

CARE for Children

Volunteer Handbook



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WELCOME

Thank you for your interest in volunteering your time for CARE for Children. We appreciate the support of a caring community and many of our programs benefit from the outstanding resources, expertise, and compassion that volunteers contribute. Volunteers are needed for CARE’s preschool program, child safety programs and events, therapeutic recreation programs, the administrative office, special events and fundraisers. CARE is also fortunate to be governed by a dedicated volunteer Board of Directors.

Whatever your talents, thank you for being willing to give of yourself to support CARE’s mission of “improving the lives of children of all abilities”. Please read through this handbook and if you have any questions please direct them to your designated agency supervisor or the executive director.

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CARE for Children is certified under the Pennsylvania Association of Nonprofit Organizations (PANO) *Standards for Excellence* Program with the Seal of Excellence. This seal recognizes CARE for Children's exemplary management, governance and accountability within the nonprofit sector. We proudly display this logo to demonstrate our continued commitment to upholding the highest standards of ethics and accountability.



LIVE UNITED



United Way of the Bradford Area, Inc.

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ADDENDUMS

<i>ADDENDUM A</i>	<i>Clearance & Background Check Policy</i>
<i>ADDENDUM B</i>	<i>Child Abuse Prevention Policies & Procedures</i>
<i>ADDENDUM C</i>	<i>Volunteer Job Descriptions</i>
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MISSION & PHILOSOPHY

CARE for Children is a non-profit organization dedicated to improving the lives of children of all abilities.

CARE is more than a “mission-driven” organization, we like to think that we have cultivated a culture of caring that extends not only to our clients, families and staff but to our donors, supporters, community partners and volunteers.

CARE’s goals include providing the best possible therapy services, early learning program and community outreach activities for children. Since the well-being of the children to whom we provide service is our primary concern, it is necessary for all employees and volunteers to work together to maintain a friendly and cooperative atmosphere which supports the mission.

Services and Programs include:

- School Based Physical Therapy
- School Based Occupational Therapy
- Early Intervention Services
 - Physical Therapy
 - Occupational Therapy
 - Speech & Language Services
 - Special Instruction
 - Social Work
- Early Learning Programs
- Social Work & Family Support
- Therapeutic Recreation
- Equipment & Wheelchair Assessments
- Pediatric Equipment Loan
- Disability Awareness
- Child Safety and Injury Prevention

McKean County Partner



All children ages birth to twenty-one (21), who meet program criteria, regardless of age, sex, race, creed, color, or financial status, are entitled to services.

CARE for Children is accredited under the Pennsylvania Association for Non-profit Organizations, demonstrating the highest standards of ethics and accountability in operations, including governance, management and fundraising. A complete Standards Code Book is given to volunteers during orientation.

HISTORY

CARE for Children began with a simple premise—the welfare of disabled children should not be left to chance. It was established that an area as large as McKean County should have a formally organized body whose sole purpose was to better the circumstances of “crippled children”.

In 1924 an orthopedic physician from Erie and local nurse began visiting children with polio and other orthopedic conditions. On July 26, 1929, a group met in Bradford to consider forming such an organization. Significantly, these first people to concern themselves with the needs of children with disabilities represented three groups in the county: government, the public schools and the Rotary Clubs. The name of the organization was “The McKean County Society for Crippled Children”.

In 1963, McKean County Society for Crippled Children applied for and received funding through the Bradford Area United Way. This year also marked the beginning of an affiliation with Pennsylvania Easter Seal Society. With this came the organization’s name change to McKean County Easter Seal Society.

In May, 1994, The McKean County Easter Seal Society faced a merger into a large regional organization with the Pennsylvania Easter Seal Society. Regionalization would have compromised local management and control of services, funds, and direction. The Board of Directors voted unanimously to terminate our agreement with the State and National Easter Seal Societies.

At that time, the organization returned to its original name, “McKean County Society for Crippled Children,” until 1995 when a new name was selected to reflect the comprehensive nature of services “McKean County C.A.R.E. for Children.” In 2002, however, for simplicity, the name of the organization was shortened to CARE for Children to reflect the services to children throughout the region. For a more complete history visit the ‘About’ page on www.careforchildren.info.

ORGANIZATIONAL & MANAGEMENT STRUCTURE

The Board of Directors plays a crucial role in the governance of the organization. The elected, volunteer Board consists of individuals who are committed to the mission of the organization. Board members determine the mission of the organization, establish management policies and procedures, assure that adequate human and financial resources are available, and actively monitor the organization’s management, financial, and programmatic performance. The board of directors hires and supervises the Executive Director.

The Executive Director is the chief executive officer of CARE for Children and the chief spokesperson for the Organization. The Executive Director is responsible for the overall management of the Organization, in addition to resource and program development and administration, human resources, external relations, including public representation of CARE for Children, government relations, public policy, fundraising for all areas of the organization’s work, and development of new initiatives and programs.

The Senior Management Team consists of the Executive Director, the department directors and the Finance and Office Manager. This staff management group is responsible for administering all the programs, policies, and

budgets for CARE for Children. Most of the work of CARE for Children is carried out within the departments under traditional line supervision from the Executive Director.

The Administrative Office consists of the Executive Director, the Finance and Office Manager, the Development and Marketing Coordinator, and the Administrative Assistants.

VOLUNTEER RIGHTS & RESPONSIBILITIES

A. Definition of a Volunteer

A volunteer is anyone who, without compensation or the expectation of compensation, performs a task at the direction of and on behalf of the organization.

B. Rights & Responsibilities

Volunteers are viewed as a valuable resource to CARE for Children, its staff, and the children served. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated fairly, the right to effective supervision, the right to full involvement and participation, and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals and procedures of the organization.

C. Volunteer/ Staff Relations

Volunteers are critical to the success of CARE's mission of improving the lives of children of all abilities. Volunteers and paid staff are considered partners in implementing the mission and programs of the organization, each with complementary roles to play. Designated staff can be expected to provide orientation, training, supervision, and feedback to volunteers.

D. Equal Opportunity Policy

CARE for Children maintains a strong policy of equal volunteer opportunity. We recruit, accept, train, promote and dismiss volunteers on the basis of personal competence and performance, without regard to race, creed, color, religion, sex, sexual orientation, age, marital status or disability.

VOLUNTEER PROGRAM PROCEDURES

A. Application/Screening

Prospective volunteers are required to complete an application form for consideration as a volunteer unless the volunteers are part of a recognized group such as a civic group or educational institution. Prior to being assigned or appointed to a position, all volunteers will be screened to ascertain their suitability for, and interest in, a volunteer placement. The screening will offer the opportunity to learn more about the prospective volunteer, and give the prospective volunteer the opportunity to learn more about the organization. Volunteers will also be given the opportunity to answer any questions they may have about the position.

B. Child Abuse Clearance and Background Checks

It is the policy of CARE for Children to require volunteers at CARE who have temporary care, supervision, treatment or control of a child in lieu of parental care, supervision and control including direct or regular contact with a child or children in any CARE program, service, or activity must have clearances which are less than one year old upon start of service. State law states that unpaid volunteers do not need an FBI clearance if a

Pennsylvania resident during the entire previous ten years and if the volunteer signs written affirmation that they are not disqualified from service or convicted of offense which would disqualify from service. Volunteers who serve on the board or who work in the office, and have no direct contact with program participants, are not required to have clearances but must sign the 'Disclosure Statement Application for Volunteers'. The complete policy and procedures are detailed in *ADDENDUM A*. Clearances and background checks are conducted at no-charge to the volunteer.

C. Volunteer Development

All volunteers will receive a general orientation to the nature and purpose of the agency, all pertinent policies and procedures, and to the work to which the volunteer has been assigned. Volunteers will receive specific training to provide them with the information and skills necessary to perform their volunteer assignment. All volunteers will have a position description for the work they perform on behalf of CARE.

