



# Nonnie Hood Parent Resource Center Volunteer Handbook

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## Welcome

Dear New Volunteer,

On behalf of our Board of Directors and dedicated team of staff and volunteers, welcome to the PRC!

Whether you are serving on our board, helping with programming or fundraising, or volunteering in some other capacity, your volunteerism serves our mission to help families with young children play, learn and connect with others.

Your service as a volunteer helps our families know that this community cares about them, and that they have partners in parenting and growing up. Your generosity helps make our vision come alive of “strong, happy families connected to their community.”

We invite you to read through this handbook, which provides a basic overview of the policies and procedures that help our organization work together towards our mission.

If you have any questions, please let us know ([info@nonniehoodprc.org](mailto:info@nonniehoodprc.org)).

Thank you for joining the PRC team!

- The Nonnie Hood Parent Resource Center

## Who We Are

### About Us

The PRC is a 501 (c) 3 nonprofit organization dedicated to serving families with young children. We offer a drop-in center for the whole family, special programs and parent education classes.

### Mission

The Nonnie Hood Parent Resource Center helps families with young children play, learn, and connect with others in a welcoming and encouraging environment.

### Vision

Strong, happy, and playful families connected to their community.

### Our Origins

In the late '80s, local preschool teachers, including Johanna "Nonnie" Hood, helped open the first resource center in Corning with the vision of serving preschool children by supporting their whole family.

This first center was located on the second floor of the Corning-Painted Post School District Administration building on Charles Street in Painted Post. It later moved to Franklin Pierce Elementary School in Coopers Plains.

In 2001, the center became an independent 501 (c) 3 non-profit organization, taking the name "Nonnie Hood Parent Resource Center" in honor of one of its founders. At that time, the PRC moved to its current home in downtown Corning above the library, where its central location supports its vision of strong, happy and playful families connected to their community.

Click [here](#) to read an interview with Nonnie Hood.

## Who We Serve

In 2019, the PRC served 1149 children ages 0-8 (approximately 6% of the entire 0-8 age population in Steuben and Chemung counties) for a total of 2724 attendees. Half of our visitors are from Corning, Big Flats and Painted Post, with strong attendance from Horseheads (6%), Elmira (9%) and the surrounding areas.

In addition to the general public, we serve children and their families in the foster care and family court system as both a host site and supervisor for supervised visitation.

## Definition of a Volunteer

### General Definition

You are considered a volunteer if you, without compensation or expectation of compensation beyond reimbursement for volunteer related expenses, perform a service at the direction of and on behalf of the agency. This includes participating in program activities or serving on the Board of Directors.

As a volunteer, you will be accepted and enrolled by the agency as a volunteer prior to performance of your tasks. The PRC welcomes adults, youth, families, and groups to volunteer within our agency's programs and does not discriminate against any volunteer because of race, color, age, gender, sexual orientation, national origin, or disability. We sometimes partner with other organizations which provide small stipends to their members (i.e. Pathways, etc.). When they are serving within our programs, we consider these people to be volunteers and will ask for evidence that they passed a background check if necessary for the role in which they volunteer.

### Employees as Volunteers

If you are already an employee of the PRC, you may not volunteer for PRC. If you would like to participate in an activity or program offered to volunteers, please check with your manager about the possibility of participating as an employee.

### Family Members of Staff as Volunteers

Family members of staff may volunteer with the agency with advanced permission of the manager or executive director. When family members are enrolled as volunteers, they will follow any applicable rules.

### Minors as Volunteers

Volunteers under the age of 18 who wish to participate in an ongoing volunteer opportunity must have written permission of a parent or guardian before they may begin service. The volunteer tasks assigned to a minor shall be performed in a non-hazardous environment and shall comply with all appropriate requirements of child labor laws. Minor volunteers participating in non-remote locations will be under supervision at all times.

### Volunteering vs. Interning vs. Service Learning

As opposed to most volunteer opportunities, internships are primarily educational experiences with an emphasis on learning academic or career-related skills. Interns may receive academic credit for their experiences if they arrange this with their school ahead of time. Service Learning occurs when a class or group works with a community partner, such as the PRC, on a plan to implement solutions for a student-identified community need.

## Classification of Volunteers

### Primary Volunteers

Volunteers who

- Are 18 years or older
- Have regular contact with youth (high or low touch) OR
- High touch contact with youth (regardless of frequency) OR
- Participate in higher risk activities

Primary volunteers have higher levels of screening requirements.

### Secondary Volunteers

Volunteers who

- Are less than 18 years of age OR
- May have occasional contact with youth, but never in a high touch setting
- Do not participate in higher risk activities

Secondary volunteers have less stringent screening requirements.

