



Tomorrow begins today.

Handbook for Volunteers, Mentors & Teen Leaders

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Thank you so much for committing your time to the education, health, happiness and well-being of our children, youth and families. You make a real difference in the lives of our children and the future of this community!

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Welcome to the Fuller Center....

ABOUT THE FULLER CENTER

The Fuller Center is a high quality, private, registered 501(c) (3) non-profit early education and childcare center. The Fuller Center provides quality childcare, early education, family support programs, medical screenings and the only Head Start preschool in Boca Raton.

The Fuller Center has been a community cornerstone for over 50 years, providing under resourced children the same educational opportunities as their more affluent peers. Our goal is to support hardworking families and their children to achieve their full potential. We believe all children should have the chance to experience success in school, in work, and in life, regardless of their parents' income or zip code.

For children 6 weeks to 5 years old, we offer a holistic early education program, setting the foundation for school success and lifelong learning. For school-age youth, we offer after-school, summer camp, and out-of-school programs to develop skills in social interaction, literacy, science, technology, math, and the arts, and providing tutoring, mentoring, and enrichment activities.

The Fuller Academy, a brand-new private school accepting step-up scholarships and parent tuition, will provide the highest quality academic, physical, social, and emotional opportunities for K-3rd graders this 2021-22 school year. We have incorporated a teen program providing youth the opportunities to build skills in leadership, communication, project development, work skills readiness and community service. All children are provided with preventative health and developmental screenings and interventions as well as daily meals and snack.

At the Fuller Center, we believe that healthy, educated children and empowered families create a strong, supportive community. The Fuller Center offers a unique, comprehensive system of family support to ensure that parents and caregivers are empowered to provide for their families and make a positive economic impact in our community. We know that when it comes to turning the tide of generational, economic inequity and making a positive impact, tomorrow begins today!

Accreditation

The Fuller Center is fully accredited by the National Association for the Education of Young Children (NAEYC), is a Gold Seal childcare center, and carries a four-star rating from the Palm Beach County Quality Improvement Rating System. We also have a four star rating for the 4th year in a row from Charity Navigator.

Support and Funding is provided in part by:

- Head Start/Early Head Start
- Voluntary Pre-K
- U. S. Department of Agriculture Food Program
- City of Boca Raton
- United Way of Palm Beach County
- Palm Beach County Youth Services
- Individual Contributions
- Corporate Contributions
- Private and Corporate Grants
- Parent Fees

Who We Serve

Although the Boca Raton area is perceived as wealthy, 98% of our children come from families living at or below the Federal Poverty Level. Priority placement is given to children whose parents are economically disadvantaged. Parents must be working, attending school or in job training and must meet the income requirements for subsidized child care. A sliding fee scale is established for subsidized child care and these low fees are supplemented by the Fuller Center. Parents with children in the Head Start/Early Head Start programs are not required to pay for their child's care.

Our Teachers

Our Teachers work very hard every day caring for and teaching the next generation of this community. They do not get summer vacations or many of the federal holidays that public schools teachers do. They care immensely for the children, have the training and experience and are familiar with the parents and families. They appreciate your time and commitment in working with our children and ensuring that they grow healthy physically, cognitively and emotionally.

OUR HISTORY

1968: Two Vista women were sent to Boca Raton to help the families of migrant workers in the area. In cooperation with the newly formed South County Neighborhood Center, an attempt was made to provide a kindergarten experience to the Hispanic and Anglo children of the workers. Volunteers walked the children to the Unitarian Church on Palmetto Park Road.

1969: It was quickly apparent that more was needed. Dorothy Fleegler formed a committee to provide a program for all the children of working-class families in the city and reserve areas. Prominent Boca Raton philanthropists James and Florence Fuller donated \$150,000 toward this goal. This was just the beginning of their continued support of the Center over the years. As the building was constructed, 23 children attended classes of the Florence Fuller Child Development Center in the First Presbyterian Church.

1970 - 1971: On ground leased from the city at \$1.00 per year, the new Center was officially opened for children ages 1 through 5 years. The Center was incorporated as a 501(c)(3) non-profit.

1974: The infant nursery was dedicated by Governor Reubin Askew. Also in 1974, a latch-key program for after-school children and a 10-week summer camp for children ages 6 to 10 years were established.

1976 - 1977: The Center sponsored the first child development conference held in the area; Governor Bob Graham was the keynote speaker. The National Advisory Council on Education for Disadvantaged Children under President Gerald Ford presented an award to the Center for Outstanding Achievement.

1983: The Dr. Sam Fleegler Memorial Building was built by his friends, once again spearheaded by Florence and James Fuller. This building housed 66 additional children and a library which is entirely supported by the Doris Elmore Trust.

1989: Solon and Frances Cohen pledged \$250,000 toward the Dorothy Fleegler Annex that now provides space for our school-age program. Also in 1989, the West Center's first building, the Albert Kraftsow nursery, was completed. The David S. Stone Foundation pledged \$500,000 over a 10-year period, providing funds for the David S. Stone Preschool which opened in May of 1991.

1994: The west campus expanded with the opening of the Frances and Solon Cohen Annex which allowed for after-school and summer camp programs, completing Dorothy Fleegler's dream of two campuses serving children from low-income families.

2003: Frances Cohen donated \$250,000 to build the Roy M. Cohen Administration Building at the East Center in memory of her late son, enabling all of the administrative staff to be housed under one roof.

2005: Harold and Mary Ann Perper donated \$250,000 to build the clinic on the East Campus, providing health related services.

