

2020

# Volunteer Program

**CHILDREN'S**  
**ADVOCACY CENTER**  
Hidalgo and Starr Counties



Rosita Resmondo

Revised

8/12/2020

# Children's Advocacy Center of Hidalgo and Starr Counties

## Volunteer & Internship Program Background Check Policy

Once the Children's Advocacy Center of Hidalgo and Starr Counties (CACHSC) has received your completed Volunteer Application Packet, a volunteer interview will be scheduled for you. During this interview, you will be asked to complete a Request for Child Abuse/Neglect Central Registry and DPS Criminal History Check form. Information on your application and background check results will be held confidential by CACHSC. The purpose of this form is to grant CACHSC permission to request, on your behalf:

- A criminal history check from the Texas Department of Public Safety (DPS) and
- A check from the Texas Department of Family and Protective Services (DFPS) Central Registry of Child Abuse and Neglect.

The results of the background checks are usually received within one to two weeks after submission and will be used to determine your eligibility to participate in the volunteer or internship programs. Results that will automatically exclude you from participating in the volunteer program include:

- conviction for a violent crime
- conviction for any crime against a child
- any criminal offense within the past five years

If you are a current volunteer or intern, you MUST immediately notify CACHSC in the event you are arrested or convicted of a criminal offense. Follow up CPS and criminal background checks will be administered annually for all active volunteers and interns.

All volunteers under the age of 18 will not be permitted to provide direct CACHSC services. All volunteers must be at least 15 years of age to volunteer at the CACHSC.

Proof of automobile insurance and a current driver's license is required of all volunteers that may be driving while representing CACHSC (I.E. picking up fundraiser items, delivering documents, etc.)

**Children's Advocacy Center of Hidalgo and Starr Counties  
Consent for Criminal and Background History Check  
Authorization/ Waiver/ Indemnity**

First Name: _____	Middle Name: _____	Last Name: _____
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Other names used (married, maiden, alias, etc.): \_\_\_\_\_

Date of Birth: _____	Gender: <input type="checkbox"/> Female <input type="checkbox"/> Male	SS#: _____
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Race:  White  Black  Asian  Native Hawaiian/  
Pacific Islander  American Indian/  
Alaskan Native  Unable to Determine

Ethnicity:  Hispanic  Other \_\_\_\_\_

Address: _____	City/State: _____	Zip: _____
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List any other addresses or cities in Texas you have lived in \_\_\_\_\_

Driver's License #: _____	State of Issuance: _____	Phone #: _____
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*It is necessary for the Children's Advocacy Center to perform criminal and DFPS (Texas Department of Family and Protective Services) background checks on our volunteers, student interns, board members and employees due to the population we serve. Please read and sign all following consent forms, which gives approval for the Children's Advocacy Center of Hidalgo and Starr Counties to perform a criminal and DFPS background search.*

I hereby give my permission for the Children's Advocacy Center of Hidalgo and Starr Counties to obtain information relating to my criminal and DFPS history record. The criminal and DFPS history record, as received from the reporting agencies, may include arrest and conviction data as well as plea bargains and deferred adjudications. I understand that this information will be used, in part, to determine my eligibility for an employment/volunteer position with this organization. I also understand that as long as I remain an employee or volunteer here, the criminal and DFPS history records check may be repeated at any time. I understand that I will have the opportunity to review the history and a procedure is available for clarification, if I dispute the record as reviewed.

I, the undersigned, do, for myself, my heirs, executors and administrators, hereby remise, release and forever discharge and agree to indemnify each of the officers, directors, employees, and agents harmless from and against any and all causes of actions, suits, liabilities, costs, debts, sums of money, claims, and demands whatsoever, and any all related attorney's fees, court cost, and other expenses resulting from the investigation of my background in connection with my application to become a volunteer/staff member.

