



Family Development Services

— *A Head Start Organization* —

**COMMUNITY  
VOLUNTEER  
HANDBOOK**





## Family Development Services

— A Head Start Organization —

### **VISION**

Family Development Services strives to be the premier provider of early childhood education and developmental services to low income families.

### **MISSION**

The mission of Family Development Services, a Head Start organization, is to improve the lives of low-income children by providing quality early childhood education and comprehensive, family focused child development services.

### **ORGANIZATIONAL VALUES**

In the spirit of excellence, we are committed to:

**Children:** Providing comprehensive, quality, early childhood education in a creative and nurturing environment that will enhance the growth, development and well-being of young children for success in school and life.

**Families:** Promoting an environment that supports our diverse families to assist them in achieving their goals and honor them as their child's first and most important teacher.

**Staff:** Recognizing and respecting our staff as well-trained professionals and the key element in providing quality services.

**Professionalism:** Pursuing life-long educational opportunities and performing each of our jobs to the highest level with pride and dignity.

**Service:** Going beyond requirements by dedicating our efforts, our resources and ourselves to offer comprehensive and creative solutions with enthusiasm and unyielding determination.

**Partnerships:** Engaging in mutually beneficial collaborations with the families and communities we serve to create positive outcomes.

**Nurturing:** Providing a caring, safe and inviting environment that promotes and cultivates creativity, imagination, positive self-esteem and a love of learning.

**Respect:** Embracing diverse backgrounds, cultures, and abilities in our actions, words, work and relationships.



# COMMUNITY VOLUNTEER HANDBOOK

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## **HEAD START HISTORY**

More than 40 years ago, President Lyndon B. Johnson called together an interdisciplinary panel of experts to discuss his “War on Poverty” initiative. That particular panel of experts, chaired by Dr. Robert E. Cooke, determined that the best way to end the cycle of poverty would be to focus resources on the largest population living in poverty: **children**. The panel’s recommendations led to what are recognized as the cornerstones of the Head Start Program – providing comprehensive outreach to preschool children and their parents, targeting children’s health, educational and social needs, and supporting each parent in the role as a child’s first teacher.

Since its time as an experimental summer program in 1965, nearly 25 million pre-school aged children have benefited from Head Start. Today the Administration on Children, Youth and Families within the Department of Health and Human Services administers the Head Start Program. Though the program cornerstones remain steadfast, Head Start continues to adapt to changing social conditions and to respond to new discovery and research within the field of early childhood education and development. The Head Start Program is unique for several reasons including its ongoing efforts to fully involve children with special needs and to develop culturally appropriate and relevant curricula and parent services to meet the needs of an increasingly diverse population. In addition, Head Start seeks to meet the needs of infants and toddlers through the Early Head Start Program, to assist parents impacted by recent welfare reform, and to uphold the Performance Standards that call for greater program accountability.

## **CURRENT HEAD START PROGRAMS**

### **Head Start**

Head Start continues to provide comprehensive early childhood educational services to America's low-income, pre-school children ages three to five years. In addition, their families receive support and social services. Head Start has a commitment to the inclusion of special needs children (at least 10% of the national enrollment). Children with special needs receive intensive services to address their physical, emotional, and/or learning disabilities. For all families involved, Head Start provides diverse services to meet the goals of the following four components: Education, Health, Parent Involvement, and Social Services.

### **Early Head Start**

Early Head Start (EHS) is a federally funded community-based program for low-income families with infants and toddlers and pregnant women. Its mission is simple: to promote healthy prenatal outcomes for pregnant women, enhance the development of very young children, and promote healthy family functioning. The framework of the Early Head Start Program consists of four cornerstones: Child Development, Parent Development, Community Development, and Staff Development. The Early Head Start Program facilitates and promotes the healthy development of infants and toddlers while supporting the development of their parents as primary caregivers.

## **FAMILY DEVELOPMENT SERVICES**

### **General Information**

Children are at the core of Family Development Services. Formed in 1996 and headquartered in Indianapolis, we are an early childhood education, not for profit organization that operates the federally funded Head Start and Early Head Start programs in Indiana's Marion and Hamilton counties.

