



2025

Volunteer

Policies & Procedures

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Welcome to Tu Nidito!

Thank you for choosing to share your time, skill and heart with us! We know that there are many locations that would appreciate this gift and we are truly grateful that you have chosen to build a relationship with us.

Thank you for joining us in the mission *to create a community of support and understanding regarding children in grief*. It is your generosity that brings our vision: “no child grieves alone” into reach.

Whether you are working alongside our staff in the office, with a team of other enthusiastic volunteers in groups or directly with our tremendous children and families, you are invaluable.

Enclosed, please find our complete Volunteer Policies & Procedures Manual. Please review these carefully and return the included form documenting that you have received them.

If you have any questions about these policies or if you need support at any time throughout your time as a volunteer, please reach out to me.





Volunteer Policy and Procedure Manual Receipt and Acknowledgment

I understand that individuals volunteering at Tu Nidito are employees at will. This means that either the volunteer or Tu Nidito may terminate the employment relationship for any reason not expressly prohibited by law, without notice and without reason.

I understand that the information contained in this manual is for my guidance only.

I also understand that the contents of this manual DO NOT CONSTITUTE a contract of employment and may not be regarded or relied upon as such.

I understand Tu Nidito management retains the right to change or amend any provision of the volunteer manual and any condition of my employment at management's sole discretion at any time.

I understand that individual managers and supervisors DO NOT have the authority to make any agreement contrary to the volunteer manual. Any verbal or written representations to the contrary are invalid and should not be relied upon by a prospective or existing volunteer.

I certify that I have received Tu Nidito Volunteer Policy and Procedure Manual and have read and understood the policies and contents contained therein. I have also been permitted the opportunity to ask questions and receive answers to my questions.

I also certify that I understand the statement that I am asked to sign.

_____	_____
Volunteer	Date

_____	_____
Education and Engagement Manager	Date

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INTRODUCTION

The following pages contain general volunteer and program information, background and history of Tu Nidito as well as the policies and procedures that you will be held accountable for following in fulfilling your volunteer duties as assigned. Unless specifically stated, these policies and guidelines apply to all volunteers in all programs and projects undertaken by or on behalf of the organization, and to all departments and sites of operation. These policies and guidelines are established by the official action of the Board of Directors and may be changed only by legal action of the Board of Directors. Exceptions to these policies may be made in an emergency by convening a special meeting of the Executive Committee of the Board of Directors or the full Board; whichever is immediately available as a quorum.

The Executive Director, along with the Program Director, Volunteer Coordinator/Education and Engagement Manager and Human Resources Committee, will review all policies in the manual annually. Recommendations for change(s) in any policy will be acted upon by the full Board of Directors.

If you should have any questions regarding Tu Nidito policies, either contained or not contained in this manual, please contact the Volunteer Coordinator/Education and Engagement Manager, Program Director, or the Executive Director.

Separate policies and procedures exist that are specific to Tu Nidito's programs and services for children and families whose lives have been impacted by a serious medical condition or death.

The Board of Directors (also referred to as the Governing Board) has full authority for determining, implementing and monitoring policies which govern Tu Nidito's total operation, and ensuring that service delivery is consistent with acceptable standards of practice. The Board assumes total fiduciary responsibility for continuing operational and financial success of Tu Nidito.

The Board is responsible for hiring the Executive Director and delegates day-to-day management of Tu Nidito's business and personnel operations, including service delivery, hiring, firing, and management of personnel to this individual.

The Governing Board is typically not involved in day-to-day management of Tu Nidito or its personnel. Any questions pertaining to these areas should be directed to the Executive Director.

VOLUNTEERING AT TU NIDITO

Volunteers provide Tu Nidito with their expertise, support and personal time; enabling Tu Nidito to bring comfort, hope and support our community's children and their families impacted by a serious medical condition and/or a death.

All of Tu Nidito programs and services are offered free of charge and without time limits. Tu Nidito raises all of the revenues necessary to meet the ever-growing demand and need for our services from the generosity of our community. In as such, Tu Nidito also depends on volunteer support at all levels of the organization including programs and activities. Two avenues for volunteering are available – Direct Care Volunteering and Non-direct Care Volunteering.

All individuals interested in volunteering at Tu Nidito must complete an application and be invited for an interview, as well any applicable paperwork. Volunteers interested in direct care are required to successfully complete a comprehensive training program. Non-direct care volunteers will be trained and requirements met based on interest. Personal references and credentials, if applicable, will be checked. Additionally, a background check will be conducted concerning criminal history from various states, for direct care volunteers. Non-direct care volunteers will only be background checked if their job assignment requires it. Tu Nidito will follow the requirements of its insurance company when dealing with reported information as well as its own internal policies, guidelines and procedures.

Direct Care Volunteers

Direct care volunteers work with children and families impacted by a serious medical condition or death in Tu Nidito's one-on-one and/or support group services.

All direct care volunteers must be at least 16 years of age and complete a comprehensive volunteer training program. Successful trainees will be assigned to a group or role based on program needs and individual desire and ability.

Direct Care Volunteer Opportunities:

One-on-One Support -- Tu Nidito provides intensive home, hospital and community-based support for children diagnosed with a serious medical condition. Services may begin at diagnosis or at any time through the prognosis of the illness. Support Specialists provide individualized support to the seriously ill child, their siblings, their families and others who are a part of the child's life. Services include, but are not limited to, emotional support, education, advocacy, resources and referrals, socialization opportunities, and therapeutic play.

When a family's Support Specialist identifies a need for volunteer assistance, a volunteer request is submitted to the Volunteer Coordinator/Education and Engagement Manager. The minimum commitment to the program is for one year and time commitment is dependent upon family and agency needs.

Support Group – Tu Nidito offers support groups for families of children and teenagers impacted by a serious medical condition or death of a loved one. Support groups offer a safe place where children can share their experiences in a caring, supportive environment. Children, teens and adults meet in separate, but concurrent

support groups once or twice a month depending on group. Young Adult bereavement groups also meets twice a month at the University of Arizona for adults 18- 29 years old.

A staff member facilitates the groups with the support of a team of trained volunteers. The minimum volunteer commitment is twice a month for serious illness and bereavement groups from 6:00 – 9:00pm. Volunteers are expected to commit to at least one year of volunteering

Non-Direct Care

Non-direct care volunteers do not typically have contact with clients served through Tu Nidito. Non-direct care volunteers assist with services and projects that fill gaps or add value to Tu Nidito's events, administration and operations.

Non-direct care volunteers should ideally be at least 18 years of age although exceptions are made on a case-by-case basis. The volunteers participate in a one-on-one interview with the Volunteer Coordinator/Education and Engagement Manager to discuss areas of interest and special expertise. Volunteers will be assigned to a project based on agency needs and individual desire.

Non-Direct Care Opportunities:

Special Events – Tu Nidito must raise all of its annual revenues from the generosity of the community. Several events to benefit Tu Nidito happen each year. Volunteer assistance is critical to the success of these events. Responsibilities may include but are not limited to assisting in preparation before the event with mailings, name tags, organizing items, etc., requiring volunteers with computer literacy, ability to follow detailed directions, write legibly and have a pleasant phone demeanor. Setting up for the event would be on the day of the event helping to set up displays, moving and lifting heavy objects, etc. During the event volunteers may assist in greeting guests, working registration tables, handing out information, hosting a silent auction table and processing winning bids at close of auction, etc. Following the event, volunteers assist in clean up and closing duties. Most special events are on nights and weekends.

Board of Directors -- Tu Nidito is governed by a Board of Directors, entrusted with the authority to establish major policies and accountability for the organizations actions including fiscal responsibility. Membership on the Tu Nidito Board is an opportunity to contribute your skills, experiences, knowledge and wisdom to an organization carrying out a vital service to children and their families as they deal with serious medical conditions and death. Each Board member is elected annually to a three-year term and is accountable for established duties and responsibilities. Each Board member may serve additional terms as stated in the by-laws.

