

VOLUNTEER GUIDE ACKNOWLEDGMENT FORM

The volunteer guide describes important information about Lancaster Children's Home, and I understand that I should consult a Lancaster Children's Home employee regarding questions not answered in the guide. ***I have entered into my relationship with Lancaster Children's Home voluntarily and agree to abide by the rules and regulations as set forth by the organization. Accordingly, either Lancaster Children's Home or I can terminate the relationship at will, with or without cause, at any time.***

Since the information, policies and procedures described here are necessarily subject to change, I acknowledge that revisions to the guide may occur. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies.

Furthermore, ***I acknowledge that this guide is not a contract of employment.*** I have received the guide, and I understand that it is my responsibility to read and comply with all the policies contained in this guide and any revisions made to it.

I also acknowledge I have received and agree to abide by the Contraband Policy. *(Updated April 2019).*

\_\_\_\_\_  
VOLUNTEER SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
PRINTED VOLUNTEER NAME



# Volunteer Guide

April 2019



Welcome new volunteer!

On behalf of our organization, I welcome you to Lancaster Children's Home and wish you every success here.

We believe that each volunteer contributes directly to Lancaster Children's Home's growth and success, and we hope you will take pride in being a member of our team.

This guide was developed to describe some of the expectations of our volunteers and to outline the policies, programs, and procedures available to eligible volunteers. Volunteers should familiarize themselves with the contents of the volunteer guide as soon as possible, for it will answer many questions about volunteering with Lancaster Children's Home.

We are very pleased you have chosen to volunteer with us and hope that your experience here will be enjoyable and rewarding. Again, welcome!

Sincerely,

Annette Deese  
Executive Director

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# MISSION STATEMENT

It is the Mission of Lancaster Children's Home to provide a safe, stable, structured, nurturing, homelike environment for abused, abandoned or neglected children within Lancaster County and the State of South Carolina.

## VISION

It is the vision of the Lancaster Children's Home to educate and instill positive values and life skills in our children who have been abused, abandoned and neglected so that they become independent, productive and responsible citizens.

## HISTORY OF LCH

The "Children's Home of Lancaster County" was chartered April 3, 1961. Prime movers for the establishment of a home for abused and abandoned children, boys and girls ages three (3) to ten (10) were Hon. Richard E. Richards, Juvenile Court Judge and Ruth P. Guthrie, Director of Lancaster County Department of Social Services, then called the Department of Public Welfare.

The work of organizing the Children's Home was given "The Children's Committee" of the Lancaster Chamber of Commerce -- Bob Williams, Chairman. It was arranged to purchase the Ben Williams house at 406 Chesterfield Avenue. To fund the purchase and operation of the Home, Lancaster County Board voted \$150.00 per month. Substantial contributions were made by First Presbyterian Church, Hyde Park Baptist Church, Pleasant Hill ARP Church, Lancaster Junior Chamber of Commerce and others not mentioned in the records.

Mr. and Mrs. William Rabon, Lancaster natives, were the first house parents. The home had a capacity of fourteen (14) children, male and female, and served twenty-two (22) children during its first year of operation.

Financial problems beset the home before its first year was completed and children had to be limited to ten (10). Despite efforts by the Lions Club, area churches, civic organizations and many individuals, money for badly needed repairs to the house and to feed and clothe the children was hard to come by.

The former Witherspoon home at 402 East Arch Street was purchased rather than making the needed repairs at the other home. The former Wylie home, owned by Elliott-White-Springs Hospital was renovated to house eight (8) girls. The Girls Home was later closed due to the home being needed by the hospital.

In 1983 the name of the corporation was changed to "Lancaster Children's Home." The Lancaster Children's Home later saw the need for a new home for boys and girls. Land was purchased from the city in the area of Glenwood and East Arch Street in Lancaster. The home was originally built to house both boys and girls, but was licensed to house boys from the ages of eight (8) to eighteen (18). The children moved to the new home on March 6, 1989.

Lancaster Children's Home transitioned to a Moderate Management Group Home care provider, licensed by the State Health and Human Services Finance Commission effective August 15, 1992, which allowed for the home to change its manner of care to a more treatment oriented approach. In July 1993, Lancaster Children's Home

opened a High Management Group Home for girls on Catawba Street, and moved to a new Girls' Home on Highway 903 in 1997.

In 2001, the boys' campus moved to its new facility off Hwy 903 beside the Girls Home to house Moderate Management, low Management and Emergency Placement males. An Administrative Building was completed at the same time.

In 2009, the State of South Carolina made it necessary for the names of the levels of care served by the Lancaster Children Home to change to the following:

Group Care 2 and 3/Intermediate and Intensive Girl's Facility  
Group Care 2/Intermediate for Boys  
Group Care 1 for Boys  
Emergency Placement for Boys

In June 2010, the boys' campus was officially dedicated and renamed "the Sumner Cottage" after Mr. William "Bill" Sumner and a new chapel was opened. Mr. Bill Sumner served as the Director of Development for the Lancaster Children's Home for 16 years and also served as interim Executive Director for 2 years.

In 2012, the Temporary-De-escalation Care (TDC) program was entered into our list of programs designed to assist children in distress.

In 2015, the organization expanded to occupy the Administrative Building while the boys' campus and girls' campus switched locations in order to expand the girls' programs.

## **RESIDENT'S BILL OF RIGHTS**

Lancaster Children's Home, Inc., affirmed by the Board of Directors, will contribute to more effective care and greater satisfaction for our Residents. It is in recognition of these factors that these rights are affirmed.

1. The Resident has the right to considerate and respectful care.
2. The Resident has the right to medical care when needed.
3. The Resident has the right that all information is considered private and should be treated as confidential.
4. The Resident has the right to expect all communications and records be treated as confidential.
5. The Resident has the right to expect continuity of care. He or she has the right to know in advance what appointment times are scheduled. Lancaster Children's Home will provide the mechanism whereby he or she is informed of such.
6. The Resident has the right to know what rules and regulations apply to his or her conduct as a resident.

No catalog of rights can guarantee the Resident the kind of treatment he or she has a right to expect. The facility has many functions to perform, including the treatment, child care, and education of both Staff and Residents. All these activities must be conducted with an overriding concern for the Resident, and the recognition of his or her dignity as a human being.

Each resident is provided with a copy of the South Carolina Bill of Rights for Children. Please familiarize yourself with these rights.

## RIGHTS OF CHILDREN IN CARE

- Residents shall have a right to dignity, privacy, personal property and humane care
- Residents have the right to religious practices/quiet time
- Residents shall receive available services that are the least restrictive to achieve his/her treatment goals
- Residents have the right to an education
- Residents have the right to social interaction and to participate in community activities
- Residents have the right to communicate by mail, telephone or in-person (at the discretion of HSP's)
- Residents shall have an unrestricted right to visitation subject to LCH rules/policies
- Residents have the right to the possession and use of their own clothing and personal effects
- Residents have the right to daily physical exercise
- Residents shall receive humane discipline
- Residents shall have the right to his/her medical/rehabilitative records--requests must be made in writing
- Residents shall have the right to vote
- Residents shall have the right to meet with LCH staff members/State agency representatives
- Residents have the right not to be unnecessarily or excessively removed from the therapeutic environment
- Residents have the right not to be subjected to unnecessary physical restraints
- Residents have the right to be cared for without regard to race, sex, religion and disability
- Residents have the right to caretakers who are interested in me and will support my involvement in social and school activities.

## NATURE OF VOLUNTEERISM

This guide is intended to provide volunteers with a general understanding of our policies. Volunteers are encouraged to familiarize themselves with the contents of this manual, for it will answer many common questions concerning volunteering with Lancaster Children's Home.

However, this manual cannot anticipate every situation or answer every question about volunteering. ***It is not an employment contract and is not intended to create contractual obligations of any kind. Neither the volunteer nor Lancaster Children's Home is bound to continue the volunteer relationship if either chooses, at its will, to end the relationship at any time.***

In order to retain necessary flexibility in the administration of policies and procedures, Lancaster Children's Home reserves the right to change, revise, or eliminate any of the policies described in this manual. The only recognized deviations from the stated policies are those authorized and signed by the Chairman of the Board of Directors of Lancaster Children's Home.

# VOLUNTEER POLICY

A volunteer is anyone who chooses to perform services for LCH without compensation or expectation of compensation. Volunteers will perform a task at the discretion of and on behalf of LCH.

Volunteers are not employees of LCH. Volunteers **are not** counted as staff with regards to the mandated staff to child ratio. Volunteers are not assigned to complete a job or assist with the LCH employees without volunteer consent.

LCH may at any time, for whatever reason, decide to end the volunteer relationship.

Any volunteer wishing to work directly with the residents of LCH must complete and pass the necessary requirements as guided by the State of South Carolina Department of Social Services. All interested volunteers should be directed to the Administrative Assistant or, if named, Director of Community Development. The requirements are on an annual basis.