## Additional Definitions

### High/Low/No Touch

*High touch:* Works directly with children one-on-one or in a group setting, whether supervised or unsupervised (ex: short term childcare, camp, child programming)

*Low touch:* Works among children, but not directly interacting with them (ex: volunteering at check in desk, helping with administrative work in the center)

*No touch:* Does not work with children (ex: attending a meeting, calling families)

### Occasional/Special Event Volunteers

People who serve as volunteers for a limited time period are considered occasional/special event volunteers. Examples include painting, help at fundraising event, help at single programming event.

## Community Supporters

### Group Volunteers

PRC programs may accept one-time volunteer service from groups, including high school and college service groups, church groups, and employees on corporate service days. In these instances, no application, interview or background check is required as these individuals are not considered directly PRC volunteers.

Youth may participate in one-time group volunteering activities with the permission and supervision of their leaders. Group leaders assume responsibility for obtaining any necessary parent/guardian permission.

### Professional Partners

Professionals who provide their services pro bono, while not considered volunteers, are valuable community partners. If you are interested in providing your services to the PRC, please let us know!

## Recruitment and Selection Procedures

### Volunteer Opportunity Descriptions

As a volunteer, you will be given a description of the specific responsibilities of your role. It is your responsibility to understand your role and seek any necessary clarification from your supervisor.

## Applications

All volunteers, excluding group volunteers or professional partners, must complete a Volunteer Application and Liability Release Form.

## Interviews

All primary volunteers and all regularly scheduled secondary volunteers require an interview with a PRC manager or, in the case of prospective board members, a current PRC board member. Interviews help volunteers clarify the responsibilities of the opportunity and help the PRC decide if the prospective volunteer is a good fit.

## References

The PRC requires primary volunteers and regularly scheduled secondary volunteers to provide three nonfamily references on their application. These references must be checked by PRC staff for primary volunteers prior to accepting the individual as a volunteer.

## Screening and Background Checks

Primary volunteers must pass a criminal records and child abuse background check.

Driving records checks are required for volunteers who drive. The PRC covers the cost of all background and criminal records checks for volunteers.

A person shall be disqualified and prohibited from serving as a representative of the institution, volunteer, and/or affiliated with the institution in any fashion if:

- Refuses to consent to a personal criminal background search.
- Convicted of a crime of child abuse, sexual assault, child neglect, murder, voluntary manslaughter, felony assault, arson, robbery, burglary, indecent exposure, public lewdness, terrorist threat, and offenses against a minor, kidnapping, or felony of the Controlled Substance Act (including crimes whereby a plea of “No Contest” was entered).
- Has been convicted, in any combination, of the following offences: misdemeanor assault and battery, Misdemeanor Theft.
- Has been twice convicted, in any combination during the past seven years, of the following offenses: Driving While Intoxicated (DWI) or Driving Under Influence (DUI), or any violation of the Controlled Substance Act.
- Judged liable for civil penalties or damages involving sexual or physical abuse of children; or subject to any court order involving any sexual abuse or physical abuse of a minor, including but not limited to domestic order for protection.
- Convicted of any lesser crime in which sexual relations is an element, including “victimless” crimes or a sexual nature (including pornography).
- Convicted of any lesser crime involving cruelty to animals.

## Aspects of Volunteer Service

### Orientation & Training

Your supervisor will provide you with its own orientation and the necessary training required for your specific volunteer position.

### Supervision

As a volunteer, you will have a clearly identified supervisor who will directly oversee your role within the program and be available to you for guidance.

### Corrective Action

If the need arises, corrective action may be taken if a volunteer's actions do not align with the volunteer handbook, the volunteer position's requirements, workplace policies or mission. Examples of corrective action may include the requirement of additional training, re-assignment of a volunteer to a new position, suspension of the volunteer, or dismissal from volunteer service.

## Participation Guidelines

### Dress Code and Personal Hygiene

As a volunteer, you are responsible for presenting a positive image to clients and to the community as a representative of the PRC. Volunteers' dress, grooming and personal hygiene should be appropriate to the work situation. Radical departures from conventional dress or personal grooming and hygiene standards are not permitted. Odors (tobacco, etc.) that are disruptive or offensive to others or may exacerbate allergies are unacceptable.

Volunteers who have regular contact with the public should wear office casual attire and carry a name tag identifying them as a volunteer.

Any volunteer who does not meet the standards of these guidelines may be asked to leave.

### Driving Policies

Volunteers must receive permission from their supervisor before driving on behalf of the PRC.