Every volunteer will have a clearly identified supervisor who will be responsible for support and direction. The supervisor will be responsible for the management and guidance of the work of the volunteer, and shall be available to the volunteer for consultation and assistance.

Volunteers who work consistently at CARE or for the duration of a project or complex event shall receive periodic evaluations to review their work and progress. Evaluations will include an examination of the volunteer's performance of position responsibilities and a discussion of any suggestions the volunteer may have concerning the position or volunteer program.

Volunteer service is very valuable to CARE for Children, and we will recognize volunteers on both an informal and formal level. Exemplary volunteers will be made aware of other volunteer opportunities available for which they may be interested in participating, and will be given opportunity for advancement for other volunteer positions.

D. Volunteer Records

A system of records will be maintained on volunteers with the organization. The records will include volunteer applications, emergency information, evaluations, volunteer service hours and which programs and events volunteers participated.

VOLUNTEER CONDUCT

A. Standards of Conduct

The lasting impression that volunteers make on those they serve and work with reflects directly on all staff, volunteers and board members of CARE for Children. All words and deeds should help build our agency and its reputation for quality. Volunteers should do their best to be present and on time for each event or activity for which they are scheduled. When volunteers know that they will be late or absent, they are requested to contact the person in charge of the event as soon as possible so that alternate plans can be made.

B. Code of Ethics

CARE for Children subscribes to a code of ethics and expects employees and volunteers to do so as well: (All staff members, volunteers and members of the board of directors receive a complete copy of the Standards for Excellence Codebook as prepared by PANO.)

C. Confidentiality

Volunteers involved with the activities of the agency may have access to confidential information. All, but not limited to, patient, donor, financial, student, and employee information is considered confidential and CARE's comprehensive confidentiality agreement should be adhered to at all times. *You must read and sign the*

Confidentiality Agreement before you can begin active service. (ADDENDUM F)

D. Dress Code

Volunteers are expected to wear appropriate attire at all times. Appropriate attire is at the discretion of the program supervisor. Volunteers may be required to wear an agency identification badge.

E. Agency Representation

Volunteers should be careful not to represent themselves as spokespersons or representatives for the organization under any circumstances without prior approval. Only the board president and executive director serve as spokespeople for CARE for Children. Any direct or indirect fundraising and/or solicitation on behalf of the agency requires prior authorization from the Executive Director and/or Board of Directors.

F. Grievance Procedure

Volunteers and staff are expected to act professionally and in accordance with their position descriptions. When volunteers have a grievance concerning their work environment, they should report it promptly to their agency supervisor or the Executive Director. Every effort will be made to achieve speedy and effective resolution, and all complaints will be treated confidentially when not prohibited by established policy and/or in accordance with federal, state or local law. **(The complete Grievance Policy is ADDENDUM D)**

G. Alcohol/Drugs

Volunteers are prohibited from purchasing, transferring, using or possessing illicit drugs, alcohol, or prescription drugs in any way that is illegal, when participating in activities. A drug and alcohol-free work place is necessary to ensure a safe, healthy, and productive environment for all volunteers and employees. If caught or suspected of breaking this policy, the volunteer relationship with the agency will be terminated.

H. Harassment Policy

Harassment is not only illegal, but it also creates uncomfortable conditions for everyone involved. Any volunteer who feels harassed should speak to his/her program supervisor or the Executive Director. Any volunteer who engages in harassment in the CARE workplace will be subject to termination.

I. Conflict of Interest

Volunteers may be required to complete a Conflict of Interest Disclosure. The disclosure and policy are in ***ADDENDUM E***.

J. Discontinuation of Volunteer Service

If a volunteer wishes to leave volunteer service for any reason, it is requested that they contact the appropriate program manager so that appropriate arrangements can be made. Volunteers have the right to terminate their volunteer service for any reason. CARE for Children reserves the same right.

SAFETY AND LIABILITY

A. Safety

CARE does its best to provide safe conditions for volunteers. Volunteers should always use their own judgment and discretion in safeguarding their personal safety. Volunteers should adhere to safety procedures and the proper use of equipment. Volunteers are required to report any safety concern or any injury, however minor, to the Executive Director within 24 hours.

B. Incident Reporting

An incident is an occurrence that is not consistent with the routine operation of CARE or any of its programs.

The volunteer is required to report any incident to the Executive Director and complete an incident reporting form. CARE has a comprehensive whistleblower policy that protects employees or volunteers that report suspected improprieties by agency personnel. Please report any concerns to the Executive Director.
(ADDENDUM G)

C. Child Abuse Reporting

CARE for Children volunteers and staff are mandated reporters of child abuse. If you suspect abuse or neglect please inform the program supervisor and/or Executive Director, who will assist you in the reporting process.

D. Infection Control

To help minimize the threat of germs and infection, volunteers are required to practice proper hygiene and infection control at all times.

E. Legal Liability

CARE for Children volunteers are covered under CARE's commercial general liability insurance, while they serve as agents of CARE for Children. Volunteers must be working under the supervision and control of CARE for Children to be covered under this policy. CARE for Children's Board of Directors are covered by Director's and Officers' Liability Insurance.

People First Language

People with disabilities constitute our nation's largest minority group, which is simultaneously the most inclusive and the most diverse! Everyone's represented: people of both genders and of all ages, as well as individuals from all religions, ethnic backgrounds, and socioeconomic levels. Yet the only thing people with disabilities truly have in common with one another is dealing with societal misunderstanding, prejudice, and discrimination.

The "disability community" is the only minority group which anyone can join, at any time. Some join at birth. Others join in the split second of an accident, through illness, or by the aging process. If and when it happens to you, will you have more in common with others who have disabilities or with family, friends, and co-workers? And how will you want to be described? How will you want to be treated? Disability issues affect all Americans.

The only places where the use of disability labels is appropriate or relevant are in the service system and in medical or legal settings. Children with disabilities are children, first. The only labels they need are their names! Labels have no place—and they should be irrelevant—within our families, among friends, and within the community.

Words are powerful. Old, inaccurate, and inappropriate descriptors perpetuate negative stereotypes and attitudinal barriers. Language is a powerful tool that should be used to create understanding, tolerance and opportunity. Children and adults with disabilities are unique individuals with unlimited potential to achieve their dreams, just like all Americans.

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www.disabilityisnatural.com

EXAMPLES OF PEOPLE FIRST LANGUAGE

Say:

People with disabilities.
He has a cognitive disability.
She has autism.
He has Down syndrome.
She has a learning disability.
He has a physical disability.
He has an emotional/mental health disability.
She uses a wheelchair/mobility chair.
He receives special education services.
Typical kids or kids without disabilities.
Congenital disability.
Brain injury.
Accessible parking, hotel room, etc.
She needs . . . or he uses. . .

Instead of:

The handicapped or disabled.
He's mentally retarded.
She's autistic.
He's Down's.
She's learning disabled.
He's a quadriplegic/crippled.
He's emotionally disturbed.
She's wheelchair bound/confined
He's in special Ed.
Normal or healthy kids.
Birth defect.
Brain damaged.
Handicapped parking, hotel room
She has a problem with. . .

ADDENDUM A

CARE for Children

Clearances and Background Checks Policy

Employees

It is the policy of CARE for Children to require all employees and interns to obtain clear background checks and child abuse clearances. Background checks and clearances must be renewed every thirty-six (36) months of continuous employment, at the request of management or if self-reported by the employee in the event the employee is suspected of being involved in an incident. Clearances from another role in the organization are transferable (i.e. promotion).

Once clearances are obtained, CARE for Children retains the original copies for the employee's personnel file; payroll file; and if a therapist or teacher- the organization credential file. CARE will reimburse employees for clearances provided the clearances come back clear without actionable items.

