

VOLUNTEER HANDBOOK



Strong Families = Strong Communities

"One hundred years from now it will not matter what kind of house you lived in, what kind of car you drove, what your bank balance was... but what will matter is that you were important in the life of a child."

-Adapted from a quote by Forest Witcraft

Welcome to Kids Incorporated of the Big Bend!

Mission

Our mission is to support and educate families and young children through quality early learning, health, and family services.

Leadership Vision

At Kids Incorporated, we strive to help all children and families reach their full potential.

History of Kids Incorporated

Kids Incorporated of the Big Bend was established in 1972 as a not-for-profit organization by the late Budd Bell. She was interested in providing quality child care options for parents of young children who were also attending college at FSU and FAMU. Today Kids Incorporated carries on Budd Bell's vision by providing direct educational services and support to pregnant women and young children.

Service Area

Kids Incorporated serves a multi-county area, including:

- Jefferson
- Leon (*Our main office is in Tallahassee*)
- Madison

Funding

Kids Incorporated receives funding from the following sources:

- Department of Health & Human Services / Office of Head Start
- United Way of the Big Bend
- USDA Food Program
- City of Tallahassee
- Early Learning Coalition of the Big Bend Region
- Corporate, Organization & Individual donations

Services Provided by Kids Incorporated

Kids Incorporated provides quality, comprehensive services to income-eligible families with children ages birth to three, as well as pregnant women. These services include:

- **Early Head Start (EHS)**
 - Early education and child care (5 centers located in Leon, Jefferson & Madison counties):

Brandon's Place at Lincoln (Leon County)

Serving the Frenchtown community of Tallahassee

438 West Brevard Street (Inside Lincoln Community Center), Tallahassee, FL 32301

(850) 414-9815

Hours: 8:00a.m. – 4:00p.m.

Volunteer Supervisor: Rayshell Foster

Budd Bell Early Learning Center (Leon County)

Serving the South City area of Tallahassee
306 Laura Lee Avenue, Tallahassee, FL 32301
(850) 219-0037

Hours: 8:00a.m. -4:00p.m.
Volunteer Supervisor: Donna Hines

Parkway Early Head Start Center (Leon County)

1410 East Indian Head Drive, Tallahassee, FL 32301
(850) 487-9124

Hours: 8:00a.m. -4:00p.m.
Volunteer Supervisor: Angela Lewis

Bright Days (Madison County)

250 North West Haynes Street, Madison, FL 32340
(850) 973-4243

Hours: 8:00a.m. -4:00p.m.
Volunteer Supervisor: Wendi Blanton

Jefferson County Early Head Start (Jefferson County)

395 East Washington Street, Monticello, FL 32344
(850) 997-4736

Hours: 8:00a.m. -4:00p.m.
Volunteer Supervisor: Robin Forbes

All Early Head Start Centers have:

- 1-4 ratio in classrooms; maximum 8 children, 2 teachers per classroom
- All teachers have Child Development Associate (CDA) credentials
- Individualized curriculum
- Natural Playscapes – outdoor classrooms

For more information about the services offered at Early Head Start please visit
www.kidsincorporated.org.





Volunteer Descriptions

Kids Incorporated offers volunteers unique opportunities to give their time and enhance the many services provided by the agency. Volunteers make a significant difference in the lives of children and families the agency serves.

We understand that everyone has various amounts of time available to volunteer, so no matter how much time you have to give, Kids Incorporated has an opportunity for you to get involved!

Explorer: May only volunteer once

Short-term: Semester commitment

Practicum Students: Semester long commitment to meet class requirements

Long-term: More than a semester commitment

Interns: One to two semesters, for credit or not for credit, minimum of 18 hours/week

Potential Student Projects: To be taken on by Service learning students or student organizations, including Registered Student Organizations

School Readiness Volunteers

(Project: School Readiness, Position: School Readiness)

This opportunity is perfect for those looking for *short-term, practicum, or long-term* volunteer time commitments. If you enjoy working directly with children, consider volunteering in one of our early head start centers. We are always seeking caring, energetic, and reliable people to take on the following positions:

Programmatic Teacher Assistants: *“Work with teachers to help children reach their full potential”*

- Communicate directly with lead teachers to help assist with the daily activities of the classroom
- Help set up and put away games and activities (toys, blocks, puzzles, painting etc.).
- Participate in games and activities by playing with children, talking to them, showing them how to properly use supplies, and teaching them how to play games.
- Reinforce proper hygiene by helping children wash their hands and use tissues or paper towels properly, reminding them to cover their mouths when coughing, and to keep things out of their mouth.
- Reinforce proper behavior by teaching them to share and play nicely or redirecting their focus if there is an argument.
- Comfort children when they are upset or crying by hugging, holding or rocking them.