Print Name: _____	Title/Position: _____
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Applicant Signature: _____	Date: _____
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***Office Use Only***

Date Received: _____	Date Submitted to DFPS: _____
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# Children's Advocacy Center of Hidalgo and Starr Counties

525 W. Wisconsin Rd.  
Edinburg, TX 78539  
Phone (956) 287-9754 / Fax (956) 287-9764

## Volunteer Application

First Name: \_\_\_\_\_ Middle Initial: \_\_\_\_\_ Last Name: \_\_\_\_\_

DOB: \_\_\_\_\_ Gender:  Male  Female

Physical Address: \_\_\_\_\_ City/State/Zip: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ City/State/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Additional Phone: \_\_\_\_\_

E-Mail: \_\_\_\_\_ Preferred method of contact:  Phone  E-mail

### *Type of Volunteer*

1. Internship  Bachelors  Masters Number of Hours to Complete: \_\_\_\_\_

University: \_\_\_\_\_ Department: \_\_\_\_\_

2. Volunteer  Clerical  Family Assistant  Donations  Fundraising Events

### *Date(s) and Time(s) Available*

Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_ Hours per Week: \_\_\_\_\_

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
a.m.	a.m.	a.m.	a.m.	a.m.	a.m.	a.m.
p.m.	p.m.	p.m.	p.m.	p.m.	p.m.	p.m.

Additional Languages:  Speak  Write  Read

### *Previous Volunteer Experience*

Organization	Position	Responsibilities

### *Office Use Only:*

Date Received: \_\_\_\_\_ Received By: \_\_\_\_\_

*Education (Check Highest Level Completed)*

- Elementary School       Middle School       High School       Vocational/Technical  
 Some College       College Degree: \_\_\_\_\_

Are you currently employed:       Yes       No      Occupation: \_\_\_\_\_

Company/Organization Name: \_\_\_\_\_

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

*Prior Employment*

Company/Organization	Position	Responsibilities

*Provide 3 Professional References (excluding relatives)*

Name	Relation	Phone/E-Mail

*Emergency Contact*

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

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

**Volunteer Agreement**

I affirm that the information that I have provided is true and correct to the best of my knowledge.  
I agree to conform to the CAC of Hidalgo and Starr Counties rules and regulations to the best of my ability.  
I agree to respect the confidential nature of case information and any personal contact with clients.  
I agree to inform CAC of Hidalgo and Starr Counties if I am named in complaints or indictments or convicted of offenses listed above.  
I understand that CAC of Hidalgo and Starr Counties will conduct a criminal history background check to verify information provided above.  
I understand that I will begin service on a reciprocal trial basis and agree to participate in orientation and training.

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

Children's Advocacy Center of Hidalgo and Starr Counties

525 W. Wisconsin Rd.  
Edinburg, TX 78539  
Phone (956) 287-9754 / Fax (956) 287-9764

Volunteer Reference Form

Please provide the following information

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

Person Completing Reference: \_\_\_\_\_

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

How long have you known this person and in what capacity?

In your opinion, is this person capable of working with children and families in a crisis situation?

Does this person usually exercise good judgment?

How would this person relate to a child dealing with highly sensitive issues, and do you have any hesitation about this person working in this capacity?

Please share any additional pertinent information that would assist us in evaluating this person's involvement with our agency.

Please attach additional pages if needed.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Children's Advocacy Center of Hidalgo and Starr Counties

### **Volunteer Program Mission and Vision Statements**

Volunteers are an important role in the child advocacy center model, it is imperative that our volunteers share in our passion, commitment, and service philosophy.

#### **Volunteer Mission Statement**

All volunteers support the CACHSC through the sharing of volunteer resources with the agency's forensic, counseling, education, and outreach staff.

#### **Volunteer Vision Statement**

All Volunteers support CACHSC in helping to end child abuse in Hidalgo and Starr County.

- CACHSC Volunteers serve as a vital component of the agency's infrastructure by supporting agency staff in serving all children referred or in need of services.
- CACHSC Volunteers assists in increasing the community's awareness of child abuse by representing the agency at community health fairs and assisting the education and outreach staff with presentations.
- CACHSC Volunteers strengthen and enhance services to abused children and their families by encouraging the partnership of CACHSC, the community, and the volunteer team to reach all children victimized by abuse.

Children’s Advocacy Center of Hidalgo and Starr Counties

**Volunteer Interview  
Questionnaire**

*Tell us about yourself...*

1. Why are you interested in volunteering with CACHSC?

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2. How did you learn about the Volunteer opportunities at CACHSC?

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3. Have you volunteered with any other non-profit or social service agency?

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4. What did you enjoy most about your previous volunteer experience(s)?

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5. What types of events/situations cause you stress? How do you handle stress?