2013: FFCDC begins offering Family Support Services and Social Services to help working families become more self-sufficient. Preventative health screenings, nutritional and child development education, and behavioral health services are provided to help children develop healthy behaviors as they grow.

2014: FFCDC acquired the Boca Raton Children's Museum, which offers arts and science education to families in the area, fostering intellectual and creative development through hands-on learning activities, interactive displays, diverse cultural events, and unique programs.

2017 - 2018 FFCDC groundbreaking for the new Perper Learning Center, benefiting the hundreds of children enrolled at the West Campus with much needed space and expanded programming. Occupancy in summer 2018.

FULLER CENTER'S VOLUNTEER PROGRAM POLICIES

VOLUNTEER PROGRAM POLICIES

Our dedicated team of volunteers play an integral part of the centers' preschool, school-age and summer camp programs. Volunteer positions always available include: preschool assistants, baby rockers, infant room helpers, reading buddies, summer camp helpers, mentors, tutors, homework helpers, events and holiday drive volunteers, special-skills volunteers, sign language interpreters, etc.

Goals of the Volunteer Program

The main goal of the Fuller Center's volunteer program is to support the agency's mission in making a difference through education for economically challenged children and families to build a positive future in our community. We must rely on the community to assist in providing direct services to our children.

The Impact of Our Volunteer Program

1. **Volunteers** gain personal satisfaction by helping a child reach their full potential. Each volunteer also gains work experience and the fulfillment of serving their community.
2. **Children** gain a dependable and caring friend, a kind helping mentor and helping hand, and an accepting atmosphere. This helps them build their self-image and the skills necessary for success in all aspects of life.
3. The Fuller Center gains a wonderful and genuine spokesperson to the community who helps others understand our mission, our work, and the importance of our children's success. Our volunteers are our uniquely appreciated ambassadors who share the significance and impact of the services provided at the Fuller Center.
4. **Community** gains an absolutely invaluable investment in its present and future. The Fuller Center serves approximately 800 children every year, preparing them for a lifetime of learning and supporting them through their elementary school years. We empower more than 600 parents to maintain employment knowing their children are in a safe, nurturing and enriching environment.

Bill of Rights for Volunteers

1. You have a right to be treated with courtesy, respect, and professionalism.
2. You have a right to be given information about the Fuller Center's policies and programs.
3. You have a right to expect consideration of your interests, preferences, skills, and education and experience when matching you to your volunteer assignment.
4. You have a right to choose or reject any available assignment.
5. You have a right to request reassignment if you are dissatisfied.
6. You have a right to expect an on-site orientation defining when and where you will work, your duties and any necessary training.
7. You have a right to guidance and direction by the Volunteer and Mentor Manager.
8. You have a right to be heard by someone in authority if you have queries or complaints.

Volunteer Code of Ethics

1. Volunteers make a firm commitment of their time, talents and skills for a definite period of time.
2. Fuller Center volunteers are subject to a code of ethics similar to that of employees.
3. Volunteers must expect to be accountable for their behavior and the quality of their work.
4. Volunteers must respect the agency's right to dismiss any volunteer for disrespect, poor work, or inconsistent/poor attendance.
5. Volunteers will keep confidential all information they may learn directly or indirectly about a child, staff, or other volunteers. Volunteers will only seek information on a child that is important to the performance of an assigned task.
6. Volunteers will treat others with dignity and courtesy at all times.
7. Volunteers will bring to their work an attitude of open-mindedness and willingness for training and supervision. They will follow agency policies and procedures, in respect for the knowledge and experience of staff from within the organization. They will attend trainings as requested by the Volunteer & Mentor Manager.
8. Volunteers will act in a professional manner and will not discuss their personal lives, politics, or religion with the children.
9. Volunteers will communicate, interact and maintain relationships with children and their families only on campus and only during operating hours.

VOLUNTEER ROLES

- ☐ Helping with infant care, in particular to hold babies. Our staff to baby ratio is 1 to 4. It is difficult for teachers to simultaneously meet the needs of 4 babies all day.
- ☐ Assisting our teachers in the preschool classrooms with learning games, songs, reading, art projects, playground time, lunch, and other activities. Classroom volunteers become a part of the program and usually assist with one class of approximately 15-20 children under 5 years old.
- ☐ Mentors, tutors, homework helpers, reading buddies in the Afterschool Program. Volunteers can also assist the Afterschool program with the activities in general.
- ☐ Summer camp assistants help camp counselors with activities, field trips, outdoor games, etc.
- ☐ Skilled volunteers provide their knowledge in creative, extracurricular activities to enhance our program and expand our children's imaginations and recreational pursuits. Examples of such activities include but are not limited to: art, music, robotics, computer coding, financial literacy, theatre and dance.
- ☐ Volunteers can also help in our library, computer lab, playing sports, etc.
- ☐ Volunteers can assist with special events and fundraisers. During special events, you may be asked to help man our welcome tables, registration, food sales, auctions, setting up and breaking down, etc.
- ☐ Volunteers are needed to help pick-up, drop-off, and sort toys, school supplies, shoes, backpacks and other goods during the holidays.

VOLUNTEER RESPONSIBILITIES AND GENERAL INFORMATION

Volunteer Program Hours

The Fuller Center's operating hours are 7:30 am to 5:30 pm, Monday-Friday. Volunteers are only allowed on campus during these hours. The only exception is during special events when supervised by program staff.