School Readiness Reading Assistant: *“Promote an active mind”*

- Read to children using an interactive approach by pointing at pictures, asking questions, using and explaining new vocabulary.
- Use positive reinforcement to promote literacy and get children excited about reading.
- Read with a clear voice and tone, enunciate, and repeat vocabulary with children.

Foster Grandparents: *“Making a difference for the next generation.”*

(Project: Foster Grandparent, Position: FGP)

The Foster Grandparent Program (FGP) offers volunteer opportunities to limited-income persons age 55 and older. Foster Grandparents provide one-on-one assistance to children with special and exceptional needs.

Office Volunteers: *“Helping make every day a success.”*

(Project: Office Assistant, Position: Office Assistant)

This opportunity is perfect for those looking for *short-term, or long-term* volunteer time commitments. If you have a passion for organization, writing, and working independently, consider volunteering at a Kids Incorporated office. We are always looking for:

Front Desk Volunteers: *“Welcome our visitors”*

- Greet visitors politely and direct them to the indicated person based on their inquiries or needs.
- Answer telephone calls, transfer calls, and take detailed messages.

Office Volunteers: *“Make every day possible”*

- Make copies, scan or file paperwork according to given directions.
- Accomplish the task at hand in a timely manner and ask for clarifications if needed.
- Running errands.

Internships: *“Training strong leaders through meaningful work force experience.”*

This opportunity is perfect for those looking for *short-term or long-term internship* volunteer time commitments. If you are looking to gain leadership experience and have a rewarding way to spend your semester, consider obtaining an internship with Kids Incorporated. We routinely take on interns in the following areas:

Marketing Internships:

- Refine customer service and office skills
- Work independently and have the ability to take direction
- Assist the Community Affairs and Public Relation departments
- Create and update publications and promotional items
- Generate new ideas for brochures and electronic newsletters
- Navigate and keep social media sites and website up-to-date
- Promote outreach events

Finance & Operations Internships:

- Federal Grant experience
- Carefully and efficiently enter data according to given instructions
- Ask for clarifications if needed
- Must stay on task and meet deadlines

Graphic Design Internships:

- Design and update logos for Kids Incorporated services and events
- Work directly with Publications Department
- Generate creative ideas and innovative designs
- Must have competencies with computer programs, typing, and websites
- Navigate and keep social media sites and website up-to-date, functional, and organized

Parent Participation Events

(Project: Parent Participation, Position: Parent Meeting)

Monthly parent meetings run by parents for parents provide an opportunity for an exchange of information. Parent interest surveys are provided at the time of enrollment in order for parents to offer feedback on training topics they would like the program to offer.

Potential Student Projects

This opportunity is perfect for big groups, organizations, Company outreach/ community service, student organizations and Registered Student Organizations. The centers will use your group to clean, organize, and complete tasks they would not have been able to complete before. This will most likely be a one-time *explorer* commitment involving a set date and time, at one of our centers.

Playscape Volunteers: *“Create a clean and safe playing environment”*

- Clean up playgrounds by sweeping sidewalks and play areas, picking up trash, and collecting misplaced toys or supplies.
- Organize toys or supplies in their proper places or give to their supervisor.
- Organize cleaning supply closets and keep them clean.
- Maintain flowerbeds and spread mulch.
- Look for potential hazards such as sharp edges, broken things etc. and notify supervisor immediately.
- Work together as a group.