Office Assistance -- Tu Nidito welcomes office volunteers to help with the daily running of our agency. Volunteers may help the Administrative Director with everyday business tasks. The Administrative Director will teach you skills so you can be successful. However, applicants should be comfortable using a copier, Windows, Microsoft Office and the internet; have good organizational skills and the ability to handle multiple tasks; and finally, exceptional customer service with guests and in assisting with the incoming telephone lines. Additionally, Tu Nidito is sometimes in need of volunteers to assist in repair jobs, errands and other miscellaneous tasks around and for the agency.

Internships -- Tu Nidito welcomes interns throughout the year to assist with preparation and delivery of direct and/or non-direct services. Interns are expected to have completed New Volunteer Training and volunteered

for at least one month prior to applying to intern at Tu Nidito. Academic and self-designed internships will be considered. Internships are individualized to meet the academic and/or personal goals of the intern as well as the needs of the agency. Interns are expected to be responsible, communicative, organized and invested in growing their professional skills. Each intern receives training and supervision commensurate with the specific parameters of their internship. Interns are encouraged to continue volunteering for the agency following the completion of their internship, but this is not required. Internships are coordinated by the Education and Engagement Coordinator

HISTORY & BACKGROUND

Tu Nidito was originally created to fill an expressed community need for comprehensive, child-centered and coordinated care for children living with life-threatening illnesses and their families.

Tu Nidito originated as the result of a focus group comprised of medical professionals, hospital representatives, bereaved parents, business leaders and interested citizens.

Tu Nidito was incorporated and received its non-profit status 501(c)(3) in 1994.

Tu Nidito accepted its first client in October of 1996. Today, Tu Nidito's programs/services include: Grief support groups for children and teenagers who are grieving the death of a loved one; grief support for young adults who are grieving the death of a loved one; one-on-one support for children with serious medical conditions; one-on-one support for bereaved families following the death of a child with a serious medical condition; group support for children who have a parent diagnosed with a serious medical condition; group support for parents of a child who has died from a serious medical condition.

Mergers/Partnerships

In 1997, Candlelighters of Tucson was merged under the Tu Nidito umbrella and became an operating program of Tu Nidito. The Tu Nidito Candlelighters program and services are for families who have or have had a child with cancer. At the end of 2004, the Candlelighters name and program was relinquished to a group of parents who have or have had a child with cancer so they could grow and continue to provide the events of the service.

In 2000, Children to Children was merged with Tu Nidito and became an operating program. The Tu Nidito Children to Children program is for bereaved children and those who are a part of their lives and continues to be Tu Nidito's largest program today.

In 2002, Tu Nidito, in partnership with Magwitch's Treehouse, (a small 501 (c) (3) organization, conceived of by two University of Arizona students) piloted a summer camp project for seriously ill children and their siblings. The project included three one-week sessions geared to the special needs and ability levels of our children. The camp was very successful and the program was merged under the Tu Nidito umbrella to expand our continuum of support services all children and teens served at Tu Nidito.

In 2003, Tu Nidito entered into a formal partnership with the founders of Ben's Bells to merge the bell project under Tu Nidito. Ben's Bells are individually made wind chimes made in honor of three- year-old Ben Packard who died of Croup in March of 2002. Hundreds of bells are randomly hung around the city at least three times

per year. After 18 months assisting the formulation and funding for Ben's Bells it was turned back over to its founders to continue to expand its mission of promoting random acts of kindness.

In 2006, Tu Nidito added a new component to the Bereavement Support program and began providing support groups to young adults, ages 18-29.

Tu Nidito continues to respond to community needs and in 2008 began offering support to children who have a parent with cancer. In 2011, the program expanded to children who have a parent diagnosed with a serious medical condition.

ABUSE IN THE WORKPLACE

Policy: Tu Nidito prohibits and does not tolerate abuse of any kind in the workplace or in any organizational related event. Abuse may be defined as a person whose physical or mental health or welfare is harmed or threatened with harm by the act or commissions of any person. No employee, volunteer, family member, board member, client or third party, no matter his/her title or position, has the authority to commit or allow abuse to take place.

Procedures:

In all circumstances of suspected abuse the following steps are required:

- Immediately report the suspected abuse to your group coordinator or Volunteer Coordinator/Education and Engagement Manager, or if the abuse is being caused by either of these people, to the Executive Director or Board President.
- Upon completion of an investigation, disciplinary action up to and including dismissal of status may ensure.
- Tu Nidito may also place the accused on a leave of absence or reassignment during any investigation.
- Tu Nidito will make every reasonable effort to keep the matters involved in the allegation as confidential as possible, while allowing for a prompt and thorough investigation.
- Tu Nidito will also report any alleged abuse incidents to its insurance agent as necessary.

In all circumstances of suspected abuse or neglect, which includes but is not limited to Physical abuse, Sexual abuse, Neglect, Emotional abuse, Abandonment, and Exploitation, staff and volunteers are required to take the following steps:

- Staff/volunteer will assess for possible abuse/neglect utilizing guidelines from the Suspected Abuse/Neglect policies as described by the Arizona Department of Economic Security's Division of Children, Youth, and Families – Child Protective Services.
- Staff/volunteers who *suspect* neglect and/or abuse will immediately report the finding to their supervisor.
- Suspected abuse of a child will be reported to Child Protective Services (888-767-2445 or to TPD (911). If the report concerns an alleged perpetrator who does not have care, custody or control of the minor, the report shall be made directly to TPD.
- Suspected abuse of an adult will be reported to Adult Protective Services (1-877-767-2385) or TPD (911).

1. The report will contain the following:
 - Day, Date, Time and Place the suspected or witnessed abuse/neglect took place.
 - What was the nature of the abuse/neglect (verbal, physical, deliberate or ignorance)?
 - In the case of physical abuse/neglect, what was the weapon used (fist, shoe, stick etc.)?
 - Did the victim sustain injuries? If yes what were they?
 - In the case of neglect how was the victim's welfare compromised?
 - In the case of suspected abuse/neglect what are the circumstances that aroused the suspicion.
 - Document any explanations of how injuries occurred, using the teller's own words.
 - Document names of all persons involved and their relationship to the victim.
2. All reports and progress notes are considered the subject of an investigation, and must be submitted to CPS/APS if requested. Therefore, these reports must not be discussed outside of Tu Nidito, or with anyone not directly involved with the incident.
3. All reports and related progress notes will be stored in the client and volunteer chart.

AMERICANS WITH DISABILITIES ACT

Policy: Tu Nidito will make reasonable accommodations for the known disabilities of an otherwise qualified individual, unless undue hardship on the operation of the business would result.

Procedures:

Volunteers who may require a reasonable accommodation should contact the Volunteer Coordinator/Engagement Manager.

Anti-Harassment/Nondiscrimination

Policy: Tu Nidito is committed to an environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, Tu Nidito expects that all relationships among persons in the office will be business-like and free of bias, prejudice and harassment.

Tu Nidito has developed this policy to ensure that all can work in an environment free from unlawful harassment, discrimination and retaliation. Tu Nidito will make every reasonable effort to ensure that all concerned are familiar with these policies and are aware that any complaint in violation of such policies will be investigated and resolved appropriately.

Anyone who has questions or concerns about these policies should talk with the Executive Director or the HR Representative of the Executive Committee.

These policies should not, and may not, be used as a basis for excluding or separating individuals of a particular sex, or any other protected characteristic, from participating in business or work-related social activities or discussions. In other words, no one should make the mistake of engaging in discrimination or exclusion to avoid allegations of harassment. The law and the policies of Tu Nidito prohibit disparate treatment on the basis of sex or any other protected characteristic, with regard to terms, conditions, privileges and perquisites of employment. The prohibitions against harassment, discrimination and retaliation are intended to complement and further those policies, not to form the basis of an exception to them.