## **REQUIREMENTS FOR RESIDENTIAL VOLUNTEERS:**

- Complete a Volunteer Application
- Complete the Central Registry for Child Abuse and Neglect Background Check ○ This check should return with a clean registry
- Complete the Criminal Background Check This check should return with no criminal charges or only have “forgivable” past charges
- May be required to complete an FBI Fingerprint.
- Complete the Sex Offender Registry Check (both state and national registries are verified)
- Must attend orientation and agree to and sign the following:
  - Receipt of LCH Volunteer Policies and Procedures

In the event an applicant has an arrest record, LCH will be notified by DSS. The Executive Director, at his discretion, may write a letter to the Department of DSS Investigators requesting a waiver to allow the volunteer to be approved. It is ultimately the Department of DSS Investigator’s decision to approve or disapprove a volunteer applicant. The decision of DSS will be kept on file with the volunteer’s application.

All volunteer records will be kept using the same confidentiality as employee records.

Volunteers who have not reached 18 years of age must present a written consent of a parent or guardian to the AA or DCD.

## **ORIENTATION:**

Volunteers must complete a general orientation on the nature, purpose, mission, policies and procedures of LCH.

## **TRAINING:**

The AA or DCD will provide volunteers with information, knowledge and skills to allow the volunteers to be productive partners with the operations of the program of LCH.

## **SCHEDULING:**

Volunteers wishing to schedule an activity or volunteer at the home should do so during normal business hours Monday-Thursday, 9am-5pm at *LEAST one full week prior to activity.*

# **VOLUNTEER APPLICATIONS**

Lancaster Children's Home relies upon the accuracy of information contained in the volunteer application, as well as the accuracy of other data presented throughout the volunteer approval process. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in Lancaster Children's Home's exclusion of the individual from further consideration for volunteer approval or, if the person has been approved, termination of volunteer approval.

# **REFERENCE CHECKS**

To ensure that individuals who join Lancaster Children's Home are well qualified and have a strong potential to be productive and successful, it is the policy of Lancaster Children's Home to check the references of all applicants.

The Lancaster Children's Home will respond in writing only to those reference check inquiries that are submitted in writing. Responses to such inquiries will confirm only dates of approved volunteerism. No volunteer data will be released without a written authorization and release signed by the individual who is the subject of the inquiry.

# **PERSONAL DATA CHANGES**

It is the responsibility of each volunteer to promptly notify the Administrative Assistant of any changes in personnel data. Personal mailing addresses, telephone numbers, email addresses, individuals to be contacted in the event of an emergency and other such status reports should be accurate and current at all times. If any personnel data has changed, volunteers is required to notify the Administrative Assistant **within seven business days** of any changes.

# **VOLUNTEER ROLES/OPPORTUNITIES**

**Direct Service:** Work directly with the children. Assists with Independent Living Skills, tutoring, mentoring, outings, activities, hair care, driver's education, etc.

Direct Service Volunteers are expected to be nurturing, positive, supportive and empowering to our children. , **\*\*Any Direct Service must be scheduled in advance with approval as to not disrupt the schedule and structure of the program.**

**Indirect Service:** Does not have contact with the children. Assists with office help, kitchen help, fundraising, special event planning, automotive care, maintenance of the home, landscaping of the home, donation pickup and delivery, shopping for the home, etc.

**Groups:** Civic, religious, clubs and organizations are welcome to schedule fun and educational activities with our children. Any activity must be scheduled in advance with approval.

## **VOLUNTEER PROCEDURES (March 2016)**

### **Upon arrival for an *approved and scheduled* visit:**

- Secure personal belongings in locked vehicle.
- Give vehicle keys to LCH staff upon arrival.
- Sign in the Visitor Log book. You may be required to put on a visitor badge.
- Make sure the Badge is visible at all times.
- Return the Badge, sign out of visitor book and retrieve keys from staff upon departure.
- Volunteer visits are posted on calendars/schedules for children/staff.
- No unauthorized guests when volunteering.
- Must have specific purpose or activity when volunteering; no “hanging out” or “dropping by” allowed.
- Approved for one year. **\*\*Must complete background forms annually.**
- Remember each visit will be unique.
- Develop a positive working relationship with the children and LCH staff and maintain open lines of communication with them.
- Maintain trust and confidentiality.
- Respect the spiritual or religious practices of the children in our care.
- Report any problems immediately to LCH staff.

### **As a volunteer you are also not allowed to:**

- Visit if you are ill or contagious.
- Use a cell phone, camera or other recording device while volunteering.
- Allow residents use of personal cell phones or other communication devices.
- Give advice.
- Give a child a bath.
- Administer medication.
- Transport our children without prior consent.
- Visit in their bedrooms.
- Purchase things for the children without prior consent.
- ***Show favoritism.***
- Give money without prior approval.
- Have private meetings or conversations with the children.

**Children, staff and volunteers may not engage in the following behaviors:**

- |                                       |                 |             |                     |
|---------------------------------------|-----------------|-------------|---------------------|
| <input type="checkbox"/> Frontal hugs | ● Tickling      | ● Back hugs | ● Piggy back riding |
| <input type="checkbox"/> Kissing      | ● Rough housing | ● Petting   | ● Spanking          |
| <input type="checkbox"/> Name Calling | ● Sarcasm       | ● Yelling   | ● Hitting           |

## **VOLUNTEER EXPECTATIONS**

- Know, understand and follow LCH policies and procedures.
- Respect the confidentiality and boundaries of relationships with the children and staff.
- The first duty: be a positive role model.
- Many of our children have not had the opportunity to have strong positive individuals in their lives.
- Most of the children at the Home are from undesirable environments in which abuse and/or neglect was all too common. Staff and Volunteers of the Home are committed to nurturing and supporting these children as much as possible.

## **CONFIDENTIALITY**

As a volunteer, you will have access to information that is considered confidential. The children in our care often share personal information about their families and themselves. Because you are bound by federal laws regarding confidentiality, you are not permitted to discuss this information or share client identities with anyone. We are relying on your cooperation in this matter because we consider you a member of our professional team. Failure to observe this policy will result in immediate termination of your volunteer services with LCH.

- Confidentiality is of the utmost importance at the Home. Children placed at the home are in protective custody and we must protect their safety and identities.
- Volunteers will only be given the first name, age and grade level of a child. However, we cannot censor what the child may tell you, therefore any information that you gain about the staff or children at the home must remain confidential.
- Information pertaining to the children regarding their placement with the Home or departure from the home may not be discussed.
- Volunteers should not express curiosity in regard to a child beyond the carrying out of his/her duties.

The protection of confidential information is vital to the interests and the success of Lancaster Children's Home. Clients of Lancaster Children's Home have rights to privacy in regard to their personal information, diagnosis, personal affairs, treatment, etc. This information may not be discussed except with those directly responsible for the resident's care and in a location where it cannot be overheard by unauthorized persons.

Lancaster Children's Home shall maintain strict confidentiality and privacy of all information, records, and communications regarding residents of the home. Except as provided for under applicable State and Federal laws and regulations, LCH shall release no information about Residents of the home in any form which makes them individually identifiable to any person or entity without the written permission of the placing agency retaining custody of the Resident, the Resident's parent or legal guardian or the Resident (if 18 years or older and competent).

Volunteers will be required to adhere to the Confidentiality Agreement as a condition of volunteering. Any volunteer who improperly uses or discloses confidential information will be subject to disciplinary action, up to and including termination of volunteer privileges and legal action.

## **CONFIDENTIALITY STATEMENT:**

The Lancaster Children's Home, Inc. has the responsibility to respect and maintain the confidentiality of all the residents and families that we serve. Every child and family has the right to privacy, and all staff and volunteers must respect this right as required by law. The following are guidelines in respect to confidentiality. These guidelines must be followed by all staff and volunteers.

1. The staff and volunteers will not disclose any information about any child and/or family presently in care or who have been in care, to anyone except appropriate staff members or those directly involved in the case.

All information pertinent to client care and service delivery and/or respective family should be shared with the other members of the treatment team. We should all be careful, however, of the purpose and manner in which the information is shared. Information should be shared as needed and not as idle gossip. The staff and volunteers need to be very careful not to discuss children or their situations where other children, unauthorized staff or outside people are present. Information regarding the child and child's family situation must be safeguarded and must not be discussed with other children.

Educational information should be shared with the school for educational and case management purposes authorized by release of information form. Other individuals or agencies such as mental health therapists, psychologists, vocational counselors, etc. may have need of certain information as well. Only agencies and individuals authorized by placing agency and/or provider via written consent for release of confidential information shall receive disclosure of any information regarding a child.

All personnel, both paid and volunteer, shall be bound by federal and state confidentiality statutes. All records, information and materials pertaining to a referral, investigation, and plan for remedial action, if any, must be treated in a confidential manner by the involved agency, aiding organization, staff and/or chief executive, licensing authorities, their staff, and all other persons who participate in or have knowledge of the incident and consequent action. (See Section 780, Reference Data-Section 20-7-690, South Carolina Code of Laws)

2. All information, records, and written material pertaining to a child and family must be properly safeguarded and released only to those specified by the release of information.

The Lancaster Children's Home, Inc. staff and volunteers shall maintain strict confidentiality and privacy of all information, records, and communications regarding residents.

Before using the child's name, photograph or other identifying information in any form of written, visual or verbal communication which will be made public (e. g. newspaper, television or radio articles/publicity; materials mailed or otherwise distributed by the Lancaster Children's Home, Inc. to the public, etc.), staff must obtain written consent of the child's parent(s), guardian or legal custodian. Information should not be given out to any person or agency in any form which makes a child individually identifiable.