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6. What are some of your strengths or areas of interest that can be beneficial while serving as a volunteer at CACHSC?

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# Children's Advocacy Center of Hidalgo and Starr Counties

## **Volunteer Policies and Procedures**

### **INTRODUCTION:**

- These policies and procedures are meant to be guidelines only. It is the Executive Director's and Board of Director's hope that this manual will clarify volunteer's expectations and requirements of their involvement with the CACHSC, thereby creating a harmonious working relationship for those involved.
- The volunteer policies and procedures may be amended or changed at any time at the sole discretion of the CACHSC. Implementation of and conformance with these policies and procedures is the responsibility of the Executive Director with the Board of Directors having final approval on matters of interpretation.
- No volunteer of the CACHSC is permitted to make oral agreements or assurances contrary to the written provisions of this manual.
- Questions regarding the Volunteer Policies and Procedures should be directed to the Executive Director.

### **APPLICATION:**

- Volunteer applicants must complete a written application provided by the CACHSC and a personal interview, a criminal background check, and child abuse registry check.
- The applicant must provide references, in which CACHSC staff will verify.
- Upon acceptance of a volunteer placement, volunteers will sign a statement that testifies to the volunteer's understanding and agreement with the CACHSC's Policies and Procedures, including the CACHSC Confidentiality Policy, Volunteer/Client Relationship Policy, and Drug Free Workplace Policy.
- The Executive Director is ultimately responsible for all volunteer selection, and decisions.
- All volunteer disciplinary action, including removal from the volunteer placement, is at the discretion of the Executive Director.

### **EQUAL OPPORTUNITY:**

- It is the CACHSC's policy not to discriminate against any volunteer or applicant based on race, religion, ethnicity, national origin, age, sex, disability, veteran status, or another protected category.
- The CACHSC administers its volunteer policies and practices on a nondiscriminatory basis in all matters in hiring, training, compensation, benefits, promotions, transfers, layoffs, recall from layoffs, social and recreational programs, and in all treatment on the job.
- Conduct directed toward any volunteer which is unwelcome, hostile, offensive, degrading, or abusive, is unacceptable and will not be tolerated.
- • Any questions or complaints regarding a volunteer's treatment under the Equal Employment Opportunity Act should be directed to the Executive Director.

### **ANTI-HARASSMENT:**

It is the policy of the CACHSC to provide a working environment which encourages mutual respect, promotes respectful and congenial relationships between volunteers and staff, and is free from all forms of harassment of any volunteer or volunteer applicant by anyone, including supervisors, co-workers, vendors, partner agencies or Board of Directors. Harassment in any manner or form is expressly prohibited and will not be tolerated by the CACHSC.

- The term "harassment" includes but is not limited to unwelcome slurs, jokes, verbal, graphic or physical conduct relating to an individual's race, religion, sex, sexual orientation, age, national origin, or disability.

- Sexual harassment consists of unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature where:
  - Submission to such conduct is an explicit or implicit or condition of volunteer term.
  - Volunteer decisions are based on a volunteer's submission to or rejection of such conduct.
  - Such conduct interferes with an individual's work performance or creates an intimidating, hostile, or offensive work environment.
- Any volunteer who believes he/she has been subject to harassment is encouraged to immediately inform the alleged harasser that the behavior is unwelcome. If the informal discussion with the alleged harasser is unsuccessful in remedying the problem or if such an approach is not possible, the volunteer should report the incident to the Executive Director without fear of reprisal. The report should include all facts available to the employee regarding the harassment.

#### VOLUNTEER RESPONSIBILITIES:

- Greet families & guide them to the appropriate waiting area
- Answer phones
- Once the families have departed, straighten the play area
- Go through toy box (look for broken toys; organize Barbie clothes, blocks, etc.)
- Aid in stocking snacks & juices
- Stock toy shelf in entry area
- Create intake folders and Family Information Packets
- Assist with donation intake
- Assist with health fairs and other outreach events
- Assist with various office duties
- Keep track of hours volunteered at the CACHSC utilizing an Activity Report, and submit the report to the Administrative Assistant at the end of each month
- Participate in regularly scheduled coordinated case planning meetings
- Other duties as assigned
- Volunteers under the age of 18 will not be permitted to provide direct CACHSC services.