Procedures:

Equal employment opportunity

It is the policy of Tu Nidito to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, disability, marital status, citizenship, national origin, genetic information, or any other characteristic protected by law. Tu Nidito prohibits any such discrimination or harassment.

Retaliation

Tu Nidito encourages reporting of all perceived incidents of discrimination or harassment. It is the policy of Tu Nidito to promptly and thoroughly investigate such reports. Tu Nidito prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports.

Sexual harassment

Sexual harassment constitutes discrimination and is illegal under federal, state and local laws. For the purposes of this policy, "sexual harassment" is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example: a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Title VII of the Civil Rights Act of 1964 recognizes two types of sexual harassment: a) quid pro quo and b) hostile work environment. Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, whistling or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal or visual conduct of a sexual nature.

Harassment

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, written or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, disability, marital status, citizenship, genetic information, or any other characteristic protected by law, or that of his or her relatives, friends or associates, and that: a) has the purpose or effect of creating an intimidating, hostile or offensive work environment, b) has the purpose or effect of unreasonably interfering with an individual's work performance, or c) otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group that is placed on walls or elsewhere on the employer's premises or circulated in the workplace, on company time or using company equipment by e-mail, phone (including voice messages), text messages, social networking sites or other means.

Individuals and Conduct Covered

These policies apply to all, whether related to conduct engaged in by fellow employees or by someone not directly connected to Tu Nidito (e.g., an outside vendor, consultant or customer). Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

Reporting an Incident of Harassment, Discrimination or Retaliation

Tu Nidito encourages reporting of all perceived incidents of discrimination, harassment or retaliation, regardless of the offender's identity or position. Individuals who believe that they have been the victim of such conduct should discuss their concerns with their immediate supervisor, Executive Director or the HR Representative of the Executive Committee. See the complaint procedure described below.

In addition, Tu Nidito encourages individuals who believe they are being subjected to such conduct to promptly advise the offender that his or her behavior is unwelcome and to request that it be discontinued. Often this action alone will resolve the problem. Tu Nidito recognizes, however, that an individual may prefer to pursue the matter through complaint procedures.

Complaint Procedure

Individuals who believe they have been the victims of conduct prohibited by this policy or believe they have witnessed such conduct should discuss their concerns with their immediate supervisor or if the alleged offender is the immediate supervisor to the Executive Director HR Representative of the Board's Executive Committee or finally to the board President.

Tu Nidito encourages the prompt reporting of complaints or concerns so that rapid and constructive action can be taken before relationships become irreparably strained. Therefore, while no fixed reporting period has been established, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment.

Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.

Tu Nidito will maintain confidentiality throughout the investigatory process to the extent consistent with adequate investigation.

Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed.

Misconduct constituting harassment, discrimination or retaliation will be dealt with appropriately with immediate and appropriate, disciplinary action up to and including termination.

False and malicious complaints of harassment, discrimination or retaliation (as opposed to complaints that, even if erroneous, are made in good faith) may be the subject of appropriate disciplinary action.

APPEARANCE

Policy: Tu Nidito expects all volunteers to dress appropriately and practice good hygiene at all times while on duty. In general, a neat and clean appearance is desired.

Procedures:

- Hair is to be clean and neat and may not interfere with volunteer performance or client safety.
- Beards, if worn, are to be clean and neatly trimmed.

- Jewelry and other accessories may not interfere with volunteer performance and client safety.
- Use of fragrance and cologne should be minimized and may be prohibited in some work areas in order to avoid offending clients, colleagues and public contacts.
- Clothing is to be clean, neat in appearance, properly fitted, safe and appropriate for the job and location of work area. Excessively baggy or tight fitting clothing, short shorts/skirts, belly-exposing shirts and visible undergarments are not appropriate at any time while representing Tu Nidito.
- Do not wear anything that other volunteers, families or staff might find offensive. This includes clothing with profane language statements or clothing that promotes causes that include, but are not limited to, politics, religion, sexuality, race, gender, age and ethnicity.
- No stickers, buttons, signs or slogans may be worn by volunteers unless approved in advance by the Volunteer Coordinator/Education and Engagement Manager.

ATTENDANCE

Policy: Volunteers must commit to attending a minimum of 75% or more of their volunteer commitments.

Procedures:

- The Volunteer Coordinator/Education and Engagement Manager, Support Specialists and/or Group Coordinator will be in charge of tracking attendance.
- If the volunteer is unable to report for work or anticipates being late, the volunteer is required to email or call the Tu Nidito administrative offices as far in advance as possible.
- More than three absences or excessive tardiness on more than three occasions is grounds for corrective action up to and including dismissal.

BACKGROUND CHECKS/FINGERPRINT CLEARANCE

Policy: Tu Nidito will not allow any person to provide support services to children, staff, volunteer or otherwise, who has been convicted of, or admit to committing the acts below. **Please see Addendum A for more information on who is background checked.**

Procedures:

- All direct care volunteers will have a comprehensive background check prior to the volunteer being assigned a job.
- The following acts will disqualify a person from becoming a Tu Nidito volunteer:
 - Child related, in any form
 - Drug charges
 - DUI
 - Any Felony charge
 - All other charges at the discretion of the Program Director and/or Executive Director
- Volunteers may be required to complete a new background check after 5 years of service and in the event of an investigation.
- Volunteers will have the opportunity to object the findings in writing to the Executive Director within five (5) business days of being notified.
- If a volunteer produces a valid Fingerprint Clearance Card issued from the State of Arizona, it will be checked and used in place of the background check.

BOUNDARIES

Policy: All staff and volunteers are expected to practice an ongoing awareness of professional boundaries in any/all contacts with children, families and other volunteers alike.

Procedures:

- A primary set of questions one might ask themselves, if one is questioning their appropriateness with a family member or volunteer, include:
 - Is this about me and my own needs right now?
 - Am I behaving this way out of my own discomforts or anxieties?
 - Am I speaking or acting out of my own need for validation?
 - Am I holding a clear and positive intention for the well-being of this family?
 - Is what I am doing in support of the family's goals and in-line with the mission of Tu Nidito?
- The following also represent some potential signs that one is beginning to cross appropriate boundaries in their work with families.
 1. You are spending a disproportionate amount of time with one child/family member or volunteer.
 2. You are with, or wish to be with the child/family member/volunteer when you are "off duty" (such as during your mealtime, after you have clocked out, or on the weekend when you are not working).
 3. You believe that you are the only one who understands this child/family member; and that other involved professionals or volunteers are incapable of providing as effectual of work with the child/family member.
 4. You tend to keep secrets with the child/family member, and certain information is not shared or reported.
 5. You tend to report and communicate only the negative or only the positive aspects of the volunteer/child/family member's behavior.
 6. You are guarded and defensive when someone questions your interaction or relationship with the volunteer/child/family member.
 7. You receive inappropriate gifts, cards, letters, and/or personal phone calls from the volunteer/child/family member.
 8. You view the volunteer/child/family member as "yours" – in a possessive way.
 9. You tend to not accept the fact that the child/family member could be a candidate for program discharge, even if circumstances have changed in a clearly positive direction for them.

CHANGE OF STATUS

Policy: Volunteers are responsible for making timely notification of any change in their personal information (i.e. name, address, telephone, etc.)

Procedures:

- The volunteer should notify the Volunteer Coordinator/Education and Engagement Manager immediately.
- Volunteer Coordinator/Education and Engagement Manager will ensure changes are noted in the volunteer's file.

CLIENT COMPLAINTS

Policy: Any and all client (child/family member, friend, etc.) complaints will be documented within 24 hours of complaint.

Procedures:

- Any Tu Nidito representative who directly or indirectly hears about a complaint from a Tu Nidito child, family member, or friend, etc. is responsible for notifying the Volunteer Coordinator/Education and Engagement Manager and/or the Executive Director and assist in completing a Quality Assurance form within 24 hours.
- The representative should then submit the completed form to the Executive Director or the Program Director who is responsible for addressing and following necessary steps to handle the situation(s). All actions and resolutions on the original should be added to the original QA form which is then submitted to the Executive Director for final review, action and filing.