- Preschool - Hours: 7:30am – 5:30pm
- After School - Hours: 2:30pm – 5:30pm
- Summer Camp Hours - 7:30am – 5:30pm

Dress Code

1. Overall appearance should be clean and neat.
2. No tank tops (sleeveless shirts are fine) or low cut shirts or midriff shirts
3. No clothing with inappropriate graphics or phrases
4. No flip flops (for safety reasons) or strapless shoes. Closed toe or sneakers recommended.
5. No short shorts, short skirts or low-rise pants
6. Knee-length skirts are allowed, but not suggested due to the fact that you may be sitting on the floor, playing with the children, etc., which may be uncomfortable in a skirt.
7. Wearing excessive or dangling jewelry is not recommended.
8. Do not bring unnecessary personal property or valuables on campus.

Signing In and Signing Out

At the main office is a Volunteer Binder. Please remember to sign in and out every time you volunteer. Some preschool rooms also have a second Sign-In Sheet posted in their room, please sign in/out there also. This is necessary for the following reasons:

1. Maintaining security and safeguarding our children
2. For auditing purposes (financial grantors often weigh community participation when awarding monetary grants for needs & services)
3. For recognition purposes (we would like the opportunity to thank you for your time)

Unauthorized Individuals on Campus

For security reasons and according to our federal contracts, volunteers are not allowed to bring anyone into the classrooms or playgrounds that are not authorized to be on the campus and/or around the children. This applies to any family members, friends, or anyone else. If you know anyone interested in becoming a volunteer, please have them contact the Volunteer Coordinator as they must go through the background screening process.

Badges

All volunteers are issued a badge. Each time you are on campus, please wear your badge for security and communication purposes. They are kept next to the Volunteer Binder in the main office.

Consistency and Absences

Keep in mind that consistency is important in the life of a child; we try to give the children a sense of stability and teach them that they can trust and rely on people. Therefore, the Fuller Center's volunteer program asks all volunteers to be committed, punctual, and consistent. When you will be absent, please notify the teacher/counselor, or the Volunteer & Mentor Manager.

Changes in Schedule

Fuller Center staff does its best to follow a schedule and make sure that everyone is aware of a special events. On occasion, a change in schedule may arise in the classroom in which you volunteer. When this happens you may participate, decline, or volunteer in another class/area.

Agency Monitoring

The Fuller Center is funded by a number of government agencies which impose strict rules on our childcare procedures. Often, monitors show up at the centers unannounced. On occasion, the classroom in which you volunteer may be in the process of being monitored. On such occasions, you may be asked to volunteer in another classroom or perform another task.

Fire Safety Drills and Lockdowns

The Fuller Center holds our staff to very high standards when it comes to safety procedure in emergency situations. As such, we conduct occasional routine fire safety and lockdown drills. During drills or actual emergencies, please follow directions from staff quickly and exactly. Do not stop to collect belongings or materials.

Monitoring and Supervision of Volunteers

All volunteers are under staff supervision at all times. Under no circumstances are volunteers to be left alone with the children.

Minor Volunteers:

All volunteers under 18 years of age, must have written approval from a parent/legal guardian on file before volunteering. Volunteers under the age of 15 must have a parent/guardian present at all times while volunteering. The parent/guardian must also be an approved volunteer. Our volunteers, minor volunteers included, will not be assigned duties involving exposure to any unusual or unacceptable health or safety risks.

Donating Supplies, Toys, Gifts and Treats – Guidelines

You are welcome to donate supplies, toys, gifts or treats to your class, multi-classes, families or staff. You must notify your Teacher and/or Volunteer Manager ahead of time to accommodate and confirm the occasion, need and storage.

- Supplies and toys must be approved so we may confirm the need and space to accommodate.
- Gifts must be unwrapped and enough for all students in class or group.
- Treats must be commercially prepared and packaged. No nuts allowed. No home-made food.

Examples of supplies accepted:

Diapers

Laundry Detergent

Sports balls

Jump ropes

Construction paper

Crayons

Water and sand toys

3-D art supplies

Primary big pencils

Preschool music

Classical music

Kid-friendly scissors

Preschool writing paper

Flash cards

Bubbles

Play-Dough

Microscopes

Baby bibs

Soft toys for infants and toddlers

Hula Hoops

Index cards

Educational toys, games and books

(in math, science, reading, money, values,
and friendship)

Preschool Clothing

Non-Toxic, washable glue/glue sticks

Non-Toxic finger paint

Finger paint paper

Toy trucks

Digital cameras

CD players

Children's art smocks

Children's dress-up clothes

Puzzles

Plastic rulers

Read-along books

Spiral notebooks

Journal notebooks

Watercolors

Dry erase board & markers

Musical instruments

Educational CDs

Puppets

Blocks – soft and wooden

GENERAL GUIDELINES FOR WORKING WITH THE CHILDREN

1. A classroom volunteer's role is to assist the teachers by fully participating in the classroom routine.
2. Volunteers are assigned to specific classrooms to spend time and become familiar with one group of 15 – 20 children. The children will get to know you and think of you as their special friend.
3. Mentors work with individual children who need extra academic support and/or individual attention. Mentors are assigned to one child or to no more than 3 children. Mentoring is a weekly commitment during the school year. **Mentoring is on-site only.**
4. Volunteers and staff are addressed by their title (Mr., Ms., Mrs., or Dr.) and their first name. Such as Miss Debbie or Mr. Dan or Dr. Mary.
5. Breakfast, lunch, and a snack are provided for the children. Volunteers may partake of these meals in their classrooms. If you wish to eat something else, please do so outside the classroom. Please note that FFCDC is a peanut-free campus as some of our children may have a peanut allergy.
6. Staff is prepared to care for sickness or injury. If a child is sick or hurt, please alert a teacher.
7. **Volunteers do not assist in toileting or changing diapers.** Some ways to assist teachers is by helping line up the children to go to the bathroom, keeping the children engaged and safe while waiting their turn, and / or reminding the children to flush the toilet and wash their hands.
8. No lifting any children over the age of two.
9. Encourage children to develop self-reliance skills and a sense of accountability; direct them to clean up their own messes, wash their own hands, and put away their own toys.
10. If you are put in charge of a group of children, never leave them unattended. If you must step away from the activity, please notify the teaching staff. **Volunteers do not work alone; staff must always be present in the same room.**
11. Never discuss a child with their parent(s). Only teachers are to relay information about a child.
12. Always consult a teacher before starting any project or activity.
13. If a child is receiving consequences for an undesired behavior – Do Not Interfere. If you would like to discuss the situation with the staff member, please do so at an appropriate time, out of range of hearing of the children.