Volunteers

It is the policy of CARE for Children to require volunteers at CARE who have temporary care, supervision, treatment or control of a child in lieu of parental care, supervision and control including direct or regular contact with a child or children in any CARE program, service, or activity must have clearances which are less than one year old upon start of service. State law states that unpaid volunteers do not need an FBI clearance if they have been a Pennsylvania resident during the entire previous ten years and if the volunteer signs written affirmation that they are not disqualified from service or convicted of an offense which would disqualify them from service. Volunteers who serve on the board or who work in the office, and have little or no direct contact with program participants, are not required to have clearances but must sign the 'Disclosure Statement Application for Volunteers.'

Others

Contract workers (substitute teachers, therapists) or outside therapists/employees of partner organizations who provide service to children in our care must obtain clear background checks and child abuse clearances and be on file at CARE prior to working in the Ashley Booth Griffin CARE for Children Center or for any CARE program. Background checks and clearances must be renewed every sixty (60) months.

Provisional Status for Employees, Volunteers, and Others

1) Employees, Volunteers and Others may not work with children until clearances are received. Upon employment all employees must sign the 'Disclosure Statement Application for Employees.'

Procedures for Completing Publicly-Available Background Checks:

Obtaining publicly available clearances can take several weeks for processing. Please plan accordingly.

Clearances Required

- **Criminal Background Check:** In order to comply with Pennsylvania legislation (ACT 153), your position requires securing a new Act 34 Pennsylvania Access to Criminal History (PATCH) every sixty (60) months.
- **Child Abuse Check:** In order to comply with Pennsylvania legislation (ACT 153), requires that employees/volunteers/others secure a new Act 33 Pennsylvania Child Abuse History Clearance every sixty (60) months.
- **FBI Clearance:** As a condition of employment, your position requires that you secure the (ACT 73); Federal Bureau of Investigation (FBI) Criminal History Record Clearance which requires fingerprinting. It should be renewed every sixty (60) months.

- Volunteers who have resided in PA continuously for the last 10 years are not required to complete the Federal Criminal History Records/FBI Check. These volunteers must submit an "Affidavit Regarding Qualification for Volunteer Service".

ADDENDUM B

CARE for Children

CHILD ABUSE PREVENTION POLICIES & PROCEDURES

Introduction

CARE for Children is committed to providing safe and respectful environments that support the health and well-being of the children and families receiving our services. CARE seeks to institute guidelines and resources for staff and enforce zero tolerance for those actions which may jeopardize the health, safety or welfare of any person receiving services.

To help protect children, CARE for Children has adopted the following Child Abuse Prevention Policies and Procedures. It is important that all employees, contract workers and volunteers understand and implement these guidelines to help prevent child abuse. The following includes the Purpose and Definitions for these guidelines, the outlines of Protection and Prevention, and an acknowledgement to be signed by those people working with children.

Purpose

These procedures are designed to reduce the risk of child sexual abuse in order to:

1. Provide a safe and secure environment for children, youth, adults, members, volunteers, visitors, and paid staff.
2. Assist CARE for Children in evaluating a person's suitability to supervise, oversee, and/or exert control over the activities of children and youth.
3. Satisfy the concerns of parents and staff members with a screening process for paid staff and volunteers.
4. Provide a system to respond to alleged victims of sexual abuse and their families, as well as the alleged perpetrator.
5. Reduce the possibility of false accusations of sexual abuse made against volunteers and paid staff.

Definitions

The following terms used herein and are defined as follows:

1. Children/Youth/Minor: Any person who has not reached his/her 18th birthday or the age of majority as defined by state law.
2. Adult: Any person who has reached his/her 18th birthday or as defined by state law.

Staff: any individual who is employed by CARE for Children

Volunteer: any individual who serves CARE without compensation for their time and talents.

Mandated Reporter: all staff and volunteers at CARE for Children, but not a person receiving services.

Reportable Incidents:

Physical Abuse

Conduct by staff or volunteers that is intentional or reckless, causing physical injury or serious or protracted impairment of the physical, mental or emotional condition of the vulnerable person or causing the likelihood of injury or impairment. Examples: hitting, kicking, biting, slapping, shoving, throwing, punching, dragging, shaking, choking, smothering, burning, cutting, or the use of corporal punishment. Note/Exception: Physical abuse shall not include reasonable emergency interventions necessary to protect the safety of any person.

Child Emotional Abuse/ Psychological Abuse

Verbal or nonverbal conduct including mental exploitation, degrading communication, or humiliating or threatening conduct that may or may not include bullying or as defined by state law.

Conduct by a staff member or volunteer (verbal or non-verbal) that is intentional or reckless that adversely affects and results in or is likely to cause a substantial diminution of the vulnerable person's emotional, social, or behavioral condition. Examples include, but are not be limited to, taunts, derogatory comments or ridicule, intimidation, threats, the display of a weapon or other object that could reasonably be perceived by a person receiving services as a means for infliction of pain or injury, in a manner that constitutes a threat of physical pain or injury.

Non-verbal conduct, a substantial diminution of a person receiving services' emotional, social or behavioral development or condition, supported by a clinical assessment performed by a physician, psychologist, psychiatric nurse practitioner, licensed clinical or master social worker or licensed mental health counselor, or causing the likelihood of such diminution.

Sexual Abuse

Conduct by staff that constitutes certain crimes under Pennsylvania Penal Law.

The employment, use, persuasion, inducement, enticement, or coercion of any minor or adult to engage in, or assist any other person to engage in, any sexually explicit conduct or any simulation of such conduct for the purpose of producing any visual depiction of such conduct or rape, and in cases of caretaker or inter-familial relationships, statutory rape, molestation, prostitution, or other form of sexual exploitation of a minor or adult, or incest with a minor or adult, or as defined by federal and state law. This includes and is not limited to unwelcome sexual remarks, jokes, advances, leering, whistling, or sexual gestures; sexual touching, fondling, molestation, assault, or other intimate physical contact; compelling another person to engage in a sexual act by threats or fear or undue influence; and providing or displaying pornographic materials to another person.

Aversive conditioning

The application of a physical stimulus with the intent to induce pain or discomfort in order to modify or change the behavior of a person receiving services.

The stimulus is applied without person-specific authorization by the operating, licensing or certifying state agency pursuant to governing state agency regulations.

Examples: Aversive conditioning may include but is not limited to, the use of physical stimuli such as noxious odors, noxious tastes, blindfolds, the withholding of meals, the provision of substitute foods in an unpalatable form and movement limitations used as punishment, including but not limited to helmets and mechanical restraint devices.

Obstruction

- Conduct by staff that impedes the discovery, reporting or investigation of the treatment of a person receiving services by:
- Falsifying records related to the safety, treatment or supervision of a person receiving services;
- Actively persuading a mandated reporter from making a report of a reportable incident to the statewide vulnerable persons' central register with the intent to suppress the reporting of the investigation of such incident;
- Intentionally making a false statement;
- Intentionally withholding material information during an investigation into such a report;
- Intentional failure of a supervisor or manager to act upon such a report in accordance with governing state agency regulations, policies or procedures; or
- A mandated reporter who is a staff as defined above, failing to report a reportable incident upon discovery.
- Neglect

Any breach of staff's duty, which includes action, inaction, or lack of attention on the part of the staff that results in or is likely to result in physical injury or serious or protracted impairment to the person's physical, mental, or emotional condition of the vulnerable person.

