



## Volunteer Orientation

1. **Identification on campus**- All visitors and volunteers must bring a Texas DL or Texas ID with them to campus. Your ID will be scanned through our Visitor Express Check-In. On the day of the event, you will be provided with a sticker/badge to wear identifying you as non-personnel. You must then sign in on our volunteer sheet so that we may have record of your presence on campus, and you are required to complete a liability form each time they come on our campus. This process will be required each time you come to the campus. The minimum age of volunteers is 14. All volunteers between the ages of 14-18 must be accompanied by a parent or guardian at all times. There must be at least an 8:1 ratio of volunteer children per parent/guardian. Please note: There may be events where we require all volunteers be at least 18 years of age.
2. **Liability**- Everyone must sign a liability form (those will be provided the day of the event). For those volunteers under the age of 18, a parent or guardian must also sign the liability form for their child.
3. **Confidentiality and Boundaries**-
  - a. No exchanging of personal information – no last names, phone numbers, etc.
  - b. If a child begins to disclose information about their situation, gently let them know that they should talk with their staff; get the attention of staff to help you get the child's attention back on the activity if you need to.
  - c. Do not ask invasive questions—i.e. “Do you want to go home?” “How long have you been here?” “Are you ready to see your family?” “Why are you here?” These are just examples of questions that could lead to triggering behavior and traumatic memories for our kids. Please keep in mind some of our kids would gladly share this info with you, but knowing their personal information could implicate you into legal matters. Please steer clear of personal and invasive questions. All questions should be activity related.
  - d. Do not pick up any children or allow them to sit in your lap.
  - e. If a child wants to hug you, please go with a side hug whenever possible.
  - f. NEVER BE ALONE WITH THE KIDS – **NEVER EVER** – if a child needs to use the restroom please let them know that their staff needs to take them.
4. **Volunteer Role**
  - a. Behavior – Your role as the volunteer is to help carry out activities. Your role is NOT to try to mediate conflicts or give “therapy sessions.” If a child is having an outburst or behavioral issue, please let the staff handle any it. Because of the background of some of our children, behavior may be unpredictable. If you need any help with a child, please ask a staff member. Remove yourself from the situation even if you are trained in your own profession. It is the responsibility of our staff, and they know the unique circumstances of each of our children.
  - b. Dress Code – Family Friendly attire. Clothes should be neat and in good taste at all times. Proper under garments must be worn at all times. Provocative clothes (i.e. too clingy, too loose, too tight, too short, too revealing) should be avoided.
  - c. Accidents – If an accident occurs, (nose bleed, cut, scrapes), please advise staff if they are unaware, and let them care for the child. St. PJ's is trained in CPR/First Aid and will handle any incidents.
  - d. Smoking and vaping are not permitted on St. PJ's property.

## 5. Identifying a child

- a. If you recognize a child, please keep it confidential that they are here. Do not approach them; let them approach you – they may not want to be recognized.
- b. You might be told that you look like a relative or someone the child knows, please try and redirect the child's attention back to activity.
- c. DO NOT TAKE PICTURES – We understand that as a company/organization it is important to publicize community service events to show philanthropy, but under no circumstances do we allow volunteers to take pictures of our kids as a "memory." We may have staff take pictures and we may send any appropriate pictures to your group representative once the pictures have been through our internal approval process. If we see anyone taking pictures that has not spoken with one of us, we will ask you to show us all the pictures you have taken, and ask you to delete them.

## 6. NO CELL PHONES

- a. We respectfully request that you do not have your cell phones out while on campus. Please leave all cell phones in your vehicles or in your purse.
- b. Some of our children may look for an opportunity to call a friend/relative that they are not authorized to speak to. Phone calls like these could trigger outbursts or negative behavior, could and even put our children in danger. Do not allow children to use any phone.
- c. DO NOT TAKE PICTURES ON YOUR PHONE – or any other type of camera.

## 7. Safety

- a. *If you happen to see any inappropriate interaction between staff and children please let us know immediately!*
- b. St. PJ's is not responsible for the belongings of volunteers and visitors. Please take care of your belongings while you are on campus. You may want to leave your valuables at home or in your vehicle.

We do have a volunteer policy, and all recurring volunteers will be required to read a copy of the volunteer policy and sign an acknowledgement form. Annual Event volunteers and visitors are not required to go through our additional paperwork process (other than our Visitor Express process, liability forms, and sign-in sheets)

If you would like to return to St. PJ's for another activity/event within a year of your first visit, or to become a regular volunteer, you must go through our volunteer application process, which includes a criminal background check and verification of a TB skin test.

If you would like more information on how to become more involved or make additional contributions of your time, talent, and/or treasure to St. PJ's, or if you have any other questions, please contact me at:

[bherrera1@stpjhome.org](mailto:bherrera1@stpjhome.org) or (210) 531-8592 direct or (210) 838-2634 cell

Thank You,

*Belinda Herrera*

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