ABOUT OUR CHILDREN

Our children come from many different backgrounds and exhibit many different behaviors and ways of exhibiting emotional attachment. At the Fuller Center, we believe that healthy relationships are built on respect, trust, and dependability, and we acknowledge that unhealthy relationships may cause developmental gaps or delays in the growth of children. It is our job to teach children about healthy relationships, to show our children what a happy, caring, and friendly relationship can be, and how to show emotional attachment in a healthy way.

Appropriate Boundaries

An important part of teaching about healthy relationships is maintaining appropriate boundaries. You can assist in teaching the children the proper way to greet a stranger, respecting personal space, and making a friend by encouraging appropriate boundaries upon introduction and throughout interaction.

For example: a child may run up to you on your first day volunteering and give you a hug. As a volunteer we ask you to introduce yourself, ask the child their name and explain to them that you are a stranger and you don't run up to and hug strangers. Then take this opportunity to ask them to shake your hand and introduce themselves to you. The next time you volunteer let them shake your hand, and the next time a hug may be appropriate. The staff is always around to help you maintain appropriate boundaries.

Tips for Effectively Communicating with Children

1. Be sure the children understand what you are saying. We sometimes use words that they do not comprehend. If they don't get it the first time or the first few times, try a simpler synonym or a shorter word.
2. Keep your voice calm and low. Do not yell. The children will get louder as you get louder, and it teaches them that the way to get what they want is to be loud.
3. Instruct children as though you fully expect them to comply. Give sufficient warnings and time. Example: *"Jake, in five minutes you'll need to stop painting and put your apron away."* In five minutes, hold Jake accountable to your request.

Commending Children

Praising children for good work, improvement or effort is very important to their success in life. Honest praise helps children to assess their personal value and build self-esteem. Research shows that children with high self-esteem are slated for success. Positive statements greatly influence children's attitudes about themselves. Be creative. Praise is a stronger motivator than gifts or candy. Think of the many things you can say that can boost a child's self-image!

Here are some examples:

"I like the way you're working."

"That's right! Good for you."

"That's quite an improvement."

"Good thinking!"

"It looks like you put a lot of work into this."

"I'm very proud of the way you worked today."

"I'm happy to be around you."

"I believe in you."

DISCIPLINE POLICY

Keeping everyone safe is our top priority. While volunteering, you may occasionally see inappropriate behaviors, including cursing, hitting, biting, etc. The staff is trained in how to deal with these behaviors. It is not your responsibility to discipline a child. Please inform a staff member immediately of any violent or potentially harmful incident. Please inform the Volunteer & Mentor Manager of any safety concern you might notice anywhere on the campus.

The Fuller Center Staff and Volunteers shall not:

1. Use “physical” or corporal punishment, inflicted in any manner on a child’s body.
2. Ridicule, intimidate, or verbally abuse children; including harsh or abusive language or tone
3. Use immobilizations other than to hold a child to prevent injury to the child (self) or staff.
4. Employ cruel, frightening or humiliating treatment or other emotionally abusive behavior.
5. Assign excessive exercise or duties that are inappropriate for the child’s age or development.
6. Assign group consequences for an individual’s behavior.
7. Deny food, clothing, shelter, medical care.
8. Utilize any kind of seclusion, painful, or aversive stimuli as a consequence.
9. Associate discipline with rest or toileting.

Progressive discipline will be administered by staff in the following manner:

1. The Fuller Center staff will use progressive, age-appropriate consequences as a means to correct negative or inappropriate behaviors in children. Consequences should coincide with active behavioral management programs. These consequences will be done in a logical and common sense fashion in conjunction with the use of positive reinforcement with the goal to induce positive, adaptive behaviors.
2. Some of the progressive consequences include: *verbal redirection, verbal de-escalation, point loss (in accordance with existing behavior plans), privilege restriction, time-out/stimulus reduction, activity restriction.*
3. Please do not interfere. If you would like to discuss this with staff, you may discuss it with the Volunteer & Mentor Manager and always away from the children.

CONTACT AND COMMUNICATION POLICY

As a volunteer of The Fuller Center, all your contact, communications and interactions with all children and/or their families is only on campus property or an approved, Fuller Center-staffed and supervised field trip. No volunteers are to make contact, communications or interactions with any of the children and/or their families outside of the campus property, including their homes or workplaces. No transporting of children or families is allowed.

CONFIDENTIALITY POLICY

The Fuller Center volunteers and mentors are bound by all legal and professional guidelines to maintain and protect the confidentiality of the agency's clients. Volunteers may not discuss a child or their personal information except in the professional execution of their assigned responsibilities as a volunteer of this agency. Care and discretion is expected of all staff to assure that the privacy of our clients is neither violated nor compromised. HIPAA is a federal regulation protecting client confidentiality and rights.

