

# OPERATION Breakthrough

## VOLUNTEER POLICIES AND PROCEDURES

### **GENERAL STATEMENTS**

Volunteers are a cornerstone of Operation Breakthrough's ability to fulfill its mission "...to provide a safe, loving and educational environment for children in poverty and to empower their families through advocacy, emergency aid and education." We see volunteers' many significant contributions to our children and families in the smiles on children's faces and gratitude in parents' eyes. Every day, Operation Breakthrough's leadership and staff see volunteers' caring and compassion demonstrated in a wide variety of ways, and we are so grateful for their abundance of love, joy and generosity for those we serve.

In compliance with Head Start and Missouri Department of Health and Senior Services – Child Care Licensing, the Volunteer Department ensures that the following policies and procedures are followed and proper documentation is submitted and reviewed prior to any individual or group volunteering at Operation Breakthrough. From time to time, additional policies and procedures may be implemented to address a special need.

### **DEFINITIONS**

A Volunteer Application is a written document which includes, among other things, volunteer contact information, emergency contact information and a general liability waiver.

A Volunteer Agreement is a written document which includes, among other things, code of conduct information, a statement of confidentiality and statement that the volunteer will not pose a threat to the health, safety or general welfare of any child or family.

A Criminal Background Check is required of some volunteers by the State of Missouri to determine if they are eligible to perform certain services in a licensed child care facility. There is a \$15.25 Family Care Safety Registry cost to the volunteer for a criminal background check.

Fingerprints are required of some volunteers by the State of Missouri to determine if they are eligible to work directly with Operation Breakthrough children. There is a \$41.75 cost to volunteers who live in Missouri to IdentoGo for fingerprinting through the Missouri State Highway Patrol. For those who live in Kansas, IdentoGo will direct volunteers to the nearest location based on zip code.

In Ratio is the state required ratio of staff to children in a licensed child care facility.

A Group Leader is a teacher, supervisor, business leader, group organizer or someone else who assumes responsibility for the entire volunteer group.

A Mandated Reporter is a person required by law to report suspected cases of child abuse and neglect to the State of Missouri.

## ***VOLUNTEER POLICIES***

### **REGULAR VOLUNTEERS**

Volunteers are considered Regular Volunteers after serving two or more days in one month or donating time over consecutive months and are not part of a special service group. They must be at least 18 years of age and fully vaccinated for COVID-19. Volunteers are not counted in ratio for staffing purposes.

1. Any Regular Volunteer donating time to Operation Breakthrough on site must have a Volunteer Application and Volunteer Agreement on file prior to service:
  - 1) Regular Volunteers serving in Early Childhood and School-Age classrooms must have the following documentation on file prior to their first day on site:
    - a) Volunteer Application
    - b) Volunteer Agreement
    - c) Criminal Background Check: A repeat volunteer's prior Criminal Background Check if accepted if the screening has been completed within the past 12 months.
    - d) Fingerprints: If a volunteer has had fingerprints taken in the past, documentation to that affect will be accepted.

### **YOUTH VOLUNTEERS**

Youth Volunteers (ages 15-17) donating time to Operation Breakthrough on site may not volunteer in any classrooms with children. They must have a Volunteer Application and Volunteer Agreement on file prior to service and must have these signed by a guardian. Youth Volunteers are not required to submit a Criminal Background Check.

### **SERVICE WEEK VOLUNTEERS**

Alternative Breaks, Mission Trips and High-School Senior Service Week Volunteers who donate time one to three weeks of service within a one-month period will require a Volunteer Application and Volunteer Agreement on file prior to their first day on site. They may not volunteer in a classroom with children unless they meet the same requirements as Regular Classroom Volunteers.

### **RETURNING VOLUNTEER GROUPS**

Irregular/rotating volunteers must have a Volunteer Application and Volunteer Agreement from the Group Leader on file prior to service. These groups cannot volunteer in any licensed space with children. Returning Volunteer Groups are not required to submit a Criminal Background Check.

### **ONE-DAY VOLUNTEER GROUPS**

One-Day Volunteers/Groups must have a Volunteer Application and Volunteer Agreement completed by the Group Leader on file prior to service. They are not required to submit a or Criminal Background

Check. These groups will work in non-licensed space such as the outdoor garden, pantry, lobby, or warehouse.

### **REGULAR CENTER RESOURCE VOLUNTEERS**

Regular Center Resource Volunteers donate time in the Food Pantry, Clothing Closet, Birthday Closet, Outdoor Classroom, Office, Kitchen, Facilities, Warehouse, Maintenance, and Library. They must have a Volunteer Application and Volunteer Agreement on file prior to their first day on site and may not serve in classrooms. Only those volunteering in an area with direct contact with Operation Breakthrough's children (i.e. Kitchen, Facilities, Maintenance and Library) need to have a Criminal Background Check and Fingerprints.

### **BOARD MEMBERS**

Operation Breakthrough Board Members must have a Volunteer Application, Volunteer Agreement, Fingerprints, and Criminal Background Check on file prior to service.

### ***VOLUNTEER PROCEDURES***

All Volunteers' contact information and time sheets for record of service will be recorded in Raiser's Edge and submitted to the operating staff at Operation Breakthrough.

All Volunteers must attend an Orientation that includes training on:

1. Operation Breakthrough's Mission
2. Policies and Procedures
3. Responsibility of being a Mandated Reporter
4. Importance and Understanding of Confidentiality

Those volunteering on a regular basis at Operation Breakthrough will receive a Volunteer T-shirt and lanyard to wear while they are on-site. Operation Breakthrough wants to ensure that volunteers are recognized by everyone for the generous service they provide the children, families and staff at the Center.