



# Volunteer Packet

July 2015



## Community Volunteer Description

Volunteers are expected to demonstrate a working knowledge of Kyle's Korner Volunteer Facilitator Manual.

A group facilitator participates in a childrens' or parents' group. There is no formal counseling or therapy as a part of these groups. Staff and facilitators support each other. The facilitators and participants share, teach, and learn about how to cope their grief and begin to rebuild their identity and life.

There will be a half hour pre-meeting immediately before each group session and a debriefing post-meeting immediately after. The meeting time for evening groups is usually 5:30-8:30 p.m.

Facilitators of both childrens' and parents' groups will be responsible to their respective group.

Volunteers are to respect that what is said in a support group stays in confidence except in cases of suicide ideation, child abuse as defined by Wisconsin State Statute, or chemical dependency on the part of a child or adolescent.

Volunteer facilitators must report any suspicion of suicidal ideation, child abuse as defined by Wisconsin State Statute or threats to harm others directly to the Program Director or Assistant Program Director before the post meeting.

Volunteers and staff are expected to respect that their relationship with participants as a helping relationship. The establishment of personal relationships or interactions with family participants may interfere with the healing process which is the mission of Kyle's Korner. Volunteers and staff are not to establish personal relationships with participants during or after program services.

### Duties

- Identify safe behaviors and restrict unsafe ones
- Enforce rules
- Note and discuss individual children's needs
- Hold to time limits

## General Guidelines

- 1) All material brought by a facilitator to share with the group must be reviewed by the Director of Program and Services ahead of time, including tapes and handouts.
- 2) What takes place in the children's and teen's room is confidential. It is important for the children's facilitators to interact regularly with parents for the purpose of building trust. Generalized statements about the child's progress are appropriate between a facilitator and a parent. For example: "Jacob is doing well. He has made some important strides. He is expressing himself more and more." Or "Jacob seems stuck. Is there anything you could share with me to assist him in any way?"
- 3) If parents have questions with regard to the progress of their children or the activities in the children's group, facilitators should encourage them to check in with the Director of Program and Services.
- 4) Confidentiality must be observed with regard to any and all information disclosed by participants and facilitators in meetings, pre-meeting and post-meetings. Discretion must be used so the meeting can remain safe for the telling of personal truths.
- 5) The Director of Program and Services is available to address the parent's meeting about what takes place in the children's group (using general terms).
- 6) Facilitators should log the time spent at Kyle's Korner on the in-kind-volunteer sheets.
- 7) Facilitators may not contact a participating family by phone.
- 8) Children and children facilitators must straighten the upstairs rooms prior to closing.
- 9) A facilitator or Parent needs to be with any child(ren) who leave the house.

## Volunteer Placement Process

Prior to placement as a volunteer facilitator, applicants will:

- Be interviewed to determine their appropriateness and any special needs before granting approval for placement
- Authorize a criminal background check
- Agree to maintain consistency with children and families by regular attendance at group meetings for a time deemed by placement.
- Have a working knowledge base of the Kyle's Korner Facilitator Manual

The Director of Program and Services will determine the need for facilitators in each group and will complete a facilitator request form for the trainer. Facilitator/participant ratios will be maintained as follows: 1-2 for 3-5 yr olds, 1-3 for 6-12 yr olds, 1-5 for teens and 1-2 for adult groups.

Upon approval, a volunteer will be placed in a group by the trainer according to the needs of Kyle's Korner and the volunteer's availability. The start date will be set based on each group's needs. A Group Placement form is completed by the trainer and forwarded along with the volunteer's file to the Director of Program and Services.

A file will be compiled for each volunteer facilitator by the Trainer and kept confidentially secure in the locked volunteer central file by the Director of Program and Services.

The file will include:

- Application form
- Authorization for Criminal Background Check
- Commitment Agreement form

The Director of Program and Services updates the volunteer facilitator roster for each group and group activity.

## **Required Training: Working with Loss Through a Death**

The overall goal of the facilitator training is to teach people how to help children and adults process their feelings of grief. The training is open to all interested persons who are considering volunteering at Kyle's Korner. Upon completion those who apply to become a volunteer facilitator will be evaluated as to their readiness and appropriate

Facilitator training is structured to:

- Provide an intellectual understanding of the grief process experience by children and adults
- Provide an understanding of the grief support for children
- Offer practical skills for working as a grief support person
- Provide an opportunity to explore personal beliefs about the dying process
- Provide an opportunity to experience facilitation in a support group
- Provide a handbook of tools for facilitators

**Instruction is for approximately 8 hours. There are two training sessions per year.**

## My Personal Contract with Kyle's Korner

At Kyle's Korner, we promise to do everything we can to provide a safe, nurturing place for grieving children, teens and their families. The purpose of the contract is to make sure that you have been given the principles, guidelines and expectations of Kyle's Korner and that you commit to following them to the best of your ability.

1. I promise to keep what is said at Kyle's Korner private and confidential.
2. I will have consistent attendance.
3. I understand that if I do not want to participate in an activity or discussion, that I can use the "I pass" rule.
4. I agree to be present and to participate in the volunteer check in and checkout sessions.
5. I promise to respect differences and to show acceptance in my presence, listening and building conversations between children, teens and adults.
6. If I see child, teen, or adult break a rule, I will remain non-judgmental while respectfully reminding them about the rule and will thank them for following the rule.
7. I will remain aware of appropriate physical and verbal boundaries between myself and others.
8. I will immediately inform the Program Director of any concerns that I may have about a child, teen or family member's safety.
9. I will not have contact with any family participant outside of Kyle's Korner and I will not provide transportation for any family member while I am volunteering.
10. I will not participate in any purchases, rentals or personal favors with families or other volunteers at Kyle's Korner.
11. I understand that Kyle's Korner will not give out confidential information about volunteers including their mailing address, phone numbers or e-mail address. Volunteers may agree to provide their own information with other volunteers if they so choose. Otherwise all communication are processed through the center's mailbox system or forwarded to the Program Director.
12. I understand that I am encouraged to provide on-going feedback about Kyle's Korner programs and my involvement in order to assist continual quality assurance and improvement.
13. I understand that my volunteer service may not be continued if I am no longer considered a volunteer match for Kyle's Korner.
14. I will aspire to giving a two weeks' notice if I find that I can no longer volunteer at Kyle's Korner and will follow the termination policy with our grieving families.

**Volunteer Signature:**

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**Program Director Signature:**

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## Authorization and Release Form

The undersigned hereby authorizes Kyle's Korner, Inc., to obtain criminal records about me from any source. I also authorize Kyle's Korner, Inc., to provide such records to third parties for the purpose of evaluating my application for acceptance into a volunteer position. Such third parties and the Board of Directors of Kyle's Korner, Inc., its agents, employees, and officers are hereby released of any liability that may arise from the disclosure of such information.

I have read and understand the above authorization and release.

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Signature of Volunteer Applicant

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Date:

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Print Name