- Use the children's first names only.
- Never discuss a child's personal information outside the agency.

DISCLOSURES

Children may be exposed to negative atmospheres and relationships at home, at school or in their neighborhoods, and they may feel comfortable sharing their feelings or experiences with a caring volunteer or mentor.

While volunteering, a child may disclose something alarming about his or her personal life to you. When a child discloses such information:

- BELIEVE IT
- Listen calmly and carefully
- Do not react strongly
- DO NOT PROMISE TO KEEP IT A SECRET
- Immediately alert a Teacher, Volunteer & Mentor Manager, or another staff member on duty.

PHOTOGRAPHY, CELL PHONES, SOCIAL MEDIA

Photography of the children is not allowed. No photos are to be posted on any publication or social media site. If you would like photos of our children, please visit our Facebook page and share our posts from our social media pages.

Please keep your phone off and stowed away when volunteering on campus with the children. During your breaks, you are welcome to use your phone outside the classroom.

If you encounter media presence on campus to report on an event, a story, a program, etc. If media representatives ask you for a word, please refer them to the CEO.

During your work as a volunteer, you may be included in photographs, videos, or recordings taken by staff to document campus programming. Please alert the Volunteer & Mentor Manager or your Teacher if you object to this.

HARASSMENT POLICY

The Fuller Center will not tolerate verbal, physical or sexual harassment from anyone (including staff, volunteers or visitors) nor toward anyone (including staff, volunteers or visitors). If a volunteer experiences any harassment on campus, contact the Volunteer & Mentor Manager or Campus Director immediately.

- Verbal harassment includes (but is not limited to) consistent unkind or insulting words, intimidation, and defamation.
- Physical harassment includes (but is not limited to) any kind of unwelcome physical contact or threat of physical contact.
- Sexual harassment includes (but is not limited to) unwelcome sexual advances, unsolicited sexually suggestive conduct, requests for sexual favors, and verbal or physical harassment of a sexual nature.

CULTURAL COMPETENCY

The Fuller Center makes every effort to recognize and be sensitive to cultural diversity issues. The Fuller Center employs staff of all ethnic backgrounds and works as a team to educate and support each other in meeting the cultural needs of our clients.

1. Fuller Center does not discriminate based on ethnicity, race, culture, or heritage in its provision of service or employment practices.
2. Fuller Center makes every effort to ensure that all staff are educated and sensitive to cultural needs and cultural diversity.

3. Fuller Center makes special arrangements to utilize staff best equipped to meet any special cultural or ethnic needs of individual clients.
4. Fuller Center sends staff for ongoing training in cultural diversity and provides internal training on a regular basis (see training material).
5. Fuller Center encourages potluck gatherings where employees are welcome to share dishes from their particular cultural backgrounds and share cultural traditions.
6. Fuller Center actively seeks people of various cultural backgrounds with knowledge of various traditions and languages.

SAFETY & SANITATION POLICY

The Fuller Center provides a sanitary and safe environment for all children, staff members, volunteers and visitors in accordance with national, state, and county guidelines, as well as the Palm Beach Department of Health's licensing requirements.

Safety Procedures conducted by Program Staff

1. Daily walk-through of campuses to ensure the safety and security of the campuses.
2. Daily and weekly walk-throughs and reports are provided to Supervisors and Directors.
3. Cleaning supplies and hazardous materials are safely stored in well-ventilated, locked storerooms that can only be accessed by authorized personnel.
4. Receptacles for "sharps" such as syringes are utilized in clinics whenever necessary. These are located in the clinics and are accessible by staff.
5. All medications for children are kept in locked cabinets.
6. The water temperatures are regularly monitored through the use of pressure balance valves on all water heaters.
7. Electrical outlets are childproof.
8. The Centers are required to pass an inspection from the Palm Beach Health Department prior to relicensing yearly.
9. Staff are trained on safety procedures yearly.
10. If hazardous equipment needs to be used in any facility where the children are, it will never be left unattended by staff.
11. Candles, lighters, matches, space heaters, and any other ignitable materials may not be kept in offices or classrooms as they pose a significant fire threat.

ACCIDENT & INCIDENT REPORTING PROCEDURE

Accidents, illnesses and any on-the-job injuries, no matter how minor, must be reported immediately to your supervisor so that appropriate medical attention, and an incident report, first report of injury or other documentation (such as: *Accident/Incident Report Form*) can be timely completed and submitted.

SMOKE-FREE ENVIRONMENT

The Fuller Center is a smoke-free environment. Absolutely no smoking is permitted in any building or within the internal campuses. Adults may smoke only in designated smoking areas in the parking lot away from children.

VOLUNTEER GRIEVANCES

A grievance is a volunteer's perception that he or she has been treated unfairly by the agency or by staff. All volunteer grievances must be handled formally to ensure that no grievance is ignored or forgotten. The goal is to determine what is right and fair and to resolve differences at the lowest step of the grievance process.

1. The Volunteer should request a meeting with the Volunteer & Mentor Manager in writing, if possible. If a written request is not possible, a verbal request will suffice. The Volunteer & Mentor Manager will document the request and the meeting. The meeting will occur within one week, unless the situation is urgent, in which action will be taken immediately. Notes will be kept in the volunteer's file.
2. If the volunteer's grievance is not resolved at the Manager's level, the grievance will be forwarded to the CEO. The meeting notes with the CEO will be kept in the volunteer's file.
3. If the volunteer's grievance is not resolved at the CEO level, the grievance will be forwarded to the Board of Directors. Documentation of the grievance process will be kept in the volunteer's file.

VOLUNTEER DISMISSAL

Volunteers may be dismissed from their assignment temporarily or permanently should they fail to observe the guidelines, policies and procedures laid forth in this Handbook, or if they exhibit unacceptable behaviors, which include (but are not limited to):

1. Failure to observe posted signs or written instructions.
2. Failure to show up at scheduled times without calling ahead on more than three instances.
3. Theft, including bathroom/laundry supplies, food from the kitchen, pantry or refrigerators.
4. Misappropriation of anything belonging to the Fuller Center.
5. Use of obscene or abusive language.

6. Subjecting children to discipline related to pain/discomfort, humiliation, food, rest or toileting.
7. Harassment of any kind.
8. Spreading rumors, untruths, or harmful gossip.
9. Interfering with the ability of any employee to carry out his/her work assignment.
10. Contacting or communicating with children/families when off campus.
11. Violating rules set forth on appropriate boundaries to maintain with the children.
12. Any behavior which may adversely affect the credibility or reputation of the Fuller Center.

Disciplinary action may call for any of four steps – verbal warning, written warning, temporary suspension, or termination – depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed at the agency’s sole discretion.

BACKGROUND SCREENING

Federal Law requires background screening for all volunteers working with children. Court-ordered community service is not allowed. Volunteers must go through Level 1 or Level 2 background checks as follows:

- **Level 1** - This is a local, Florida Department of Law Enforcement background screening that applies to volunteer applicants under 18 years of age.
- **Level 2** - Volunteers 18 and older must have a fingerprint scan and Level 2 background check.

Livescan Provider and Payment Information

The Spirit of Giving Network conducts the fingerprint livescans. The current fee for fingerprints is \$65.00, paid directly to: FFCDC. Applicants may pay by check, credit/debit or cash. Upon receipt of your payment, you will receive an authorization form to get your fingerprints taken.

The Spirit of Giving is located at: 1515 North Federal Highway, Suite 106, **Boca Raton, FL 33432**. Their phone number is: (561) 385-0144. Appointments can be made by phone or online: <https://spiritofgivingnetwork.com/background-screening/make-an-appointment/>.

NEW VOLUNTEER DOCUMENTS AND RENEWAL INFORMATION

Volunteers must attend orientation and at that time will be provided various documents for their file. Volunteers are required by Palm Beach County Health Department and the Department of Children and Families to have the following completed documents in their file prior to starting volunteer service.

Some of these forms will need to be updated over time. Your Volunteer & Mentor Manager will contact you when it is time to update your volunteer records. See below for specific renewal documents/timelines:

Only Once:

3 Character References

Every 2 Years:

Health Exam with TB Risk Assessment

Every Year:

Good Moral Character Affidavit

Child Abuse & Neglect Reporting

Background Check Level 1 to PBC Sheriff – volunteers under 18

Every 5 Years:

Background Check Level 2 – volunteers 18+

VOLUNTEER RECORDS

The Volunteer & Mentor Manager maintains all volunteer records in a locked and secured area. The information recorded in your volunteer file is important and confidential. A volunteer checklist attached to your personal file is used to keep track of your orientation date, screenings completed, renewal dates, etc. Your volunteer file contains the following documents:

- Background Screening documents including livescan request and results
- Required Affidavits
- Signed Volunteer Enrollment Application
- References/Employment History
- Signed Child Abuse and Neglect Reporting Requirements form
- Volunteers under 18 only: signed Release of Information Request (for Level 1 screening)
- Volunteers 18 and up: Adult Background Screening Request (for Level 2 screening)
- Policy acknowledgements including but not limited to: receipt and acknowledgments of all other policies communicated, received and understood;
- receipt of Volunteer Handbook
- Health Exam

Volunteer records are monitored by the Palm Beach County Health Department to ensure the proper and updated documentation is in place. Volunteers will be notified when it is time to conduct their yearly renewal. Volunteers are to report any change of address, phone number, e-mail address, emergency contact, etc. to the Volunteer & Mentor Manager.

QUESTIONS AND FEEDBACK

The Fuller Center seeks to make the volunteering experience a memorable one for all of its volunteers. The Volunteer & Mentor Manager will ask volunteers to complete an evaluation of the Volunteer Program at least once a year and upon exiting the program. Feedback is necessary to allow improvement and growth. *We really want to hear from you!*

VOLUNTEER RECOGNITION/APPRECIATION

The Fuller Center appreciates all of its volunteers for their valuable support of the program. To honor and recognize the work of our wonderful volunteers, the Fuller Center holds an annual Volunteer Recognition Event. The event is typically held to coincide with *National Volunteer Appreciation Week*, during the month of April. Appreciation of our volunteer efforts is on-going and as such, volunteers may receive birthday cards, thank-you cards, be featured on our social media pages, volunteer spotlight bulletins, etc.

CHILD ABUSE & NEGLECT REPORTING REQUIREMENTS – BROCHURE



A PROFESSIONALS GUIDE TO CHILD ABUSE AND NEGLECT IN FLORIDA

**IF YOU SUSPECT A CHILD IS BEING
ABUSED OR NEGLECTED, YOU ARE
REQUIRED TO REPORT IT TO THE
FLORIDA PROTECTIVE SERVICES SYSTEM
TOLL-FREE 1-800-96 ABUSE
(1-800-962-2873)**



**IT'S YOUR
RESPONSIBILITY
TO PROTECT OUR
CHILDREN.**

IMPORTANT TELEPHONE NUMBERS:

**To Report Suspected
CHILD ABUSE & NEGLECT:**
1-800-962-2873

DOMESTIC VIOLENCE:
Domestic Violence (Hotline)
1-800-500-1119

LOCAL RESOURCES:
Family Support Services
Your Local Information and Referral
(904) 421-5800



4057 Carmichael Avenue
Building 3000, Suite 101
Jacksonville, FL 32207
Phone 904.421.5800
TDD 1.800.955.8711
Email: info@fssnf.org
www.fssnf.net



In Florida, a child is abused or neglected every **four** minutes. In reports closed during 1999-2000, 138,850 maltreatments were verified or showed some indication of abuse or neglect against 85,644 children. That figure is shocking, but, even more shocking is the fact that for every case of child abuse reported, two more go unreported.

Individuals in daily contact with children are the first line of defense against child abuse and neglect. Suspicion on the part of a teacher, school nurse, childcare provider, physician or law enforcement officer often results in the successful diagnosis of abuse or neglect. Such a diagnosis is the necessary first step in treatment for both the child and the family.

This pamphlet is intended to provide you with guidelines in recognizing and reporting abuse and neglect in Florida.

THE LAW

Florida Statutes define Child Abuse and Neglect as: harm or threatened harm to a child's physical or mental health or welfare by the acts or omissions of a parent, adult household member, or other person responsible for the child's welfare, or for the purposes of reporting requirements, by any person.

Under Florida Statutes, anyone who knows or has reasonable cause to suspect child abuse or neglect is required to report it. Any person failing to report, preventing another from doing so, or making a false report may be prosecuted under the law.

IT IS YOUR RESPONSIBILITY TO REPORT ANY SUSPICION OF CHILD ABUSE OR NEGLECT.

Below are some common indicators, however, they are not exclusive, nor do they mean that abuse or neglect is occurring. They are only guidelines. If a child confides in you regarding abuse or neglect, believe him or her and provide immediate support.

	PHYSICAL INDICATORS	BEHAVIORAL INDICATORS
Physical Abuse	Unexplained Bruises & Welts: <ul style="list-style-type: none"> On face, lips, mouth On torso, back, buttocks, thighs In various stages of healing Reflecting shapes of article used to inflict injury (extension cord, belt buckle, etc.) On several different surface areas Regularly appear after absence, weekend or vacation Unexplained Burns: <ul style="list-style-type: none"> Cigar, cigarette burns, especially on soles, palms, back or buttocks Immersion burns (sock like, glove-like, doughnut shaped on buttocks or genitalia) Patterned like electric burner, iron, etc. rope burns on arms, legs, neck or torso Unexplained lacerations or abrasions To mouth, lips, gums, eyes or external genitalia 	<ul style="list-style-type: none"> Wary of adult contacts Apprehensive when other children cry Behavioral extremes, aggressiveness or withdrawal Frightened of parents Afraid to go home Reports injury by parents
Physical Neglect	<ul style="list-style-type: none"> Consistent hunger, poor hygiene, inappropriate dress Consistent lack of supervision especially in dangerous activities Unattended physical problems or medical problems Abandonment 	<ul style="list-style-type: none"> Begging, stealing food Extended stays at schools (early arrival and late departure) Constant fatigue, listlessness or falling asleep in class Alcohol or drug abuse Delinquency (i.e. thefts) States there is no caretaker
Sexual Abuse	<ul style="list-style-type: none"> Difficult in walking/sitting Torn, shredded or bloody underclothing Bruises or bleeding in external genitalia, vaginal or anal areas Venerical Diseases, especially in preteens Pregnancy 	<ul style="list-style-type: none"> Unwilling to change for gym or participate in physical education class Bizarre, sophisticated, or unusual sexual behavior or knowledge Poor peer relationships Delinquency or runaway Reports sexual assault by caretaker



HOW TO REPORT SUSPECTED ABUSE OR NEGLECT

Please report any suspicion of child abuse or neglect to the Florida Abuse Hotline. You can call toll-free, 24 hours a day, 7 days a week: 1-800-96-ABUSE (1-800-962-2873).

REPORTS SHOULD INCLUDE:

- Names and addresses of child, parent(s), guardian(s), or other persons responsible for the child's welfare.
- Child's age (and date of birth, if known), race, sex, and sibling's(s) name(s).
- Identity of abuser, if known.
- The name, address, and telephone number of the person reporting the abuse.
- Alleged abuse/neglect; or specific allegations.
- Other helpful information related to establishing a case of injury or neglect.
- Directions to the child's location at the time of the report.

If you are unsure whether or not a report should be made, please call the Hotline.

The representative will review the information with you to help determine whether it meets the criteria of abuse or neglect.

It is everyone's responsibility to ensure the safety of our children. You need to do your part. It could help save a child's life.

PRIVACY POLICY NOTICE – FEDERAL BUREAU OF INVESTIGATION (FBI)

1-789 (08-11-2010)

US Department of Justice
Federal Bureau of Investigation
Criminal Justice Information Services Division



PRIVACY STATEMENT

Authority: The FBI's acquisition, preservation, and exchange of information requested by this form is generally authorized under 28 U.S.C. 534. Depending on the nature of your application, supplemental authorities include numerous Federal statutes, hundreds of State statutes pursuant to Pub.L. 92-544, Presidential executive orders, regulations and/or orders of the Attorney General of the United States, or other authorized authorities. Examples include, but are not limited to: 5 U.S.C. 9101; Pub.L. 94-29; Pub.L. 101-604; and Executive Orders 10450 and 12968. Providing the requested information is voluntary; however, failure to furnish the information may affect timely completion or approval of your application.

Social Security Account Number (SSAN). Your SSAN is needed to keep records accurate because other people may have the same name and birth date. Pursuant to the Federal Privacy Act of 1974 (5 USC 552a), the requesting agency is responsible for informing you whether disclosure is mandatory or voluntary, by what statutory or other authority your SSAN is solicited, and what uses will be made of it. Executive Order 9397 also asks Federal agencies to use this number to help identify individuals in agency records.

Principal Purpose: Certain determinations, such as employment, security, licensing, and adoption, may be predicated on fingerprint based checks. Your fingerprints and other information contained on (and along with) this form may be submitted to the requesting agency, the agency conducting the application investigation, and/or FBI for the purpose of comparing the submitted information to available records in order to identify other information that may be pertinent to the application. During the processing of this application, and for as long hereafter as may be relevant to the activity for which this application is being submitted, the FBI may disclose any potentially pertinent information to the requesting agency and/or to the agency conducting the investigation. The FBI may also retain the submitted information in the FBI's permanent collection of fingerprints and related information, where it will be subject to comparisons against other submissions received by the FBI. Depending on the nature of your application, the requesting agency and/or the agency conducting the application investigation may also retain the fingerprints and other submitted information for other authorized purposes of such agency(ies).

Routine Uses: The fingerprints and information reported on this form may be disclosed pursuant to your consent, and may also be disclosed by the FBI without your consent as permitted by the Federal Privacy Act of 1974 (5 USC 552a(b)) and all applicable routine uses as may be published at any time in the Federal Register, including the routine uses for the FBI Fingerprint Identification Records System (Justice/FBI-009) and the FBI's Blanket Routine Uses (Justice/FBI-BRU). Routine uses include, but are not limited to, disclosures to: appropriate governmental authorities responsible for civil or criminal law enforcement, counterintelligence, national security or public safety matters to which the information may be relevant; to State and local governmental agencies and nongovernmental entities for application processing as authorized by Federal and State legislation, executive order, or regulation, including employment, security, licensing, and adoption checks; and as otherwise authorized by law, treaty, executive order, regulation, or other lawful authority. If other agencies are involved in processing this application, they may have additional routine uses.

Additional Information: The requesting agency and/or the agency conducting the application investigation will provide you additional information pertinent to the specific circumstances of this application, which may include identification of other authorities, purposes, uses, and consequences of not providing requested information. In addition, any such agency in the Federal Executive Branch has also published notice

PRIVACY POLICY NOTICE – FLORIDA DEPARTMENT OF LAW ENFORCEMENT

FLORIDA DEPARTMENT OF LAW ENFORCEMENT

NOTICE FOR APPLICANTS SUBMITTING FINGERPRINTS WHERE CRIMINAL RECORD RESULTS WILL BECOME PART OF THE CARE PROVIDER BACKGROUND SCREENING CLEARINGHOUSE

NOTICE OF:

- **SHARING OF CRIMINAL HISTORY RECORD INFORMATION WITH SPECIFIED AGENCIES,**
- **RETENTION OF FINGERPRINTS,**
- **PRIVACY POLICY, AND**
- **RIGHT TO CHALLENGE AN INCORRECT CRIMINAL HISTORY RECORD**

This notice is to inform you that when you submit a set of fingerprints to the Florida Department of Law Enforcement (FDLE) for the purpose of conducting a search for any Florida and national criminal history records that may pertain to you, the results of that search will be returned to the Care Provider Background Screening Clearinghouse. By submitting fingerprints, you are authorizing the dissemination of any state and national criminal history record that may pertain to you to the Specified Agency or Agencies from which you are seeking approval to be employed, licensed, work under contract, or to serve as a volunteer, pursuant to the National Child Protection Act of 1993, as amended, and Section 943.0542, Florida Statutes. "Specified agency" means the Department of Health, the Department of Children and Family Services, the Division of Vocational Rehabilitation within the Department of Education, the Agency for Health Care Administration, the Department of Elder Affairs, the Department of Juvenile Justice, and the Agency for Persons with Disabilities when these agencies are conducting state and national criminal history background screening on persons who provide care for children or persons who are elderly or disabled. The fingerprints submitted will be retained by FDLE and the Clearinghouse will be notified if FDLE receives Florida arrest information on you.

Your Social Security Number (SSN) is needed to keep records accurate because other people may have the same name and birth date. Disclosure of your SSN is imperative for the performance of the Clearinghouse agencies' duties in distinguishing your identity from that of other persons whose identification information may be the same as or similar to yours.

Licensing and employing agencies are allowed to release a copy of the state and national criminal record information to a person who requests a copy of his or her own record if the identification of the record was based on submission of the person's fingerprints. Therefore, if you wish to review your record, you may request that the agency that is screening the record provide you with a copy. After you have reviewed the criminal history record, if you believe it is incomplete or inaccurate, you may conduct a personal review as provided in s. 943.056, F.S., and Rule 11C8.001, F.A.C. If national information is believed to be in error, the FBI should be contacted at 304-625-2000. You can receive any national criminal history record that may pertain to you directly from the FBI, pursuant to 28 CFR Sections 16.30-16.34. You have the right to obtain a prompt determination as to the validity of your challenge before a final decision is made about your status as an employee, volunteer, contractor, or subcontractor.

Until the criminal history background check is completed, you may be denied unsupervised access to children, the elderly, or persons with disabilities.

The FBI's Privacy Statement follows on a separate page and contains additional information.