

Immanuel Lutheran Church and School of Wentzville, MO

VOLUNTEER HANDBOOK

At that time the disciples came to Jesus and asked, "Who is the greatest in the Kingdom of heaven?" He called a little child and had him stand among them. And He said: "I tell you the truth, unless you change and become like little children, you will never enter the kingdom of heaven. Therefore, whoever humbles himself like this child is the greatest in the kingdom of heaven. And whoever welcomes a little child like this in my name welcomes me. But, if anyone causes one of these little ones who believes in me to sin, it would be better for him to have a large millstone hung around his neck and to be drowned in the depths of the sea."

Matthew 18:1-6 NIV

PREFACE

Volunteers represent a tremendous resource for our schools. They can do so many things to increase the effectiveness of the school's programs and activities by providing assistance and services that would not normally be possible. Children/students reap many tangible benefits from the work of volunteers, however the intangible results of positive feelings, healthy relationships and the life satisfaction of volunteers themselves become a most important product of a well organized volunteer program.

*None of us stands so tall as
when we stoop to help a child*

INTRODUCTION

- A. The goal of Immanuel Lutheran Church and School is to provide:
 - a. A safe environment for all children/students involved in any school sponsored program or activity.
 - b. Comfortable working conditions for all volunteers working with children/students.
- B. The objectives of ILCSW's Volunteer Program are:
 - a. That all children/students be treated with courtesy, respect and Christian love while participating in programs and activities.
 - b. That activities and programs be conducted in as safe and secure environment as reasonably possible, and that children/students are properly supervised while participating in these programs and activities.
 - c. That volunteers who work with children/students receive appropriate training to properly supervise and conduct the programs and activities are equipped to respond to and report dangerous or inappropriate situations.
 - d. That all volunteers who work with children/students comply with ILCSW's education and certification guidelines including but not limited to:
 - i. Selection process used to screen volunteers.
 - ii. Signed statements from volunteers stating that the volunteer has never been formally accused, found guilty or entered a plea in a court of law to any form of child abuse or neglect.
 - iii. Signed statement from volunteer that they understand and will abide by ILCSW guidelines and policies.
 - e. That volunteers receive satisfaction and reward from a job well done.

DIRECT OR INDIRECT SUPERVISION

Volunteer opportunities cover a broad spectrum of positions and scenarios requiring a variety of gifts, knowledge, skills and experiences. While it is universally impossible to quantify every foreseeable volunteer experience, ILCSW for the purpose of safety of children/students generally distinguishes volunteer positions based on having either direct or indirect supervision of children/students.

The principal or immediate administrative supervisor will make a determination as to whether the volunteer's activity involves direct or indirect contact/supervision of children/students.

- A. DIRECT -- Those volunteers determined to potentially have direct supervision will need to comply with all components of this handbook including: (1) application, (2) background check consent, (3) acknowledgment of training, and (4) agreement to follow ILCSW guidelines and policies.
 - a. Examples of direct supervision: room mother, field trip chaperone, teacher aide, lunch mother, library assistance, coaching, bus driver, PTL officers, vbs instructor, drama or music assistance, over-night trip chaperone – basically any activity that would put the volunteer in close contact with students.

- B. INDIRECT – Those volunteers determined to have minimal or infrequent supervision of children/students are encouraged to read and understand ILCSW's volunteer policies and guidelines, but are not required to formally apply, consent to background checks, or acknowledge understanding and compliance.
 - a. Examples of indirect supervision: concession stand worker, ticket takers, single day event helpers, hospitality, basically positions where there is limited (casual) contact with children/students.

NON-DISCRIMINATION

ILCSW does not discriminate on the basis of gender, race, color, national or ethnic origin in the administration of our educational policies, employment practices, admissions policies, scholarship and loan programs, athletic and other school administrated programs.

Psalm 127:3b

“Children are a gift from the Lord”

VOLUNTEER EDUCATION and CERTIFICATION

UNDERSTANDING CHILD ABUSE

*Jesus said, "Let the children come to me and do not hinder them,
for the Kingdom of Heaven belongs to such as these."
Matthew 19:14*

- A. What is Child abuse?
 - a. Child abuse is a legal classification describing various maltreatments of children.