Examples include failure to provide:

- Supervision resulting in conduct between persons receiving services that would otherwise constitute abuse as defined above if committed by a staff;
- Access to an educational instruction as required by rules and regulations or the individual's Individualize Education Program (IEP)

Significant incident- Any incident, other than an incident of abuse or neglect that because of its severity or the sensitivity of the situation may result in, or has the reasonably foreseeable potential to result in harm to the health, safety or welfare of a person receiving services and shall include, but shall not be limited to:

- Conduct between persons receiving services that would constitute abuse.
- Conduct on the part of staff, which is inconsistent with a person receiving services, individual treatment plan, or individualized educational program, generally accepted treatment practices, and/or applicable federal or state laws, regulations or policies which impairs or creates a reasonably foreseeable potential to impair the health, safety, or welfare of a person receiving services, including, but not limited to:
 - o Unauthorized seclusion
 - o Unauthorized use of time-out
 - o Inappropriate use of restraints
- Any other conduct identified in regulations of the state oversight agency, pursuant to guidelines or standards established by the CARE for Children Board of Directors.

Protection and Prevention

Volunteer and Employee Screening Procedures

Screening and hiring procedures provide safeguards to eliminate from consideration any candidate who demonstrates behavior that indicates a high risk for violating this policy. Screening and background information required to comply with Pennsylvania State law depend on the position and its level of involvement with people receiving services. The procedures outlined in this section pertain to those who have regular contact, or that

level as required by law, with people receiving services. CARE may decide to use these processes for any and all prospective employees or volunteers.

The following screening procedures are to be used with paid staff and volunteers who are entrusted with the care and supervision of minors or a person who directly oversees and/or exerts control or oversight over minors. All information collected should be maintained in confidence.

Employment Application and Volunteer Application: Any paid staff and volunteers who will work with a minor must complete the Employment Application and/or the Volunteer Application. The release statement attached to the Application must be signed by the individual completing the Application to apply for and qualify for service.

Employment/ Volunteer Background Checks includes questions regarding:

- Current and previous residence addresses.
- Current and previous employment, including addresses, dates, duties, titles, and reasons for leaving.
- Names and addresses of schools attended and degree(s) earned.
- References from previous employers and organizations that serve children.
- Pending criminal charges (where not prohibited by state law).
- Criminal history information.

1. The applicant must certify that statements provided in the application are true and complete, and any misrepresentation or omission may be grounds for rejection of the applicant or for dismissal if he or she is employed. This statement authorizes CARE for Children to contact any individual or organization listed.

2. Review the resume or application paying specific attention to any gaps in time and irregular employment patterns or unexplained absence. Pursue these gaps with employers listed and in a subsequent interview.

3. Conduct interviews with qualified applicants.

4. If detrimental information is uncovered but the applicant remains desirable, discuss this information with the applicant. In the event the applicant is ultimately hired or accepted as a volunteer, document the reasons for overriding the prior information.

5. Whenever possible, CARE for Children will have two or more staff members participate in the interview or a staff member and board member.

6. Contact all listed references for potential employees or volunteers. Contact each of the applicant's references and ask for any information that might help determine the applicant's suitability for the position. If a response is not received within a reasonable period of time, follow up and keep notes if possible.

7. Contact all listed references and employers for paid staff. Inquire as to the reason the applicant left and ask for any information that might help determine the applicant's suitability for the position. If a response is not received within a reasonable period of time, follow up and keep notes if possible.

8. Criminal Background Check: In order to comply with Pennsylvania legislation (ACT 153), your position requires securing a new Act 34 Pennsylvania Access to Criminal History (PATCH) every sixty (60) months.

9. Child Abuse Check: In order to comply with Pennsylvania legislation (ACT 153), requires that employees/volunteers/others secure a new Act 33 Pennsylvania Child Abuse History Clearance every sixty (60) months.
10. FBI Clearance: As a condition of employment, your position requires that you secure the ACT 73 Federal Bureau of Investigation (FBI) Criminal History Record Clearance which requires fingerprinting. It should be renewed every sixty (60) months.
11. Volunteer Clearances in place: All volunteers will be required to have clearances prior to working with children. Volunteers who have resided in PA continuously for the last 10 years are not required to complete the Federal Criminal History Records/FBI Check. These volunteers must submit an "Affidavit Regarding Qualification for Volunteer Service".

Confidentiality

Information obtained through the screening, application, reference check, interview, and criminal background check will be kept in confidence, unless otherwise required by law. All information discovered or obtained through the above referenced means will be kept in a secure location and access to it will be restricted if possible. These materials will be archived.

Supervision Procedures

Early Learning Programs

1. CARE for Children's Early Childhood Programs will ensure an adequate number of qualified staff members will work with children and provide adequate supervision of program staff and volunteers. Programs will also adhere to ratios as recommended by best practices and State regulation. This includes limiting the number of children for which each adult is responsible and the overall group size helps staff to better meet the individual needs of each child. The aim is that teachers will better be able to provide supervision of all children and to recognize signs or changes in behavior that may indicate the possibility of abuse. The National Association for the Education of Young Children (NAEYC)'s recommended group sizes: No more than 8 to 12 toddlers, and 14 to 20 preschoolers, always with at least 2 adults. Teachers will make the determination if smaller numbers are necessary in the case of children with certain emotional, developmental or behavioral delays/ issues who require more intensive and direct supervision.
2. The program environment (both indoor and outdoor areas) are designed to reduce the possibility of private, hidden locations in which abuse may occur. CARE recognizes that young children need opportunities for solitude and quiet play in small groups, but all early childhood program spaces are regarded as public. Both indoor and outdoor areas allow for unobtrusive adult supervision. Likewise, the program environment is designed to reduce the likelihood that staff members, volunteers, or others have opportunities for hidden interactions with children. All classroom, therapy, sensory, kitchen areas have windows. The playground is fenced and free from landscaping or other sight obstructions. There is a playhouse that will only be used for group activities.
3. Access to the Ashley Booth Griffin CARE for Children requires all visitors to sign in and sign out of the preschool through the administrative office. Therapists/teachers from other organizations who provide treatment to individual students are required to have completed clearances on file before starting services. Treatment areas are in public spaces in the preschool. Cameras are located in treatment areas. Teachers check on outside therapists at least once per session and document the observation in the child's file.

4. Outside vendors (repairmen, maintenance, etc.) who may require access to the ground floor, Russell Boulevard Entrance, are encouraged to schedule visits when programming is not in session. If it is unavoidable for the vendor to do so, a staff member will accompany the vendor at all times that programming is occurring.

5. The NAEYC recommends that programs should not institute “no-touch policies” to reduce the risk of abuse. In the wake of well-publicized allegations of child abuse in out-of-home settings and increased concerns regarding liability, some programs have instituted such policies, either explicitly or implicitly. According to the NAEYC, no-touch policies are misguided efforts that fail to recognize the importance of touch to children’s healthy development. Touch is especially important for infants and toddlers. Warm, responsive touches convey regard and concern for children of any age. Adults should be sensitive to ensuring that their touches (such as pats on the back, hugs, or ruffling the child’s hair) are welcomed by the children and appropriate to their individual characteristics and cultural experience. Careful, open communication between the program and families about the value of touch in children’s development can help to achieve consensus as to acceptable ways for adults to show their respect and support for children in the program.

Early Intervention

1. Follow established Early Intervention regulations.
2. Therapists/teachers who provide services in homes, and community settings should ensure that parents/guardians/family members are present during sessions.
3. Session notes should be completed during or immediately after the session to document what therapies/interventions were employed, detailing how time was spent and parent coaching that was utilized during the session.
4. If the therapist/teacher has any concerns with members of the household, they should request to co-treat, take another staff member to the visit, or treat the child in a community-based setting.

School-Based Therapy Programs

1. Follow established school district policies and procedures.
2. Therapists who provide services in the school setting should ensure treatment areas are in public areas or where there are other CARE or school personnel present.
3. Session notes should be completed as soon as possible to document what therapies/interventions were employed.
4. If the therapist has any concerns with the child (inappropriate behavior, disclosures, etc.) they should document it, and report it to the Executive Director and designated school personnel. If it is a disclosure of abuse, follow the Child Abuse Reporting Policy.

