



Volunteer Programs Handbook

Deb Williams, Volunteer Coordinator

Florence Crittenton's Center for Pregnant and Parenting Teens

901 North Harris Street

Helena, MT 59601

(406) 442-6950, extension 215

Debw@florencecrittenton.org

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Welcome

We are glad you have become a part of the Florence Crittenton Home's volunteer team. Most importantly, we are delighted that you have decided to become a part of the life of a young family. The information contained in this manual will be helpful as you begin to explore the possibilities for volunteer service at Florence Crittenton Home.

We encourage you to read all of the information in this manual before beginning your volunteer duties. Keep it handy, for when questions arise on the job.

Remember that your immediate supervisor is available to you at any time, to answer questions or to help you with problems that may arise with your volunteer position. You can also always ask the Volunteer Coordinator.

We hope that this will be a rewarding and enjoyable experience for you, and that you will remain with us for many years.

Florence Crittenton Home

Florence Crittenton Home is a nationally recognized Montana non-profit specializing in therapeutic residential services for pregnant and parenting young women, ages 12 to 21. Many of the girls we serve have experienced multiple personal challenges including substance abuse, depression, truancy, and runaway tendencies. Our treatment model is a relationship based cognitive/behavioral approach with a particular emphasis on attachment and bonding issues, enabling healing to occur and creating healthy relationships.

We believe that the birth of a baby offers a unique opportunity for change and growth in the life of a teen mother and her extended family.

Vision

Changing the future... two lives at a time.

Mission

Building healthy and productive lives for pregnant and parenting young women and their babies.

Agency Structure

Florence Crittenton Home is a private, non-profit organization that is regulated by a volunteer Board of Directors. The Board meets regularly to oversee the goals of the agency. There is also a national "Foundation Board" serving all Florence Crittenton organizations nation-wide. Our only affiliation with other Florence Crittenton agencies is in name, history of agency creation, and through the Foundation Board.

Florence Crittenton Home staff includes an Executive Director, a Clinical Director and her team of case managers, an Operations Director and her team of direct care staff, a Finance Director,

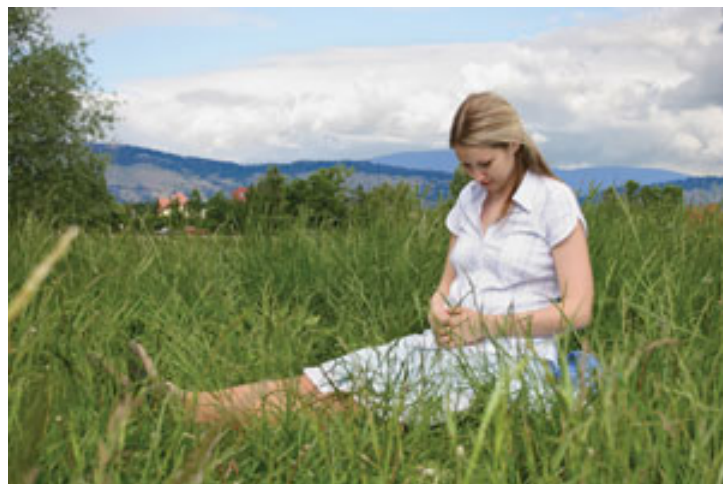


a Development Director and her development team, a Marketing Director, a Child Enrichment Center Coordinator and her team of day care providers, a Volunteer Coordinator and her team of volunteers, and a Facilities/Maintenance Coordinator. The Direct Care Staff are crucial to the on-going operation of our Home, and are with the girls and their babies 24 hours per day, 365 days per year.

Your primary contact with Florence Crittenton Home will be through the Volunteer Coordinator, Deb Williams. Deb can be reached at 442-6950 ext. 215 or debw@florencecrittenton.org.

Our Clinical Approach

Our experience at Florence Crittenton is that a pregnancy offers a unique opportunity for growth and change in a teen's life. The treatment model we provide is primarily **relationship-based** in which the emphasis is always on building and facilitating mutually respectful, safe and trusting relationships. This creates a 24-hour therapeutic climate that not only teaches, models and fosters healthy and appropriate relationships; it sets the stage for clients to safely work through the issues and challenges they may face. A primary focus of this approach is intensive individual and group work centered on healthy **bonding and attachment** in relationships. This becomes especially important as the girls we serve prepare to create a safe and healthy environment for themselves and their babies.