- B. What terms relate to child abuse?
 - a. For the purposes of this manual and ILCSW these are the terms that relate to child abuse:
 - i. Student – anyone 18 years or less and/or enrolled in a program of ILCSW.
 - ii. Situational Abuser – an opportunist who engages in misconduct when a situation develops or exists that makes abuse possible.
 - iii. Preferential Abuser – a perpetrator who actively seeks out children, intentionally develops a situation, and grooms the victims.
 - iv. Victim Advocate – A Christian adult who “stands with” a victim throughout the process, expressing Christian love and concern.

- C. What are the types of abuse?
 - a. **Sexual Abuse** – Any form of sexual activity with a minor, whether in the home or any other setting. The abuser may be an adult, adolescent, or any minor usually at least four years older than the victim.
 - i. Types of abuse involving touching
 - 1. Fondling or inappropriate touching
 - 2. oral, genital and anal penetration
 - 3. intercourse
 - 4. forcible rape
 - ii. Types of abuse not involving touching
 - 1. verbal comments and jokes with sexual innuendo
 - 2. pornographic material, pictures or videos
 - 3. obscene phone calls
 - 4. exhibitionism
 - 5. allowing children to witness sexual activity
 - b. **Physical Abuse** – Violent non-accidental contact which results in injury. This includes but is not limited to striking, biting or shaking. Injuries include bruises, fractures, cuts and burns.
 - c. **Emotional Abuse** – a pattern of crushing a child’s spirit and attacking his/her self-worth through sarcasm, rejection, threats, terrorizing, isolating or belittling. Emotional abuse affects a child’s emotional

development leading to low self-esteem, problems with feelings and emotions, and difficulty with relationships.

- d. **Neglect** – Includes failure by a caregiver to provide for a child’s emotional needs such as love and attention; physical needs such as food, clothing, shelter and health care; and failure to offer supervision when it is within his/her power to do so.

*“Speak up for those who cannot speak for themselves”
Proverbs 31:8a*

D. What are some facts about Child Abuse?

- a. In About 80% of the cases of child abuse, the perpetrator is a adult known to the child.
- b. There are numerous registered sex offenders within a five mile radius of LEAH’s campuses.
- c. Most abuse takes place within a context of an ongoing relationship.
- d. Child abusers are often married and have children.
- e. Many of the reported child molestation cases are committed by adolescent males.

E. Why are children at school potentially vulnerable?

- a. It is a community of trust
- b. There is often ignorance of the facts.
- c. Safeguards may be ignored.
- d. There are an unlimited number of opportunities to be in contact with children/students.
- e. There is easy access to children/students.
- f. There is a constant need for volunteer workers.
- g. Turnover among volunteer workers is high.

F. What is the impact of child Sexual Abuse?

- a. Victimization of children.
- b. Shattered trust.
- c. Damaged families.
- d. Psychological, emotional and spiritual damage to individuals.
- e. Spiritual damage to families and the school community.
- f. School community disunity and polarization
- g. Litigation and financial costs.

ILCSW VOLUNTEER POLICIES

A. **HARASSMENT** -- Any type of harassment is prohibited and will not be tolerated by anyone who is employed or volunteers with ILCSW. Harassment includes, but is not limited to:

- a. **Sexual** – Unwelcomed, unwanted or abusive sexual advances, language or requests. While intended to be inoffensive social exchanges, certain types of conduct may be perceived as creating an intimidating, hostile or offensive situation. In this regard all workers and volunteers of ILCSW should avoid, among other things,

unnecessary touching, embracing, patting, pinching, poking and grabbing.

- b. **Discriminatory** – Harassment based on race, sex, color, religion, national origin, age, military and/or veteran status, or disability is unacceptable and will not be permitted by ILCSW.
- c. **Intimidation** -- Any conduct that has the purpose or effect of creating intimidation, hostility, or offense and/or interfering with the working environment is unacceptable and will not be permitted by ILCSW.

B. **ILLEGAL SUBSTANCES (*ILLEGAL DRUGS, ALCOHOL, TOBACCO and ILLEGAL PERFORMANCE ENHANCEMENT DRUGS or SUPPLEMENTS*)** – ILCSW prohibits the use or possession of illegal substances at all times when on ILCSW premises, while conducting ILCSW business or operating ILCSW vehicles or equipment.