#### TRAINING:

- Prior to a volunteer commencing for work, they must participate in training from CACHSC staff that is relative to the volunteer duties they will be carrying out.

#### ORIENTATION PERIOD:

- Volunteers are subject to a 60-day orientation period. This is a time of adjustment during which performance and potential of the new volunteer is appraised.
- During this time, the volunteer is encouraged to appraise his/her personal situation and future contentment as a volunteer with the CACHSC.

#### CONDUCT AND WORK PERFORMANCE:

A CACHSC volunteer is expected to accept certain responsibilities, follow acceptable business principles in matters of conduct, and exhibit a high degree of integrity at all times. This not only involves sincere respect for the rights and feelings of others, but also demands that a volunteer refrain from any behavior that might be harmful to themselves, co-workers, CACHSC, or partner agencies.

- Types of behavior and conduct CACHSC considers inappropriate include, but are not limited to, the following:
  - Falsifying agency records.
  - Violating the agency's nondiscrimination and/or anti-harassment policy.
  - Excessive or unauthorized use of the agency's property and supplies, particularly for personal purposes
  - Reporting to work under the influence of drugs or alcohol, and the illegal manufacture, possession, use, sale, distribution, or transportation of drugs.
  - Fighting or using obscene, abusive, or threatening language or gestures.
  - Theft of property from volunteers, staff or the agency.
  - Unauthorized possession of firearms on the agency premises or while on agency business.
  - Disregarding safety or security regulations.
  - Failing to maintain the confidentiality of the agency, or partner agencies.

#### USE OF COMMUNICATION SYSTEMS:

It is the intent of CACHSC to provide the communication systems necessary for the conduct of its business. Volunteers are expected to adhere to proper use of all communication systems.

- The communication systems are owned and operated by CACHSC and are to be used for the business of the agency.
- Volunteers should have no expectation of privacy of any correspondence, messages or information in the systems.
- All telephone, e-mail and voice mail messages are property of CACHSC. CACHSC reserves the right to access and disclose all such messages sent for any purpose.
- All such messages, regardless of content or the intent of the sender, are a form of agency correspondence, and are subject to the same internal and external regulation, security, and scrutiny as any other agency correspondence.
- Except as identified, the CACHSC's communication systems will not be used to solicit or address volunteers regarding commercial, religious, or political causes; nor will the system be used in ways that are disruptive or offensive to others.

#### VOLUNTEER TRAVEL:

The CACHSC will maintain proof of current automobile liability insurance and a current driver's license for all volunteers who will be driving their own vehicle for CACHSC duties.

#### CRIMINAL BACKGROUND AND CPS CENTRAL REGISTRY CHECK:

- Prior to acceptance as a volunteer for the CACHSC, the prospective volunteer will complete a Background Check Request Form to allow CACHSC representatives to request information from the Child Abuse/Neglect Central Registry and to allow for the DPS Criminal History Check.
- CACHSC reserves the right to disqualify and prohibit any prospective volunteer who has ever been charged with or convicted of a crime or felony of any nature involving moral turpitude. The right to disqualify based upon a prior history of criminal conduct applies to any such criminal conduct regardless of whether:
  - The criminal charges were subsequently dropped, and the applicant was never prosecuted for the crime charged.
  - The criminal charges resulted in a non-conviction such as probation or deferred adjudication.
- The CACHSC reserves the right to disqualify and prohibit any prospective volunteer who has a history with the Texas Department of Family and Protective Services (TDFPS). The right to disqualify based upon prior involvement with TDFPS applies to investigations regardless of whether:

- A case is currently open without disposition.
- The investigation was ruled unable to determine.
- The abuse was validated.

#### EVALUATION OF WORK PERFORMANCE:

- It is the responsibility of the designated program coordinator, Program Director, or other designated CACHSC staff member to carefully evaluate the volunteer's work performance during the orientation period.
- All necessary steps should be taken to ensure that a new volunteer receives the training and support necessary to ensure a beneficial working relationship between the volunteer and the CACHSC.

#### CONFLICT RESOLUTION:

To ensure effective working relations, it is important that such matters be resolved before serious problems develop. Most incidents resolve themselves naturally; however, should a situation persist that a volunteer believes is detrimental to his/her placement with the agency, the volunteer should follow the procedure for bringing a complaint to management's attention.