Center clean-up:

- Groups will clean classrooms by wiping down children’s toys, wiping down countertops, vacuuming, moping the floors, etc.
- Clean the bathrooms that are connected to the classrooms by wiping down countertops, vacuuming, moping the floors, etc.
- Sweeping, moping common areas
- Cleaning the kitchen
- Organizing the library
- Organizing storage closets
- Miscellaneous tasks the center may have you complete as a group

Outreach Volunteers: “Lead community events and inspire involvement”

This opportunity is perfect for those looking for *explorer* volunteer time commitments. Kids Incorporated takes part in several annual fundraisers and events which help raise awareness for our organization, and promote enrichment in the lives of children and families. We rely on volunteers to help with the following events:

Holiday Happiness Volunteers:

- Assist with planning and organization of this event from October-December
- Monetary and in-kind donations
- Assist with shopping for holiday gifts for adopted families
- Assist with processing gifts during drop-off days



Kidsfest Volunteers:

- Assist with planning and organization of this event which occurs on the first Saturday in May each year
- Pay close attention to the safety of each child on the equipment, with the materials and with other children
- Assist with set-up, parking, and clean-up
- Provide hands-on kids’ activities advocating for Kids Incorporated services



Special Projects:

This opportunity is perfect for those looking for *student projects* volunteer time commitments. As a potential project you may decide to hold one of the following donation events:

Diaper Drive

Donation Drive for our Early Head Start Programs



If you are interested in volunteering with Kids Incorporated, please fill out the volunteer application and corresponding documents located at www.kidsincorporated.org/volunteer.

You may also contact our Volunteer Specialist, Alyssa Duany for more information.

Alyssa Duany
Volunteer Specialist
Kids Incorporated of the Big Bend
2326 Centerville Rd., Tallahassee, FL 32308
(850) 414-9800 ext. 112
www.kidsincorporated.org

Acceptance, Classification & Assignments

Age Requirements and Volunteer Classifications:

- Volunteers must be at least 12 years of age.

Acceptance Requirements:

Before you are accepted into the Kids Incorporated Volunteer Program and given an assignment, you must complete:

- Complete a Volunteer Packet
 - Volunteer Application
 - Affidavit of Good Moral Character
 - Child Abuse Acknowledgement Form
 - Standard of Conduct Form
 - Volunteer Handbook Acknowledgement Form
- Attend a Volunteer Orientation

In addition to the general guidelines for acceptance that apply to all volunteers, there are some special guidelines for volunteers under the age of 16:

- a parent or legal guardian must agree to assume responsibility for the volunteer's transportation to and from the volunteer activity.

Assignments:

- All volunteers will be recruited and assigned in accord with Kids Incorporated's equal opportunity, affirmative action, and labor relations policies without regard to sex, race, religion, national origin, age, physical disability or marital status.
- Volunteer assignments will be made in accord with volunteer's interests, abilities, and the needs of Kids Incorporated, which will be the ultimate determining factor.
- No assignments will be made except upon the request and agreement of the early learning program director or Kids Incorporated staff to which the volunteer is assigned. Upon acceptance into the volunteer program, you must agree to accept and abide by the policies of Kids Incorporated.
- Volunteers are not permitted to work in areas other than those to which they are assigned except with the permission of the supervising staff member. If you wish to change your schedule or to add additional hours, please inform your supervisor to which you were assigned.
- Volunteers in EHS centers' classrooms are not to be left alone at any time with the children; a staff member must be present at all times. If a teacher attempts to leave a volunteer unsupervised in a classroom with children, the volunteer will remind the teacher it is Kids Incorporated policy that volunteers never be left to supervise a child or children alone. The volunteer will contact Kids Incorporated's Volunteer Specialist at the earliest possible time.
- Volunteers are not permitted to change diapers; only teachers may do so.

- If a volunteer finds their assignment does not suit their interests, etc. they should contact the Volunteer Specialist and discuss the situation, as another volunteer placement within Kids Incorporated may be available. (For example, some volunteers find they are better working with older children, while others prefer to work with babies. Some find they are better working with adults than with children.) Because of the wide variety of volunteer opportunities with Kids Incorporated, a different placement is often available.
- If in the opinion of the Kids Incorporated Volunteer Specialist/Early Learning Program Director and/or the supervisor of the department to which a volunteer is assigned, a volunteer displays conduct that is not in the best interest of Kids Incorporated and the children, the volunteer may be counseled and asked to leave.

Attendance

Volunteering requires a firm commitment. Please do not accept an assignment unless you have given serious thought to the demands it may place on you. The exception to this rule is a one-time project.

- Volunteers are expected to be prompt for their assignments and to sign in and out for each visit.
- When you arrive for your assignment, sign in on Volunteer Sign In/Out Sheet; **you must include your written signature.**
- Please wear your volunteer name tag at all times
- Report to your supervisor when you arrive and when you leave.
- At the end of your assignment, be sure to sign out on Volunteer Sign In/Out Sheet.
- Monthly and cumulative totals of hours of volunteer service will be calculated by the supervisor. The Volunteer Coordinator will assign the \$ value of the placement.

