



KID ZONE VOLUNTEER POLICIES AND GUIDELINES

PHYSICAL SAFETY

Volunteers should never be alone with a child.

BATHROOM VISITS

If a child wants to go to the bathroom, it is important that two volunteers escort and accompany the child. If the child does not need assistance, both volunteers should stand outside of the bathroom and wait. Please ensure the child washes their hands! If a volunteer needs to use the restroom, make sure the bathroom is clear of children and alert other volunteers, so that no children enter the restroom at the same time.

CHILDREN OVER 2

Volunteers should enforce a "bubble" between themselves and Kid Zone kids over the age of 2. This includes avoiding hugs, sitting on laps, or picking kids up. It is not appropriate to sit an infant directly over your lap, instead sit them on your knee(s).

INSIDE SAFETY

No running, throwing balls or spinning chairs inside. While these are fun activities, they are not allowed during childcare. Residents are to pick up/drop off their kiddos through the front entrance. Outer doors will be locked. A baby gate will be placed in front of the sign in table, to prevent kiddos who love to run. As a volunteer, we ask you keep your head up and be aware of all exits or places that kids can runaway, especially when the group is outside in an open area! Make sure the building doors are closed to avoid children escaping (especially the front door).

GOING OUTSIDE

We can take kids to the playground during daylight hours. We need at least two adults and a ratio of 1 adult per 3 kids. On occasion, regular volunteers can take older kids to the Music Room on busy nights. Again, two adults and a ratio of 1 adult per 3 kids is required. Make sure all doors in the building are securely closed on your way out and in,

CLEAN KIDS

Physical safety includes clean diapers and wiped noses. If you smell or feel a dirty diaper, have a willing and background checked volunteer change the dirty diaper.

ACCIDENT/INJURY REPORT VS INCIDENT REPORTS

Filled out an Accident/Injury Report if there is a physical injury (For example: a bumped head, scrape, busted lip). Fill out an Incident Report when any concerning behavior is observed (For example: not behaving, signs of depression, a violent child). Both forms are located in the volunteer book. Upon an Accident/Injury or an Incident during childcare, the appropriate form should be filled out completely, and the parent of all related children should be notified upon pick up.



EMOTIONAL SAFETY

CARE & AFFECTION

While we want to show the Solutions Kids lots of care and kindness, as a volunteers, avoid kissing and hugging of infants. While they are adorable, your role is to provide a safe space for children. We want to reserve acts of affection as a special bond between the babies and their parents, and maintain an appropriate actions as a volunteer. It is not appropriate to sit an infant directly over your lap, instead sit them on your knee(s). Children should never be held above your head.

KIND & COMPASSIONATE LANGUAGE

Age appropriate topics and language please. No foul, rude, or inappropriate language will be tolerated in Kid Zone.

KIND & COMPASSIONATE PLAY

No gunplay during childcare. While this may also be fun (like chair spinning), we don't allow it during our childcare time. Volunteers: please wear appropriate clothing for playing with children, and for their eyes to see!

BEHAVIOR

HANDS ARE FOR HELPING

If a child is hitting, we want to separate him/her from the play activity and redirect towards an incompatible replacement behavior or helping behavior. (For example: playdough, drawing, 1:1 game with volunteer, helping get ready for snack or cleaning up, movie, etc.)

Ask staff or another volunteer for help or to give 1:1 redirection attention to the child. If the violence continues ask the lead volunteer or intern if a parent should be notified to pick them up.

POPULAR TOYS

Sometimes two children will want to play with the same toy at the same time. If a child is having trouble sharing, get a staff to help or a volunteer to devote some 1:1 redirection behavior. If the toy is repeatedly causing problems, it is ok to put the toy away...

SNACKS

We have noticed that toys and snacks from home can cause conflicts among children. Please ask parents to keep the item, or put it aside until their parents pick them up. Snack is optional! We can give out snack on days where the kiddos seem to need more structure. Kids need to be sitting before receiving snack and stay seated while eating snack. Count out snacks first, to ensure there is enough for everyone.

TECHNOLOGY

Computer and cell phones can not be used during Kid Zone by kids or volunteers. Due to our confidentiality policy volunteers should never take pictures of residents.



PROTOCOL

ARRIVE ON TIME

Be sure to arrive on time to your volunteer shift. We rely on every volunteer signed up. Arriving late may put us under ration or prohibit us from opening Kid Zone on time.

FOOD AND DRINKS

Please leave any food or drinks out of reach in the kitchen area. If time and the volunteer ratio permits, you can take a break in the kitchen to eat or drink.

CANCELLING

If you need to cancel your shift, please do so at least 48 hours in advance. This allows us to find a substitute if needed.

SUPPLIES

To avoid confusion and clutter, please request additional toys or supplies from either the lead volunteer or Kid Zone Intern, who will get them out of the closet. This also helps avoid volunteers coming in and out of the Kid Zone space and limits the risk of a child leaving the room through an open door.