Community Outreach & Recreation Programs

CARE takes into consideration the children in our program with complex health care needs and disabilities. The priority is to meet the individual needs of the children in our programs. Because of the specialized nature of our programs, CARE’s staffing of programs is based on the individual needs of our program participants. For

this reason, considerations of lower ratios and group sizes for children with specific needs and abilities must be considered on an individual basis in collaboration with CARE staff, program participant's family, outside service providers, and other specialists.

Unless an extenuating situation exists, CARE for Children:

1. Will have adequate number of screened and trained paid staff or volunteers present at events involving minors. Supervision will increase in proportion to the risk of the activity.
2. Will set age and/or developmental level parameters for all activities involving children and/or youth and they must be age and/or developmentally appropriate. If a child does not fit the age of the event, a parent/guardian must stay to supervise the child if participation is deemed appropriate by lead staff.
3. Will monitor facilities during activities involving children, including learning layouts of community-based facilities before events.
4. Will release minors only to a parent or guardian and utilize sign in and sign out sheets.
5. Will obtain written parental permission, including a signed medical treatment form and emergency contacts, before recreation programs and provide parents information regarding the community setting and program.
6. In rare cases, it necessary for CARE staff to transport children in vehicles. In all cases a release will be signed by the parent or guardian and CARE will use two paid staff or one staff/one volunteer when transporting minors in vehicles.
7. For bus transportation, staff to program participant ratios must be adhered to even if parents are in attendance on the bus.
8. Will require advance registration for programs/events which will include photo permission release and a consent form. No names may be attached to the photos without further parental/guardian consent. Last names are typically not used on social media posts. A parent withholding photo consent should not prevent the child from participating but event staff should be informed when there is not a signed consent in place.
9. Will require that young children be accompanied to the restroom or locker room and the paid staff or volunteer wait outside the facility to escort the child back to the activity. Whenever possible two staff or one staff/volunteer will accompany the minor and the escort will be the same sex as the minor.

Family Partnerships/ Parent Engagement

1. CARE also promotes close partnerships with families to strengthen partnerships which can also help to minimize the likelihood of abuse in the program.
2. CARE Programs strongly encourage and provide ample opportunities for family participation, including parent engagement in early learning and school-based therapy and parent/family coaching in Early Intervention.
3. CARE requires that children be released only to parents or legal guardians or those persons authorized by their parents or guardians in writing for both early learning and recreation programs. Staff checks identification when authorized individuals are unfamiliar to them.

4. Parents are informed of the characteristics of programs and the child protection practices implemented by the programs.

Training

All program staff, substitutes, and volunteers should receive preservice orientation and refresher training at regular intervals that includes, but is not limited to (a) understanding of what constitutes child abuse; (b) the program's discipline policy and appropriate guidance of children; (c) means of preventing potential abuse situations in group settings; (d) identification of signs of potential abuse; and (e) individual obligations and procedures for reporting suspected cases of abuse. Individuals who work with young children and their families are obligated to report any suspicion of child abuse to the appropriate authorities. Mandated reporter training is required annually. By ensuring that staff members and program volunteers understand and keep abreast of (a) strategies to reduce abuse, (b) potential signs of abuse, and (c) appropriate actions for reporting abuse helps reduce risks and meets legal obligations while minimizing the potential for false reports.

Behavioral Guidelines for Paid Staff & Volunteers

All volunteers, contractors and paid staff will observe the following guidelines:

1. Do not provide alcoholic beverages, tobacco, drugs, contraband, or anything that is prohibited by law to minors.
2. Whenever possible, at least two unrelated paid staff or volunteers will be in the room when minors are present. Doors will be left fully open if one adult needs to leave the room temporarily and during arrival to the class or event before both adults are present. Speaking to a minor or minors one-on-one should be done in public settings where paid staff or volunteers are in sight of other people.
3. Avoid all inappropriate touching with minors. All touching shall be based on the needs of the individual being touched, not on the needs of the volunteer or paid staff. In the event a minor initiates physical contact and/or inappropriate touching, it is appropriate to inform the minor that such touching is inappropriate.
4. Never engage in physical discipline of a minor. Volunteers and paid staff shall not abuse minors in any way, including but not limited to physical abuse, verbal/mental abuse, emotional abuse, and sexual abuse of any kind.
5. If you recognize an inappropriate relationship developing between a minor and adult, maintain clear professional boundaries and refer the minor to another individual with supervisory authority. Report the behavior to the Executive Director, immediately.
6. Anyone who observes abuse of a minor will take appropriate steps to immediately intervene and aid. Report any inappropriate conduct to the proper authorities and officials of CARE for Children for handling.

Monitoring & Supervision

CARE for Children has monitoring and supervision standards for supervisors, and train supervisors on these standards to actively monitor and supervise their staff, to ensure that abuse prevention measures outlined in the policy and elsewhere in the organization are followed, and to identify any conditions that interfere with staff providing a safe, responsible and respectful environment. The following measures are intended to ensure necessary supervision and monitoring; and follow up:

- Management presence – supervisors regularly engage with staff and program participants and families in their natural environments within their program – preschool, school, and recreation programs.
- Regularly scheduled supervision and team meetings - supervisors are accessible to staff via both informal, in person, or other correspondence, as well as regularly scheduled individual supervision and/or team meetings.
- Supervisors demonstrate responsiveness to staff needs for support and refer staff to appropriate resources when they are experiencing burnout, personal difficulties, reactions to challenging events or other circumstances impacting their ability to provide care. Staff are aware of the chain of command and supported in using it to appropriately access higher level management when necessary to resolve an issue.
- CARE may employ random spot checks on staff during the performance of duties.

Disqualification

No person may be entrusted with the care and supervision of minors or may directly oversee and/or exert control or oversight over minors who has been convicted of the offenses outlined below, been on a probated sentence or received deferred adjudication for any offense outlined below, or has presently pending any criminal charges for any offense outlined below until a determination of guilt or innocence has been made, including any person who is presently on deferred adjudication. The following offenses disqualify a person from care, supervision, control, or oversight of minors:

1. Any offense against minors as defined by state law.
2. A misdemeanor or felony offense as defined by state law that is classified as sexual assault, indecency with a minor or adult, assault of a minor or adult, injury to a minor or adult, abandoning or endangering a minor, sexual performance with a minor or adult, possession or promoting child pornography, enticing a minor, bigamy, incest, drug related offenses, or family violence.
3. A prior criminal history of an offense against minors.

Response to Sexual Abuse

CARE for Children will respond promptly to investigate any accusation of sexual abuse. All accusations of sexual abuse will be taken seriously. It is important to be appropriately respectful to the needs and feelings of those who allege sexual abuse and those who have been accused of sexual abuse.

When an allegation is made involving sexual abuse, the person reporting the complaint is to be told about the guidelines and the procedures to be followed. The executive director or appointed person will begin investigating the allegations and will use the assistance of legal counsel or other consultants, including the McKean County Child Advocacy Center. If the executive director is the individual accused of sexual abuse, then the President of the Board will conduct the investigation. The investigation will be conducted as follows:

1. Report the incident to appropriate authorities in accordance with the state mandatory reporting laws.
2. Report the matter to CARE for Children's insurance carrier.
3. Cooperate with authorities and the insurance carrier.