Volunteer drivers must be at least 21 years old and have the following on file with the PRC: a cleared Driving Record Check (Driver Abstract), a copy of their driver's license, and proof of insurance coverage if using their personal vehicle.

Personal vehicles used to perform volunteer work-related duties must be well-maintained, registered, insured and inspected. If a volunteer uses his/her own vehicle, the owner's auto insurance is considered the primary insurance in case of accident or injury. The volunteer is always responsible for all deductibles resulting from accidents involving their personal vehicles. All vehicles owned or leased by the PRC are covered as prescribed by New York State, including motor vehicle insurance requirements, medical, collision and comprehensive coverage.



While driving, they must follow all state and federal traffic laws. All passengers must wear seat belts. Volunteers must contact police and obtain a police report and complete a NYS Department of Motor Vehicle Accident Report if they are involved in any volunteer work-related accident.

The volunteer is responsible for paying any citations or violations they incur while driving any vehicle (i.e. parking tickets, speeding tickets). Volunteers must inform their supervisor immediately of any motor vehicle or traffic violations while driving on behalf of the PRC, or changes in their driving status. Incidents will be reviewed by the Executive Director to evaluate possible impact on future assignments involving driving.

### Drug Free Policy

The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is not allowed in the PRC program sites. Additionally, volunteers may not be impaired by any substance while serving. Such action may result in your immediate dismissal from the volunteer position.

### Confidentiality Policy

You are responsible for maintaining confidentiality of all information to which you are exposed while serving as a volunteer, whether this information involves staff members, volunteers, clients, or other people or involves overall program or agency business. Failure to maintain confidentiality may result in termination or other corrective action.

### Non-Discrimination and Anti-Harassment Policy

The PRC is committed to a work environment in which all individuals are treated with respect and dignity. The PRC is also dedicated towards providing a professional atmosphere that promotes equal opportunities and prohibits discrimination or harassment on the basis of race, color, national origin, religion, gender, age, disability, alienage or citizenship, status, marital status, creed, genetic predisposition or carrier status, sexual orientation, veteran status or any other characteristic protected by federal, state or local law.

The PRC requires all volunteers to conduct themselves in a professional manner and to refrain from discrimination or harassment of any kind. If you experience or detect any instances of harassment, sexual or otherwise, please report it immediately to your supervisor or the Executive Director.

All complaints or information about harassment will be investigated, whether that information was reported in a oral or written form. Investigations will be conducted in a timely manner and will be confidential to the extent possible.

### Mandatory Reporting

While volunteering for the PRC, if you have direct contact with children you have a legal obligation to report any known or suspected child abuse, neglect or any other behavior placing the health and welfare of children in jeopardy. Failure to report may result in legal action against you. Primary volunteers with direct contact with children are trained in reporting requirements and associated procedures. It is recommended that volunteers immediately consult with a supervisor when presented with a situation that may warrant a report.

### Non-Smoking Policy

Smoking by our employees, volunteers, clients, or vendors at any program location, in or outside, is not allowed.

## Property Policy

As a volunteer at the PRC, you will respect the property of PRC and the personal property of other volunteers and staff.

## Safety

The PRC is committed to creating and maintaining a safe and positive environment for staff and volunteers as well as persons and families served. Volunteers will be trained on safety protocols related to the assigned volunteer position. Volunteers are expected to report any unsafe conditions immediately to their supervisor.

Any injury to the volunteer while fulfilling the duties of their position description must be reported to the supervisor immediately using an incident report form. A worker's compensation claim may need to be filed.

## Sick Policy

If you have symptoms of a contagious disease or are otherwise ill in such a way that prevents your performing your duties, please do not volunteer at the PRC. Volunteers may be asked to verify their health conditions before starting their volunteer shift, and if they appear ill they may be asked to go home. Please see sick policy for more details.

## Personal Involvement with Families

If your volunteer position involves working directly with families, it is important to maintain boundaries with them and to keep your relationship professional, not personal, by focusing on the mission. Personal stories should only be shared in order to guide and serve families.

## Media Relations

All public relations or media concerns must be handled by the PRC staff. No media contact shall be made or received by a volunteer. Any media contact received by a volunteer must be forwarded to their supervisor promptly.

## Computer and Equipment Use

Use of PRC computers and equipment is intended only for agency related purposes. Volunteers are not permitted to use computers or equipment for personal, business or commercial purposes unrelated to the PRC.

## Personal Communication Devices

The PRC's goal for volunteers is to meet the needs of the families we serve and to provide the best experience possible. We ask that volunteers refrain from using their personal device while volunteering at the PRC/directly with families.