Locally, Family Development Services provides Head Start and Early Head Start educational programs and social services to more than 2,000 children and their families each year through our 11 schools and service centers. Our vision is focused on the community we serve. We endeavor to deliver a premier preschool education experience for children, and provide their families with high-quality support services, such as parent education, health care assistance, referrals for job counseling, emergency assistance and literacy skills support.

We also work with many partners throughout Indianapolis to support our schools and social services programs, including public schools, colleges and universities, health and social services organizations, and corporations. Through these partnerships, we can deliver such vital services as teen parent counseling, parenting skills programs, referrals for job training and employment counseling, health and nutrition services, fatherhood programs, literacy education, and childcare skills training.

### **Organization**

Family Development Services is a large organization with 11 sites and employs over 350 people. The federal Department of Health and Human Services and the Administration for Children and Families provides funding oversight and guidance to every Head Start program in the country. Family Development Services is part of Region V, along with other mid-western states.

### **Governance**

A unique governance structure is in place that includes a Board of Directors charged with all the responsibilities of a non-profit board. This 21 member group is comprised of community volunteers representing a wide variety of expertise.

In addition, every Head Start program in the country is also governed by a group of parents, elected from individual centers. This group is charged with very specific responsibilities and works cooperatively with the Board of Directors.

## **VOLUNTEER OPPORTUNITIES**

### **Parent Volunteers**

Parents are always welcome and encouraged to volunteer and participate at their child's Head Start center. Volunteer opportunities for parents and relatives of currently enrolled Head Start children are determined by the Center Director and Family Partnership Coordinator.

### **Community Volunteers**

Family Development Services welcomes and offers many community volunteer opportunities, including:

- Classroom Volunteer
- Office Support Volunteer
- Facilities Volunteer
- Community Representative: Parent Policy Council and/or Advisory Committee
- Self-Assessment Reviewer
- Special Project Volunteer / Organizations / Students

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## **VOLUNTEER POSITION DESCRIPTION**

### **Position: Classroom Volunteer**

**Summary:** Performs any combination of the following tasks in the classroom to assist the classroom staff in the implementation of developmentally appropriate activities.

**Essential Duties and Responsibilities** include the following:

Maintain confidentiality of all children, parents and staff.

Assist with planned learning activities: indoors and outdoors.

Interact with children during learning center time.

Participate in small and large group activities planned by the teaching staff and assist the teaching staff in other activities/projects, as requested.

Communicate and interact with children, staff and parents in a pleasant and respectful manner.

Provide children with a positive role model during all activities, through positive interactions.

Accompany children on field trips and comply with all bus safety rules and guidelines.

Assist with serving meals and snacks to children.

Assist with minor cleaning tasks after meals and activities.

Complete any required paperwork, related to time spent volunteering.

Comply with all volunteer guidelines, regulations and requirements.

Comply with center-specific guidelines/rules.

Participate in any volunteer-related training/meetings.

Determine time commitment/schedule with the classroom staff and the center director.

Other duties as assigned and mutually agreeable.

### **Position-Specific Requirements**

- Must be at least 18 years old to volunteer in a Head Start classroom; supervised individual or group may be younger than 18 years.
- Must be 21 years old to volunteer in an Early Head Start classroom.
- Obtain and submit written proof of negative tb test results, if volunteer time exceeds 8 hours per month.
- Obtain and submit a physical examination verification form with a physician's or nurse practitioner's signature dated no earlier than 12 months prior to start date, if volunteer time exceeds 8 hours per month.
- Absence of any criminal history, per agency investigation of state police records.
- Volunteers may never have sole responsibility for a group of children and are to be in the presence of a Family Development Services employee at all times
- Volunteers are never to be left alone with a child or to take child from classroom

### **Position-Specific Benefits**

- Meals, if present
- Paid admission fees, if accompanying children on field trips

## **Family Development Services**

**VOLUNTEER POSITION DESCRIPTION**

**Position: Community Representative**

**Summary:** Serves as a committee member on an advisory committee and/or Policy Council.

**Additional information:** Community Advisory committees are established for the following service delivery areas and typically meet 1-2 times per year:

- Transportation
- Medical and Wellness

The Policy Council is a governing body of the Head Start program, comprised primarily of parents with specific duties and responsibilities as defined by federal Head Start Performance Standards. This advisory group usually meets 4 times per year, with the possibility of 1-2 special meetings, per year, if needed.