A release of information form is signed by the agency retaining legal custody of the child, the child's parent(s) or legal guardian at the time of admission specifying those individuals or agencies to which information may be released. Written records should not be sent to anyone other than those specified.

On a daily basis, much written information is passed from one person to another, typed, filed or left lying on desks. It is important that this information be handled with confidentiality in mind. Staff and volunteers should be careful not to leave information in open view of others who may pass through.

In regards to financial, personnel and other business matters of the Home, the same degree of confidentiality applies as does to the matters of information regarding residents.

## **BOUNDARIES** (April 2019)

While volunteering, you will inevitably create a personal emotional investment with the children in our care. Listed below are some boundaries to keep in mind when volunteering.

- Communicate with staff and seek permission before doing anything/purchasing anything on behalf of the children in our care.
- If you are part of a group or multiple groups who volunteer for LCH, designated person as a representative of your group to communicate with AA or DCD with questions or schedules. Email is the best form of communication. [lch@comporium.net](mailto:lch@comporium.net) or [apriljoplin@comporium.net](mailto:apriljoplin@comporium.net) Please allow ample time for response during normal business hours.
- Although your communication is important, please refrain from communicating with LCH employees via their personal contact information and social media.
- Offer help, only when needed, or when asked by the children or staff. We do not want the children to rely on you rather than helping themselves.
- You are here to provide positive interaction.
- You are here to empower the children.
- You are *NOT* a counselor, but your visit is therapeutic for the children. Listening, encouraging, helping, and loving the children are extremely helpful in making them feel better about their situation and themselves.
- Do not engage in counseling or crisis intervention as it is not your responsibility to rescue the children or solve their problems.
- Avoid discussions regarding family situations, court proceedings, case workers or conflicts with other residents. If the children talk about their situations, please redirect them or get assistance from staff.
- Approaching a child or staff member to gain information or inquire about their personal situations will not be tolerated.
- You **MAY NOT** exchange addresses, phone numbers, emails, or “friend” our children on Facebook or any other social media sites.
- As a volunteer, it is very important to maintain emotional and physical boundaries. As a temporary shelter, some of the children are only in our care for a couple of days.
- Detachment is of the utmost importance as the children may be gone the next time you visit.
- You will probably never know where the children go when they leave our care as we must maintain their confidentiality.

- Please DO NOT contact the placing agency (Ex. Department of Social Services) searching or inquiring about the children we serve. This is a breach of confidentiality and may result in the revocation of your volunteer badge.

## FAVORITISM/GIFTS

Under no circumstances can favoritism be shown to any of the children of the Home. Money, gifts or items may not be brought for any individual child with the exception of birthdays (upon approval) and prior approval. If you see a child that is in need of something, please notify staff on duty or direct your concern to the AA or DCD. It will be addressed.

## CULTURAL DIFFERENCES

Children in our care come from many different families, cultures, religious affiliation and communities—each with its own set of values and beliefs. Our individual culture, beliefs, values and behaviors seem natural to us as a part of which we are such that sometimes it is often challenging to understand others with unique traditions, values and beliefs or simply those that are different from our own. These differences may affect the children’s background knowledge, learning style, behavior and social skills. We must respect each other’s differences and not to pass judgement or counsel regarding personal beliefs or disagreements.

## Photographing, Video Recording, Audio Recording, and Other Imaging of Residents, Visitors and Workforce Members

**Purpose:** To facilitate compliance with the Health Insurance Portability and Accountability Act (HIPAA) Standards for Privacy of Individually Identifiable Health Information (Privacy Standards), 45 CFR Parts 160 and 164, and any and all other Federal regulations and interpretive guidelines promulgated thereunder. To establish guidelines for situations where residents, visitors and/or workforce members may or may not be photographed, video or audio recorded or otherwise imaged within the facility.

**Policy:** The facility must take reasonable steps to protect residents, visitors, and workforce members from unauthorized photography, video or audio recordings, or other images. Due to the sensitive nature of resident information and to protect resident privacy, the facility must follow the guidelines and procedures outlined below before allowing, or prior to, photographing, video or audio recording, or otherwise imaging residents, visitors or workforce members.

For purposes of this policy, when authorization or consent is required it may be obtained from the resident’s legal representative, as defined by State law.

Failure to comply with the Photographing, Video Recording, Audio Recording and Other Imaging of Residents, Visitors and Workforce Members will result in termination of employment or revocation of volunteer/visitor privileges.

**Definition:**

**Audio Recording:** For the purposes of this policy, “audio recording” refers to recording an individual’s voice using video recording (*e.g.*, video cameras, cellular telephones), tape recorders, iPods, tablets, MP3 players, laptops or other technologies capable of capturing audio.

**Authorization:** For purposes of this policy, “authorization” refers to a written form executed by the resident’s legal representative that meets the requirements in the Authorization for Uses and Disclosures of Protected Health Information, HIM.PRI.010, policy. Authorizations must be obtained for uses and/or disclosures of protected health information that are not for treatment, payment, or health care operations purposes or are not otherwise permitted by the HIPAA Privacy Rule.

**Consent:** For purposes of this policy, “consent” refers to the resident’s legal representative’s written acknowledgment and/or agreement of the use and/or disclosure of protected health information for treatment, payment, or health operations purposes or other reasons permitted by the HIPAA Privacy Rule.

**Protected Health Information:** For this policy, “protected health information” refers to any identifiable information whether in the form of paper, electronic or verbal (*e.g.*, name, date of birth, dates in care, physical or mental diagnosis, reason in placement, image, anything that would identify the child as an LCH resident).

**Photography:** For the purposes of this policy, “photography” refers to recording an individual’s likeness (*e.g.*, image, picture) using photography (*e.g.*, cameras, cellular telephones), video recording (*e.g.*, video cameras, cellular telephones), digital imaging (*e.g.*, digital cameras, web cameras), or other technologies capable of capturing an image (*e.g.*, Skype, Facetime).

**Workforce Member:** For the purposes of this policy, “workforce member” means employees, volunteers, trainees, and other persons whose conduct, in the performance of work for the facility, is under the direct control of the facility, whether or not they are paid by the facility.

**Procedure:**

This section describes the limited circumstances in which photography and/or audio recording may be used to capture or record a resident’s likeness or voice. Workforce members must only use designated company-owned devices to photograph or audio record a resident. Facilities must have procedures in place to address how company-owned devices will be securely stored, how photographs or recordings will be saved, stored, and disposed, and designate appropriate personnel with access to the devices. Photographs must not be stored on the device (*e.g.*, camera) or on unencrypted memory cards and must be timely deleted (*e.g.*, within 24 hours) from the device. Personal cellular telephones, cameras, etc. must not be used.

1. **Photographing/Audio Recording Residents and Workforce Members by Residents, Family Members, and/or by the Resident’s Visitors:** The facility is not required to obtain consent from the resident when the resident is the subject of the photography/audio recording and such recording is

performed by the resident or the resident's family members or the resident's visitors. Residents, family members, and/or visitors are not permitted to take photographs of or audio record other residents or workforce members without consent. To the extent the workforce member is aware of any inappropriate attempt to photograph a resident and/or workforce member, then the workforce member must take reasonable steps to ensure that residents and/or workforce members are not photographed within the facility by a resident or the resident's family members or visitors.

2. Photographing/Audio Recording Residents by Workforce Members for Publicity Purposes: It is the policy of the facility to *never* obtain photographs, audio recordings or video recordings of current residents to use for marketing or publicity purposes to promote the facility. When applicable, prior residents may, upon receipt of consent form and become of legal age, volunteer to promote the facility.
3. Photographing/Audio Recording Residents by the Media or Law Enforcement: Facilities may disclose photographs and/or audio recordings to law enforcement when required by state law, such as child abuse and neglect, domestic violence, rape and similar disclosures required by law. Workforce members should be diligent to ensure the privacy of all residents with regards to media representatives.
4. Photographing for Gifts or Commemorative Purposes: In order for facilities to photograph a resident when the photograph will be given as a gift, **written consent must be obtained**. When a vendor is used to provide these services, the **facility must obtain a written authorization** from the resident's legal representative. This does not apply for school/yearbook/senior pictures as the resident is not identified as a Lancaster Children's Home resident.
5. Photographing/Audio Recording Residents for the Internet (i.e., official uses only): **Written resident's legal representative consent is required** prior to transmitting or using patient photographs/audio recordings for the internet. Information Security policies and procedures for encryption and other company requirements must be followed.
6. Photography/Audio Recording of Residents or the Resident's Visitors within the Facility by Workforce Members for Personal Use: Workforce members are prohibited from photographing or audio recording residents or the resident's visitors within the facility for personal use. This includes, but is not limited to, taking pictures to share with friends and/or co-workers, to post on the internet using social media (e.g., Facebook, Instagram, Twitter), etc.
7. Storage: Facilities must designate a secure area(s) to store photographs and recordings that contain protected health information and will not be housed in the resident's record. Photographs and recordings must be clearly identified and securely stored and readily accessible for retrieval. State law and the Records Management Policy, EC.014, must be followed for retention of the records.