We also use a **client and family-centered** approach in which the client and her family are central to treatment planning and implementation. Treatment strategies are always **individualized** and **strength-based** with the emphasis on building upon personal and family strengths to **build assets and resiliency** that ultimately lead to long-term success. Florence Crittenton's approach is **restorative** rather than punitive and we work with each client to instill a sense of personal and family responsibility and community service.

The Treatment Plan

An individualized treatment plan is designed by the client and her treatment team which is made up of those individuals identified as important in ensuring the client's ongoing success. The treatment planning process always begins with identifying individual and family strengths that can be built upon and nurtured. Goals are created and interventions and supports designed for each area of need identified by the team resulting in a **comprehensive and integrated approach** to treating the whole individual.

Many of the teens in our care have experienced significant loss, difficult transitions, trauma or maltreatment causing them to form unhealthy, insecure and/or disorganized attachments in addition to other significant issues. It is our experience that in order for a teen to form a strong and healthy attachment with her baby, she must experience a positive, trusting relationship with caring adults. In order for this to happen, every staff person at Florence Crittenton invests significant time and effort into forming healing relationships with each of the girls.

At Florence Crittenton, we are able to offer individualized attention and treatment focus to each teen and baby. Our living environment provides for 24-hour supervision. Mental Health Therapists, Bonding and Attachment, Parenting and Independent Living Skills Specialists, a Lactation Specialist and a Chemical Dependency Counselor work on site to provide individual, and group therapy and ongoing assistance in the milieu. All of our staff are trained in our treatment model and philosophy so that consistent care and treatment occur on a 24-hour basis. Additionally, we partner with over 25 professional community service providers to offer the best array of services.

Clinical Services Offered

- Interdisciplinary and specialized diagnostic services
- Ongoing individualized treatment planning with comprehensive team
- Individual therapy
- Group therapy
- Family therapy
- Milieu therapy
- Attachment and Bonding therapy
- Referral for Psychiatric/Psychological assessments
- Medication management
- Chemical Dependency counseling
- Crisis support and stabilization
- Intensive Clinical Case management



Two Generations Treated Simultaneously

Extensive research has proven that the manner in which we are parented affects us for the rest of our lives. Specifically, we are keenly aware of the importance on the formation of a strong, healthy and secure attachment between a mother and her child which is why a relational attachment philosophy is at the heart of our clinical services. The first 3 years of a child's life is a critical period for physical, neurological and emotional growth. The scientific and clinical community is acutely aware that if a child lacks a secure, loving, consistent caregiver and environment in these first critical years that this can have a profound negative effect on their ability to engage in healthy relationships for the rest of their lives. Conversely, when a parent has the tools and opportunities to provide a caring, nurturing and healthy early environment for her child, it is an opportunity to change forever her child's chance at having a positive, healthy and successful life.

We are honored at Florence Crittenton to have the unique opportunity to serve not only one generation of at-risk young mothers, but know that we positively and forever impact the lives of their children and the many generations to follow.

Restorative Justice

We are committed to providing a healthy, productive, and just environment at Florence Crittenton Home. The program staff hopes to help young women grow into responsible, caring community members.

When wrong-doings happen, it is our goal to help clients and staff understand who has been affected, how they have been affected, and whose obligation it is to repair the harm or "make it right" again.

The Florence Crittenton Home program does not subscribe to punitive punishment measures. When at all possible, we strive to give positive feedback and direction for continued growth. We acknowledge that Florence Crittenton Home is a living, functioning community. When one community member (or sub-group of the community) creates an incident that negatively affects the other community members, we will work with those community members who have an investment in the incident, to the extent possible, to collectively identify and address harms, needs and obligations in an effort to repair the harm done.

- Who was affected and/or harmed by your decisions and actions (or indecisions and inactions)?
- How were others affected by your decisions and actions?
- In what ways will you make things right with the others affected by you, and with the Florence Crittenton community?

Changing the future... two lives at a time.

Procedures

Making Repair

At Florence Crittenton's Center for Pregnant and Parenting Teens, our disciplinary approach is restorative rather than punitive. We do not "punish" clients for breaking rules or for disrupting the environment at the home. Rather, if someone in our program has broken the circle of security, we ask them to repair the damage done before they can move forward in working their treatment plan. Usually, this means repairing a relationship with one or more people, who have been affected. You will probably hear references made to this approach. To learn more, ask the Volunteer Coordinator, your program manager or shift supervisor.

Hand Washing for Volunteers

1. Wash your hands with soap and water upon arrival each day.
2. Wash your hands before food preparation.
3. Wash your hands after blowing your nose.
4. Wash your hands after using the bathroom.
5. Wash your hands after cleaning a child's bodily fluids – nasal discharge, spit up, drool, soiled diaper, and vomit.
6. Wash your hands when re-entering the room after a break.
7. Wash your hands at the end of your shift.

Use Hand Sanitizer

Use hand sanitizer as an extra precaution, but not in place of washing your hands. If you are unable to get to a sink quickly, the next best thing to do is to use hand sanitizer. However, it is not a replacement for washing hands with soap and water.

Use Sterile Gloves When

1. Changing a diaper
2. Cleaning up bodily fluids (vomit, larger amounts of spit up, uncontained loose stools, and blood)
3. Applying diaper rash cream
4. Applying teething gel in the mouth

Diaper Changing Procedure

1. Safely place the child on the changing table.
2. Check to see if the child has a soiled or wet diaper.
 - a. Wet diapers – gloves are not necessary unless you wipe the child's bottom.
 - b. Soiled diapers – it is mandatory to wear a glove on the hand that wipes the child's bottom.

- c. Always dispose of the gloves before re-entering the play area. The gloves are contaminated.
 - d. Always change your glove before applying diaper cream.
3. Change the child's diaper.
4. Put the soiled diaper, wipes, and gloves safely out of reach while dressing baby, and then place them into the diaper pail.
5. Continue to address the child throughout the changing.
6. Wash the child's hands in the sink with running water and soap before re-entering the play room. Ask for assistance if needed.
7. Return to the changing table to clean and sanitize the table with bleach/water solution. Just spray down the table and wipe clean.
8. Wash your own hands with hot soapy water before returning to the play area.

Bonding and Attachment

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Because the babies and toddlers who live at Florence Crittenton's Center for Pregnant and Parenting Teens live with a variety of care-givers, and because we know that consistency in caregivers is essential to a young child's development, we do ask that each volunteer attempt to work with the same child/children each time s/he works here. If you are part of a group of volunteers, please work out an "assignment" of which person is care-giving which children, and then stick to that pairing as consistently as possible!

Policies

You are a valued staff member

We appreciate all that you bring to our organization. So far in the first half of the 2010 fiscal cycle, 94 individual volunteers, and numerous community groups, have donated a total of 4,483.01 hours of service to our organization! Independentsector.org estimates the value of a volunteer in Montana, at this time, is approximately \$14.75 per hour. This means that your service has brought in more than \$66,124.40 worth of VALUE to our home!!!!!! You are important members of our staff, and the mothers and children you care for will see life-long benefits from your love. And remember – you are seen as staff. Therefore, if you cannot come in on a day when you are scheduled, please call and let your supervisor know in plenty of time so that we can try to find a substitute.

Co-Sleeping Policy

Mothers are not allowed to sleep in bed with their babies at any time. A baby should never be put to bed with an adult.

This is our clients' home

Please enter the building through the direct entrance closest to your assigned work area. (There are three public entrances – ask staff which you should use.) This is the girls' and children's home, and we try to keep traffic flow to a minimum to help maintain a sense of normalcy in their home.

Confidentiality is key

Please remember always to sign in the Volunteer Log (there is one kept near each entrance). Your signature is your acknowledgment that everything that happens here is strictly confidential. All staff, paid and unpaid, as well as the young people who live here, are required by law to keep all client information confidential.

Your time is valuable

Please keep track of the hours you are working. There blank time sheets in the Volunteer Sign-In Log. Please start a new time sheet at the beginning of each month. Be sure to enter the date you worked, the task you performed, and the number of hours you volunteered on that date (recorded as decimals such as 4.75 hours). Please make sure that you tally your total hours at the end of each month. Staff will pull all volunteers' time sheets, as soon as possible after the close of a month, to record the number of volunteers who worked that month, what they did, and how many hours were volunteered. These statistics are extremely valuable when writing grant proposals; without which our facility could not run.