4. CARE may suspend (with pay for paid staff) the alleged offender while a confidential investigation is being conducted.
5. An official of CARE (and legal counsel or other consultants) will then meet with the Board of Directors and present a report on their investigation, which will include findings and recommendations of actions.
6. An official of CARE or designee will meet with the alleged perpetrator and notify him/her of the results of the investigation and recommendations for actions.
7. An official of CARE or designee will meet with the alleged victim, along with his/her parents or guardians, and notify them of the results of the investigation and recommendations for actions.
8. During the investigation, an official or appointee of CARE for Children shall maintain contact with the alleged victim and his/her parents or legal guardian, and inform them of the actions taken and assist them in their process of healing.
9. An official of CARE for Children (and legal counsel or other consultants) may meet with the alleged perpetrator, the alleged victim, and any others with knowledge of relevant facts.
10. Communicate with criminal and civil legal counsel of CARE for Children.
11. Hire a consultant or assign a spokesperson to respond to media or prepare a statement for the media if the need shall arise, subject to the approval of CARE for Children's attorney.

CARE for Children
CHILD ABUSE PREVENTION POLICIES & PROCEDURES
Acknowledgment

These guidelines have been designed to guide and assist you when working with minors. The information establishes general practices and guidelines and should not be construed in any way as a contract of employment or continued employment. CARE for Children reserves the right to make changes in the content or application of this program and to implement those changes with or without notice.

The terms defined herein are defined for the purposes of the program and do not suppose or establish a legal relationship. These terms are not defined for the purposes of creating a legal relationship with CARE for Children or any related or associated entity and instead are to be used with this document.

I have received a copy of the CARE for Children's Child Abuse Prevention Policies & Procedures I understand it is my responsibility to become familiar with and adhere to the information contained herein. I understand that these policies are the property of CARE for Children.

Print Name

Signature

Date

ADDENDUM D

CARE for Children GRIEVANCE POLICY

Policy: It is the policy of CARE for Children to provide a process for the prompt resolution of grievances and complaints. A grievance occurs when a family wishes to appeal against any action or decision by CARE for Children which has consequences for themselves or their child. A grievance is directed to the attention of the executive director and/or designated member of the board of directors. A complaint is a family issue that can be resolved promptly by staff present. The concept of a family grievance suggests that all members of each family have "rights" within a service.

Purpose:

1. To encourage staff and volunteers to be responsive to the needs and concerns of families and their children.
2. To ensure each family feels empowered to raise concerns about all aspects of the operation of CARE for Children and the services it delivers.
3. To ensure each family feels empowered to raise contentious issues, and provide critical feedback without any concern that their comments will lead to negative consequences for themselves or their child.
4. To allow management to monitor the quality of service provided and identify any deficiencies.
5. To advance a culture that recognizes complaints as an opportunity for making necessary improvements to our services.
6. To focus on the needs of children and their families with the intent of resolving the grievance to their satisfaction wherever possible while safeguarding the rights of staff.

Procedure:

Roles & Responsibilities

The Executive Director will:

- Encourage staff to identify family concerns and ensure such concerns are addressed at the earliest opportunity.
- Assure families that they will not be treated unfairly nor that services will be withheld if they raise a concern, grievance or complaint.
- Deal with all grievances promptly and keep the complainant well informed of progress toward the resolution of the grievance.
- Protect the rights of staff members relating to any grievance, and ensure all outcomes will be based on the principles of natural justice. Ensure all processes and procedures adopted are clear, transparent and fully explained to all concerned.
- Assure families and staff/volunteers that privacy and confidentiality will be maintained to the maximum extent possible.
- Give families written information concerning the *Grievance Procedure* annually and post it on the agency website.
- Keep files of all grievances received, detailing action taken to address the matter, who was involved and the outcome.
- Keep the board of directors or the appropriate designee of the board apprised of all grievances and actions taken to resolve grievances.

All staff and volunteers will:

- Encourage families to feel comfortable about raising concerns, by being open and positive in responding to families.

- Ensure any such concerns raised with you are addressed at the earliest opportunity, whether they concern you personally or not.
- Respond in a positive manner when a family has chosen to approach you with a concern about another staff member. Treat the matter with the utmost confidentiality, and apprise the executive director immediately. If the grievance is against the executive director, the staff member may raise the matter with the president of the board of directors or the chair of the policy and personnel committee.
- When a complaint raised by a family has been resolved, inform the executive director of the success of that process.
- Maintain privacy and confidentiality for families, children and other staff to the maximum extent possible.

Families will be encouraged by all staff to follow the following procedure:

Grievance

The family may choose to directly address the grievance to the executive director. If another staff member or volunteer is approached they will immediately refer the family to the executive director. The executive director will research the grievance/situation and work towards reaching a satisfactory outcome for all parties involved. Again grievances at this level will normally be resolved by discussion and clarification of the needs or wishes of the family or by clarification by the executive director of CARE procedures or policies. Resolution may also involve the development of new policy if it is a situation that has not been addressed. The executive director will follow up all grievances with a written letter to the grievant and document all pertinent information.

Complaint

If appropriate and family members feels comfortable doing so, the family may approach the staff member involved and if needed set a time where the matter can be discussed appropriately. Complaints at this level will normally be resolved by discussion and clarification of the needs or wishes of the family or by clarification by the staff member of CARE's procedures or policies. The complaint and its outcome will be documented.

Appeal

Families are entitled to appeal any decision made by the executive director. Such appeals will be made to the board of directors. The board will conduct further review, final disposition, and a written follow-up letter to the grievant.

ADDENDUM E

CARE for Children

CONFLICT OF INTEREST POLICY

I. Application of Policy

This policy applies to board members, staff and certain volunteers of CARE for Children (CARE). A volunteer is covered under this policy if that person has been granted significant independent decision-making authority with respect to financial or other resources of the organization. Persons covered under this policy are hereinafter referred to as “interested parties”.

II. Conflict of Interest

A conflict of interest may exist when the interests or concerns of an interested party may be seen as competing with the interests or concerns of the organization. There are a variety of situations which raise conflict of interest concerns, including, but not limited to, the following:

Financial Interest- A conflict may exist where an interested party, or a relative or business associate of an interested party, directly or indirectly benefits or profits as a result of a decision made or transaction entered into by the organization. Examples include situations where:

-the organization contracts to purchase or lease goods, services or properties from an interested party or relative or business associate of an interested party.

-the organization purchases an ownership interest or invests in a business entity owned by an interested party or by a relative or business associate of an interested party.

-the organization offers employment to an interested party or relative or business associate of an interested party, other than a person who is already employed by the organization.

-an interested party or a relative or business associate of an interested party is provided with a gift, gratuity or favor, of a substantial nature, from a person or entity which does business or seeks to do business with the organization.

-an interested party, a relative or business associate of an interested party, is gratuitously provided the use of the facilities, property or services of the organization.

Other Interests- A conflict may also exist where an interested party or a relative or business associate of an interested party obtains a non-financial benefit or advantage that he or she would not have obtained absent his/her relationship with the organization or where his/her duty or responsibility owed to the organization conflicts with a duty or responsibility owed to some other organization. Examples include where:

-an interested party seeks to obtain preferential treatment by the organization for him/her self or a relative or business associate.

-an interested party seeks to make use of confidential information obtained from the organization for his/her own benefit or for the benefit of a relative, business associate or other organization.

-an interested party seeks to take advantage of an opportunity or enables a relative, business associate or other organization to take advantage of an opportunity which he/she has reason to believe would be of interest to the organization.

III. DISCLOSURE OF ACTUAL OR POTENTIAL CONFLICTS OF INTEREST

An interested party is under a continuing obligation to disclose any actual or potential conflict of interest as soon as it is known or reasonably should be known.

An interested party shall complete a questionnaire, in the form attached as Appendix A, to fully and completely disclose the material facts about any actual or potential conflicts of interest. The disclosure statement shall be completed upon his/her association with the organization, and shall be updated annually thereafter. An additional disclosure statement shall be filed at such time as an actual or potential conflict arises.

For board members, the disclosure statement shall be provided to the President of the board, or in the case of the President, to the Secretary of the board. Copies shall also be provided to the Executive Director of the organization.