## **APPROPRIATE ATTIRE**

The following attire is unacceptable while volunteering with the children of LCH:

- Flip Flops      \* Heels      \* Open-toed Shoes      \* Clothing with inappropriate wording or logos
- Keep jewelry to a minimum      \*\*Please be modest in your attire, especially the female volunteers\*\*

While performing your specific responsibilities, please remember that there may be times in which your clothing could be damaged or destroyed while volunteering. LCH will not be responsible for replacing damaged clothing, jewelry, accessories, etc., which become damaged during volunteering, so do not wear clothing or other items which cannot be replaced.

## **VOLUNTEER CONDUCT AND WORK RULES**

To provide the best possible environment, Lancaster Children's Home expects volunteers to follow rules of conduct that will protect the interests and safety of all residents, employees, other volunteers and the organization.

***Lancaster Children's Home has the right to terminate approval of any volunteer at will, with or without cause, at any time.*** In addition, there are certain infractions of rules or inappropriate conduct which may result in disciplinary action, up to and including termination of volunteer approval. It is not possible to list all the forms of behavior that are considered unacceptable. The following are **examples** of infractions of rules of conduct that may result in disciplinary action, up to and including termination of volunteer approval:

- Falsification of information given on volunteer application
- Failure to immediately report an allegation of abuse or neglect
- Theft or inappropriate removal or possession of property
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs on campus or off campus while in your volunteer role
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Sexual or other unlawful or unwelcome harassment
- Fighting or deliberating harming another
- Possession of dangerous or unauthorized materials, such as explosives or firearms, at or on the campus
- Unauthorized use of telephones, mail system, computers, fax machine copiers or other LCH-owned equipment
- Unauthorized disclosure of confidential information
- Violation of policies in Volunteer Guide
- Refusing to follow instructions and directions
- Destroying LCH property intentionally
- Using obscene language or profanity toward other volunteers, employees or residents
- Behaving in any inappropriate manner to the extent of adversely affecting the volunteer's ability to perform his/her work
- Engaging in harassment, intimidation or bullying of another volunteer, employee or resident
- Unsatisfactory performance or conduct
- Failure to notify LCH of any arrest or driving violations

## **ARREST OF A VOLUNTEER**

If a volunteer is arrested for any reason, the volunteer **MUST** notify the Administrative Assistant before the volunteer's next scheduled date to work. The AA is required to immediately notify the Executive Director of the arrest. The volunteer must meet with the AA along with the ED for approval to return to LCH. LCH will require a copy of the arrest report to be placed in the confidential volunteer file.

For the safety of other volunteers, employees and residents, depending on the reason for arrest, the volunteer may be removed from approval until all legal matters are resolved.

Failure to notify the AA of any arrest will result in immediate termination of volunteer privileges.

## **DRUG AND ALCOHOL USE**

It is Lancaster Children's Home's desire to provide a drug-free, healthful and safe environment. To promote this goal, volunteers are required to report to work in appropriate mental and physical condition to perform their duties in a satisfactory manner.

While on Lancaster Children's Home premises and while conducting business-related activities off Lancaster Children's Home premises, no volunteer may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair a volunteer's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of volunteer privileges. Such violations may also have legal consequences.

## **WORKPLACE VIOLENCE**

There will be zero tolerance of acts or threats of violence in our workplace. Lancaster Children's Home is committed to maintaining a workplace that is free from violence or threat of violence.

All volunteers have the right to expect a place an environment that is free from behavior that can be considered harassing, abusive, disorderly or disruptive. Any violent behavior or behavior that creates a climate of violence, hostility or intimidation will not be tolerated, regardless of origin. Proactive measures will be taken to minimize the potential for violent acts. Each and every act or threat of violence will result in an immediate and firm response that could, depending on the severity of the incident and/or other relevant considerations, include termination of volunteer privileges.

This policy includes, but is not limited to, the following behaviors and situations:

- Violent or threatening physical contact (including fights, pushing and physical intimidation)
- Direct or indirect threats
- Threatening, abusing or harassing phone calls
- Possession of a weapon on company property
- Assault in any form

- Implications or suggestions of violence
- Dangerous or threatening horseplay
- Destructive or sabotaging actions against company, residents, other volunteers, employees or company property
- Stalking
- Violation of a restraining order
- Threatening acts or abusive language that leads to tension within the work environment

Any person who makes substantial threats, exhibits threatening behavior or engages in violent acts on LCH property shall be removed from the premises as quickly as safety permits and shall remain off LCH premises pending the outcome of an investigation. No existing LCH policy, practice or procedure should be interpreted to prohibit decisions designed to prevent a threat from being carried out, a violent act from occurring or a life-threatening situation from developing.

### **REPORTING PROCEDURE:**

Reporting procedures have been developed to encourage early reporting, support and stress reduction for volunteers as well as the prevention of violence. Any volunteer can report concerns or incidents to a member of the Administrative Staff or any member of management.

LCH will initiate an appropriate response. This response may include, but is not limited to, termination of volunteer privileges and/or criminal prosecution of the person(s) involved.

All volunteers who obtain a protective restraining order, which lists LCH premises as being a protected area, must provide to the Administrative Assistant a copy of any temporary or permanent protective or restraining order.

LCH understands the sensitivity of the information requested and has developed confidentiality procedures, which recognizes and respects the privacy of the volunteer(s).

## **CONCEALED WEAPONS POLICY**

Volunteers, employees and visitors are forbidden from carrying and possessing weapons of any kind while on premises. This includes but is not limited to, possession on person or in vehicle. The policy applies to all employees, visitors, residents, volunteers, interns and any other individual entering any of our facilities.

Weapons are defined by as any kind of gun, knife or blade over three inches in length. Any other tool that serves to cause harm to another person is also considered a weapon.

The policy applies whether or not an individual possesses a concealed weapons permit or is allowed by law to possess a weapon with the exception of law enforcement here on official business.

Volunteers who violate this policy will be subject to disciplinary action, up to and including termination of volunteer privileges. Any other person violating this policy will lose visiting privileges. For those persons refusing to leave after being informed of the policy may be arrested for criminal trespass.

# South Carolina Department of Social Services

## DISCIPLINE AGREEMENT

LCH employees understand that discipline of any child placed in the home by the Department of Social Services must comply with the following guidelines:

**All discipline must be reasonable in manner, moderate in degree and responsibly related to the child's understanding and need.**

Discipline should be constructive or educational in nature (e.g. withdrawal of privileges).

Cruel, inhumane and inappropriate discipline is prohibited. This would include but not necessarily be limited to the following: head shaving or any other dehumanizing or degrading act; prolonged/frequent depriving of food or serving foster children meals which are not as nutritionally adequate as those served to other family members or requiring children to be isolated from other family members when eating; deprivation of mail, slapping or shaking; a pattern of threats of removal from the home as punishment; disciplining a child for a medical or psychological problem over which he/she has no control (e.g. bed-wetting, stuttering, etc.).

**The use of corporal punishment is prohibited.**

LCH employees further understand that all foster/adoptive homes are subject to South Carolina laws relating to child abuse and neglect.

## SAFETY

To assist in providing a safe and healthful environment for volunteers, employees, residents, and visitors, Lancaster Children's Home has established a workplace safety program. This program is a top priority for Lancaster Children's Home. The Executive Director has responsibility for implementing, administering, monitoring and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

Lancaster Children's Home provides information to volunteers and employees about workplace safety and health issues through regular internal communication channels such as supervisor employee meetings, bulletin board postings, memos, or other written communications.

Employees and supervisors receive periodic workplace safety training. The training covers potential safety and health hazards and safe work practices and procedures to eliminate or minimize hazards. It is the responsibility of each volunteer to adhere to employee instruction regarding such matters.

Each volunteer is expected to obey safety rules and to exercise caution in all work activities. Volunteers must immediately report any unsafe condition to any staff member. Volunteers who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of volunteer privileges.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, volunteers should immediately notify any staff member. Such reports are necessary to comply with laws and initiate insurance and Volunteer Accident benefits procedures.

Lancaster Children's Home shall abide by mandates of the Department of Labor concerning Occupational Exposure to Blood borne Pathogens (29 CFR Part 1910.1030) of the Federal Register. Each volunteer is responsible for reporting any infectious condition (immediately upon recognition) applicable to themselves, other employees and residents if they do not report themselves.

### **PERSONAL PROPERTY/VALUABLES: (March 2016)**

All volunteers/visitors are discouraged from bringing valuables to LCH campus. LCH requires volunteers to leave all personal belongings secured in their locked vehicle. LCH requires all volunteers/visitors to give staff their keys to secure upon arrival before signing in the visitor log. Staff will return keys upon visitor log sign out. *If any type of incident occurs while a visiting LCH, please excuse yourself from the building. Do not wait for staff to ask you to be excused. Staff's attention and priority will need to be with the incident at hand and will return your keys to you as soon as time permits.*

LCH is not responsible for your valuables if lost, stolen or damaged.

### **EMERGENCY EVACUATION PLAN:**

Any volunteer present during the event of a necessary evacuation must follow the directions given by LCH staff for safety and accountability measures.

## **EMERGENCY PROCEDURES**

The following procedures are guidelines in the event of an emergency situation. In the event of an emergency, the appropriate emergency personnel and the On-Call worker will be alerted by LCH staff, and the following procedures will take place.

### **FIRE EVACUATION PROCEDURES:**

At the sound of the fire alarm or any other indication of fire, residents, staff and volunteers will be evacuated immediately through the safest door nearest them. Once everyone is safely outside, they are to gather in a predetermined location and a count will be taken. At no time will anyone return to the house. No attempt should be made to save personal or group home property. Staff members will contact 911 and the on-call worker.

On a monthly basis, the Maintenance Department conducts unannounced fire drills at both homes. In addition, smoke detectors and fire extinguishers are inspected monthly. Documentation is maintained as evidence of inspections/drills.

## **SEVERE WEATHER SAFETY PROCEDURES/DISASTER PREPAREDNESS:**

When threatening weather is approaching or is indicated by the news alerts or by visual observation, all staff, residents and volunteers are to sit, with their heads covered, in the hallways. In case of disaster LCH would use vans (LCH) for transportation or local law enforcement to designated school (AR Rucker Middle/Lancaster High School) and/or facility designated by American Red Cross or National Guard Armory. Resident will be accompanied by LCH staff personnel.

## **MEDICAL EMERGENCIES:**

If there is a medical emergency, either with a resident, employee or another staff person, please use common sense in determining how this will be handled, but do seek immediate attention. If a resident needs to be transported to the hospital, it should be done by LCH staff. If the resident cannot be moved, or there is any question as to the seriousness of the injury or medical problem, call 9-1-1 and request an ambulance. LCH Staff should immediately notify the On-Call Worker about any medical emergency.

## **RUN AWAYS:**

If a resident should run away from LCH, do not panic. Please notify a LCH staff member. They have certain protocol measures they must adhere to. At no point should you try to intervene to stop a child from running away.

If you happen to see a child you know is on runaway status in the community, call LCH staff and/or law enforcement. At no point in time should you ever offer a child on runaway status a ride. You may offer to remain with the child until appropriate transportation has been arranged.

# **SAFETY OF THE CHILD AND COMMUNITY**

## **DISCIPLINE/PUNISHMENT:**

Lancaster Children's Home does not use corporal punishment as a part of its program, and corporal punishment is prohibited. Other types of unacceptable punishment are: refusing to give residents regularly scheduled meals; prohibiting them from attending school or religious services; types of punishment which are humiliating to the child; and behaviors which are dangerous to the physical or emotional well-being of the child. Consequences, which are given for discipline, are contained clearly in writing in the Passages Program manual and are only for LCH staff to enforce.

## **RESTRAINT POLICY:**

Lancaster Children's Home prohibits the use of chemical or mechanical restraints and does not use seclusion as a method to control a client's behavior. Although it is sometimes necessary for other reasons, physical restraint should be used sparingly, and mostly as a means to prevent a resident from doing physical harm to him/herself or to another person, or serious damage to property. However, physical restraints will only be used after other

less restrictive methods of interventions (i.e., time-out) have been tried and failed. Non-compliance with rules is not generally a reason to use physical restraint.

***Only those LCH Staff Members Certified in TCI are allowed to participate in active restraint activity should the need arise. At NO point in time should a volunteer attempt to restrain or assist in a restraint whether on or off campus.***

### **ALLEGATIONS OF NEGLECT/ABUSE/MISCONDUCT:**

It is the policy of Lancaster Children's Home to report any alleged incident, or suspicion of any incident of abuse, neglect or misconduct of a resident to SC Department of Social Services Office of Out of Home Abuse and Neglect (OHAN). Each employee or volunteer of LCH is personally liable to ensure that any situation in the above category be reported. If there is a suspicion of allegation of abuse or neglect or misconduct made to a volunteer, contact a staff member immediately. Current reporting law puts the burden on the childcare agency to determine if there is reason to suspect abuse or neglect or misconduct, and the LCH staff members can help make this decision

If a volunteer is accused of abusing or neglecting a child and an investigation ensues, his or her volunteer privileges will be immediately revoked during the course of the investigation.

## **LOCKDOWN & SHELTER IN PLACE**

### **When to activate a Lockdown/Shelter in Place?**

- When situations arise when evacuating the facility is not appropriate for the safety of the residents, staff and visitors such as
  - Violence
  - Civil Disobedience
  - Weather
  - Possible chemical, biological or nuclear event
  - When notified to do so by local police or government
- When an armed person (gun/weapon) is identified on the grounds
- The sound of a discharged firearm is heard
- When notified through radio, television or other emergency communication system
- When a hazardous chemical has been released

### **Who activates a Lockdown/Shelter in Place?**

- Any staff person
- When an appropriate (see above) emergency is evident
- When any immediate life threatening situation is evident
- When observing or suspecting a dangerous situation
- Will also immediately notify the Police, appropriate Administrative Staff and other campus upon activation of a Lockdown

## **Procedures for Lockdown/Shelter in Place:**

- Remain as calm as possible
- Notify all concerned by the easiest and quickest means available (i.e., cell phone, nearest telephone, text messages)
- Staff account for all children and visitors
- Secure facility
- Deactivate air handling systems if atmospheric or environmental release of chemical, biological or other hazardous materials
- Gather all occupants in common area:
  - Tornado/Hurricane
    - Hallways away from windows/Laundry Rooms/Offices
- Make sure emergency and bedroom doors are shut
- Intruder on grounds
- Hallways: Emergency doors to be shut and barricaded
- If hallways are not feasible, gather in kitchen. Lock and barricade doors. Keep out of view from windows.
- If above not feasible, gather in foyer. Close and barricade doors. Keep out of view from windows.
- Atmospheric or Environmental Release of Chemical, Biological or other hazardous materials
- Staff office: Door and vents shut and sealed.
- Wait for further instructions or until evacuation is approved.
- Once evacuation is completed, staff should account for all children and visitors before dismissed.

## **ACTIVE SHOOTER RESPONSE**

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area. In most cases, active shooters use firearms and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. The immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

Because active shooter situations are often over within 10 to 15 minutes, sometimes before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with this type of situation.

### **How to respond when an active shooter is in your vicinity:**

#### **1. Evacuate**

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave belongings behind
- Help others if possible
- Prevent individuals from entering an area where the active shooter may be

- Keep your hands visible
- Follow instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe
- Notify all other concerned once law enforcement has arrived

## 2. Hide out

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

### **Your hiding place should:**

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., office with a closed, locked, barricaded door)
- Not trap you or restrict your options for movement

### **To prevent an active shooter from entering your hiding place:**

- Lock the door
- Blockade the door with heavy furniture

### **If the active shooter is nearby:**

- Lock the door
- Silence your cell phone or pager (do not just activate vibrate mode)
- Turn off any source of noise (i.e., radios, computers, TV's)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet

### **If evacuation and hiding are not possible:**

- Remain calm
- Dial 911, if possible, to alert police to the active shooter location
- If you cannot speak, leave the line open to allow the dispatcher to listen

## 3. Take action against the active shooter

**As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:**

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions

### **Arrival of law enforcement:**

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

- Officers usually arrive in teams of four (4)

- Officers may shout commands and push individuals to the ground for their safety

### **How to react when law enforcement arrives:**

- Remain calm, and follow officers' instructions
- Put down any items in your hands
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as holding on to them for safety □ Avoid pointing, screaming and yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which the officers are entering the premises

### **Information to provide to law enforcement or 911 operator:**

- Location of the active shooter
- Number of shooters, if more than one
- Physical description of shooter(s)
- Number and type of weapons held by the shooter(s)
- Number of potential victims at the location

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. The rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assembly point, you will be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have given you permission to do so **AND** everyone has been accounted for by LCH personnel.

## **USE OF TELEPHONES**

To assure effective telephone communications, volunteers should always use the approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller, and hang up only after the caller has done so.

Personal use of the telephones is allowed on a limited basis for volunteers. LCH understands that personal issues arise that need a volunteer's attention, however, use of the telephone should never interfere with a volunteer's duties. Excessive personal use of the company's telephones will result in disciplinary action, up to and including termination of volunteer privileges.

LCH provides calling cards for long distance usage **for business purposes only**. The residents are required to purchase their own card for personal use. The cards are not allowed to be used for personal reasons for any volunteer.

## **TOBACCO-FREE FACILITIES (January 2011)**

Beginning January 1, 2011, the Lancaster Children's Home will become a smoke-free facility. The use of tobacco products will be prohibited in the buildings, grounds, any property or vehicles. Use of tobacco products will also not be allowed by volunteers while on outings with the residents even in designated smoking areas. Under no circumstances will a volunteer use tobacco products in the presence of minor children, whether a resident of LCH or a visitor on the campus.

This policy applies equally to all employees, clients and visitors.

Failure to comply will result in disciplinary action, up to and including termination of volunteer privileges. Any visitor refusing to comply will result in termination of visiting privileges.

## **USE OF VEHICLES**

No one is permitted to operate a company vehicle other than those employees who have been expressly approved by the company.

## **CELL PHONE USE POLICY**

The Lancaster Children's Home recognizes that the volunteers are a valuable asset, and contributors to our continued growth and success. LCH is firmly committed to the safety of our volunteers, employees and residents.

