



# Volunteer Orientation

# Welcome to the team!

Our mission is to provide a safe environment where young people can build community and be encouraged in their educational, emotional, physical, and Christian spiritual development.

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We rely on volunteers like you to accomplish this mission. Your dedication and support make it possible for us to provide an exciting, safe, and caring environment for young people and an extremely affordable cost. Beyond that we believe that your participation models a heart for service and community involvement that will be caught by the young people with whom you come in contact here. And although we know parents play the primary role in raising well-adjusted and thriving children, we also know that other adults play an important supporting role in helping young people navigate the challenges of adolescence.

# AYP Protocols

- Students may only be in rooms that have been deemed open that day.
- Volunteers should not be alone with a student one on one. This is for their safety and the safety of the volunteer.
- Never physically touch the youth.
- Students must follow the rules of the AYP. Discipline procedures are at the end of this presentation.
- Bullying is not tolerated in any way, shape or form!
- We are a substance-free facility. No alcohol, tobacco or non-prescription drugs are permitted.
- No weapons, including pocket knives are allowed.
- Students are not allowed in the office unattended. If they need to make a phone call please take the phone to them.
- Students should help clean up before heading home.
- Students should be respectful to each other and the volunteers.
- No unauthorized persons are allowed. Parents should meet and pick up youth in front entryway.

**When in doubt please don't hesitate to ask the AYP staff or Director!**

# Emergency Procedures

- In Case of an Emergency call 911 and move students to safety.
- AED Machine is located in the office.
- First Aid Kits are located in the office and also in the kitchen on the bottom shelf nearest the fridge.
- Emergency contact information can be found in the office as well as evacuation protocol.
- If there is an incident with students or volunteers please report to AYP staff or director. We will need to fill out an incident report.

# Youth discipline & incident procedures

Every effort will be made by AYP staff to resolve disciplinary issues in a loving manner which seeks to understand the underlying problems contributing to disruptive behavior. Students who make poor choices regarding their behavior will be held accountable through consistent disciplinary or behavior modification procedure.

# Youth discipline & incident procedures continued

AYP believes mastering this difficult area of responsibility is crucial. Both good behavior and problematic behavior require consistent response by those in charge. Our aim is to maintain a culture that helps keep troubled youth involved rather than penalizing them for unwelcome behavior by exclusion. Recognizing that our volunteers and staff will be dealing with very vulnerable students, they will need to show both compassion but also firmness and consistency with all other staff and volunteers. Participation in behavioral success program training is essential to maintaining these standards for staff conduct.

# Youth discipline & incident procedures continued

**In the event of misconduct adhere to the following guidance:**

## Intervene to Ensure environment is safe

- Never step between youth in a physical altercation
- Never physically try to intervene
- Disperse any onlookers
- Make use of individual names, tone, and volume to grab attention
- Provide physical distance and cool off time before engaging

# Youth discipline & incident procedures continued

Engage - Allow each party to share their perspective on what occurred and why

- Ask their thoughts, their feelings, or what they were trying to achieve
- Share your perception in a non-judgmental way to present reality of the situation “What I saw was...” or “It seemed to me that...”
- Connect the behavior to emotions/underlying concerns “*Do you think you acted this way because...*”



# Youth discipline & incident procedures continued

## Explore alternate ways to react/ cope

- Ask them for their goals or ideas about what to do differently in the future
- Empower self-determination in decision making
- Develop an action plan and have them commitment to it

# Youth discipline & incident procedures continued

## Determine consequences together

- Clearly outline consequences of action
- Involve them in discussion about appropriate consequence and making amends/apologies “What do you think you need to do to make this right?”
- Reaffirm your desire to support them in the future

# Youth discipline & incident procedures continued

## Notify and Document

- Notify AYP staff or director as soon as possible
- Document the occurrence with incident report

# Confidentiality Policy

**All youth identifying information, including emergency contact information is considered confidential. Do not share with anyone.**

As volunteers build relationships it is expected they may confide in their mentors. Volunteers are expected to keep student disclosure confidentiality with two provisions:

1. Potentially sensitive disclosures will be documented via incident response form with students first name and summary of disclosure and your response
2. Confidentiality does not apply if you have suspicion of danger or harm

# Confidentiality Policy continued

In the event you are concerned about potential harm to a student then follow these steps:

1. Give them a choice

Example: I have to report this to the AYP staff, would you like to talk to them or should I?

2. Let the student know what you are going to do

3. Let them know you care

4. Talk to AYP staff or director as soon as possible

# Reporting Child Abuse

An additional slide show is available to help you recognize signs of child abuse.

If you suspect abuse please consult AYP staff or director. They may need to report it to the Michigan Department of Health and Human Services.

# Volunteer Misconduct

In the event of an allegation of volunteer misconduct there will be a careful and thorough investigation to determine the truth and the most appropriate response. Our volunteers are greatly valued and with any allegation considered innocent until proven guilty.

If the claim is founded the AYP Director and Board of Directors will determine appropriate disciplinary action.

Volunteers have a right to file grievance in timely manner to the Board.



Welcome aboard to the AYP team!