- Step 1: Discuss of the problem with the volunteer's immediate supervisor. If, however, the volunteer does not believe a discussion with his/her supervisor is appropriate, the volunteer may proceed to Step 2.
- Step 2: If a volunteer's problem is not resolved after discussion with his/her supervisor in Step 1, or if the volunteer felt discussion with his/her supervisor would be inappropriate, the volunteer is encouraged to request a meeting with the Executive Director. In an effort to resolve the problem, the Executive Director will consider the facts and may conduct an investigation.
- •Step 3: If the Executive Director deems necessary, conflicts between volunteers and staff or team members, member agencies or other volunteers will be resolved through mediation by a conflict resolution committee (CRC). The CRC comprised of members appointed by the Board of Directors.
  - If the resolution of the problem involves mediation by the CRC through the Executive Director or President of the Board of Directors, the following process will take place.
    - All parties will be notified.
    - The meeting will be conducted in a neutral setting, at a time agreed upon by all parties.
    - The CRC will mediate the problem identified by the complainant.
- The CACHSC does not tolerate any form of retaliation against volunteers availing themselves of these procedures.
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#### CONFLICT OF INTEREST:

Volunteers have a duty to act in the CACHSC's best interest.

- Volunteers are prohibited from, acting alone or in conjunction with others, directly or indirectly become involved with a conflict of interest or upon its discovery, allow the conflict to continue.
- A conflict of interest exists if a volunteer:
  - Seeks or obtains (except in conformity with agency policy), anything of more than nominal value that would not otherwise be available to the volunteer.
  - Uses or makes available the property, records, services, name, emblem, or endorsement of the agency.
  - Publicly utilizes the volunteer's affiliation or that of another agency volunteer or employee about personal association with partisan politics, denominationally religious matters or positions on issues that are not in conformity with agency policy.

- A volunteer is expected to immediately disclose to the Executive Director any facts which might involve a conflict of interest.
- Any volunteer having direct or indirect interest in an individual or organization proposing or involved in a transaction with the CACHSC shall give notice of the interest or relationship and thereafter, shall refrain from discussing the transaction or otherwise attempting to exert any influence on the transaction.

#### **VOLUNTEER/CLIENT PHYSICAL CONTACT:**

- Volunteer/client physical contact should be kept to a minimum.
- Physical contact should never be initiated by the volunteer.
- Inappropriate physical contact with a client is grounds for removal from volunteer placement.
- Any inappropriate or unusual physical contact initiated by the client should be immediately reported to the Executive Director.
- Any inappropriate or unusual physical contact observed by the volunteer should be immediately reported to the Executive Director.

#### **DISCIPLINING CHILDREN:**

If it becomes necessary to redirect a child's inappropriate behavior, the volunteer should only use positive guidance methods, including redirection and encouragement.

- CACHSC volunteers are prohibited from using physical punishment, humiliation, criticism or any other harsh or frightening discipline techniques with any child at the Center.
- The use of physical punishment or other inappropriate discipline techniques is grounds for immediate removal of the volunteer placement.
- Any inappropriate contact or behavior towards clients observed by the volunteer should be immediately reported to a supervisor.

#### **TOILETING CHILDREN:**

If a child needs to be toileted while under the supervision of the CACHSC volunteer, they will show the child where the bathroom is located but will not enter the bathroom with the child.

- If the child needs assistance, the accompanying caregiver must be called to assist the child.

#### **PERSONAL RELATIONSHIPS WITH CLIENTS:**

Volunteers are prohibited from developing personal relationships with CACHSC clients.

- Volunteers may not share personal information with clients such as the volunteer's phone number or address.
- The development of personal relationships between CACHSC volunteers and client(s) will result in the removal from the volunteer placement.
- Volunteers may not work with a client with whom he/she already has a personal relationship.
- If a client approaches a volunteer and requests personal information or attempts to solicit contact outside the CACHSC, the volunteer should explain they are prohibited from sharing personal information. If the client persists, the volunteer should notify a supervisor.

#### **INJURY AND ILLNESS:**

If a volunteer or client becomes ill or is injured while at the Advocacy Center, the incident should be immediately reported to the Children's Advocacy Center staff.