### **PURPOSE:**

- Driver inattention is a factor in a majority of motor vehicle accidents. LCH is not only concerned about your welfare as a LCH volunteer, but also the welfare of others who could be put in harm's way by inattentive driving.
- Confidentiality.
- Safety of the residents, staff, volunteers and home.

### **POLICY:**

- Cell phones will be turned to "vibrate" setting while on campus.
- Either allow voicemail to handle your calls or excuse yourself out of the building to take calls.
- If you are transporting a resident and need to receive a call, pull off the side of the road to a safe location and stop the vehicle before using your phone.
- No placing or receiving calls, texting, internet surfing, receiving or responding to email, or checking for phone messages while using personal vehicles for company business or transporting a resident for approved outings.
- The only exception to this policy is calls to be placed to 9-1-1.

- If placing or accepting an emergency call, keep the call short and use hands-free options if available.
- When receiving an emergency call, ask the caller to hold briefly until you can safely pull your vehicle off the road into a safe location.
- Do not allow a child to use your personal cell phone or other communication devices (Ipad, Iphone, and etc., any other application enabled devices). *Communication with persons outside of LCH must be approved and monitored by LCH staff only!* Some residents have restrictions regarding family/friend communication.

Volunteers who violate this policy will be subject to disciplinary actions, up to and including termination of volunteer privileges.

## **SOCIAL NETWORKING POLICY**

**(Facebook, Twitter, Instagram, Etc.)**

The following is the company's social media and social networking policy. The absence of, or lack of explicit reference to a specific site does not limit the extent of the application of this policy. Where no policy or guideline exists, volunteers should use their informed judgment and take the most prudent action possible. Consult with LCH staff members if you are uncertain.

- This applies to personal comments posted in blogs or posts, comments posted on other blogs, forums and social networking sites.
- Information published on your blog(s) or posts should comply with LCH's confidentiality policies.
- Pictures of any resident whether named or not is strictly prohibited.
- Personal blogs should have clear disclaimers that the views expressed by the author in the blog is the author's alone and do not represent the views of LCH. Be clear and write in first person. Make your writing clear that you are speaking for yourself and not on behalf of LCH.
- Be respectful to the company, other volunteers, employees, residents, donors, and interns.
- Your online presence reflects the company. Be aware that your actions captured via images, posts or comments can reflect that of our company.
- Respect copyright laws and reference or cite sources appropriately. Plagiarism applies online as well.
- LCH logos and trademarks may not be used without written consent.
- Residents are not allowed to access these sites while on campus or off.

## **SEXUAL HARRASSMENT**

The Lancaster Children's Home is committed to creating and maintaining a community where all persons who participate in LCH programs and activities can work and learn together in an atmosphere free of all forms of harassment, exploitation or intimidation. Every one of the LCH family should be aware that LCH is strongly opposed to sexual harassment, and that such behavior is prohibited by both law and LCH policy. The LCH will respond promptly and effectively to reports of sexual harassment, and will take appropriate action to prevent, to correct and if necessary, to discipline behavior that violates this policy.

Sexual harassment is unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature, when submission to or rejection of this conduct explicitly or implicitly affects a person's employment or education, unreasonably interferes with a person's work performance or creates an intimidating,

hostile or offensive working environment. In the interest of preventing sexual harassment, the LCH will respond to reports of any such conduct.

Sexual harassment may include incidents between members of the LCH community, including faculty and other appointees, staff, trainers, residents, contractors, vendors, visitors and volunteers. Sexual harassment may occur in hierarchical relationships or between peers or between persons of the same sex or opposite sex.

In determining whether the reported conduct constitutes sexual harassment, consideration shall be given to the record of conduct as a whole and to the totality of the circumstances, including the context in which the conduct occurred.

This policy covers unwelcome conduct of a sexual nature. Consensual romantic relationships between members of LCH family are subject to other LCH policies. While romantic relationships between members of LCH family may begin as consensual, they may evolve into situations that lead to charges of sexual harassment, subject to this policy.

Harassment that is not sexual in nature but is based on gender, sex-stereotyping or sexual orientation also is prohibited by LCH nondiscrimination policies if it is sufficiently severe to deny or limit a person's ability to participate in or benefit from LCH programs or services. While discrimination based on these factors may be distinguished from sexual harassment, these types of discrimination may contribute to the creation of a hostile work environment. Thus, in determining whether a hostile environment due to sexual harassment exists, the LCH may take into account acts of discrimination based on gender, sex-stereotyping or sexual orientation.

This policy also prohibits retaliation against a person who reports sexual harassment, assists someone with a report of sexual harassment or participates in any manner in an investigation or resolution of a sexual harassment report. Retaliation includes threats, intimidation, reprisals and/or adverse actions related to employment.

Any member of the LCH may report conduct that may constitute sexual harassment under this policy. In addition, supervisors and other designated employees are responsible for taking whatever action is necessary to prevent sexual harassment, to correct it when it occurs and to report it promptly to the Executive Director to review and investigate sexual harassment complaints. An individual may file a complaint or grievance alleging sexual harassment.

The LCH shall provide a prompt and effective response to reports of sexual harassment in accordance with the LCH Policies and Procedures. A prompt and effective response may include early resolution, formal investigation and/or targeted training or educational programs. Upon findings of sexual harassment, the LCH may offer remedies to the individual or individuals harmed by the harassment consistent with applicable complaint resolution and grievance procedures. Such remedies may include counseling or other appropriate interventions. Any member of the LCH who is found to have engaged in sexual harassment is subject to disciplinary action up to and including dismissal. Generally, disciplinary action will be recommended when the harassing conduct is sufficiently severe, persistent or pervasive that it alters the conditions of volunteerism or limits the opportunity to participate in or benefit from educational programs. Any volunteer, supervisor or designated employee responsible for reporting or responding to sexual harassment that knew about the harassment and took no action to stop it or failed to report the prohibited harassment also may be subject to disciplinary action. Conduct by an employee that is sexual harassment or retaliation in violation of this policy is considered to be outside the normal course and scope of employment.

Because sexual harassment frequently involves interactions between persons that are not witnessed by others, reports of sexual harassment cannot always be substantiated by additional evidence. Lack of corroborating evidence or proof should not discourage individuals from reporting sexual harassment under this policy. However, individuals who make false reports that are later found to have been intentionally false or made maliciously without regard for truth may be subject to disciplinary action. This provision does not apply to reports made in good faith, even if the facts alleged in the report cannot be substantiated by an investigation.

## **SEXUAL ABUSE POLICY**

The Lancaster Children’s Home prohibits and does not tolerate sexual abuse in the workplace or in any organization related activity. The Lancaster Children’s Home provides procedures for employees, volunteers, family members, board members, residents, victims of sexual abuse or others to report sexual abuse and disciplinary penalties for those who commit such acts. No employee, volunteer, or board member, no matter his or her title or position, has the authority to commit or allow sexual abuse.

The organization has a Zero-Tolerance policy for any sexual abuse committed by an employee, volunteer, or board member. While the matter is investigated, an employee may be placed on leave without pay, any volunteer will be denied access to the facility and any board member will be asked to resign. Upon completion of the investigation, disciplinary action up to and including termination of employment and criminal prosecution may ensue.

Sexual abuse is inappropriate sexual contact of criminal nature or interaction for gratification of the adult who is a caregiver and responsible for the child’s care. Sexual abuse includes sexual molestation, sexual assault, sexual exploitation or sexual injury, but does not include sexual harassment. Any incident of sexual abuse reasonably believed to have occurred will be reported to appropriate law enforcement agencies and regulatory agencies.

Physical and behavioral evidence or signs that someone is being sexually abused are listed below.

### **PHYSICAL EVIDENCE OF ABUSE:**

- Difficulty in walking
- Torn, stained or bloody underwear
- Pain or itching in genital area
- Bruises or bleeding of the external genitalia
- Sexually transmitted diseases

### **BEHAVIOUR SIGNS OF SEXUAL ABUSE:**

- Reluctance to be left alone with a particular person
- Wearing lots of clothing especially in bed
- Fear of touch
- Nightmares or fear of night
- Apprehension when sex is brought up

### **REPORTING PROCEDURE**

If you are aware or suspect sexual abuse taking place, you must immediately report it to a LCH staff member and/or the Executive Director.

The organization will report the alleged sexual abuse incident to OHAN, law enforcement and the resident's caseworker immediately.

### **ANTI-RETALIATION**

The Lancaster Children's Home prohibits retaliation made against any employee, volunteer or board member who reports a good faith complaint of sexual abuse or who participates in any related investigation. Making false accusations of sexual abuse in bad faith can have serious consequences for those who are wrongly accused. The Lancaster Children's Home prohibits making false and/or malicious sexual abuse allegations, as well as deliberately providing false information during an investigation. Anyone who violates this rule is subject to disciplinary action, up to and including termination.

### **INVESTIGATION AND FOLLOW UP**

The Lancaster Children's Home will take all allegations of sexual abuse seriously and will promptly and thoroughly investigate whether sexual abuse has taken place. The organization will use an outside third party to conduct an investigation. The Lancaster Children's Home will cooperate fully with any investigation conducted by law enforcement or other regulatory agencies. It is the organization's objective to conduct a fair and impartial investigation. The organization provides notice that they have the option of placing the accused on an unpaid leave of absence.