**Essential Duties and Responsibilities** include the following:

Maintain confidentiality of all children, parents and staff.

Communicate and interact with children, staff and parents in a pleasant and respectful manner.

Complete any required paperwork, related to time spent volunteering.

Comply with all volunteer guidelines, regulations and requirements.

Comply with center-specific guidelines/rules.

Provide input regarding personal and professional expertise as related to specific topics/issues

Comply with Policy Council or committee regulations/procedures.

Attend and actively participate in all meetings and group-specific training.

Other duties as assigned and mutually agreeable.

**Position-Specific Requirements**

- Must be 21 years old

**Position-Specific Benefits**

- Meals (dependent upon meeting schedule)
- Mileage reimbursement for Community Representative for the Parent Policy Council ( Delete section)

# **Family Development Services**

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## **VOLUNTEER POSITION DESCRIPTION**

**Position: Facilities Volunteer**

**Summary:** Performs any combination of the following tasks at a center or the administrative office.

**Essential Duties and Responsibilities** include the following:

Maintain confidentiality of all children, parents and staff.

Communicate and interact with children, staff and parents in a pleasant and respectful manner.

Complete any required paperwork, related to time spent volunteering.

Comply with all volunteer guidelines, regulations and requirements.

Comply with center-specific guidelines/rules.

Perform minor tasks as related to playground maintenance. Examples include, but are not limited to the following:

- Painting of playground equipment
- Repair of equipment
- Installation and assembly of equipment
- Mulch distribution
- Other grounds-related tasks

Perform minor tasks as related to interior maintenance and/or grounds/property maintenance. Examples include, but are not limited to the following:

- Painting
- Furniture repair
- Replacing/cleaning air conditioner filters
- General cleaning

Other duties as assigned and mutually agreeable.

**Position-Specific Requirements**

- Must be 21 years old; supervised individual or group may be younger than 21 years.
- Absence of any criminal history, per agency investigation of state police records.

# Family Development Services

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## **VOLUNTEER POSITION DESCRIPTION**

**Position:** Office Support Volunteer

**Summary:** Performs any combination of the following tasks at a center or the administrative office

**Essential Duties and Responsibilities** include the following:

Maintain confidentiality of all children, parents and staff.

Communicate and interact with children, staff and parents in a pleasant and respectful manner.

Complete any required paperwork, related to time spent volunteering.

Comply with all volunteer guidelines, regulations and requirements.

Comply with center-specific guidelines/rules.

Participate in any volunteer-related training/meetings.

Typing, using various up-to-date software programs.

Greet children, parents or public in a pleasant, professional manner

Fulfill copy/print/fax requests, utilizing standard office equipment/machines.

Perform additional support responsibilities, as assigned.

Other duties as assigned and mutually agreeable.

### **Position-Specific Requirements**

- Must be 21 years old. ; supervised individual or group may be younger than 21 years.
- Obtain and submit written proof of negative tb test results, if volunteering on a regular basis.
- Absence of any criminal history, per agency investigation of state police records, if volunteering more than 8 hours per month.

# Family Development Services

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## VOLUNTEER POSITION DESCRIPTION

**Position: Self-Assessment Volunteer**

**Summary:** Participates in annual self-assessment of agency, reviewing one or more of the following areas, donating a specific amount of time, as indicated:

<i>Area</i>	<i>Estimated Time Commitment</i>
Transportation	6-8 hours
Education	6-8 hours
Medical and Wellness	4-6 hours
Community Partnership	4-6 hours
Head Start Administration	2-4 hours
Finance	2-4 hours
Human Resources	2-4 hours
Special Needs/Mental Health	2-4 hours

The annual self-assessment is conducted each spring over a 2-3 week period.

**Essential Duties and Responsibilities** include the following:

Maintain confidentiality of all children, parents and staff.

Communicate and interact with children, staff and parents in a pleasant and respectful manner.

Complete any required paperwork, related to time spent volunteering.

Comply with all volunteer guidelines, regulations and requirements.

Comply with center-specific guidelines/rules.

Complete required paperwork, per specific assigned area of study and within required timeframe.

Attend all training/meetings related to the self-assessment process.