- a. This policy does not include prescription drugs or inhalants when taken as directed by an individual’s doctor except as limited to operating vehicles or equipment.
- b. ILCSW prohibits the use or possession of alcohol; at all times on ILCSW premises, on ILCSW business except for approved ILCSW functions. The use of alcohol is prohibited when operating any ILCSW owned or rented vehicle or equipment.
- c. ILCSW reserves the right, at all times, to have authorized personnel conduct unannounced searches for the purpose of determining whether an individual is in possession of any illegal substances or other items in violation of this policy.
- d. ILCSW also reserves the right, at all times, to have authorized personnel conduct, urinalyses, breath and/or blood tests for the purpose of determining whether an individual is in violation of policy.

C. **REASON TO BELIEVE** – Missouri law requires that a report be made if an individual has a “reason to believe” that abuse or neglect is occurring. This means that if a volunteer suspects abuse or neglect for any reason the suspicion must be reported. Physical proof or other validation is not required to make a report.

- a. Missouri law protects the reporter of suspected child abuse or neglect from any decision or award which might be sought through the filing of such a report. Under Missouri law, any person participating in making a report of suspected child abuse or neglect is immune from civil or criminal liability that might otherwise be incurred as a result of such action.
- b. Any volunteer who has “reason to believe” that an injury, abuse or molestation has occurred must inform the principal or immediate supervisor. The principal/supervisor will assist in completing the **Incident Report**. The principal supervisor will then report the incident to Children’s Protective Services and ILCSW’s legal counsel.
- c. The name of the alleged victim and the alleged abuser should be kept confidential.
- d. When appropriate a victim advocate from ILCSW will be made available.

D. **VOLUNTEER APPLICATION** – all ILCSW volunteers are required to complete Volunteer Agreement and Background Investigation Consent forms.

- a. The information gathered on the Agreement will help ILCSW provide a secure environment for those children/students that participate in our various programs.
 - b. The background consent provides permission to investigate the volunteer's background to substantiate qualifications as a volunteer.
- E. ACKNOWLEDGMENT, UNDERSTANDING, AND TRAINING RELEASE – Volunteers serving in any capacity are required to read the Acknowledgment, Understanding, and Training Release Form before they are permitted to volunteer.

SAFETY GUIDELINES AND PROCEDURES

The following are some “**best practices**” which are “**rules of thumb**” meant to create redundancies that offer an umbrella of protection for both volunteers and children/students. These “Best practices” are really just common sense rules that apply to a volunteer’s interactions with the children/student in our charge. Obviously, there will be other practices that will be helpful and there will be scenarios not considered. In every situation, your best guide will be your conscience, your instincts and common sense. Use them!

*“For the Lord gives wisdom, and from his mouth
come knowledge and understanding. He holds victory in store
for the upright, he is a shield to those whose walk is blameless, for
he guards the course of the just and protects the
Way of His faithful ones.”
Proverbs 2:6-8*

- A. TWO ADULT RULE – Ordinarily, no fewer than two adults should be supervising or working with minor children at a given time. Obviously, there will be times when this is not possible.
- B. OPEN DOOR RULE – Ordinarily, you should not close your door when conducting a class or activity. If the door has no window then the door must always remain open unless there are two adults present.
- C. NO “One-on-One” RULE – A volunteer should never allow oneself or another adult to be alone with a minor. If the situation arises (e.g. a minor approaches you at the end of a class or activity) take whatever steps are necessary to move the discussion to a public or common area (hallway, cafeteria, outdoors, etc.) If moving to a public area is not reasonable doors must remain open. There is safety in numbers. Keep the duration of such situations to a minimum (seconds not minutes).
- D. NO inappropriate touching – Unfortunately touching is an action that can at times be misconstrued as inappropriate.
 - a. Volunteers should never allow student to stand between their legs when seated.
 - b. When comfort is needed it may be appropriate to hold a toddler on your lap for a short period of time, however, it is in-appropriate for school age and older children.

