**Volunteer Handbook**

Revised 7/5/2022



# Mission Statement

The mission of Payson Community Kids, Inc. is to promote healthy growth and development for Payson children and their families, and to encourage their positive participation in the Payson community and society in general. The program provides assistance with food, clothing, and occasional financial needs, as well as opportunities for social interaction and educational activities. Services are aimed at meeting basic material needs and encouraging the development of positive self-esteem and self-responsibility.

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# General Guidelines

Code of Conduct:

* *Be Considerate* -

You are working with others as a team. Be considerate of how your actions or contributions affect the children.

* *Be Collaborative* -

We must remember that we need to work together in order to meet the needs of the children.

* *Know Your Limits* –

It is okay to say “no”. Prevent burnout by not committing to too many tasks.

* *Be Professional-*

Drugs and alcohol are **not** permitted at any time. Persons who attend activities under the influence of these will be asked to leave the premises immediately.

* *Step Down Considerately* -

If you are no longer able to be a volunteer for Payson Community Kids, Inc., we ask that you step down in a way that minimizes disruption to the program. Please inform the Volunteer Coordinator that you are leaving and take the proper steps to ensure that others can pick up where you leave off.

* *Exercise Discretion and Confidentiality at All Times* -

Depending on your role, you will be privy to various levels of information. As a volunteer you are expected to keep information confidential at all times.

Dress Code: Please dress modestly and appropriately.

* Pants – Shall be worn so that the waist band is worn at the waist and not below the waist. Spandex styled bicycle shorts, cut up jeans, cut up shorts, running shorts, boxer shorts, pajamas, see through items, and other bedroom attire are not allowed.
* Shirts and Blouses - Must be long enough to remain at waist level with no skin visible. Blouses that are low cut or revealing are not acceptable.
* Shorts, Skirts, and Dresses - Dresses that are low-cut or revealing are not acceptable. The hemline of shorts, skirts and dresses must not be shorter than half way up the thigh.
* Unacceptable Attire -Any apparel, jewelry, tattoos or markings, accessories or manner of grooming, which by virtue of color, arrangement, trade mark, or other attributes to denote membership in a gang, advocates drugs, tobacco products, alcohol, violence, sexual innuendo, or has caused disruption, is prohibited.

**Volunteer Log:** Please make sure to **sign-in** and **sign-out** on the volunteer sign-in sheet when working for Payson Community Kids, Inc. Accurate record of volunteer hours is necessary.

**Background Checks**: All volunteers who have contact with the children must submit to a background check before they can volunteer. The background check costs $48.60 paid by PCK.

\*This is a requirement. Volunteers who are parents of children in our program are welcome to attend without a background check. Volunteers are not permitted:

* To be alone with a child at PCK (always have two adults)
* Drive a child in their vehicle (Unless authorized by President or approved by the Board of Directors.)
* To contact any child or have their contact information outside of PCK (Unless authorized by the President.)

These guidelines are established to protect the volunteer as well as the child.

If any questions, problems, disagreements, or comments arise, please fill out a Volunteer communication sheet, and/or contact the Volunteer Coordinator. If it is an emergency with a child talk to the Program Director as soon as possible.

**Program Director**

Contact: pckprogram@gmail.com or call the PCK office at 928-478-7160

**Payson Community Kids**

**Discipline Procedure for Volunteers**

Payson Community Kids promotes a positive and encouraging environment. Incentives and redirecting are the first response to children who are struggling with listening and following instructions. Please get all incentives pre-approved before administering them. Bribes are not acceptable. A bribe happens during the misbehaving as opposed to incentives that are made in advance.

Follow the below guidelines when a child fails to respond correctly. Should a serious infringement (examples listed below) occur, immediately notify PCK Program Director and/or President. Fill an Incident Report (located in each room. Staff members will also give you a form) and return the form to the Program Director.

When giving a warning, do not raise your voice. Explain what behavior was unacceptable and encourage the child to make better choices. Invite the child to think of preventive ways to not repeat the act. Do your best to re-direct in a personal interaction not to include other children.

Step 1. Give the child a 1st Warning and let them know what they did wrong.

Step 2. 2nd Warning, the Program Director and/or President is notified, the child gets written up. They will be sent to time out. If they are playing outside they have to sit by a volunteer, if they are inside they have to sit out in the hall.

Step 3. 3rd Warning, the child is sent to the Program Director and/or President for further action. Depending on the misbehavior, the child will be sent home or may be suspended from the program.