Hours for Volunteering

As a general rule, volunteers are assigned to work at a regularly scheduled time each week, between the hours of 8:00 a.m. and 4 p.m. in an Early Head Start Center or between the hours of 9:00 a.m. and 5:00 p.m. at the Kids Incorporated main office. For information on scheduling your hours at Early Head Start Centers please see Appendix A included at the end of this handbook.

Volunteers may assist in the centers on evenings (babysitting for parent meetings, etc.) or on weekends (playground improvements and maintenance, etc. as well as cleaning and painting classrooms.)

The exception is the same for volunteers who will be doing service through various Community Outreach or Resource Development projects.

Logging Volunteer Hours

It is extremely important to document the hours you volunteer with Kids Incorporated. A volunteer sign-in sheet is made available at all early head start centers, offices, and events to help both you and Kids Incorporated keep track of the hours you have donated with us. We keep track of all volunteer hours not only for federal documentation, but also for your records in case you need hours to report for school, scholarships, or future references.

Absences

Do **not** report for duty if you are sick or otherwise unable to carry out your assignment. If you must be absent for a day, call your supervisor as soon as possible.

Leaves of Absence

Leaves of absence may be granted to volunteers by your supervisor. If you intend to be absent for two weeks or more, please contact your supervisor and request a leave of absence. If you go on a leave of absence, please contact the Volunteer Specialist and let them know before you leave and before you return to discuss your schedule and assignment.

Excessive Absences

- Volunteers who do not report to their scheduled assignment will be considered to have resigned from the volunteer program, unless they have been granted a leave of absence.
- When a volunteer is absent for two weeks, his or her individual time sheet is removed from the sign-in book and kept in the inactive file.
- Volunteers who have been placed on inactive status should not report to their assignments until they have been reactivated by the Volunteer Specialist.

We cannot guarantee that a volunteer will be reassigned to the same time center /department after having been placed on inactive status.

Leaving Volunteer Service

When the time comes for you to leave volunteer service, please notify the Volunteer Specialist as soon as possible. If you would like a letter of reference or other verification of your volunteer service, we will be happy to supply one for you.

Dress Code

Early Head Start Center Volunteers

Volunteers shall dress in a manner which is functional and appropriate for an early learning program. Volunteers are expected to engage in on-going interaction with the children. Their clothing and footwear should reflect an ability to do so.

- Casual, non-revealing clothing will be worn.
 - No short-shorts, low cut neck lines, miniskirts/dresses, tube tops, low rise pants, leggings, etc.
- Shoes should insure safety for the volunteer.
 - Toes should be enclosed. If the shoe does not have an enclosed heel area, it must at least have a strap that can be used to tightly secure the shoe around the heel area.

- Flip-flops and sling back shoes/sandals are prohibited.
- Clothing bearing profane/explicit messages and images or messages and images that promote the use of drugs are inappropriate in an early childhood education and care environment.
- Clothing and/or footwear that prevent a volunteer from running, jumping, crawling, and climbing impede the ability to effectively interact with the children in care, and are therefore inappropriate.
- Dangling earrings pose a problem for volunteers working with infants and toddlers who may grab the earring and pull it, hurting a volunteer's ear. Please remove any dangling earrings while in the classrooms or while working with infants and toddlers.
- Every volunteer will need to wear a nametag (provided) during their shift. The nametag should be worn at all times while the volunteer is on duty.

Volunteers shall be prepared to subject their choice of clothing to possible contact with paints, glue, food, bleach-water and other potentially damaging substances common to the early childhood education and care environment. The agency accepts no liability for damage to clothing

Kids Incorporated Office & Satellite Office Volunteers

Volunteers are expected to exhibit a neat, well-groomed appearance. Volunteers are prohibited from wearing short shorts, short dresses, mini-skirts, leggings, tank tops and any clothing with pictures, logos, emblems, or writings that depicts illegal activities, violence, profanity, nudity, political or sexual connotations. Shoes should insure safety for the volunteer.

Relationship with Kids Incorporated Staff

Each volunteer is a member of the Volunteer Program and works under the general supervision of the Volunteer Supervisor and staff.

When you receive your assignment, you will work under the direct supervision of the supervisor to which you are assigned. Your supervisor will be responsible for:

- orienting you to the facility
- assigning your duties
- pointing out any special restrictions or precautions
- providing on-site supervision.