- c. A nurturing touch is very important to the development of children/ students. However, never touch a child/student in an area which would be normally be covered by a bathing suit.
- E. REST ROOM RULE – Never take a child into a bathroom alone! If the child is too young to handle their own personal care needs another volunteer or adult must be present.
- F. TELL ALL RULE – If anything happens that you believe may put you at risk of accusations by anyone, do not keep it a secret! The ILCSW staff in charge of your activity should be informed and appropriate action (if deemed necessary) will be discussed with you.
- G. FIRST AID RULE – First Aid should be administered as gently and respectfully as possible. Always ask for assistance if a child needs to be transported to the office. All teachers are trained in CPR and first aid.
- H. OVERNIGHT RULES
- a. All overnight accommodations involving children/students must be arranged so that minors staying in each room do not have more than a 4 year age difference, except in the case of siblings
 - b. All overnight accommodations must have at least two minors when one adult is present.
 - c. A minimum of two adults should be present at an overnight activity. If participants are both male and female, the adults should be both male and female.
 - d. On outings that require that an adult share the same room as a minor, the parents or legal guardian must give prior consent. The adult must never occupy the same bed as a minor. Males and females should sleep in separate rooms and have separate access to bathroom facilities.
 - e. A curfew for all participants must be established for overnight events.
 - f. All participants must have a Medical Consent and Waiver of Liability Form on file before participation.
- I. TRANSPORTATION RULE – Volunteers should not transport children/ students to or from off campus programs or activities in their personal vehicle. Exception may be granted by the principal when a parent or legal guardian provides advanced written permission for the child/student to be transported in a private vehicle.
- J. DISCIPLINE RULE – Removal of privileges, time out and verbal correction can be used to preserve order and safety. No volunteer may ever use physical punishment to discipline a child. Physical restraint may only be used when the volunteer has reason to believe the child/student is in danger of injuring himself or someone else.

VOLUNTEER APPLICATION

Immanuel Lutheran Church and School-Wentzville

This application is to be completed by all volunteers involved in the supervision or custody of minor children/student at any ILCSW location of sponsored activity. This is not an employment application. It will be used to help in providing a safe and secure environment for children/students who participate in ILCSW programs and using our facilities.

NAME: _____ Date of Birth _____

Street Address _____

City/State/Zip _____

Phone: (Home) _____ (Cell) _____ (Work) _____

Maiden or other name used _____

E-mail Address (list all)

Emergency Contact Name: _____ Phone: _____

List any previous volunteer agency involving children/students during the past 5 years

<u>Agency</u>	<u>Address</u>	<u>Position</u>	<u>Phone</u>	<u>Reference</u>
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List all previous home addresses in the last 5 years:

List the name, address and phone number of two personal references (not related to each other or to you)

Signature _____ Date _____

BACKGROUND INVESTIGATION CONSENT

Immanuel Lutheran Church and School

I, (print name _____) hereby authorize Immanuel Lutheran Church and School, in the area of requested volunteering, to make an independent investigation of my background, references, character, past employment, education, criminal or police records, including those by both public and private organizations and all public records for the purpose of confirming the information contained on my Volunteer Application, and/or obtaining other information which may be material to my qualifications as a volunteer now and, if applicable, during the tenure of my volunteering with ILCSW.

I release ILCSW and any person or entity which provides information pursuant to this authorization, from any and all liabilities, claim or lawsuits in regards to the information obtained from any and all of the referenced sources used.

The following is my true and complete legal name and all information is true and correct to the best of my knowledge:

Full Name (printed) _____

Social Security number _____ - ____ - _____

Missouri Drivers license number _____ Expiration Date _____

Does ILCSW have your permission to check your records with the Missouri Department of Transportation? YES ___ NO ___

Have you ever participated in, or been accused, convicted or plead guilty or no contest to abuse or any sexual misconduct? YES ___ NO ___

EXPLAIN: _____

Have you ever been convicted of or plead guilty or no contest to any criminal offense of any kind? YES ___ NO ___

EXPLAIN: _____

Are you aware of any reason including physical or mental health, traits or tendencies you possess that could pose any threat to children/students or keep you from working effectively with children/students? YES ___ NO ___

EXPALIN: _____

Signature _____ Date _____

**ACKNOWLEDGEMENT
UNDERSTANDING and TRAINING
Release Form**

I, (print name) _____ hereby acknowledge that I have read and understand the Volunteer Education and Certification training material provided Immanuel Lutheran Church and School's VOLUNTEER HANDBOOK. I further certify continued compliance with ILCSW's Volunteer policies and guidelines.

Signature _____ Date _____