**Reasons to receive 1st Warning (Step 1):** If a child is being disruptive, not listening, not participating in the program activities, and not following the rules.

**Reasons to automatically go to Step 2:** If the child is being disrespectful to a volunteer, hitting, talking mean to the other kids.

**Reasons to automatically go to Step 3:** (Serious Infringement) if a child is using bad language, fighting, if he/she is absolutely not listening to any instructions, throwing temper tantrums, or bullying.

## Volunteer Job Descriptions and Job Guidelines

***Please use the Communication Form for any new program ideas or projects.***

**Snack Room Lead** – Prepare and serve the snack of the day to the children. Keep the snack room organized. Ensure kitchen area is clean.

Times: Monday-Thursday 3:00-3:45

**Snack Room Helper** – Prepare and serve the snack of the day to all the children. Make sure kitchen area is clean.

Times: Monday- Thursday 3:00-3:45

**Arts Program Lead** –Lead the arts and crafts time.

Time: TBA

* Provide supplies through the center or by donations (get familiar with and where all of the supplies are kept.)
* Set-up: Make sure all supplies and materials are set out before you start the art project.
* Create age appropriate art projects
* Instruct and direct children
* Clean-up: Make sure that all materials used are put away in the right spot. Clean off the tables and sweep under the tables if needed. Allow kids to assist in cleaning up.

**Art** **Program Helper** –Help with the arts and crafts time.

Time: TBA

* Help the Program lead with set up and creating age appropriate art projects
* Instruct and direct children
* Help with clean up, make sure all materials used are put away in the right spot. Wipe off tables and sweep under tables if needed. Allow children to assist in cleaning up.

**Playground Supervisors**- Supervise children playing on the playground.

Time: Monday- Thurs 3:15-5:30

* Supervise and interact with children that are on the playground. Make sure that all playground equipment is put away.
* Help kids sign in as they arrive
* Assist children with signing out when they leave

**Homework Lead –** Leads the homework room.

Time: Monday-Thursday 3:30-4:20

* Assist children with homework.
* Make sure that the homework room is clean and organized, and that all supplies are put back in their place.
* Responsible for homework incentives
* Make sure computers are turned on and turned off, and that all children are following the computer rules.

**Homework help** – Assist children with homework.

Time: Monday-Thursday 3:30-4:20

* Assists students with homework.
* Make sure that the homework room is clean and organized, and that all supplies are put back in their place.

**Math Assistant-** Assist the math instructor with lessons and teaching.

Time: Monday 3:15-4:20

**Reading Program Assistants –** Work with Rim Country Literacy Program in helping children read using the RazKids Reading Program, in addition to StoryTellers Program.

Times:

* (Rim Literacy)Tuesday & Thursday 3:15-4:20
* (Storytellers) Monday & Wednesday 3:15-4:20
  + Help children with questions and quizzes.
  + Listen one-on-one with a child reading aloud
  + Help with reading comprehension – when child stumbles in pronouncing, ask if child recognizes the word, have them attempt to define the word, explain definitions of words speak word correctly for child, have them repeat correct pronunciation 3x

**Daily Facilities Clean-up Lead:**

Time: 5pm-5:30pm

* Guides children in daily cleanup of facilities, teaching them to care for the items and facilities they are using, and teaching them social responsibility.
* Offers incentives to work effectively and efficiently
* Comes up with necessary tasks to assign to children for daily clean-up (utilizes a draw-a-job hat-program)
* Works directly with Program Director/President to ensure that supplies necessary are available.

**Daily Facilities Clean-up Aids:**

Time: 4:45-5:30

* Guides children in daily cleanup of facilities, teaching them to care for the items and facilities they are using, and teaching them social responsibility.
* Offers incentives to work effectively and efficiently
* Works with Facilities Clean-up Lead to verify all tasks necessary

**Teen Entrepreneur Program Lead:** This is a new program we are implementing, times/duties TBA

**Teen Entrepreneur Program Aid:** This is a new program we are implementing, times/duties TBA

**Meal Server Volunteers** –Serve dinner and dessert if needed.

Dinner served at: 4:30 to 5:15

* Serve food- All volunteers must wear gloves when handling and serving the food. Clean up- Make sure that all counter tops and tables are wiped down.

**Meal Lead**- Program Director or assigned staff member. Has the responsibility to make sure all supplies are put away and the dining room is in order.

* Help serve the meal
* Assures that everything is put away in its proper place and everything is clean.

**Additional Programs we would like to see implemented:**

* **Friday Support Services (we can only provide PCK care on Fridays if we have the volunteers here to support our kids)**
* **Life Skills**
* **Cooking**
* **Technology Tutoring**
* **Other ideas will be warmly received, what can you suggest/offer?!**

**Additional Needs: These positions work directly with Program Director and/or President**

**Food Pantry**-Program Director: Help with the delivery and pick up of the food, and also help keep the food pantry organized.

* Pickup and delivery of food is on the First Monday of every month. We need help taking the food from St. Vincent’s food pantry to the center. Please note boxes are heavy and require high level of physical activity. (Discontinued at this time.)
* Organize food storage
* Prepare Food Boxes (Discontinued at this time.)
* Attend Program (1x to 2x week) and prepare food bags for handout. (Discontinued at this time.)

**In Kind Donation**- Work with the Administrative Lead and individuals/companies that make donations.

* Log all received donations
* Record donor contact information
* Sort donations
* Assemble family baskets

**Fundraising-** Work with President/Board/Administrative Lead in overseeing annual fundraisers.

* Recruit helpers along with the Administrative Lead
* Coordinate fundraising events
* Oversee programming/training
* Direct Set-up
* Direct Clean-up

**Special Events**- Work with the Program Director

* Christmas Party
* Back to School Drive
* Monthly Birthday Parties
* Holiday Parties

**Maintenance**- Assist with a variety of maintenance needs.

**Photographer**- Attend events and capture pictures to be used for publicity and special events. Verify all children that have been photographed have a photo consent signed by parents.

**Volunteer Application**



### Contact Information

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

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

Business Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Work Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### Availability

During which hours are you available for volunteer assignments?

\_\_\_\_Weekday (Monday-Friday) Mornings \_\_\_\_ Weekend (Saturday-Sunday) Mornings

\_\_\_\_Weekday (Monday-Friday) Afternoons \_\_\_\_Weekend (Saturday-Sunday) Afternoons

\_\_\_\_ Weekday (Monday-Friday) Evenings \_\_\_\_ Weekend (Saturday-Sunday) Evenings Interests

Tell us in which areas you are interested in volunteering.

|  |  |  |
| --- | --- | --- |
| \_\_\_\_ Snack Helper | \_\_\_\_ Reading Assistant | \_\_\_\_ Meal Helper |
| \_\_\_\_Art Helper | \_\_\_\_ Reading Listener | \_\_\_\_ Food Pantry |
| \_\_\_\_Playground Supervisor | \_\_\_\_Math Assistant | \_\_\_\_In Kind Donations |
| \_\_\_\_ Homework Help | \_\_\_\_Cooking | \_\_\_\_ Fundraising |
| \_\_\_\_ Special Events | \_\_\_\_ Maintenance | \_\_\_\_ Photographer |

Other (please explain) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### Special Skills or Qualifications

Summarize special skills and qualifications you have acquired from employment, previous volunteer work, or through other activities, including hobbies or sports.

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### Previous Volunteer Experience

Summarize your previous volunteer experience.

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Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

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

Business Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Work Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### Agreement and Signature

By submitting this application, I affirm that the facts set forth in it are true and complete. I understand that if I am accepted as a volunteer, any false statement, omissions, or other misrepresentations made by me on this application may result in my immediate dismissal.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Printed Name Volunteer signature

***Thank you for your interest in volunteering with us and completing this application form****.*

## Release of Liability

PLEASE READ CAREFULLY! This is a legal document that affects your legal rights!

This release and Waiver of Liability ( the “Release”) is executed on this \_\_\_\_\_\_\_\_\_day of \_\_\_\_\_\_\_\_\_\_\_\_, 2\_\_\_\_\_\_, by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (the “Volunteer”) in favor of Payson Community Kids, Inc., an Arizona nonprofit corporation, its directors, officers, employees and agents (collectively, “Payson Community Kids”).

The Volunteer desires to work as a volunteer for Payson Community Kids, Inc. and engage in the activities related to being a volunteer. The Volunteer understands that the activities may include assisting with the duties of the afterschool program and/or participating in the events of fundraising or other events at Payson Community Kids, Inc.

The Volunteer does hereby freely, voluntarily and without duress execute this Release under the following terms:

1. Waiver of Release. Volunteer does hereby release and forever discharge and hold harmless Payson Community Kids, Inc. and its successors and assigns from any and all liability, claims and demands of whatever kind or nature, either in law or in equity, which arise or may hereafter arise from Volunteer’s work for Payson Community Kids, Inc. The Volunteer understands and acknowledges that this Release discharges Payson

Community Kids, Inc. from any liability or claim that the volunteer may have against Payson Community Kids, Inc. with respect to any bodily injury, personal injury, illness, death or property damage that may result from Volunteer’s work at Payson Community Kids, Inc., whether caused by the negligence of Payson Community Kids, Inc. or its Officers, Directors, employees, or agents or otherwise. Volunteer also understands that, except as otherwise agreed to by Payson Community Kids, Inc. in writing, Payson Community Kids, Inc. does not assume any responsibility for or obligation to provide financial assistance, legal assistance, or other assistance, including but not limited to medical, health or disability insurance, in the event of injury or illness.

1. Medical Treatment. Except as otherwise agreed to by Payson Community Kids, Inc. in writing, the volunteer does hereby release and forever discharge Payson Community Kids, Inc. from any claim whatsoever that arises or may hereafter arise on account of any first aid, treatment or service rendered in connection with the volunteers work for Payson Community Kids, Inc.
2. Assumption of Risk. The Volunteer understands that the work for Payson Community Kids, Inc. may include activities that may be hazardous to the Volunteer, including, but not limited to, construction, loading and unloading and transportation to and from events. In connection thereto Volunteer recognizes and understands that activities at Payson Community Kids, Inc. may, in some situations, involve inherently dangerous activates. Volunteer hereby expressly and specifically assumes the risk of injury or harm in these activities and releases Payson Community Kids, Inc. from all liability for injury, illness,

death or property damage resulting from the activities of the Volunteers work at Payson Community Kids, Inc.

1. Insurance. The Volunteer understands that, except as otherwise agreed to by Payson Community Kids, Inc. in writing, Payson Community Kids, Inc. does not carry or maintain health, medical, or disability insurance coverage for any Volunteer. Each Volunteer is expected and encouraged to obtain his or her own medical or health insurance coverage.
2. Photographic Release. Volunteer does hereby grant and convey under Payson

Community Kids, Inc. all right, title and interest in any and all photographic images and video or audio recordings made by Payson Community Kids, Inc. during the Volunteer’s work for Payson Community Kids, Inc. including, but not limited to, any royalties, proceeds or other benefits derived from such photographs or recordings.

1. State of Arizona Background Check. All Board members, staff, and key Volunteers will be checked utilizing the Arizona Department of Public Safety. Payson Community Kids, Inc. conducts these checks to curtail any threat to children. Volunteer understands and agrees and releases information provided in this application as complete and accurate and may be verified accordingly. The Volunteer signature shown below is reflective of applicants consent. Any questions regarding this topic may be submitted in writing and mailed to Payson Community Kids, Inc. at PO Box 1856, Payson, AZ 85547.
2. Other. Volunteer expressly agrees that this Release is intended to be as broad and inclusive as permitted by the laws of the State of Arizona, and that this Release shall be governed by and interpreted in accordance with the laws of the State of Arizona. Volunteer agrees that in the event that any clause or provision of this Release shall be held to be invalid by any court of competent jurisdiction, the invalidity of such clause or provision shall not otherwise effect the remaining provisions of the Release which shall continue to be enforceable.

IN WITNESS THEREOF, Volunteer has executed this Release as of the day and year first above written.

Witness\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Volunteers Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Witness\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Or parent of minor-IF so, please sign before a Notary Public)

Volunteers Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone Home\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone Work \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone Cell \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Commitment

As a volunteer for PCK please review the below commitments. Your volunteer position is valued and appreciated. If you should have any questions regarding this application please feel free to ask.

* Uphold the Payson Community Kids, Inc. Mission Statement.
* Follow all Volunteer Guidelines.
* Follow the Job Descriptions.
* Complete the Volunteer Communication form with any ideas or concerns.
* Address any emergencies or major issues immediately with the Program Director.
* Receive written approval from the Board of Directors with any and all media in regards to Payson Community Kids, Inc.
* Log my hours in the volunteer sign-in log.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_

Printed Name Signature Date

***“Never doubt that a small group of thoughtful committed citizens can change the world; indeed, it's the only thing that ever has.”***

***-Margaret Mead***