- A volunteer who becomes ill during service should immediately report this to the Program Director or other designated staff. The volunteer will be excused from service until he/she has recovered.

- If a volunteer becomes injured during service, this must be reported to the Program Director or Executive Director immediately and they will be required to write a report of the incident, including time, date and circumstances surrounding the injury.
- If a client is injured under the supervision of an employee, the employee will be required to write a report of the incident, including time, date and circumstances surrounding the injury.

#### **ATTIRE:**

CACHSC volunteers are expected to dress in a comfortable, child friendly manner. Any volunteer who is dressed in a manner that is deemed inappropriate by the Program Director or Executive Director will be asked to change into more appropriate attire.

- Volunteers are allowed to wear casual attire such as blue jeans, t-shirts, athletic shoes, and sandals.
- Volunteers are expected to wear proper undergarments.
- While volunteering within the CACHSC, volunteers are not allowed to wear shorts, dresses that are more than 2” above the knee, tops exposing the back or midriff, attire with offensive language or pictures, or attire with tobacco or alcohol advertisements.

#### **DISCLOSURE OF CHILD ABUSE TO A VOLUNTEER:**

- If during the volunteer placement, a child begins disclosing information about abuse, the volunteer must notify the Program Director or Executive Director immediately, who will then relay the information to the respective investigative agency(ies).
- If the child's statement is new information that the multi-disciplinary team members were not aware of, the volunteer is required to make a report to the child abuse hotline and the appropriate law enforcement agency.

#### **REPORTING CHILD ABUSE:**

- Texas State Law requires that all citizens report any suspected child abuse or neglect to the Texas Department of Protective and Regulatory Services or a law enforcement agency.
- CACHSC volunteers are expected to cooperate fully with any investigation of child abuse.

# Children's Advocacy Center of Hidalgo and Starr Counties

## Volunteer Disclosure Form

Child Name: _____	CACHSC#: _____
Child Phone: _____	School: _____
Volunteer Name: _____	Disclosure Date: _____

Contact the appropriate agency immediately. Let them know you are a Volunteer for the Children's Advocacy Center of Hidalgo County and that a child has just disclosed to you that he/she is experiencing physical or sexual abuse.

Name of Agency Contacted: _____
Name of Person Contacted: _____
Reference/Case Number: _____

CACHSC Supervisor Staffed with: \_\_\_\_\_ Date Staffed: \_\_\_\_\_

Staffing Notes:

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\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date



# Children's Advocacy Center of Hidalgo and Starr Counties

## DRUG FREE WORK PLACE:

- A volunteer's drug/alcohol abuse while on duty may lead to a volunteer being unable to perform work in a safe and/or satisfactory manner; or being in a physical or mental condition that creates a present risk to the safety and wellbeing of the volunteer, CACHSC staff, and clients; Therefore, it is the CACHSC's policy to maintain a drug-free workplace.
- It is unlawful for volunteers of the CACHSC to manufacture, distribute, dispense, possess, or use controlled substances.
- It is a violation of this policy for a volunteer to use drugs and/or alcohol while on duty or to be under the influence of drugs/alcohol while on duty.
- If it is determined that a volunteer has used drugs/alcohol while on duty or is under the influence while on duty the volunteer will be dismissed from volunteer placement.
- The CACHSC has a zero-tolerance policy in regard to arrests and convictions. Volunteers must notify the Executive Director of any criminal arrest or conviction no later than three days after such arrest or conviction occurs. Appropriate action will be taken removing the volunteer from volunteer placement.
- The CACHSC has a zero-tolerance policy in regard to arrests and convictions. Volunteers must notify the Executive Director of any criminal arrest or conviction no later than three days after such arrest or conviction occurs. Appropriate action will be taken removing the volunteer from volunteer placement.

## DRUG RELATED COMPLAINT:

- Once a complaint is received, the CACHSC will begin a prompt and thorough investigation. The investigation may include interviews with all involved parties and any employees who are aware of facts or incidents alleged to have occurred.
- Once the investigation is completed, a determination will be made regarding the validity of the allegations. If it is determined the complaint is valid prompt remedial action will be taken, including removal from volunteer placement.