Other duties as assigned and mutually agreeable.

**Position-Specific Requirements**

- Must be 21 years old.

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## **VOLUNTEER POSITION DESCRIPTION**

**Position:**     **Special Project Volunteer**

**Summary:** Performs duties for the completion of a time-limited special project.

**Essential Duties and Responsibilities** include the following:

Maintain confidentiality of all children, parents and staff.

Communicate and interact with children, staff and parents in a pleasant and respectful manner.

Complete any required paperwork, related to time spent volunteering.

Comply with all volunteer guidelines, regulations and requirements.

Comply with center-specific guidelines/rules.

Participate in any volunteer-related training/meetings.

Other duties as assigned and mutually agreeable.

### **Position-Specific Requirements**

- Must be 18 years old; supervised individual or group may be younger than 18 years old.
- Obtain and submit written proof of negative tb test results, if volunteering on a regular basis.
- Absence of any criminal history, per agency investigation of state police records, if volunteering more than 8 hours per month.

**VOLUNTEER STATION LOCATIONS**

<b>Center</b>	<b>Address</b>	<b>Days / Hours of Operation</b>	<b>Phone / Fax</b>	<b>Center Director</b>
CAFE	8902 E. 38 <sup>th</sup> Street Indianapolis, IN 46226	Mon - Fri 7:15 am – 5:30 pm	803-9607 Phone 803-9610 Fax	Christine Garza
Crooked Creek	2990 W. 71 <sup>st</sup> Street Indianapolis, IN 46268	Mon - Fri 7:15 am – 5:30 pm	803-4170 Phone 803-4174 Fax	Jaymel Bradley
Crossroads	4740 Kingsway Drive Indianapolis, IN 46205	Mon – Fri 7:00 am – 5:00 pm	803-9614 Phone 803-9615 Fax	Pam Leal
Goodwin	3935 Mooresville Rd Indianapolis, IN 46221	Mon – Fri 7:30 – 5:30 pm	472-6900 Phone 472-6902 Fax	Teresa White
Noblesville	1700 E. Conner Street Noblesville, IN 46060	Mon - Fri 7:15 am -5:30 pm	773-3744 Phone 773-3940 Fax	Deb Harmon
School # 75	2447 West 14 <sup>th</sup> Street Indianapolis, IN 46222	Mon - Fri 7:15 am – 5:30 pm	803-9535 Phone 803-9545 Fax	Teresa Rice Darrell Johnson
Service Center # 1	5950 E. 23 <sup>rd</sup> Street Indianapolis, IN 46218	Mon - Fri 7:15 am – 5:30 pm	803-4654 Phone 803-9766 Fax	Patricia Keets Dorris Potter Brandi Bryant
Service Center # 2	3637 N. Meridian Street Indianapolis, IN 46208	Mon - Fri 7:15 am – 4:45 pm	803-3804 Phone 803-4493 Fax	Terri Garcia
Southeast	4024 S. Madison Avenue Indianapolis, IN 46227	Mon - Fri 7:15 am – 5:30 pm	803-9480 Phone 803-9483 Fax	Tim Merrell
Southwest	1130 S. Kappes Street Indianapolis, IN 46221	Mon - Fri 7:15 am – 5:30 pm	803-9576 Phone 803-9581 Fax	Courtney Johnson
St. Peters	1010 N. Temple Avenue Indianapolis, IN 46201	Mon - Fri 7:15 am – 5:30 pm	803-9583 Phone 803-9584 Fax	Marva Rudolph
Transportation	1531 Stadium Drive Indianapolis, IN 46202	Mon - Thur 6:30 am - 5:45 pm	803-9553 Phone 803-9558 Fax	Kenneth Pittman
Administration	3637 N. Meridian Street Indianapolis, IN 46208	Mon - Fri 8:00 am – 4:30 pm	803-3804 Phone 803-4493 Fax	Sabrina Lindsey

## **VOLUNTEER GUIDELINES AND INFORMATION**

### **Volunteer Application**

Interested persons can complete a volunteer application card on-line at [www.fds.org](http://www.fds.org) or at any Family Development Services site. In addition, any questions regarding volunteer opportunities or the application process can be directed to the Human Resources Department at 803-3819. See Appendix A, Volunteer Application.