## Social Media Policy

When posting on personal social media platforms, volunteers are welcome and encouraged to engage with the PRC's social media presence. However, volunteers should not reveal agency confidential information or discriminate or harass PRC families, employees or other volunteers on social media. Using PRC logos, trademarks, copyrights or other intellectual property without PRC approval is also prohibited.

Volunteers should not post on behalf of the PRC on its social media platforms without permission of a manager.

## Schedules

### Emergency Delays or Closings

In the event of a closure due to weather or other emergency conditions, the Manager, Executive Director or shift leader will close PRC for the day. During the school year, the PRC follows Corning-Painted Post School District for weather-related delays or closings.

### Holidays

- New Year's Day
- Martin Luther King, Jr. Day
- President's Day
- Memorial Day
- Good Friday
- Day after Good Friday
- Independence Day
- Labor Day
- Columbus Day
- Day before Thanksgiving
- Thanksgiving
- Day after Thanksgiving
- Day before Christmas
- Christmas
- Day after Christmas

## Ending Volunteer Service

### Resignation & Leave of Absence

Your volunteer position may conclude at the end of a particular project, event, or set time period, but you are also free to end your volunteer service with PRC at any time.

Because volunteers are so important to the programs and agency, we request that volunteers (with the exception of special event/occasional volunteers) provide advance notice of their departure and a reason for their decision, preferably in writing. Thank you!

### Termination

You may be terminated from your position as a volunteer for a variety of reasons. Some of these include: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of agency equipment or materials, abuse or mistreatment of clients or coworkers, failure to abide by agency policies and procedures, failure to meet physical or mental standards of performance, and failure to satisfactorily perform assigned duties.

## Policy Updates & Review

This policy may only be changed by the Executive Director, who will consult with the Board of Directors for any significant policy changes. The policy will be reviewed annually.



## Volunteer Agreement and Release from Liability

I have read and understood the Nonnie Hood Parent Resource Center (PRC)'s Volunteer Handbook and agree to comply with it.

I recognize that, as a volunteer I represent the above organization to the public. I accept the responsibility for this status and will conduct myself in a professional manner. I will be clean and sober when conducting business as a representative of this organization.

I will not participate in and will report any and all instances of any sort of harassment, exploitation, and or intimidation. I will work to maintain an atmosphere of physical and emotional safety for everyone associated with the organization (employees, volunteers, clients and visitors).

I agree to maintain the confidentiality of all volunteers, clients, and donors about whom I have personal and identifying information.

I agree to honor the commitment length and frequency of service that I make to the organization. I agree to provide as much advance notice as is possible in the event that I will be absent from my volunteer shift. I agree to update my personal information and emergency information as changes occur.

I am aware that as a volunteer I expose myself to potential hazards which include but are not limited to: kitchen accidents, cuts, burns, back injury from lifting, car accidents, property damage or injury to others in car accidents, falls, muggings, etc. I am voluntarily participating in this service with the knowledge of the potential hazards involved and hereby agree to accept any and all risks of injury.

I agree that my assignees, heirs, distributes, guardians and other legal representatives will not make a claim against, or sue for injury or damage resulting from the negligence or other acts, howsoever caused, by any employee, agent, or volunteer contractor of the organization as a result of my participation as a volunteer. I hereby release from all actions, claims, or demands that I, my assignees, heirs, guardians and legal representatives now have or may hereafter have for injury resulting from my participation as a volunteer.

If my volunteer service includes driving an automobile, I acknowledge that I have both a valid driver's license and automobile liability insurance policy as required by state law. I agree to maintain my license and insurance in good standing for my entire tenure as a volunteer for the organization. I am knowledgeable of and agree to abide by local and state traffic laws. I agree not to drive while under the influence of alcohol and/or other intoxicating substances.

I grant full permission to the PRC to use any photographs, film, video or audiotapes of me performing volunteer work for any purpose the PRC deems appropriate.  Yes  No

I have carefully read this agreement and fully understand its contents. I am aware that this is a release of liability and I sign it of my own free will.

Volunteer Name (please print):

Volunteer Date of Birth:

Phone Number: (Home) (Work):

Address:

Volunteer Signature:

Date:

**PARENT/LEGAL GUARDIAN CONSENT RELEASE**

[Required if volunteer is under the age of 18. All minors must be under adult supervision at all times.]

I certify that I am the parent or legal guardian of the minor volunteer named above and hereby grant permission for him/her to participate as a volunteer with the PRC and consent to the above.

Parent/Legal Guardian Name (Please Print):

Parent/Legal Guardian Signature:

Date: