

Volunteer Handbook



The Mission of the Florence Crittenton Home is building healthy and productive lives for pregnant and parenting young women and their babies.

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Table of Contents

WELCOME.....	4
FLORENCE CRITTENTON HOME	4
<i>Mission</i>	<i>4</i>
<i>Agency Structure</i>	<i>5</i>
<i>Our Clinical Approach</i>	<i>5</i>
<i>The Treatment Plan.....</i>	<i>6</i>
<i>Clinical Services Offered</i>	<i>6</i>
<i>Two Generations Treated Simultaneously.....</i>	<i>7</i>
PROGRAMS THAT UTILIZE VOLUNTEERS	8
▪ MENTOR PROGRAM	8
▪ CHILD ENRICHMENT CENTER VOLUNTEER PROGRAM.....	8
▪ BABY-SITTERS PROGRAM.....	8
▪ INTERNSHIP PROGRAM	9
▪ BOOK CLUB.....	9
▪ COMMUNITY GARDEN	9
▪ INDEPENDENT LIFE SKILLS PROGRAM	9
▪ HOLIDAYS AT FLORENCE CRITTENTON HOME PROGRAM	9
▪ THERAPY DOGS PROGRAM	10
▪ ART AND MUSIC THERAPY PROGRAM	10
▪ DAY OF SERVICE OPPORTUNITIES	10
▪ COMMUNITY SERVICE PROGRAM.....	10
POLICIES AND PROCEDURES.....	11
YOU ARE A VALUED STAFF MEMBER	11
THIS IS OUR CLIENTS' HOME	11
CONFIDENTIALITY IS KEY	11
YOUR TIME IS VALUABLE	11
STICK WITH THE SCHEDULE.....	11
WHERE AM I?	12
WORDS CAN HELP OR HURT.....	12
GETTING CREDIT.....	12
FINISHING UP.....	12
VOLUNTEER CODE OF CONDUCT	13
DRESS CODE	13
ETHICS VERSUS VALUES.....	13
THE LAW	13
CONFIDENTIALITY	13
ALCOHOL	13
DRUGS	13
STEPS TO BECOMING A FLORENCE CRITTENTON HOME VOLUNTEER:.....	14

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 attending pre-service training. The more you read this manual, the more questions will arise! Please keep a running list of your questions, and bring them to your informational interview or pre-service training.

Remember that the Volunteer Coordinator is available to you at any time, to answer questions or to help you with problems that may arise with your volunteer position.

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

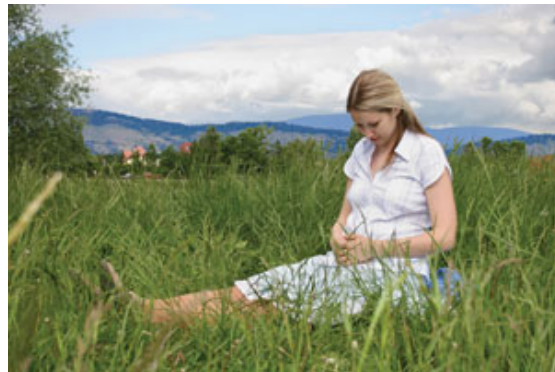
Florence Crittenton Home is a private, non-profit organization that is regulated by a volunteer Board of Directors. The Board meets regularly to oversee the goals of the agency. There is also a national “Foundation Board” serving all Florence Crittenton organizations nation-wide. Our only affiliation 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, Cheri Long. Cheri can be reached at 442-6950 ext. 222 or cheril@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 around 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.

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

Programs that Utilize Volunteers

- **Mentor Program**

Our mentors are at least 25 years old, and have held a steady job for the past year. Mentors are matched with young mothers from our program, and together they forge a meaningful adult relationship. In mentoring at Florence Crittenton Home, the relationship you create could possibly change a young woman's life forever. This is an on-going commitment, and participants must agree to mentor a young mom for the duration of her stay at Florence Crittenton Home.

- **Child Enrichment Center Volunteer Program**

The Child Enrichment Center is an independently licensed child care facility within our home. The Child Enrichment Center provides services to clients from the Florence Crittenton Home program as well as members of the larger Helena community. Volunteers in the CEC work alongside our two paid staff members to consistently maintain a more personal staff-to-child ratio. Volunteers in this program commit to a regular, weekly schedule.

- **Baby-Sitters Program**

Florence Crittenton Home clients participate in an educational or therapeutic group each weekday from 3:30 until 4:30. There is also one weekend group, on Sundays from 1:00 until 2:00. Groups include "Loving Your Baby from the Inside Out," Parenting, Emotional Regulation, Bonding and Attachment, Chemical Dependency, Independent Life Skills Training, and more.

Volunteers in the Group-Time Baby-Sitters Program commit to a regular, weekly schedule, providing baby-sitting coverage while moms are in group. The shift starts at 3:15 pm and should end around 4:45 on weekdays, and 12:45 – 2:15 pm on Sunday.

In addition to this weekly opportunity, we also have a monthly baby-sitting opportunity. The girls participate in a Book Group on the second-to-last Thursday of each month, from 7:30 – 9:30 pm. We need 2-3 baby-sitters to put children to bed while their moms participate in Book Club.

Finally, we maintain a "baby-sitters list" so that our young mothers have the option to secure a baby-sitter for occasional evenings or afternoons out.

All baby-sitting takes place at Florence Crittenton Home.

- **Internship Program**

Working with college and high school students, we have been able to create a variety of meaningful internships at Florence Crittenton Home. In the past we have utilized interns in clinical settings, independent life skills programming, marketing and development projects, as well as child care. We have hosted a variety of interns, from one-semester/one-hour per week positions, to full-year, full-time positions. If you are seeking an educational internship, please contact Cheri Long to set up an informational interview.

- **Book Club**

Our clients participate in a monthly book club, run by the Adolescent Librarian from the Lewis and Clark Public Library. We have other volunteers help to coordinate and facilitate the book group and discussion, and also are in need of baby-sitters while moms participate in book group. The Florence Crittenton Home Book Club meets on the second-to-last Thursday of each month.

- **Community Garden**

The residents and staff of Florence Crittenton Home have created a wonderful community garden on our campus. Our clients plant in the spring, maintain the garden throughout the summer, harvest in the autumn, and process the products in late fall. We often rely on volunteers for garden-related tasks, including canning, freezing, dehydrating, etc.

- **Independent Life Skills Program**

While in residence at Florence Crittenton Home, all of our clients participate in an Independent Life Skills Program. This program offers various opportunities to learn the many skills necessary to live productively on their own as single moms in the community. If you have a skill you would feel comfortable teaching, please contact Maureen O'Shaunessy, our Independent Life Skills and Recreation Counselor.

- **Holidays at Florence Crittenton Home**

Holidays are a special time in the lives of all families – and particularly important for young moms with new babies who are far from their homes! It is vital that we not only provide gifts, but also nurture the development of family traditions, and provide substantive meaning to various holidays throughout the year.

We would love to host a number of guest speakers who could help the girls to understand and create their own unique holiday traditions as well as learn about holiday traditions in other cultures. Also, we often have flowers delivered for Valentine's Day; gift baskets arrive for Mother's Day; Easter baskets and egg

hunts on Easter Morning; and of course we want to make sure there are appropriate presents under the Christmas tree.... If you can help to coordinate a tradition-building or gift-giving program, please contact Cheri Long.

- **Therapy Dogs Program**

Animals can provide a forum for unconditional love that is hard to match anywhere else! Many of our clients have responded well to animal-related activities, and have made great therapeutic progress as a result. Therefore, we host Therapy Dog visits in our facility, for both mothers and children. If you are the owner and/or trainer of a licensed Therapy Dog, please contact us to schedule visits.

- **Art and Music Therapy Program**

Florence Crittenton Home is a TV-free facility. We hope that our young families will discover new personal enrichment and entertainment possibilities while in our program. To that end, we provide as many and various non-television options as possible. If you have a musical or artistic skill, and would like to provide an afternoon or evening creativity workshop, please submit a one-page proposal to Cheri Long, Volunteer Coordinator.

- **Day of Service Opportunities**

We often have facilities and maintenance projects that could easily be done by your group as a Service Opportunity. One-day opportunities include such necessary tasks as lawn care, grounds keeping, snow shoveling, flower bed planting, etc. We have also used service-day-volunteers for vehicle detailing and indoor deep-cleaning projects with great success!

- **Community Service Program**

If you are in need of a short-term volunteer position to help with a community service requirement, please contact Cheri Long, Volunteer Coordinator. Community Service projects will be outdoors and will include such activities as shoveling snow, raking the yard, cleaning the outside play area, washing windows, detailing cars, etc.

Policies and Procedures

You are a valued staff member

We appreciate all that you bring to our organization. So far in the first half of the 2009 fiscal cycle, 94 individual volunteers, and numerous community groups, have donated a total of 4,483.01 hours of service to our organization! Publicsector.org estimates the value of a volunteer in Montana, at this time, is approximately \$13.51 per hour. This means that your service has brought in more that \$60,500.00 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.

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.

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.

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 Cheri Long, 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.”

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.

Steps to becoming a Florence Crittenton Home volunteer:

- 1) Visit our web site at www.florencecrittenton.org to read more about the volunteer program and download our application packet and volunteer handbook.
- 2) Complete the application packet. ALL APPLICANTS MUST SUBMIT:
 - a. Check list
 - b. 2-page application form
 - c. Signed releases and agreements
- 3) Applicants to the Baby-Sitters Program and the Child Enrichment Center Volunteers Program must submit all of the above, plus:
 - a. Release of Information (MUST be Notarized)
 - b. Statement of Health Form
 - c. \$11.50 fee to cover Criminal and Child Protective Services Background Checks
 - d. Proof of immunization for Tetanus within the past 10 years, and MMR.
- 4) Applicants to the Mentor Program must submit all of the above, plus
 - a. Proof of Vehicle Insurance
 - b. Copy of Valid Driver's License
 - c. \$7.25 fee (in addition to c. above) to cover the addition of a Motor Vehicle Record
- 5) Submit your completed application packet, either by mail or personal delivery, to:

Cheri Long, Volunteer Coordinator
Florence Crittenton Home
901 North Harris Street
Helena, MT 59601
- 6) Wait 1-3 weeks for the results of your Criminal and Child Protective Services Background Checks if these are a part of your application process.
- 7) Receive notification of your acceptance as a Florence Crittenton Home volunteer.
- 8) Contact the Volunteer Coordinator at 442-6950 ext. 222, or cheril@florencecrittenton.org to arrange for a meeting or conversation during which you can discuss current volunteer opportunities and, with luck, find a good match for your skills and schedule!
- 9) Attend Monthly Girls and Babies Tour. These tours are conducted by our young moms on the 2nd Tuesday of every month beginning at 5:30 in the evening. To schedule your tour, please contact Michele at 442-6950 ext 215.
- 10) Once assigned to a specific volunteer position, arrange a time to meet with your job supervisor and receive any necessary pre-service training.