The organization will make every reasonable effort to keep the matters involved in the allegation as confidential as possible while still allowing for a prompt and thorough investigation.

### **CHARACTERISTICS OF VICTIMS OF CHILD ABUSE:**

- Low self-esteem.
- Stunted Emotional Growth
- Unable to properly Express Themselves
- Lack of Trust
- Extreme Aggression
- Withdrawal
- Unusual Fears
- Lack of Concentration
- Unusual knowledge of sex

*Any or all of this may be present in a child who has been abused*

## **SCHEDULES (April 2019)**

Like most homes, our children have rules and regulations to follow. Some of these rules include firm bed times on weekdays and on weekends, descriptive chore and task lists in each program, life skills instruction, after school activities and taking part in after school tutoring on campus.

- The AA or DCD organizes and coordinates all on and off campus activities with the help of dedicated volunteers, church groups, civic groups, sororities, & fraternities.
- You are required to schedule in advance your visits as to not disrupt the program of the home at least two weeks prior.
- Volunteers that are unable to arrive on time for their scheduled activity or duty may not “make up” the time by remaining longer than originally scheduled.
- Scheduled times may not be changed without prior approval.
- Notification of cancellation must be given in the event a volunteer/group will not be able to report for a scheduled activity or duty. Failure to notify of cancellation may result in denial of future approvals.
- Activities are able to be viewed through our website: [lancasterchildrenshome.com](http://lancasterchildrenshome.com) by visiting the “Activities” tab. Due to confidentiality, there is also a nonpublished weekly schedule that is given to each home noting scheduled visits, appointments and activities for individual residents.
- The children also participate in several on campus activities like religious study, bike riding, gardening, inside games, outside games, arts and crafts.
- \*\*Please see note below in DONATIONS section regarding daily routines.

## **DONATIONS (April 2019)**

Donations are a necessary part of the operations of LCH. Donations are to be used for LCH purposes only. It is the Executive Director’s discretion how to use and dispose of donated items. Any donated item taken without expressed permission from the Executive Director will be considered stealing. Any volunteer caught stealing will be terminated from LCH.

Frequently, individuals or organizations may bring by donations of money or gifts for the residents or campuses. Please make sure that you greet the individuals in a pleasant manner, thank them for the donation and assist in bringing the donation in the cottage if necessary. If you receive any items, you **must** fill out a Donation Record and make sure to get the name and address of the donor so that we may acknowledge their gift and mail a receipt. If the donor does not want an acknowledgement, you are still required to complete a Donation Record Form and just notate that the donor does not want an acknowledgement. The completed Donation Record Form should be placed in the AA’s box. Please make sure these forms are filled out completely and legibly.

\*\*Please feel free to drop off donation during the business office’s normal working hours of Mon-Thurs 8:30 am -5 pm and Fri 8:30 am – 3 pm; however, please be respectful to our program by refraining from “just wanting to say “Hi” to the residents” when presenting a donation. For your convenience, there is a donation box located in the Administrative Building parking lot for after-hours drop off. Please refrain from placing perishable items in the drop box. It is imperative that the schedule and order remain in the homes. What is just a quick couple of minutes to you may disrupt order in the home for much longer.

LCH’s program is based on maintaining a structured and organized daily routine that addresses the needs of our residents by providing safe, orderly and scheduled daily activities while promoting responsibility and positive choice making through behavior modification. Interrupted order in the home, no matter how good the intention, will set back the children’s’ progress for the day unless our staff and residents are prepared through our scheduling process.

## **CONTRABAND (April 2016)**

**POLICY:** The Lancaster Children's Home, Inc will practice basic measures and precautions to control, account for, and dispose of contraband.

### **PROCEDURAL GUIDELINES:**

#### A. Definitions

1. Contraband: An item that is illegal for any person to furnish or attempt to furnish any resident and any item declared by LCH to be contraband. Examples of contraband include:
  - a. Weapons and any devices that may be used as a weapon, including but not limited to firearms, knives, blades of any and all descriptions, clubs, billies, or any other articles that may be used for offense, defense or selfharm.
  - b. Illegal drugs and medicines that have not been prescribed for the resident by a physician.
  - c. Drug paraphernalia.
  - d. Any and all types of alcohol and any liquids containing any concentration of intoxicating alcohol.
  - e. Poisons or other chemicals.
  - f. Flammable liquids of any type including, but not limited to gasoline, kerosene, and lighter fluids.
  - g. Locks and keys.
  - h. Tools of any kind, including pocketknives.
  - i. Money or any money instrument, including checks, money orders, credit cards, and telephone cards. (Only \$10 is allowed on resident at a time. All other monies must be secured by resident's LCH Case Manager.)
  - j. Medicine, syringes, and needles. (for those residents who must monitor their glucose: testing and medication administration must be done with staff monitoring. All sharps (needles for finger pricking and medication administration) must be disposed of in the designated sharps container. Staff will dispose of full sharps container properly where no resident has access.)
  - k. Tobacco products and materials.
  - l. Matches, lighters, or any type of igniting devices.
  - m. Electronic devices which may be used as technological communication equipment. i.e., no internet connection capability, no texting capability, etc.
  - n. Any type of devices with audio/video recording capability, cameras (video and still), cellular telephones, or any equipment capable of photographing or video recording.
  - o. LCH computer printouts, carbon paper, and other confidential office materials.
  - p. Pornographic materials.
  - q. Any toxic, caustic, or flammable material.
  - r. Gang-related materials.
  - s. Tattooing devices, inks, toners, markers, or any other material used for tattooing.

2. Unauthorized Property:

- a. Items that are not illegal or defined as contraband, but are not to be possessed by residents (borrowed items, items/clothing with illicit content, inappropriate attire, items altered for use for reasons other than intended, aerosol cans, etc.).
- b. Items that exceed the quantity authorized to be in a resident's possession according to the facility's resident property procedures (e.g., borrowed items, excess clothes, personal hygiene items, magazines, and books).

B. Notifications of Contraband Law and Rules:

Employees, residents, parents/guardians, visitors, guests, and volunteers will be advised of the contraband law and rules.

1. Printed signs will be posted in a noticeable location at all entrances to LCH property where residents reside or where visitation is allowed informing all persons entering of the items that are contraband in accordance with the State Contraband Law, and that all persons/property are subject to be searched.
2. Employees will be taught the contraband law and rules during the Employee Orientation Program.
3. Residents will be informed of the contraband law and rules, and the definition of unauthorized property during the facility residential orientation program.
4. Parent/Guardians will be informed of contraband law and rules in the initial parent letter from the Case Manager.
5. The staff members at residential facility entrances will ask visitors if they are aware of the contraband law and rules. If they reply that they are not, it will be explained to them.
6. Volunteers will be informed of the contraband law and rules during the Volunteer Orientation Program.
7. The LCH staff member will inform their guests about contraband.

C. Procedures for Employees

1. All employees are encouraged to secure all personal items in their locked vehicles.
2. There are no pocketbooks, backpacks, duffle bags, cases, etc., allowed within the building.
3. Clear employee bags are available for each employee who need to bring personal items into the building. These clear employee bags are the only ones allowed. Employees may obtain a bag by signing receipt from Administrative Assistant.

D. Procedures for Volunteers or Visitors (any non LCH employee)

1. Any person presenting to LCH will be greeted at the door by LCH staff members only. Volunteers/Visitors will be instructed by LCH staff to secure items in their locked vehicle if presenting with unacceptable belongings.

2. Once items have been secured, volunteers/visitors will be required to sign in the visitor log and turn over their keys to LCH staff member for securing.

3. Volunteer/visitor will be required to sign out of visitor log and will retrieve their keys from LCH staff upon departure.

4. Volunteers are instructed upon orientation to remove themselves from the building and wait for LCH staff to return keys if a situation arises where LCH staff member's attention cannot be spared from the residents at the present moment. Visitors who have not had orientation opportunity will be instructed of such when keys are taken for security.

#### E. Control of Contraband

1. Adequate control of contraband requires routine and unannounced searches of residents and residential areas, frequent searches and careful supervision of residents who have moved from location to location, discreet supervision of visitors and employees, inspection of residents' incoming mail, inspection of vehicular traffic and supplies/donations coming into the confines where residential facilities are located, and care in handling and storage of items residents are forbidden to possess.
2. Employees and volunteers will be responsible for the security of items considered contraband. Personal items containing contraband (purses, coats, tote bags, etc.) must be secured. Violation may result in employee discipline which may include termination/termination of volunteer services.
3. The Director of Residential Services, DRS, will establish a safe, secure place for temporary storage of contraband. Access to that storage will be limited to the Administrative Personnel only. Staff members receiving contraband when the Administrative Personnel are unavailable will complete and follow protocol for a Critical Incident Report and a DJJ Event Report (if involving a DJJ resident) and secure the contraband until it can be signed over to the DRS.