In the case of staff or volunteers with significant decision-making authority, the disclosure statements shall be provided to the Executive Director. In the case of the Executive Director, the disclosure statement shall be provided to the President of the board.

The Secretary of the board shall file copies of all disclosure statements with the official records of the organization.

IV. PROCEDURES FOR REVIEW OF ACTUAL OR POTENTIAL CONFLICTS

Whenever there is reason to believe that an actual or potential conflict of interest exists between CARE and an interested party, the Board of Directors shall determine the appropriate organizational response. This shall include, but not necessarily be limited to, invoking the procedures described below with respect to a specified proposed action or transaction.

Where the actual or potential conflict involves an employee of the organization other than the Executive Director, the Executive Director shall, in the first instance, be responsible for reviewing the matter and may take appropriate action as necessary to protect the interests of the organization. The Executive Director shall report to the President the results of any review and action taken. The President, in consultation with the other officers of the Board, shall determine if any further board review or action is required.

V. PROCEDURES FOR ADDRESSING CONFLICTS OF INTEREST

Where an actual or potential conflict exists between CARE and an interested party with respect to a specific proposed action or transaction, CARE shall refrain from the proposed action or transaction until such time as the proposed action or transaction has been approved by the disinterested members of the board of directors of the organization. The following procedures shall apply:

-An interested party who has an actual or potential conflict of interest with respect to a proposed action or transaction shall not in any way participate in or be present during, the deliberations and decision making of the organization with respect to such action or transaction. The interested party may, upon request, be available to answer questions or provide material factual information about the proposed action or transaction.

-The disinterested members of the board may approve the proposed action or transaction upon finding that it is in the best interest of the corporation. The board shall consider whether the terms of the proposed transaction are fair and reasonable to the organization and whether it would be possible, with reasonable effort, to find a more advantageous arrangement with a party or entity that is not an interested party.

-Approval by the disinterested members of the board of directors shall be by vote of the majority of directors in attendance at a meeting at which a quorum is present. An interested party shall not be counted for purposes of determining whether a quorum is present, nor for purposes of determining what constitutes a majority vote of directors in attendance.

-The minutes shall reflect that the conflict disclosure was made, the vote taken and, where applicable, the abstention from voting and participation by the interested party.

VI. VIOLATIONS OF CONFLICT OF INTEREST POLICY

If the board of directors has reason to believe that an interested party has failed to disclose an actual or potential conflict of interest, it shall inform the person of the basis for such belief and allow the person an opportunity to explain the alleged failure to disclose.

If, after hearing the response of the interested party and making further investigation as may be warranted in the circumstances, the board determines that the interested party has in fact failed to disclose an actual or possible conflict of interest, it shall take appropriate disciplinary and corrective action.

Reviewed Annually

CONFLICT OF INTEREST POLICY

ANNUAL AFFIRMATION OF COMPLIANCE AND DISCLOSURE STATEMENT

I have received and carefully read the Conflict of Interest Policy for board members, staff, and volunteers of CARE for Children and have considered not only the literal expression of the policy, but also its intent. By signing this affirmation of compliance, I hereby affirm that I understand and agree to comply with the Conflict of Interest Policy. I further understand that the CARE for Children is a charitable organization and that in order to maintain its federal tax exemption it must engage primarily in activities which accomplish one or more of its tax-exempt purposes.

Except as otherwise indicated in the Disclosure Statement and any attachments, I hereby state that I do not, to the best of my knowledge, have any conflict of interest that may be seen as competing with the interests of CARE for Children, nor does any relative or business associate of mine have such an actual or potential conflict of interest.

If any situation should arise in the future which I think may involve me in a conflict of interest, I will promptly and fully disclose the circumstances to the President of the Board of Directors of CARE for Children or to the Executive Director, as applicable.

I further certify that the information set forth in the Disclosure Statement and any attachments is true and correct to the best of my knowledge, information, and belief.

Name (Please print)

Signature

Date

DISCLOSURE STATEMENT

Please complete the questionnaire below indicating any actual or potential conflicts of interest. In answering these questions, please refer to any current relationship or transaction, or any which have taken place in the last twelve months. If you answer “yes” to any of the questions, please provide a written description of the details of the specific action or transaction in the space allowed. Attach additional sheets as needed.

Financial Interests - A conflict may exist where an interested party, or a relative or business associate of an interested party, directly or indirectly benefits or profits as a result of a decision made or transaction entered into by CARE for Children.

Has CARE for Children contracted to purchase or lease goods, services, or property from you or from any of your relatives or business associates?

If yes, please describe:

Has CARE for Children purchased an ownership interest in or invested in a business entity owned by you or owned by any of your relatives or business associates?

If yes, please describe:

Has CARE for Children offered employment to you or to any of your relatives or business associates other than a person who was already employed by CARE for Children?

If yes, please describe:

Have you or have any of your relatives or business associates been provided with a gift, gratuity, or favor of a substantial nature from a person or entity which does business or seeks to do business, with CARE for Children?

If yes, please describe:

Have you or any of your relatives or business associates been gratuitously provided use of the facilities, property, or services of CARE for Children?

If yes, please describe:

Other Interests - A conflict may also exist where an interested party or a relative or business associate of an interested party obtains a non-financial benefit or advantage that s/he would not have obtained absent his/her relationship with CARE for Children, or where his/her duty or responsibility owed to CARE for Children conflicts with a duty or responsibility owed to some other organization.

Did you obtain preferential treatment by CARE for Children for yourself or for any of your relatives or business associates?

If yes, please describe:

Did you make use of confidential information obtained from CARE for Children for your own benefit or for the benefit of a relative, business associate, or any entity other than CARE for Children?

If yes, please describe:

Did you take advantage of an opportunity, or enable a relative, business associate or other organization to take advantage of an opportunity, which you had reason to believe would be of interest to CARE for Children?

If yes, please describe:

ADDENDUM F

CARE for Children CONFIDENTIALITY STATEMENT

All staff, volunteers, student interns and private contractors/consultants at CARE for Children shall adhere to the policy regarding confidentiality and share in the responsibility of maintaining the confidentiality of all records, conversations and other information on patients/students (collectively referred to as clients) and personnel. The following guidelines have been formulated to ensure that you understand and agree to accept this responsibility.

1. Client related information will not be provided to anyone outside this agency, or other clients. Clients may not be discussed with friends or relatives, including spouses. In addition to not revealing names, no identifying information should be revealed.
2. Client-related discussions should be avoided when in public places or in areas where the conversation may be overheard. Within the office, discussion of clients should only occur when necessary and in a professional manner.
3. Written information regarding a client should only be released to their contracted agencies. All other releases of information will be handled by the Executive Director or Office Manager.
4. Client files must be returned to the main file cabinets at the end of the day, where they will be locked.
5. Certain information may be released which is considered ordinary facts and which is necessary for planning of specific resources, i.e. equipment ordering, coordination of community resources. The information shall be handled with professional discretion and on a "need to know" basis.
6. All Shrine Hospital information in medical charts, including physician notes will be considered confidential and can only be released through Shriners Hospital Medical Record Department.
7. All financial and personnel information is considered confidential.

After reviewing these guidelines, I understand and agree to abide by the nature of this responsibility.

This statement applies to all CARE for Children staff, volunteers, private contractors/consultants and student interns.

Signature

Date

ADDENDUM G

CARE for Children WHISTLEBLOWER POLICY

Policy:

CARE for Children (CARE) is committed to facilitating open and honest communications relevant to its governance, finances, and compliance with all applicable laws and regulations. CARE requires directors, other volunteers, and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. Employees and representatives of the organization must practice honesty and integrity in fulfilling their responsibilities and comply with all applicable laws and regulations.