### **Insurance**

Family Development Services carries liability insurance that covers the actions of all staff, board members and volunteers when competently performing assigned Agency activities, as well as claims against the agency for incidents involving agency facilities and property. Personal coverage for employees and volunteers is not maintained by the Agency.

### **Volunteer Screening**

State licensing requires that volunteers who work more than 8 hours in one center must complete specific screening. When a Community Volunteer is identified to have worked more than 8 hours in one center, the Community Liaison will contact the volunteer to ensure that the following screening activities are completed and the results are maintained at the center and in the Human Resources Department.

### **TB tests and Physical Exams**

State licensing regulations require that volunteers who work with children on a regular basis (at least 8 hours per month) must submit written proof of negative results of an annual tb test and a physical examination verification form with a physician's or nurse practitioner's signature dated no earlier than 12 months prior to start date. Physical exams must be verified every three years.

### **Criminal History**

Per Indiana licensing regulations, a criminal history report from the Indiana State Police is required for any volunteer working or assisting at a center for more than 8 hours per month. A criminal history can be obtained from The Indiana State Police at the State Office Building, 100 N. Senate Avenue (3rd floor), Room N-302, Monday through Friday, 8:00AM-12 noon, and 1:00PM-4:00PM. The cost is \$10. Family Development Services will reimburse volunteers for this expense after they have completed their first 8 hours of volunteering.

In addition, Family Development Services checks the Indiana Sex Offender registry for every volunteer application received.

### **Dress Code**

It is important as role models for young children and their families to present a positive image and to dress in an appropriate manner reflective of a professional educational environment.

As a general rule, expected dress for volunteers is "business casual." The following items are *not* acceptable attire for Family Development Services' volunteers:

- Shorts
- Mini-skirts

- Sweats/jogging suits
- Tight, figure-hugging, revealing clothing
- Tank tops, spaghetti straps
- Flip-flops, house shoes
- Any clothing with offensive or descriptive wording, pictures or symbols
- Clothing that has been ripped or torn
- Hats or other head coverings

Additional dress code requirements/guidelines are identified for specific volunteer positions:

### **Classroom Aides**

- Low heeled, closed toe shoes are preferred; if the heel is open, the shoe must have a strap to keep the shoe securely in place
- All skirts, jumpers or dresses must be long enough to cover knees while sitting on the floor
- Denim slacks, jeans or Capri pants may be worn
- Shorts, if appropriate to field trip and approved by center director
- Long dangling, or hoop earrings are not appropriate in the classroom

### **Facilities Volunteer**

- Hats or head coverings are allowed
- Covered shoes are required; no sandals, open-toed or open-heeled shoes

### **Confidentiality**

All volunteers are required to maintain confidentiality and sign a confidentiality agreement found on the reverse side of the application card. See Appendix A, Volunteer Application.

### **Training**

Volunteers are expected to complete a pre-service orientation session that is presented on a regular basis, throughout the year, before being assigned to a center/task. Center Directors conduct site-specific orientation to all volunteers at their centers. Other administrative staff provide additional, specific training dependent upon the assignment. The Community Liaison conducts orientation for volunteer groups, as needed.

### **Time Sheets/In-kind Donations**

All volunteers are required to document their time on a Community Volunteer Report form. Family Development Services utilizes this information to meet the federal matching contribution requirement.

Family Development Services gratefully accepts other donations from volunteers. To document donations, we ask that all donors complete a Receipt of Donated Goods/Services form.

### **Volunteer Recognition**

Volunteers are an important part of Family Development Services! We appreciate their contributions to our program and celebrate volunteerism at our agency, annually.

### **Volunteer Separation**

Volunteer service may be terminated by any of the following:

- **Resignation of volunteer.** Volunteers are asked to provide a written resignation when they are no longer able/willing to serve, for documentation purposes.
- **Disciplinary action.** Family Development Services reserves the right to terminate any volunteer that is deemed to be inappropriate or unsatisfactory, at any time.
- **Loss of funding.** Volunteer opportunities may be limited due to a lack of funding (e.g. center closing).

## APPENDICES

Appendix A: Volunteer Application /Confidentiality Agreement Card

Appendix B: Volunteer Training CD