#### F. Confiscated Contraband Accountability/Security/Safety

1. Contraband found within LCH will be immediately confiscated and a Critical Incident Report along with a DJJ Event Report (Form I-3.2A) (if involving a DJJ resident) will be completed and protocol followed. The report will include the date and time of confiscation, the resident's name and JJMS number, or visitor's/employee's name and address, the specific location of confiscation, the name and title of the staff member making confiscation, the type and quantity of contraband confiscated, and any identifying information, e.g., serial numbers, etchings, measurements of container, and description of color, texture, etc.). If applicable, an ERMIS Event Report will be filed in compliance with DJJ Policy I3.2, Reporting Events. If the type of contraband is illegal contraband, the Police will be immediately notified.
2. Each time contraband is transferred for evidence, storage, disposition, or other reasons, the transferring and receiving employees/persons will document the Chain of Custody. Transfers of contraband to law enforcement agencies will also be documented.
3. Contraband Confiscated from Employees/Volunteers/Visitors/Guests

- a. If the item is illegal for anyone to possess, the contraband will be confiscated and local law enforcement will be notified immediately. Physical force will not be used to detain the person unless the lives or safety of LCH staff, residents or others are threatened or jeopardized. The contraband will be signed over to the responding law enforcement officer pending further action. Critical Incident and DJJ Event Reporting protocols will be followed.
- b. If the item is not illegal to possess by a member of the general public but constitutes contraband because it has been furnished or there was an attempt to furnish it to a resident, the item will be confiscated. The DRS will determine if the person will be criminally prosecuted. If it is determined that the individual who possessed the contraband will be criminally prosecuted, the contraband will be used as evidence. If it is determined that the person will not be criminally prosecuted, the owner of such property will have the property returned to him/her. The DRS will notify the owner of the property (if known) by certified letter that he/she needs to arrange to pick-up and sign a receipt for the property.

If after being notified by letter, the property owner does not reply or otherwise claim the property within 30 days, such contraband will be treated as abandoned property and properly disposed of by the DRS.

#### 4. Contraband/Unauthorized Property Confiscated from Residents

- a. If the contraband is a firearm, local law enforcement will be requested to report to the scene to handle the matter. If the contraband is a weapon, the Critical Incident and DJJ Event Reporting protocol will be followed.
- b. If the contraband is not illegal but defined as contraband by this policy, the on-duty or on-call supervisor will determine what procedures to follow regarding the resident. If the contraband is found, but it cannot be determined who is responsible, a report will be prepared and submitted.
- c. Unauthorized Property will be confiscated. Personally owned items that a resident is not allowed to have in his/her possession (see above regarding Unauthorized Property), will be noted on the resident's personal property inventory form and secured with the resident's personal property.

#### G. Disposition of Contraband

1. Firearms: All firearms confiscated will be immediately secured by local law enforcement and subsequently released to the OIG on-call Investigator who will trace the firearm through the proper State and Federal agencies. Once all formal hearings have been completed, the firearm will then be released to the South Carolina Law Enforcement Division (SLED) for disposal.
2. Knives and other weapons: This type of contraband will be immediately released to the DRS who will secure the item inside the contraband storage container at the Administrative Building or to local law enforcement. Destruction will be handled through local law enforcement.

3. Needles and syringes: This type of contraband will be stored in a biohazard labeled hard container and given to local law enforcement until all formal hearings are completed. Local law enforcement will oversee destruction of this type of contraband.
4. Illegal Drugs: Illegal drugs confiscated will immediately be reported to local law enforcement. Critical Incident and DJJ Event Reporting protocols will be followed.
5. Alcoholic beverages: All commercially produced alcoholic beverages and “homemade” noncommercial alcoholic beverages (homemade wine, mash, hooch, etc.) confiscated will be reported and released to local law enforcement. Critical Incident and DJJ Event Reporting protocols will be followed.
6. Money: Money or money instruments confiscated from a resident will be noted on the resident’s personal inventory sheet and secured until shopping trips, school activities, recreation activities, etc. is scheduled or needed. Resident will be required to sign out the amount of monies needed or spent. Receipts will be required to be returned for most reasons. If resident is discharged, any monies released will be signed off by person who resident is being discharged. Money found in a situation where it cannot be determined to whom the money belongs will also be documented and turned over to the Executive Director.
7. Other: Contraband that is not illegal or listed in 1 – 6 above may be photographed (except money) for evidence and then destroyed. Medication (prescribed and not prescribed) will be signed over to the Executive Director.

#### H. Exceptions

1. Training: Examples of contraband may be retained under lock and key by the DRS for staff development and training. These items will be kept inventoried. They may be displayed by DRS during training courses on contraband.
2. Employees and volunteers requesting to bring items to LCH for a special circumstance that would be considered contraband if found in the possession of a resident, (e.g., camera, electronic equipment, recording device, etc.) will obtain prior approval from the Executive Director.

#### **SCOPE:**

This policy applies to all employees, volunteers, visitors, guests and residents at LCH.

#### **TRAINING REQUIREMENT:**

Employees, volunteers, and residents will be trained during their orientation programs. Visitors will receive contraband information at visitation. Guests will be informed by their LCH host. All employees are required to review this policy within 30 days of its distribution.

## Volunteer Change of Information Form

Date: \_\_\_\_\_

Please complete the following information:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

Home

Cell

\_\_\_\_\_

Alternate

\_\_\_\_\_

Alternate Name

E-mail: \_\_\_\_\_

IN CASE OF EMERGENCY, PLEASE NOTIFY:

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

Home

Work

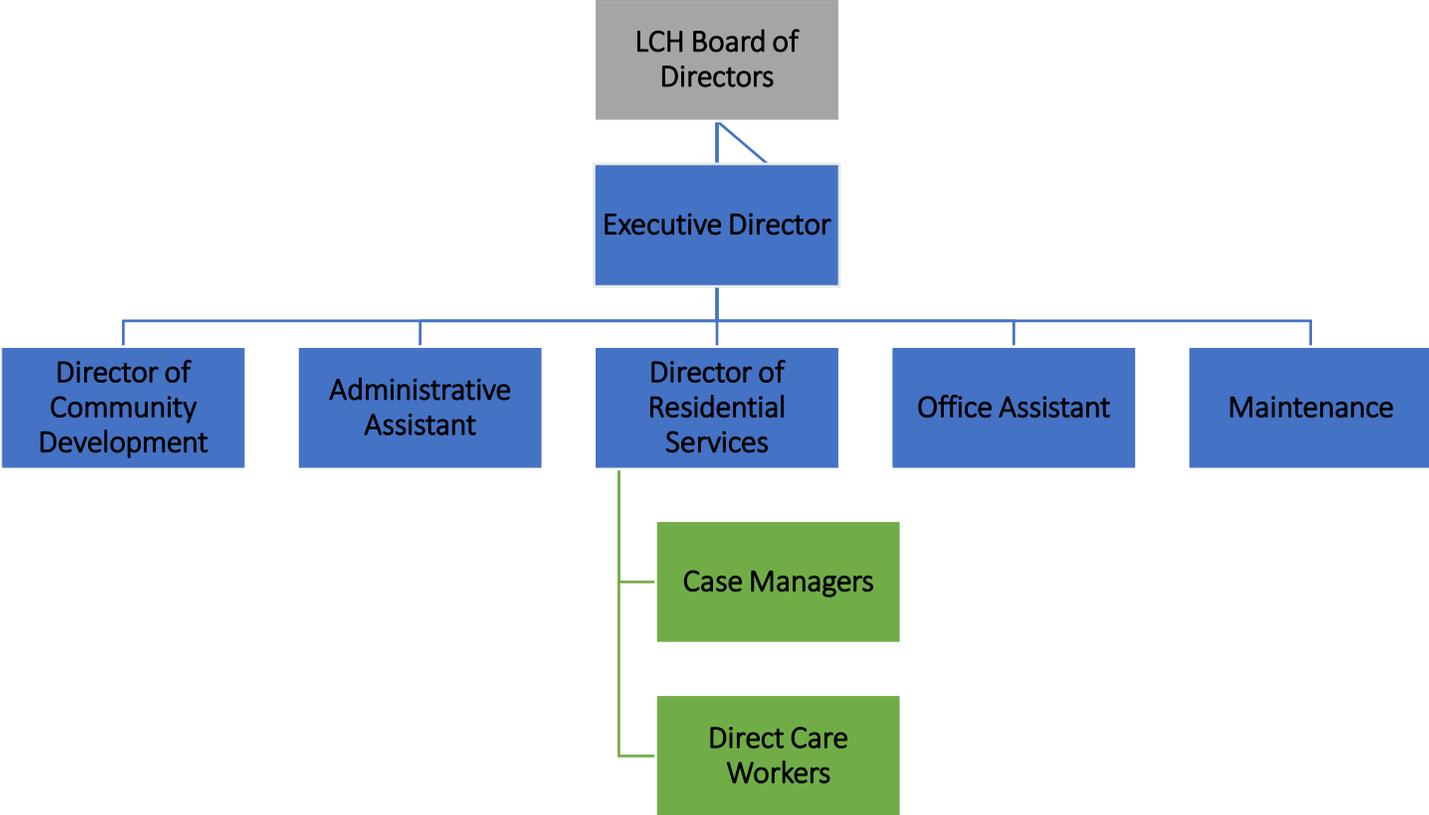
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Cell

\_\_\_\_\_

Alternate

# Lancaster Children's Home, Inc Organizational Chart



April 2019

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