CLIENTS AS VOLUNTEERS

Policy: Active clients are **generally** not eligible to volunteer. There may be exceptions for Young Adult group participants and who wish to volunteer. Active client participants will be assessed for appropriateness as a volunteer on a case by case basis. Active clients may sit on Committees or be used as consultants as deemed appropriate.

Clients who have been closed from program services for a minimum of six months are welcome to apply to volunteer.

Procedures:

- Active clients who wished to be considered for an exception to this policy, must contact the Volunteer Coordinator/Education and Engagement Manager to request an exception. The Volunteer Coordinator/Education and Engagement Manager will assess the appropriateness of the request with input from the Group Coordinator and other applicable staff members.
- If an exception is made and the Active Client participant is permitted to also serve as a volunteer, the Active Client participant must complete the required Volunteer Onboarding Process including application, interview, background checks and training hours.

COMMUNICABLE DISEASE REPORTING

Policy: In the event of an Infectious/Communicable Disease exposure, for staff, volunteers or anyone else served by/through Tu Nidito, an assessment will be made by the Executive Director as to whether or not the exposure necessitates a report in accord with the Arizona Department of Health Services requirements.

Procedures:

- If a report is indicated, it should be conducted within 24 hours or at a maximum, within five (5) working days from detection.

CONDUCT WITH CLIENTS IN SERVICE

Policy: Volunteers will conduct themselves, at all times, in a respectful manner that promotes the dignity of individuals receiving services while adhering to the following procedures and guidelines.

Procedures and Guidelines:

- Volunteers will not provide transportation services to Tu Nidito clients or family members.
- No volunteer will borrow money from or loan money to, sell anything to, or engage in any business, of any type, with a person receiving services.
- Volunteers will not promote any religious, cultural or partisan belief to persons receiving services.
- Volunteers will not discriminate against any person receiving services, family member of a person receiving services, staff member, prospective staff member, donor, board member, or other related persons on the basis of race, ethnicity, creed, gender, sexual orientation, age, religion, national origin, disability, gender identity, sex, marital status, veteran status or any protected status.
- Volunteers will not take client/family members to their own homes or places of work.
- Volunteers are encouraged not to spend any of their own personal money on client/family members. Any gifts to clients/family members must have prior approval from either the Volunteer Coordinator, Education and Engagement Manager, Program Director or Executive Director and must be for all the children or all the adults present.
- Volunteers will not invite clients to their own personal events, i.e. birthday parties, weddings, celebrations, etc.
- Volunteers will not bring their own friends, family members or any other non-Tu Nidito volunteer with them on visits or outings.
- Volunteers will not spend the night at a client/family members' home.

- Volunteers are not permitted to provide services they are not trained to perform.
- Volunteers are not permitted to administer medication. If a client/family member has special needs the volunteer is responsible for making sure all appropriate actions have been taken before the caretaker/guardian leaves the volunteer alone with the client or family member.
- Volunteers are prohibited from lifting a child who might not be ambulatory.
- Volunteers will not allow family members to drive volunteer's vehicle or teach family members how to drive.
- Volunteers shall at no time deviate from the volunteer assignment developed for the family in accordance with the printed and signed volunteer job description.
- Volunteers will not loan money or personal belongings to client/family members.
- Volunteers will not share personal problems with client/family members.
- Volunteers will not give medical or legal advice to client/family members.
- Volunteers will not find a job for a client/family member or give them a job and pay them for it.
- Volunteers must respect the privacy of children and teenagers in situations such as changing clothes, showering, using the bathroom etc.

CONFIDENTIAL INFORMATION

Policy: Tu Nidito requires that all staff and volunteers hold confidential all information received relative to Tu Nidito's clients, business, administrative and programmatic affairs. Tu Nidito will hold confidential all information about individuals served at Tu Nidito, including identification of an individual as a person receiving services, is assured in accordance with Arizona Law.

Procedures:

- Volunteers of Tu Nidito are prohibited from revealing confidential information to parties outside of Tu Nidito without formal written consent from the client's legal guardian and in business matters, the Executive Director unless there is harm, threat of harm or neglect.
- Volunteers should refrain from discussions of client matters in public places. Inadvertent revelation of confidential information about a client to a third, unauthorized party may create a legal liability for both the organization and the volunteer.
- Volunteers shall not take any pictures of clients using personal cameras or cell phones, etc.
- Volunteers should refrain from sharing confidential information with a child's parents in regard to the progress of their children or the activities in the children's group. Volunteers should communicate with their group coordinator and/or Support Specialist and encourage parents to check with them.

CONFLICT OF INTEREST

Policy: Tu Nidito staff and volunteers shall not receive direct or indirect financial interest in the assets, leases, business transactions or professional services of Tu Nidito.

Procedures:

- Tu Nidito volunteers are required to fully disclose relationships they may hold with current or past employees, current or prospective vendors or current or prospective professional firms that service Tu Nidito.
- Volunteers must request to be excused from providing services to any person receiving services if providing the services would create, or is creating, strong conflicts with their personal values, or if they have a personal history with the person receiving services (for example, a history that involved business relations, a former romantic relationship, a current friendship, etc.).

CONTINUING EDUCATION

Policy: Tu Nidito is dedicated to the on-going training and education of its volunteers.

Procedures:

- The Volunteer Coordinator/Education and Engagement Manager coordinates the provision of continuing education opportunities for volunteers quarterly and in response to identified areas of need, as they arise.
- Group Coordinators, the Volunteer Coordinator/Education and Engagement Manager or other supervising staff are responsible for timely on-going communication to volunteers regarding daily program management, program updates, fund raising events and other news applicable to volunteers, being up to date on Tu Nidito activities and/or client needs.

DELEGATION OF AUTHORITY

Policy: The Executive Director is responsible for Tu Nidito while in Arizona or on Tu Nidito premises.

Procedure:

- In the absence of the Executive Director, an assigned and Board approved designed staff representative is in charge.
- In the absence of both the Executive Director and the assigned representative, authority will return to the President of the Tu Nidito Board of Directors.

DISASTER PREPAREDNESS

Policy: Tu Nidito will follow established procedures regarding any unforeseen disaster or emergency that affects staff, clients, volunteers or facilities.

Procedures:

- In the event of a severe flood, power outage, fire, local disaster, or other unforeseen disaster/emergency, the following designated staff should be contacted immediately, and in the following order:
 - Executive Director
 - Board President
- The Executive Director or designee will establish that an emergency exists, determine the type of emergency, and shall then notify all staff on site to respond according to his/her direction.
- Any staff members who are in the field shall be contacted by the Executive Director or designee immediately to communicate the disaster/emergency and deliver corresponding directions.
- In the event telephone communication becomes unavailable, staff will then report to the front office for assignments, if it is safe to do so.

DISMISSAL

Policy: Employment (including volunteerism) at Tu Nidito is terminable at will for any reason not expressly prohibited by law, without notice and without reason by either party. However, general procedures are established for both voluntary and in-voluntary dismissal of employment.

Voluntary Dismissal Procedures:

- Group Facilitators will provide a written statement of resignation giving at least two group sessions notice, ideally one month, the reason(s) for resignation and the date of the last day of work.
- One on one volunteers must provide a written statement of resignation giving at least one week notice, the reason(s) for resignation and the date of the last day of work
- Participate in an exit interview with the Volunteer Coordinator/Education and Engagement Manager.
- Close with family members by participating in a closing ceremony during the next scheduled group and/or make a last time visit to a one-on-one assignment allowing the family to say good bye.
- Return all Tu Nidito property.

Involuntary Dismissal:

- A volunteer who violates Tu Nidito policy is subject to immediate dismissal as outlined in Ground for Immediate Dismissal section of this manual.

DO NOT RESUSCITATE (DNR ORDER)

Policy: Tu Nidito will obtain information from its clients/families regarding DNR or emergency procedures and abide by those wishes.