Stick with the schedule

It is important to remember that this is a state-licensed, therapeutic group home, and as such has many specific requirements. For the safety of the girls and their babies, we need to have an accurate account of everyone in the building, at all times. This means that it is essential that you sign in and out, and also remember that you are only to be in the building during the hours that you are scheduled to work. This is true for both paid and unpaid staff. Please do not just “drop by” as this would put us out of compliance with state regulations.

Where am I?

When you are in the facility, it is important that you are always in the area where you have been assigned to work. For example, if you are working in the Child Enrichment Center, then that is where you need to be. Please do not walk through the home for any reason. If you need to use the restroom, please notify a staff member, as that facility is located in the middle of residential area. Volunteers are not allowed in client’s bedrooms when the client is present. The only time a baby sitter is allowed in a private area of the building is to put a baby to bed when necessary because mom is not home.

Words can help or hurt

The young moms that live here are complicated, wonderful young women, with a host of problems. Each mom is working a treatment program with the help of case managers, therapists, social workers, etc. We are here to serve these young mothers. If you have direct interaction with a client, please remember to be kinder than necessary, because she has a multitude of stressors on her life. We try always to point out the positives, and “build up” the young moms’ confidences. Please do not point out negatives or “talk down” to a mom. If you have concerns about her parenting, please bring them to your supervisor’s attention after the mom is no longer present. Then the concerns can be brought to the attention of the appropriate case workers.

Speaking a new language

Remember that words can teach, and words can hurt. We use very specific language at Florence Crittenton Home surrounding issues such as adoption, birth plans, parenting, discipline, etc. Notice how your direct supervisor phrases things. Ask questions. If you are unsure about how to say something in the most therapeutic manner, please feel comfortable asking your supervisor.

No Smoking

Florence Crittenton is a no-smoking facility. There is no smoking permitted in the building or on the grounds. Smoke breaks are not allowed during working hours, for both paid and unpaid staff. Because of the proven negative affects of second and third-hand smoke, please do not come to work with smoke on your clothing or hair. When

holding a baby close to you, they can be harmed by third-hand smoke. Also, if you are with a client, it is absolutely not acceptable to smoke in her presence. Our clients are minors, and underage smoking is illegal.

Getting credit

If you are volunteering as part of an outside program (Retired and Senior Volunteers, Community Service Requirements, Internships for college credit, etc.) please meet with Deb Williams, the Volunteer Coordinator, before your volunteer position begins, to solidify arrangements for the reporting of your completed hours.

Finishing up

When you find that you need to end your volunteer position here at Florence Crittenton Home, please notify your supervisor in advance, so that s/he will be prepared for that event, and can make sure to have your replacement hired, background-checked, trained, and “ready-to-go.”

Commitment

Because of our commitment to Bonding and Attachment therapy, and because many of our young moms have experienced serious abandonment in their past, we ask all volunteers to make a minimum of a six-month commitment to their job. A year would be preferable, if at all possible.

Volunteer Code of Conduct

Dress Code

The clients and all staff of Florence Crittenton Home are asked to adhere to a reasonable dress code. For a copy of the specific policies, please contact the Volunteer Coordinator.

Ethics versus Values

Volunteers should make ethical decisions and be prudent in their actions. However, volunteers should never force their own set of values on another person, and should not assume that another person shares their same values.

The Law

Volunteers should know and understand the law as it pertains to their volunteer position, the clients served, and general social interactions. Volunteers must uphold the law at all times, by obeying the law, and by suggesting that the client in their care also obey the law. If, at any time, a client or staff member disobeys a law, the authorities will be contacted and the appropriate course of justice will be served.

Confidentiality

Every interaction between a staff (paid or unpaid) and a client is confidential. Any information divulged by a client, to a staff, is confidential. Any information a volunteer may find out about a client from an outside source, is confidential. A volunteer may tell his or her family a general accounting of his or her activity that day, but may not share details of a client's life, including name, baby's name, family affiliation, school attended, etc.

Alcohol

Obey the law. Do not introduce a client of Florence Crittenton Home to alcohol, and do not use alcohol in her presence. You are fully within the law to drink alcohol, if you are above 21 years of age. However, it would be inappropriate to drink in front of, or with, an FCH client.

Drugs

Street drugs are illegal and will not be condoned. Be aware that many of the clients at FCH struggle with chemical dependency. Do not use prescription medication in the presence of an FCH client, and never leave a client alone in a place where narcotics, barbiturates, anti-depressants, etc. are stored.