Please report to your supervisor each time you arrive at the department or leave for the day. Call your supervisor if you are unable to report for the day.

Volunteers must accept supervision gracefully and follow all instructions exactly as they are given. Ask questions if you have any doubts or reservations concerning your supervisor's instructions. Volunteers do not replace paid staff. Each volunteer assignment is designed to supplement and enhance staff functions in order to make services provided by the agency more effective.

Working with Children

- Communicate verbally with the children throughout each day.
- Model positive behaviors.
- Use pleasant voice tones when talking to the children or to each other in the presence of the children.
- Address children by their names throughout the day.
- Make sure toys and learning materials are accessible to the children.
- Read, sing and interact with the children during their various activities throughout each day.
- Redirect children from undesirable behaviors.
- Comfort/soothe the children as needed. Touch and hold them as is appropriate, during the course of the interaction (pats, hugs, holding, praising, etc.).
- Encourage children to communicate (if they are able to do so) as a means of helping language development.

To protect yourself, Kids Incorporated, and the children, you must monitor your activity at all times, and remain alert and focused.

As a volunteer of Kids Incorporated, you must...

- Place infants in cribs only when asleep or when falling asleep. (All infants must be placed on their backs to sleep.)
- Never give children bottles in their cribs or on their cots.
- Do not prop bottles. If a child is unable to sit upright and hold her/his bottle, volunteer will hold and assist child with nursing from the bottle.
- Do not change diapers. Center staff members are responsible for diapering of the children.
- Do not give medications of any kind to a child

Working Outreach Activities

- Model appropriate and positive behaviors at all times
- Represent yourself in a respectable demeanor; you are the image of Kids Incorporated!
- Play with a purpose: Have fun when working directly with children, but remember that you are representing Kids Incorporated at all times

Working in the Main Office

- Model positive behaviors and Kids Incorporated vision at all times, including communication with office employees
- Wear business casual attire that is appropriate for the work environment
- Treat all clients and guests to Kids Incorporated with respect



Guidelines for Volunteers

Risk Management/Safety

The safety of volunteers is very important to Kids Incorporated.

- If you have an accident of any kind while performing your volunteer duties, notify your supervisor and the Volunteer Specialist immediately.
- Notify your supervisor and the Volunteer Specialist at once if you witness an accident or unusual incident or if you observe any safety or health hazard.

Smoking

Smoking is prohibited in and around any entrances into the facility.

Use of Telephones

Center-based volunteers should be aware that personal cell phones are not permitted to be used in the Early Head Start classrooms, centers, or in the presence of children. Each center's telephone is a business phone.

Confidentiality

Volunteers are responsible for maintaining the confidentiality of all the appropriate or privileged information to which they are exposed to while serving as volunteers, whether this information involves a child and his/her family, a staff member, another volunteer or involves overall agency business. Failure to maintain confidentiality could result in the termination of the volunteer from the agency.

Discipline Policy

Children will be disciplined in a constructive manner. Positive techniques will be employed by Kids Incorporated center staff and volunteers to guide children's behavior. These include:

- redirection
- positive reinforcement of child's effort
- anticipation of and elimination of potential problems
- encouragement rather than competition, comparison or criticism
- encouraging children to identify and verbalize feelings
- children shall not be subjected to discipline which is severe, humiliating or frightening
- discipline shall not be associated with food, rest or toileting.

Spanking or any form of physical punishment is prohibited!

Suspected Abuse by Volunteers

- Any volunteer suspected of abuse and/or who fail to report suspected abuse or neglect will be placed on immediate leave pending an internal Kids Incorporated investigation of the alleged abuse or failure to report the abuse.
- The volunteer will immediately be terminated if the internal investigation finds negligence or inappropriate actions have been practiced by the volunteer.
- The findings of the Kids Incorporated internal investigation will stand regardless of the findings of any parallel investigation by any other entity.
- Evidence of any violation to this prohibition will be reported as child abuse to Florida's Department of Children and Families.