This whistleblower policy (“the Policy”) reflects the practices and principles of behavior that support this commitment. It is important that CARE be apprised about unlawful or improper workplace behavior including, but not limited to, any of the following conduct:

- theft;
- financial reporting which is fraudulent, intentionally misleading or negligent in any manner;
- improper or undocumented financial transactions;
- forgery or alteration of documents;
- unauthorized alteration or manipulation of computer files;
- improper destruction of records;
- improper use of CARE assets, including, but not limited to its funds, supplies, intellectual property and other assets;
- improper access and or use of confidential donor or protected health information;
- authorizing or receiving compensation for goods not received or services not performed;
- violations of CARE’s conflict-of-interest policy;
- any other improper occurrence regarding cash, financial procedures, or reporting;
- any abuse of or discrimination against a CARE employee, volunteer, client, or vendor;
- Failure by CARE to provide reasonable accommodation for disability or religious belief.

We request the assistance of every director, other volunteer and employee who has a reasonable belief or suspicion about any improper transaction. CARE values this input and each director, volunteer and employee should feel free to raise issues of concern, in good faith, without fear of retaliation. Directors, volunteers and employees will not be disciplined, demoted, lose their jobs, or be retaliated against for asking questions or voicing concerns about conduct of this sort. While CARE has separate policies, which cover harassment and employment discrimination, this Whistleblower Policy applies to these situations to encourage the reporting of such wrongful actions against CARE’s interest. Employees and other interested persons are encouraged to report any such improprieties without fear of retaliation or intimidation.

CARE will investigate any possible fraudulent or dishonest use or misuse of CARE’s resources, or abuse, discrimination or a failure to provide reasonable accommodation, by management, staff, or volunteers. CARE will take appropriate action against anyone found to have engaged in fraudulent, dishonest, abusive or discriminatory conduct, including disciplinary action by CARE or civil or criminal prosecution when warranted.

Therefore, all members of CARE staff, directors and other volunteers are encouraged to report possible fraudulent, abusive, discriminatory, or dishonest conduct (*i.e.*, to act as a “whistleblower”), pursuant to the procedures set forth below.

Procedures:

Reporting Responsibility:

Each director, volunteer, and employee of CARE has an obligation to report in accordance with this Whistleblower Policy (a) questionable or improper accounting, financial or auditing matters, and (b) violations and suspected violations of CARE’s policies or any unlawful or improper workplace conduct (hereinafter collectively referred to as “Concerns”).

Authority of Audit Committee:

All reported Concerns will be forwarded to the Audit Committee in accordance with the procedures set forth herein. The Audit Committee shall be responsible for investigating, and making appropriate recommendations to the Board of Directors, with respect to all reported Concerns.

No Retaliation:

This Whistleblower Policy is intended to encourage and enable directors, volunteers, and employees to raise Concerns within the Organization for investigation and appropriate action. With this goal in mind, no director, volunteer, or employee who, in good faith, reports a Concern shall be subject to retaliation or, in the case of an employee, adverse employment consequences. Moreover, a volunteer or employee who retaliates against someone who has reported a Concern in good faith is subject to discipline up to and including dismissal from the volunteer position or termination of employment.

Reporting Concerns:

Employees

Employees should first discuss their Concern with the Executive Director. In addition, if the individual is uncomfortable speaking with the Executive Director, or the Executive Director is a subject of the Concern, the individual should report his or her Concern directly to the President of CARE’s Board of Directors or the Chair of the Audit Committee.

If the Concern was reported orally to the Executive Director, the reporting individual, with assistance from the Executive Director, shall reduce the Concern to writing. The Executive Director is required to promptly report the Concern to the Chair of the Audit Committee, which has specific responsibility to investigate all Concerns. If the Executive Director, for any reason, does not promptly forward the Concern to the Audit Committee, the reporting individual should directly report the Concern to the Chair of the Audit Committee or the President of the Board of Directors. Contact information for the Chair of the Audit Committee and President of the Board of Directors may be obtained through the Executive Director or the Finance & Office Manager. Concerns may also be submitted anonymously. Such anonymous Concerns should be in writing and sent directly to the Chair of the Audit Committee.

Directors and Other Volunteers

Directors and other volunteers should submit Concerns in writing directly to the Chair of the Audit Committee. Contact information for the chair of the Audit Committee may be obtained from the Executive Director or Finance and Office Manager.

Handling of Reported Violations

The Audit Committee shall address all reported Concerns. The Chair of the Audit Committee shall immediately notify the Audit Committee, the Board President and the Executive Director of any such report. The Chair of the Audit Committee will notify the reporter and acknowledge receipt of the Concern within five business days, if possible. It will not be possible to acknowledge receipt of anonymously submitted Concerns.

All reports will be promptly investigated by the Audit Committee, or any other appropriate Committee of the Board of Directors and appropriate corrective action will be recommended to the Board of Directors, if warranted by the investigation. In addition, action taken must include a conclusion and/or follow-up with the reporter for resolution of the Concern.

The Audit Committee has the authority to retain outside legal counsel, accountants, private investigators, any other resource, or refer to another appropriate Committee of the Board of Directors, as deemed necessary to conduct a full and complete investigation of the allegations.

Acting in Good Faith

Anyone reporting a Concern must act in good faith and have reasonable grounds for believing the information disclosed indicates an improper accounting or auditing practice, or a violation of CARE's policies. The act of making allegations that prove to be unsubstantiated, and that prove to have been made maliciously, recklessly, or with the foreknowledge that the allegations are false, will be viewed as a serious disciplinary offense and may result in discipline, up to and including dismissal from the volunteer position or termination of employment. Such conduct may also give rise to other actions, including civil lawsuits.

Rights and Responsibilities of Employee

Whistleblower Protection

CARE will protect Whistleblowers as follows:

- CARE will use its best efforts to protect whistleblowers against retaliation. All complaints by Whistleblowers will be handled with sensitivity, discretion and confidentiality to the extent allowed by the circumstances and the law. Generally, this practice means that whistleblower concerns will only be shared with those who have a need to know in order to conduct an effective investigation. (Should disciplinary or legal action be taken against a person or persons as a result of a whistleblower complaint, such persons may also have a right to know the identity of the whistleblower.)
- A whistleblower shall not be subject to retaliation. No punishment for reporting issues will be allowed, even if the claims are unfounded; a reasonable belief or suspicion that unlawful or improper workplace behavior has occurred is enough to create a protected status for the whistleblower. No

action can be taken against the whistleblower with the intent or effect of adversely affecting the terms or conditions of the whistleblower's employment, including but not limited to threats of physical harm, loss of job, punitive work assignments, or impact on salary or wages.

Whistleblowers who believe that they have been retaliated against may file a written complaint with the Audit Committee Chair. Any complaint of retaliation will be promptly investigated and appropriate corrective measures taken if allegations of retaliation are substantiated. This protection from retaliation does not prohibit managers or supervisors from taking action, including disciplinary action, in the usual scope of their duties and based on valid performance-related factors.

- Whistleblowers must be cautious to avoid baseless allegations, which are allegations made with reckless disregard for their truth or falsity. People making such allegations may be subject to disciplinary action by CARE, and /or legal claims by individuals accused of such conduct.

Posting and Notification

This policy is to be posted in CARE's offices, including in the Employee Manual, and communicated to all new staff and board members as part of their orientation. In addition, after the bi-annual election of the board chair and after the chair of the Audit Committee has been selected, the Executive Director will have the responsibility of updating the contact information below for both of those individuals and then sending the policy with the updated contact information to all staff and the Board of Directors. This policy shall also be available upon request.

CONTACT INFORMATION:

Chair of Audit Committee: Tom Ball, 814-887-3216

President, Board of Directors: Tyler Hannah, 814-598-6296

Executive Director, Tina M. Martin, 814-558-6279