A DNR order is a written instruction from a physician telling health-care providers not to perform cardiac compressions, endotracheal intubation and other advanced airway management, artificial ventilation, defibrillation, administration of advanced cardiac life support drugs and related emergency medical procedures in the event of cardiac or respiratory arrest.

Procedures:

- Upon admission, Tu Nidito staff will determine if a child or family member participating in services holds a DNR order and document what they would like done in the event their child/family member collapses, stops breathing or goes into cardiac arrest while receiving services from/at Tu Nidito.
- The information provided should be documented in both a progress note, in the Advanced Directives section of the Psycho-Social Assessment and/or in the family's Support Group chart if relevant.
- If the child/adult family member is attending group, Tu Nidito must have a copy of the orange-colored Pre-Hospital Medical Care Directive Form in the child/family chart.
- If it is indicated that 911 be called, and/or other emergency medical first responders sought, they *must* be shown the orange-colored Pre-Hospital Medical Care Directive Form at their arrival (it does not have to be the original, but if it is a copy, it must be on orange paper and must show the physician's signature). The Pre-Hospital Medical Care Directive Form is a legal document that gives the 911 responders permission *not* to perform CPR. It is also signed by the person's doctor. This is very important; the form is not valid until the doctor signs it.
- A second way of showing a DNR order in the State of Arizona is if the person wears an orange DNR bracelet.
- If either of these forms of verification are not present at the time medical responders arrive, the medical responders will not withhold CPR or other necessary measures, and are required by law to begin those measures. If the DNR order is shown during the rescue effort, the medical responder staff may then stop CPR. However, even when emergency responders see this verification, they will still do anything they can to make the person comfortable (i.e. such as pain management).
- If a family does not hold a DNR for their child/family member they should be directed to speak with their physician if they wish to obtain one.

DRUG FREE WORKPLACE

Drugs & Alcohol

Policy: It is the policy of Tu Nidito to maintain a work environment that is safe and productive for employees and others having business with the company.

Procedures: The unlawful use, possession, purchase, sale, distribution, or being under the influence of any illegal drug and/or the misuse of legal drugs while on company or client premises or while performing services for the company is strictly prohibited. Tu Nidito also prohibits reporting to work or performing services under the influence. Occasionally, Tu Nidito will host company-sponsored gatherings inside or outside of normal business activities where the responsible consumption of alcohol is permissible.

All employees charged with a felony or misdemeanor related to driving under the influence of drugs or alcohol, prescription fraud, or the possession, theft, sale, use, distribution, manufacturing, or growing of illicit substances must report any criminal charges to the Executive Director within five calendar days.

ENGAGEMENT SURVEYS

Policy: Tu Nidito will conduct a Volunteer Engagement Survey once per year to determine an accurate picture of volunteer engagement.

Procedure:

- Surveys will be distributed via email to be taken online, or a paper document to be turned into the Volunteer Coordinator/Education and Engagement Manager.
- Tu Nidito will strive for a 100% completion rate from all facilitators.

FORMER VOLUNTEERS

Policy: Former volunteers are welcome back at Tu Nidito provided they left in good standing.

Procedures:

- Any volunteer wishing to return to Tu Nidito after 2 years of having closed with Tu Nidito will need to undergo a new file review, interview and background check and possibly training at the discretion of the Volunteer Coordinator/Education and Engagement Manager.
- For volunteers returning in less than 2 years time, additional trainings will be at the discretion of the Volunteer Coordinator/Education and Engagement Manager.
- Only after a favorable re-application process and background check will volunteers be allowed to return working with Tu Nidito families directly, one-on-one assignments or support groups.

FUNDRAISING/SOLICITATION

Policy: Tu Nidito volunteers may not accept, nor solicit for anything of monetary value without the prior knowledge and expressed approval of the Volunteer Coordinator/Education and Engagement Manager and/or Executive Director. Solicitations may not be made for personal gain or pose a conflict of interest and must be made with the intent of furthering Tu Nidito's mission and goals.

FUNERALS

Policy: Volunteers are not required to attend funerals or memorial services of its clients/families and are expected to check with the Volunteer Coordinator/Education and Engagement Manager and/or Program Director for approval.

Procedures and Guidelines:

- Determining whether or not to attend such services is a personal decision and is based upon comfort level, relationship with the family, availability, etc.
- Volunteers are always encouraged to discuss funeral attendance with their supervisor if considerations for attendance are raising internal conflicts for them.

GRIEVANCE

Policy: Tu Nidito provides consideration of all grievances and a volunteer will not be harassed, dismissed, or otherwise disciplined for filing a grievance, or for participating in the grievance process.

Procedures:

- A volunteer must advise the Volunteer Coordinator/Education and Engagement Manager within five (5) full working days of the incident causing the grievance with a brief outline of the issue(s) being aggrieved and what is being sought to resolve the grievance.
- The Volunteer Coordinator/Education and Engagement Manager shall conduct an investigation and communicate the decision in writing to the grievance within five (5) full working days of receipt of the grievance.
- When the grievant is not satisfied with the decision of the Volunteer Coordinator/Education and Engagement Manager, the grievant may then submit a written appeal to the Executive Director within five (5) full working days of receipt of the decision.
- The Executive Director shall then have five (5) full working days to conduct an investigation and communicate the decision in writing to the grievant.
- If the grievant is not satisfied with the decision of the Executive Director, the grievant may then appeal in writing within five (5) full working days of receipt of the decision to the President of the Board of Directors.
- The President shall consider all available information and shall render a written decision within thirty (30) working days of receipt of the grievance.
- The decision of the President shall be final.

The time frames established above may be modified at the discretion of the Executive Director.

GROUND FOR IMMEDIATE DISMISSAL

Policy: Tu Nidito is an at-will organization and therefore may terminate a volunteer with or without cause at any time. However, there will always be grounds for immediate dismissal, although not all inclusive, in the following events:

- ◇ Insubordination or refusal to comply with a supervisor's legitimate directive.
- ◇ Refusal to comply with a written agreement with Tu Nidito.
- ◇ Theft, pilfering, fraud or other dishonesty.
- ◇ Threatening and coercive behavior.
- ◇ Falsification of documents or employment information.
- ◇ Unprofessional conduct.
- ◇ Intoxication or use of illegal substances.
- ◇ Failure to follow Tu Nidito policies and procedures.
- ◇ Willful or reckless destruction of Tu Nidito property.
- ◇ Failure to cooperate in a reasonable investigation conducted by or engaged by Tu Nidito.
- ◇ Unauthorized possession of dangerous weapons on Tu Nidito property.
- ◇ Conviction of or involvement in any crime, which renders a volunteer unsuitable for, service.
- ◇ Forging, altering or deliberately falsifying any Tu Nidito or client document, authorization or record.
- ◇ Jeopardizing the health or safety of clients, families or employees through neglect of duty.
- ◇ Physical, verbal or psychological abuse of clients, families or other staff members.
- ◇ Unauthorized or excessive tardiness.
- ◇ Unauthorized disclosure of confidential information.
- ◇ Indecent or disorderly conduct or disturbance.
- ◇ Inability or failure to perform assigned tasks in accordance with recognized standards of performance.
- ◇ Any behavior which might endanger the well-being of clients, effect contributors or damage the agency's public image.

Procedures:

- If an associate is investigated for alleged serious misconduct, the Volunteer Coordinator/Education and Engagement Manager may suspend the volunteer during the course of the investigation.
- A volunteer who receives a written disciplinary warning shall sign the document indicating receipt of the written document and awareness of the action.
- The volunteer shall then receive a copy of the signed disciplinary warning, which will be placed in the volunteer's personnel file.

HEALTH & SAFETY

Policy: Tu Nidito will ensure that measures and safeguards are in place for the storage of and treatment of any dangerous objects or toxic substances on the premises.

