providing there are no children near or present. All clothing worn while interacting with the children must not have any odour of smoke.

9. Food purchased from the budget is for the children. Volunteers can use the kitchen facilities for the preparation of their own meals.

10. Volunteers are to follow the child abuse guidelines for reporting any suspected child abuse. See attached handout for reference.

Access to House

When you arrive at the house for your shift, please knock and introduce yourself to the staff. Please sign the Volunteer Log Book upon starting and ending your shift.

**Child Socialization and Activities**

Activities:

One of the main goals at KCC is that the children have FUN!!!!! Each child will have a form in the activity book listing activities that are appropriate for them to participate in. The volunteer can work with the staff on duty to set up and participate in these activities. All new ideas are welcome. If you have any suggested activities that you feel would be safe and appropriate for a child, please pass it on to staff.

Outings:

Outings will be planned by the staff based on child preference and ability. A volunteer must not leave the premises with a child unsupervised by a staff member. Whenever you are on an outing with the children, you are representing KCC. Please make sure that your attitude and actions are professional and appropriate at all times. Volunteers must not transport children in their personal vehicles at any time.

**Light Household Cleaning**

Sweeping of floors, tidying of craft/activities, tidying of kitchen and countertops and the restocking of supplies can be performed by volunteers as needed. Toys and commonly used entertainment items are to be cleaned with a bleach and water solution. Staff will direct the volunteers with these activities as needed.

**Visitors**

Visitors:

Volunteers are not to have visitors come to KCC unless in the case of an emergency or with prior permission from the Clinical Educator.

All persons that are not scheduled staff/volunteers or scheduled clients are considered visitors and have to be logged in the Visitor Log found by the front door. This is so there is an accurate count of all persons in the home at all times in case of an emergency.

All visitors are to show identification prior to being admitted into the home.

It is not the expectation that volunteers will answer the KCC phones.

Personal Belongings

You may leave your coat and backpack/purse in the upstairs hall closet. If you wish to lock your items in the lockers, you must provide your own lock. You must remove the lock and your items at the end of your shift. Please keep in mind that space is limited and priority will be given to staff working 12 hour shifts. Please bring indoor footwear for use in the home.

If you have your own food or pre-made lunch you may keep it in the kitchen fridge.

Cell phones, tablets, laptops are not allowed while volunteering. If you would like to use them on your break, you are welcome to do so. Receiving and/or making personal phone calls should be kept to a minimum. Taking photographs/videos of the children on personal devices is not permitted.

Staff in Charge

Volunteers are to know who the Staff in Charge is for your shift. This will be the RN or RPN that is on duty. Direction for child activities may be given by the DSW or PSW working as well.

Breaks

Volunteer breaks will be taken when the children’s needs are met and when staff on duty agrees to the appropriate time.

Workplace Conflict, Violence and Harassment

Every volunteer is expected to interact with all staff members and other volunteers in a respectful manner. If a conflict arises between two people, you are encouraged to communicate with each other in an attempt to respectfully come to a conclusion that satisfies both parties. If at any time you feel you are not able to speak directly to the other person, please ask for guidance from the Clinical Educator as soon as possible to work together on a solution.

KCC will not tolerate any form of physical, sexual, emotional, verbal or psychological abuse or any form of neglect, harassment or violence. (see P&P Workplace Violence and Harassment #3.8.3 for definitions of previous terms).

In accordance with the Human Rights Code, KCC does not tolerate or make allowances for discriminatory behaviours. Every person has a right to equal treatment with respect to employment/volunteering without discrimination because of race, ancestry, place of origin, colour, ethnic origin, age, citizenship, creed, sexual orientation, gender, marital status, family status or handicap (Human Rights Code).

If you feel you have been subject to violence or harassment while at KCC:

a) Make your objections known to the other person (in some cases, people are unaware of how their actions/behaviours impacts others). If you are uncomfortable in doing so, or if the behaviour continues, proceed to the next step.

b) Complete a Workplace Violence Harassment Reporting Form and submit it to the Clinical Educator who will start the investigation of the situation.

No volunteer need worry about retaliation if a complaint is filed that alleges a violation of any of these categories. It is your right and your responsibility to seek resolution.