Reporting Policy and Adult-Child Interaction Violations

When reporting policy violations and inappropriate interaction with children by paid staff, substitutes, volunteers and Foster Grandparents, program staff and volunteers will follow these procedures:

- Any individual who should witness a violation committed by a Site Director shall report said violation to the Human Resources Coordinator and the Volunteer Specialist immediately; the verbal report should be followed by a written report within the same work day.
- Any individual who should witness a violation committed by Teaching Staff, Cooks, Janitors, Foster Grandparents or any other Volunteer shall report said violation to the Site Director immediately verbally and in writing.
- All Child Care Personnel, including Substitutes, Foster Grandparents and all other Volunteers, are required to report suspected acts of Child Abuse and/or Neglect by calling 1-800-96-ABUSE. You may ask the Site Director to assist you with making the call. In any event, you should make the Site Director aware that the call has been placed. The director shall assure anonymity, pending a DCF investigation.

This policy should not be interpreted as staff being asked to spy on each other. It is, however, a mandate to insure the safety of the children entrusted to our care. It is the goal of Kids Incorporated to provide each child with a safe learning environment and to make sure that each child experiences the highest possible level of quality daily.

Child Abuse Reporting Procedure

Florida Law **mandates** physicians, school teachers, social workers, early education & care personnel, practitioners, mental health personnel, law enforcement personnel, etc., who know, or have reasonable cause to suspect that a child abused or neglected, shall report such knowledge to the Abuse Registry. Any person or agency reporting a case of child abuse in good faith cannot be prosecuted. However, knowingly and willfully failing to report abuse can result in conviction of a misdemeanor and termination of employment. A misdemeanor is a crime that is punishable with a maximum jail sentence or imprisonment of a year.

If you suspect child abuse or neglect is occurring in your center, or elsewhere, follow the following procedure:

- 1) The caretaker who suspects abuse or neglect may discuss the circumstances surrounding the abuse and child confidentially with the center director or person in charge, and/or you may consult with the Vice President of Operations at Kids Incorporated.
- 2) The caretaker who witnessed the circumstances shall contact the Abuse Registry to report the suspected abuse and/ or neglect. The three ways to report abuse are as follows:
 - **Direct Call1-800-96ABUSE (962-2873)**
 - You may speak directly to a hotline counselor to discuss the situation about which you are concerned.

- **Fax.....1-800-914-0004 (Faxing provides written documentation)**
 - You may fax your own written summary, police or sheriff report, medical report. You may also use the fax form included in this packet. You may request confirmation that your fax was received. The fax messages are processed every fifteen minutes and you should receive confirmation within an hour if you requested it.
- **Voice Mail.....1-800-770-0953**
 - You will have five minutes to leave the reported information. Include all names, ages, address and telephone number (including the city and the area code) for subjects involved, as well as a description of the situation and any injuries that have occurred. The voice mail messages are processed by Hotline staff every fifteen minutes. If additional information is needed to assess the situation, the Hotline counselor MAY call you back, so leave your name and telephone number (including area code).

3) When the Abuse Registry is contacted, the caretaker should have the following information readily available, if possible:

- **Child's name, address, phone number, age date of birth, race and social security number**
- **Nature and extent of the child's injuries or neglected**
- **Name and identifying information of the suspected perpetrator**
- **Other background information that may further explain the cause and incident of abuse**
- **Your name**

4) The person calling the Abuse Registry shall obtain the name and ID number of the counselor receiving the report. Keeping accurate records of reports can protect you.

If it is a Kids Incorporated center the person reporting the suspected abuse/neglect will need to contact the Kids Incorporated Human Resources Coordinator and the Volunteer Coordinator.

After making the report, stay in touch with the counselor assigned to the case. Report again if the problem continues. Stay involved and keep reporting. Don't give up on the child -- you may save his or her life!

Volunteer Rights and Responsibilities

Volunteers for Kids Incorporated of the Big Bend have the right:

- to be trained, so that they can represent the agency accurately and provide helpful information to members of the public.
- to be respected by clients and/or members of the community with whom they come in contact.
- to be accepted by paid staff of the agency as partners in the work of the agency. Volunteers are to be considered as unpaid staff.

Volunteers for Kids Incorporated are responsible:

- for representing the agency in a positive manner as they interact with clients and/or members of the community.
- for accepting training from agency staff.
- for respecting fellow staff members by following instructions and working cooperatively.
- for respecting children and families, especially when in direct contact with them.
- maintaining confidentiality

Thank you for choosing Kids Incorporated for your volunteer service!

*The heart of a volunteer is not measured in size,
but by the depth of the commitment to make a difference in the lives of others.*
-- DeAnn Hollis



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