Procedures:

- All potentially dangerous objects or toxic substances will be stored in a secure cabinet or enclosure, away from food or other areas that could constitute a hazard to those served.
- A first aid kit shall be kept in the agency and accessible to all personnel but out of reach of children. At least one first aid kit is maintained on the premises and accessible to staff members.

- A list of emergency numbers and poison center numbers will be adhered to the first aid kits.
- Tu Nidito shall notify volunteers, visitors, parents or guardians if there is possibility of exposure to a contagious disease or infestation, and will do so immediately upon discovery of such exposure.
- In addition, the agency shall notify the local health department of all reportable diseases.

ONBOARDING PROCEDURES - VOLUNTEERS

Policy: Tu Nidito is committed to the placement of qualified individuals who can make a positive contribution to the growth and development of Tu Nidito and who can provide quality care to its clients and their families.

Procedures:

- All volunteer applicants must complete a volunteer application
- A 50 state background check will be conducted concerning any criminal history as well as local and state level checks.
- Tu Nidito will follow the requirements of its insurance company when dealing with reported information as well as its own internal policies, guidelines and procedures.
- Following the successful completion of New Volunteer Training, volunteers will be placed on a group night based on the needs of Tu Nidito and taking into account the volunteer's schedule and age-group preference.
- Successful candidate volunteer files shall include:
 - Completed Application
 - Copy of automobile insurance, if applicable
 - Completed background check
 - Training and/or orientation documentation
 - Signed Understanding of Volunteer Policies and Procedures
 - Signed Media Release
 - Signed Confidentiality Statement
 - Interview Forms
 - Evaluations

INCIDENT/ACCIDENT/QUALITY ASSURANCE

Policy: A Quality Assurance Form must be completed on any/all accidents that occur regardless of whether or not the accident was on the property of Tu Nidito or outside of the agency setting, such as while on a community or home visit.

Procedures:

- Volunteers will notify the Volunteer Coordinator/Education and Engagement Manager as soon as is practicable, regarding the details of the Incident/Accident.
- A Quality Assurance Form will be submitted to the Executive Director on the same day of the occurrence, or within 24 hours, by the Volunteer Coordinator/Education and Engagement Manager.
- Quality Assurance Forms will be maintained on the P: drive of Tu Nidito's server.
- Follow-up including resolution will be completed by reporter along with supervisor and/or Executive Director.
- Final reports will be filed in the QA Book located in the Executive Director's office.

INFECTIOUS DISEASE

Policy: Volunteers will be free of infectious/communicable diseases and will notify the Volunteer Coordinator/Education and Engagement Manager and/or Executive Director immediately if they become aware of any exposure to or diagnosis of such a disease.

Procedures:

- Tu Nidito shall notify all parents or legal guardians if their child has been exposed to a contagious disease or infestation immediately upon discovery of exposure.
- Any volunteer exposure to an infectious disease, which is known to be contagious, shall warrant that volunteer to seek medical evaluation for having been exposed.
- Volunteers will not be permitted to return to Tu Nidito without a written physician letter stating clearance of the communicable disease, and permission to be around others without the risk of being contagious.
- All community acquired infections which require a Communicable Disease Report will be reported to the Arizona Department of Health Services.

INFECTION CONTROL

Policy: Tu Nidito will maintain a set of basic infection control standards designed to ensure the protection of all staff members, volunteers and children/families being served.

Procedures:

- Hands will be washed with warm soapy water before and after any physical contact with a child/family member, after touching dirty or potentially contaminated articles (even if gloved), before and after eating and after use of the restroom.

- If for any reason water is not readily available, volunteers should use a no-rinse antibacterial gel or similar product as a means of hand washing. Tu Nidito will make every effort to keep a supply of such products on the agency premises, for staff to use as needed.
- The general rule of, “If it’s wet and it’s not yours, don’t touch it” should always be practiced.
- If a volunteer anticipates any exposure to blood or other body fluids of an ill child, such fluids should be considered potentially infectious and staff should obtain the appropriate personal protective equipment (PPE), whenever available.

LEAVE OF ABSENCES

Policy:

Tu Nidito will attempt to grant leaves of absence when it is mutually beneficial to the volunteer and to Tu Nidito. Such absences would include military leave, medical leave, including maternity leave, personal leave and family leave.

Procedures:

- A leave of absence is a privilege that may be extended to eligible volunteers on an individual basis when a valid or compelling need arises.
- A formal request for leave of absence must be submitted to the Volunteer Coordinator/Education and Engagement Manager.
- Requests for leave extensions must be requested prior to the end of the approved leave or the volunteer will be considered as having voluntarily resigned the job.
- Leaves of absence may not be extended beyond twelve weeks. If longer leave is necessary, consistent communication is mandatory between the Volunteer Coordinator/Education and Engagement Manager and the volunteer with an expected date of return that is reasonable. The Volunteer Coordinator/Education and Engagement Manager is responsible for approving or denying such requests of extra leave beyond this policy.
- If there is no communication after the 12 weeks of leave, the volunteer will be made inactive. Should the volunteer wish to return to active service, a request must be submitted to the Volunteer Coordinator/Education and Engagement Manager, who will determine if additional training is needed prior to re-activation.

MANDATORY REPORTING

Policy: Tu Nidito is a mandated reporter by Arizona State Law to report abuse and neglect of children or abuse/neglect of an incapacitated or vulnerable adult of all ages.

Procedures:

A report of suspected child abuse, neglect, exploitation or abandonment is a responsible attempt to protect a child. Arizona law requires certain persons who suspect that a child has received non-accidental injury or has been neglected to report their concerns to DCS or local law enforcement (ARS §13-3620.A). YOU may be a child's only advocate at the time you report the possibility of abuse or neglect. Children often tell a person with whom they feel safe about abuse or neglect. If a child tells you of such experiences, or you have strong suspicions, act to protect that child by calling the toll free **Arizona Child Abuse Hotline at 1-888-SOS-CHILD (1-888-767-2445)**.

Who must report?

Any person who reasonably believes that a minor is or has been the victim of physical injury, abuse, child abuse, a reportable offense or neglect that appears to have been inflicted on the minor by other than accidental means or that is not explained by the available medical history as being accidental in nature, or who reasonably believes that there has been a denial or deprivation of necessary medical treatment or surgical care or nourishment with the intent to cause or allow the death of an infant who is protected under A.R.S. § 36-2281, shall immediately report or cause reports to be made of this information to a peace officer or to Department of Child Safety in the Department of Economic Security, except if the report concerns a person who does not have care, custody or control of the minor, the report shall be made to a peace officer only.

The actual person or persons who has firsthand knowledge or suspension of any child abuse or neglect either after finding out details of something happening, have a reasonable belief that abuse or neglect has occurred, or notice a significant age difference between partners, must make the reports to the Child Abuse Hotline and/or 911.

What is Child Abuse and Neglect?

When a parent, guardian or custodian inflicts or allows the infliction of physical, sexual or emotional abuse, neglect, exploitation or abandonment.

- Physical abuse includes non-accidental physical injuries such as bruises, broken bones, burns, cuts or other injuries.
- Sexual abuse occurs when sex acts are performed with children. Using children in pornography, prostitution or other types of sexual activity is also sexual abuse.
- Neglect occurs when children are not given necessary care for illness or injury. Neglect also includes leaving young children unsupervised or alone, locked in or out of the house, or without adequate clothing, food, or shelter. Allowing children to live in a very dirty house which could be a health hazard may also be considered neglect.
- Emotional abuse of a child is evidenced by severe anxiety, depression, withdrawal or improper aggressive behavior as diagnosed by a medical doctor or psychologist, and caused by the acts or omissions of the parent or caretaker.
- Exploitation means use of a child by a parent, guardian or custodian for material gain.

- Abandonment means the failure of the parent to provide reasonable support and to maintain regular contact with the child, including providing normal supervision, when such failure is intentional and continues for an indefinite period.