## DRUG FREE WORK PLACE POLICY ACKNOWLEDGMENT:

By my signature below, I certify that I have reviewed the Drug-Free Work Place Policy of the CACHSC. I understand the terms and conditions of the policy and have been provided with the clarification of any terms and conditions that I did not understand.

In addition, I understand that a violation of the Drug-Free Work Place Policy will lead to disciplinary action, including the possibility of removal from volunteer placement.

I understand that the Drug-Free Work Place Policy may be amended or changed by the CACHSC at any time as deemed necessary or appropriate. Changes will be made at the sole discretion of the CACHSC and I will be notified promptly of any changes.

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Volunteer Signature

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Date



# Children's Advocacy Center of Hidalgo and Starr Counties

## Confidentiality

### CONFIDENTIALITY:

The files, reports, records, communications, and working papers used or developed in providing services are strictly confidential.

- Confidential information includes information about the client's identity, services sought at the CACHSC, what transpired at any meeting with/or about the client, and/or about the client, and any information disclosed to you in a volunteer capacity at the CACHSC or its functions.
- Information is not to be shared with anyone other than MDT partners and CACHSC staff. This includes not sharing any information with friends, peers, or family.
- Violation of Confidentiality is grounds for immediate dismissal from the volunteer placement.

### CONFIDENTIALITY POLICY ACKNOWLEDGMENT:

By my signature below, I certify that I have reviewed the Confidentiality Policy of the CACHSC. I understand the terms and conditions of the policy and have been provided with the clarification of any terms and conditions that I did not understand.

In addition, I understand that a violation of the Confidentiality Policy will lead to disciplinary action, including the possibility of removal from volunteer placement.

I understand that the Confidentiality Policy may be amended or changed by the CACHSC at any time as deemed necessary or appropriate. Changes will be made at the sole discretion of the CACHSC and I will be notified promptly of any changes

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Volunteer Signature

---

Date

# Children's Advocacy Center of Hidalgo and Starr Counties

## **Volunteer Agreement**

### **CACHSC VOLUNTEER AGREEMENT:**

By my signature below, I certify that I have reviewed the CACHSC's Policies and Procedures Manual. I understand the terms and conditions of the policies and procedures and have been provided with clarification of any terms and conditions that I did not fully understand.

As a volunteer of the CACHSC, I will follow and enforce the policies and procedures outlined in this manual.

I understand that a violation of any of the CACHSC's policies and procedures may lead to disciplinary action, including the possibility of removal from volunteer placement.

I understand that the policies and procedures may be amended or changed by the CACHSC at any time as deemed necessary or appropriate. Changes will be made at the sole discretion of the CACHSC and I will be notified promptly of any such changes.

I certify that my expectations and goals of volunteering with the CACHSC are compatible with the policies and procedures outlined in this manual.

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Volunteer Signature

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Date

Children's Advocacy Center of Hidalgo and Starr Counties

**Volunteer Release and Waiver of Liability Form**

As a volunteer at The Children's Advocacy Center of Hidalgo County, Inc. (CACHSC), including participation in special off-site events, the undersigned Volunteer or Parent/Legal Guardian of Volunteer if Volunteer is under age 18 (hereafter referred to using "I", "me", or "my") releases and agrees not to hold any liability on CACHSC, a nonprofit corporation organized and existing under the laws of the State of Texas and each of its directors, officers, employees, and agents.

I also acknowledge that the CACHSC has not arranged and does not carry any insurance of any kind for my benefit or that of Volunteer (if Volunteer is under 18), my parents, guardians, trustees, heirs, executors, administrators, successors and assigns. I represent that, to my knowledge, I am in good health and suffer no physical impairment that would or should prevent my participation in Volunteer Activities.

I also agree to hold harmless the CACHSC for all claims arising out of my participation as a Volunteer. I also understand that this document is a contract which grants certain rights to and eliminates the liability of the CACHSC.

*I am of legal age and am freely signing this agreement. I have read this form and understand that by signing this form, I am giving up legal rights and remedies.*

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

*I am the parent or legal guardian of the Volunteer. I am of legal age and am freely signing this agreement. I have read this form and understand that by signing this form, I am giving up legal rights and remedies.*

Name of Child Volunteer: \_\_\_\_\_

Emergency Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

\_\_\_\_\_  
Parent/Legal Guardian (if under 18) Signature

\_\_\_\_\_  
Date