When to report

A report should be made when any person, who reasonably believes that a child under 18 has been abused, neglected, exploited or abandoned immediately or as soon as safely possible 24/7. A report of suspected abuse, neglect, exploitation or abandonment is only a request for an investigation. The person making the report does not need to prove the abuse. Investigation and validation of child abuse reports are the responsibilities of child protective service workers. If additional incidents of abuse occur after the initial report has been made, make another report.

A report can be made to the DCS Statewide Toll-Free Child Abuse Hotline at 1-888-767-2445, (1-888-SOS-CHILD) or law enforcement office. When reporting, the following information if known will be requested:

- name, age, and gender of child and other family members
- address, phone numbers, and/or directions to child's home
- parents' place of employment
- description of suspected abuse or neglect
- current condition of the child

IF THERE IS A CONCERN FOR IMMEDIATE RISK OF ABUSE OR NEGLECT THAT COULD RESULT IN SERIOUS HARM TO A CHILD, CALL 911 AND THE CHILD ABUSE HOTLINE.

If the report concerns an alleged perpetrator who does not have care, custody, or control of the minor, the report shall be made directly to TPD.

Suspected abuse of an adult must be reported to Adult Protective Services (1-877-767-2385) or TPD (911).

Online Reporting Service for Mandated Reporters Non Emergency or No Immediate Danger to Child

Mandated reporters are required by law, as defined by ARS 13-3620, to report all concerns of child abuse or neglect. Department of Child Safety (DCS) provides this secure website for mandated reporters of child abuse and neglect to report non-emergency concerns, as authorized by ARS 13-3620. Non-emergency concerns are those in which a child is not at immediate risk of abuse or neglect that could result in serious harm. This website is only for mandated reporters to report situations that do not require an emergency response. An emergency is a situation where a child faces an immediate risk of abuse or neglect that could result in death or serious harm. <https://dcs.az.gov/report-child-abuse>

A person who violates this section is guilty of a class 1 misdemeanor, except if the failure to report involves a reportable offense, the person is guilty of a class 6 felony. A person acting with malice who either knowingly

and or intentionally makes a false report of child abuse and neglect or who coerces another person to make a false report is guilty of a crime. A person who knowingly and intentionally falsely accuses another of maliciously making a false report of child abuse and neglect is also guilty of a crime.

Any employee or volunteer who makes a report of suspected or actual abuse/neglect must document the incident as soon as is practicable on a QA and/or Incident Report, and in any case within 24 hours. All reports and progress notes are considered the subject of an investigation, and must be submitted to DCS/APS if requested. Therefore, these reports must not be discussed outside of Tu Nidito, or with anyone not directly involved with the incident.

Following investigation, DCS determines if the report is substantiated or unsubstantiated.

When a report is substantiated it means that the information gathered supports a finding of child abuse or neglect. DCS may provide services to the family or refer them to services in the local community. When a report is unsubstantiated it means that the information gathered does not support a finding of child abuse or neglect. DCS may end its involvement with the family unless the family requests additional help. A confidential record of all DCS reports and outcomes is maintained in their computer database.

Reporting Adult Abuse or Neglect

Arizona Adult Protective Services
1-877-SOS-ADULT (1-877-867-2385)

Most of the policies outlines above in the Child Abuse or Neglect apply to Tu Nidito's role in reporting any suspicion of adult abuse, neglect, exploitation or abandonment is a responsible attempt to protect an adult. YOU may be an adult's only advocate at the time you report the possibility of abuse or neglect. Act to protect that adult by calling the toll free **Adult Abuse Hotline at 1-877-867-2385 or 1-877-SOS-ADULT**. Or in non-emergencies on line <https://azdes-daas-online.secure.force.com/APS>.

Arizona Adult Protective Services (APS) is a program within the Division of Aging and Adult Services (DAAS) responsible for investigating allegations of abuse, exploitation and neglect of vulnerable adults. APS may become involved when there is an allegation of self-neglect which is when an adult with physical or mental impairments is unable to meet his or her basic needs (such as obtaining food, shelter, health care, managing finances, etc.) which then impacts the adult's minimum physical health, mental health or general safety.

"Vulnerable adult" means an individual who is eighteen years of age or older and who is unable to protect himself from abuse, neglect or exploitation by others because of a physical or mental impairment. Vulnerable adult includes an incapacitated person as defined in section 14-5101.

A.R.S. §14-5101(3)

"Incapacitated person" means any person who is impaired by reason of mental illness, mental deficiency, mental disorder, physical illness or disability, chronic use of drugs, chronic intoxication or other cause, except

minority, to the extent that he lacks sufficient understanding or capacity to make or communicate responsible decisions concerning his person. In cases of limited guardianship only, a person is not deemed an incapacitated person for purposes of voting if the person files a petition and has a hearing and the judge determines by clear and convincing evidence that the person retains sufficient understanding to exercise the right to vote pursuant to section 14-5304.02.

Adult Abuse or Neglect means:

- (a) Intentional infliction of physical harm.
- (b) Injury caused by negligent acts or omissions.
- (c) Unreasonable confinement.
- (d) Sexual abuse or sexual assault.
- (e) Any person who takes possession of the person of a vulnerable adult, without right or lawful authority.
- (f) Exploitation" means the illegal or improper use of a vulnerable adult or the vulnerable adult's resources for another's profit or advantage.
- (g) Neglect" means the deprivation of food, water, medication, medical services, shelter, supervision, clothing, heating or other services necessary to maintain a vulnerable adult's minimum physical or mental health.

PERSONAL VEHICLE USE

Policy: Volunteers may use their own vehicles in the performance of their work upon the authorization of the Volunteer Coordinator/Education and Engagement Manager and/or Executive Director.

Procedures:

- Volunteers utilizing personal vehicles in fulfillment of Tu Nidito business must agree to a Division of Motor Vehicles records check.
- If driving record indicates more than three moving violations, or more than one chargeable accident in the past 36 months, or one major conviction (DUI, etc.) within past seven years the volunteer/employee will be immediately removed from positions that require driving.
- Volunteers must also submit and provide a current copy of their driver's license and vehicle insurance coverage to the Volunteer Coordinator/Education and Engagement Manager.
- Volunteer may receive a receipt of mileage incurred for volunteer's own personal for use with their taxes, as a donation to Tu Nidito. The volunteer is responsible for filling out an In-Kind form in such cases.

PHONE CALLS TO CLIENTS

Policy: Volunteers are not allowed to give out personal phone numbers to any client/family. It is also strongly discouraged for volunteers to give personal information to referral sources as well.

Procedures:

- Any phone calls made to or returned to a family from a volunteer's personal phone, including cells, should be blocked prior to calling to avoid a family getting your personal number via caller identification.
- To block a call first dial *67 or 1167 if you have a rotary phone. This will block all of your outgoing calls. To unblock dial *82 or 1182 on rotary phones. There is no fee to use this service.

PRESS CONTACTS/INTERVIEWS

Policy: Only authorized Tu Nidito representatives may conduct or participate in any press interviews or make contact therein.

Procedures:

- Volunteers are expected to forego the granting of individual interviews to the press on any subject and must refer all requests for information to the Executive Director.
- In the absence of the Executive Director, press inquiries should be referred to the assigned and Board approved designated staff representative or to the President of the Board of Directors.

RECEIPT OF GIFTS FROM CLIENTS

Policy: Volunteers are expected to refrain from accepting gifts from clients.

Procedures:

- They should be encouraged to make their donations to Tu Nidito and not to individual volunteers.
- If refusal of the gift will create problems with interpersonal relationships and the gift is small and inexpensive in nature (with an estimated cost of \$10 or less), a volunteer may accept the gift graciously.
- If the gift is estimated to be an expensive gift, indicate that you are prohibited from accepting gifts and ask that the donation be made to the agency.
- The volunteer must inform the Volunteer Coordinator/Education and Engagement Manager and Executive Director of any gift that has been accepted, its estimated value and provide a description in writing.

SAFETY

Policy: The safety of Tu Nidito volunteers is of utmost importance and all precautions will be taken.

Procedure:

- Volunteers are not to meet with families in a setting which does not appear to be safe.

- For those volunteers working in evening support groups, practices need to be set up prior to the end of the evening to have a buddy system whereby two can close up at night and walk to the parking lot together.

SAFE WORKING ENVIRONMENT

Policy: Tu Nidito is committed to a safe working environment for its volunteers.

Procedures:

- All volunteers are responsible for assisting management in maintaining a safe working environment.
- If unsafe conditions are noted, please report the condition to a supervisor or the Executive Director immediately and complete a Q/A form, if applicable.

SOCIAL MEDIA

Policy: Tu Nidito views social networking sites, personal websites and weblogs positively and respects the right of volunteers to use them as a medium of self-expression. However, unless otherwise authorized, volunteers may not represent the opinions of Tu Nidito, make any comments or take any positions that may be read as being sponsored or representative of Tu Nidito. This policy applies to all social media/social networking opportunities available currently or in the future, regardless of whether specifically referenced in this policy.

Procedures:

- In addition to the guidelines stated in this policy, volunteers should use their professional judgment and take the most prudent action possible.
- In all instances, associate volunteer should consult with the Volunteer Coordinator/Education and Engagement Manager regarding any questions or uncertainty.
- Volunteers must be respectful and professional in all on-line communication, social media and blogs related to or referencing Tu Nidito, its clients, volunteers, donors and/or other employees.
- Volunteers must protect the privacy of Tu Nidito's clients, volunteers, donors and/or employees.
- Volunteers must not use or display obscenities, profanity or vulgar language online.
- Volunteers must not use social media to disparage Tu Nidito, clients, volunteers, donors, other employees, vendors or referral sources.
- Volunteers must not use social media or social networking to harass, bully, or intimidate other employees, volunteers or clients. Behaviors that constitute harassment and bullying include, but are not limited to, comments that are derogatory with respect to race, religion, gender, sexual orientation, age or disability; sexually suggestive, humiliating or demeaning comments; and threats to stalk, haze or physically injure another employee or a volunteer, donor or client.

- Volunteers must not use social media or social networking to violate any of Tu Nidito's policies, including but not limited to its confidentiality policy and its proprietary data policy.
- Volunteers must not use social media or social networking to display or discuss engaging in conduct that is prohibited by Tu Nidito policies including, but not limited to, illegal drug use, sexually explicit behavior, harassment and bullying.
- Volunteers must not post inappropriate pictures of themselves, other volunteers, clients or staff members online, including but not limited to any photos that violate Tu Nidito policies.
- Volunteers may not post comments that harm or could harm the reputation of Tu Nidito.
- Volunteers may not allow any use of social media or social networking to interfere with work commitments.
- Tu Nidito logos and marks may not be used without written consent from Tu Nidito's Executive Director.
- A volunteer found in violation of any portion of this policy, and the contents covered herein, will be subject to disciplinary action, up to and including immediate termination of volunteer assignment, in the sole discretion of Tu Nidito's Executive Director.

SMOKING

Policy: Tu Nidito is a smoke-free workplace.

Procedures:

- Smoking is not allowed in the Tu Nidito Administrative offices or client/family homes.
- Smoking may be conducted in the outdoors at least 20 feet from entrances/exits.
- Courtesy should always be exercised.

SUICIDE ASSESSMENT AND PROCEDURES

Policy: All Tu Nidito employees and volunteers will be knowledgeable about the resources and safe procedures for dealing with a client, family or caller who is talking about completing suicide.

Procedures:

If you are physically with a person who is actively suicidal, assess the severity of the situation, including the person's access to a means of suicide, and inform your group coordinator who will decipher if you need to contact 911. *Do not leave the person alone and practice de-escalation techniques such as remaining calm, acting politely, showing confidence not fear, speaking slowly, softly and clearly, paraphrasing what you are hearing, and staying aware that your non-verbal behavior is consistent with your verbal message.*

USING PERSONAL PROPERTY

Policy: Unless specifically required by Tu Nidito, any use of personal property during a volunteer assignment is at the volunteer's own risk. Tu Nidito is not responsible for loss or damage to personal property.

VOLUNTEER RECORDS

Policy: Tu Nidito maintains an individual personnel file on each volunteer. Personnel records are confidential and access is restricted to the Volunteer Coordinator/Education and Engagement Manager, Executive Director. In the event of litigation, or for legally authorized Federal/State Agency examination, personnel information and files may be subjected to review. Personnel files are considered the property of Tu Nidito.

Procedures:

- A volunteer wishing to review his/her personnel file may do so by requesting the review from the Volunteer Coordinator/Education and Engagement Manager.
- Personnel files may only be reviewed in the presence of the individual responsible for keeping personnel records or the Executive Director.

WEAPON FREE WORKPLACE

Policy: No weapons of any kind shall be allowed at Tu Nidito, except for uniformed or plains-clothed law enforcement officers who are conducting official business. No employee shall possess a weapon while conducting Tu Nidito business.

Procedure:

Tu Nidito reserves the right to search all packages, containers, briefcases, purses, desks, enclosures and persons entering its property, for the purpose of determining whether any weapon is being, or has been, brought onto its property or premises in violation of this policy.

Any employee in violation of this policy will be subject to immediate disciplinary action, up to and including termination.

WHISTLEBLOWER

Policy: Tu Nidito is committed to operating in furtherance of its tax-exempt purposes and in compliance with all applicable laws, rules and regulations, including those concerning accounting and auditing, and prohibits fraudulent practices by any of its board members, officers, employees or volunteers. Any person who reasonably believes there has been a violation of a law, or regulation or fraudulent accounting or other practices have a duty to report. This policy applies to any matter which is related to Tu Nidito's business and does not relate to private acts of an individual not connected to the business of Tu Nidito.

Procedures:

- If any Tu Nidito associate reasonably believes that some policy, practice, or activity of Tu Nidito is in violation of law, a written complaint may be filed with the Executive Director.
- If the Executive Director is considered a part of the violation, it may be filed with the President of the Board of Directors or other such officer.
- All reports will be followed up on promptly, and an investigation will be conducted.
- In conducting its investigations, Tu Nidito will strive to keep the identity of the complaining individual as confidential as possible, while conducting an adequate review and investigation.
- An associate is protected from retaliation only if the associate brings the alleged unlawful activity, policy or practice to the attention of Tu Nidito and provides Tu Nidito with a reasonable opportunity to investigate and correct the alleged unlawful activity.
- Tu Nidito will not retaliate against an associate who, in good faith, have made a protest or raised a complaint against some practice, another individual, or an entity with which Tu Nidito has a business relationship, on the basis of a reasonable belief that the practice is in violation of law or a clear mandate of public policy.
- Tu Nidito will not retaliate against an associate who discloses or threatens to disclose to a supervisor or a public body any activity, policy or practice of Tu Nidito that the employee or volunteer reasonably believes is in violation of a law, rule, or regulation mandated pursuant to law or is in violation of clear mandates of public policy concerning health, safety, welfare, or protection of the environment.

ADDENDUM A

Policy: Non Direct Care Volunteers will be background checked as follows:

Procedure:

- ♥ Event Cashiers – Will receive a full background check before participation and once every three & five years while active
- ♥ Setup; Breakdown; Registration; Outreach – Will receive the basic annual background check before participation and once every three & five years while active
- ♥ Board Members – Will not be background checked.
- ♥ Office Volunteers - Will receive a full background check before being active and once every three & five years while active
- ♥ Community Service Volunteers – Will not be background checked. They will present a valid ID and documentation showing hours needing to volunteer.
- ♥ NCL; Assist Teens; Other groups; etc – Will not be background checked.

- ♥ All other roles will be at the discretion of the Administrative Director and/or Executive Director as new roles are provided. This list will be updated as new roles are added.