



VOLUNTEER HANDBOOK



ABOUT LANDMARKS FOR FAMILIES

Our **Mission** is to cultivate thriving children and families.

Our **Vision** is that all children will have loving and stable families and a nurturing community empowering them to lead successful lives.

Founded in 1790, Landmarks for Families is an important part of Charleston's historic and cultural heritage, a direct descendant of the Charleston Orphan House, America's first publicly funded orphanage.

Today, Landmarks for Families provides programs reaching over 900 youth and their families locally each year. We care for young people who are victims of physical and sexual abuse, neglect, and abandonment, as well as provide resources and support to area families at risk of having their children removed from their homes.



North Charleston Campus
5055 Lackawanna Blvd
North Charleston, SC 29405



Moncks Corner Campus
5055 Lackawanna Blvd
North Charleston, SC 29405



VOLUNTEER OPPORTUNITIES

Volunteer service at Landmarks for Families includes a broad range of areas. Opportunities focus on building healthy relationships with children, creating a strong foundation for our programs, and grounds and campus facility needs. All volunteer opportunities are available to groups or individuals. We welcome groups or individuals for reoccurring or one-time service.

All volunteers must complete the following tasks before being able to volunteer at Landmarks for Families:

- ✓ Submit Volunteer Application
- ✓ Sign the Confidentiality Form

If working directly with youth, volunteers will be asked to have their driver's license scanned upon arrival for a background check.

Store House - Our Store House at our North Charleston campus is where we store toys, games, clothes, hygiene products, etc. for our residents as well as our community families. Volunteers can come in during a scheduled time to assist with organizing and sorting donation inventory and making sure the space is clean and tidy.

Facilities Maintenance - Facilities Maintenance volunteers can serve on either of our campuses during a scheduled time and will assist with necessary maintenance, clean-up, or beautification.

Special Event - Special Event volunteers can come in to assist with or organize an event on either of our campuses for our residents. Special Event volunteers can also help out at some of our annual fundraising events.

Afterschool - Afterschool volunteers serve during our afterschool program hours (typically 5:30-6:30 pm), Monday-Friday. Groups or individuals can come and interact with Landmarks for Families residents by providing skills demonstrations, life skills seminars, career-building classes, etc. ***MUST BE 25 OR OLDER.***

Saturday School - This opportunity is for groups or individuals interested in hosting a hands-on workshop surrounding a particular skill or project. The workshops occur within the window of 10 am to 2 pm on Saturdays. ***MUST BE 25 OR OLDER.***

Guest Speaker Fridays - The guest speaker series takes place every Friday evening on the Moncks Corner campus. We are looking for motivating individuals with a story to share. Whether that be sharing your experiences in your field, career inspiration, a panel discussion, hosting a Q&A, or motivational speaking. Our youth would love to hear from you in a way that inspires and energizes them to dream big for their own future. ***MUST BE 25 OR OLDER.***



VOLUNTEER CONDUCT

All volunteers and visitors must schedule volunteer activities in advance. Please make sure you have arranged your volunteer opportunity with our office and have confirmed the time and location.

All visitors should touch base with their point person to confirm where to check in for their volunteer activity on their specified campus. It is important that all volunteers check in with their point person, especially large groups, so we are aware of everyone on our campus.

Please remember that Landmarks for Families is home to our residents. Do not wander the campus, go into any buildings that are not part of your volunteer task plan, or disrupt the daily activities of our staff and residents. ***Additionally, visitors are not allowed to photograph youth.***

We require all visitors to adhere to conduct standards to ensure the safety and privacy of all our residents. Landmarks for Families reserves the right to revoke campus access at any time.



VOLUNTEER POLICIES

Media Recordings

Prior to any media recording activity, staff will obtain an updated "non-consent" list of children/youth. Volunteers may not take or share photographs of youth. Your point person will notify you of all public relations activities that may take place on campus.

Ethical Conduct

No volunteer should receive preferential treatment with regard to the receipt of agency services. No volunteer should receive payment from another provider of services for referring children/youth or applicants from Landmarks for Families to that provider of services.

Nepotism

Relatives of employees may serve as volunteers as long as the employee is not the immediate supervisor of the volunteer activity that the relative is taking part in.

Volunteer Recruitment / Records

The Development Department and Human Resources are responsible for maintaining and ensuring the privacy of volunteer records and personal information. Additionally, Development is responsible for ensuring that all volunteers have completed all the necessary forms and processes to fulfill their volunteer activity.

Development is responsible to inform any potential volunteer immediately if the screening/application process reveals that the applicant is not suitable for placement at Landmarks for Families. The contact person for each volunteer activity is responsible for any training, supervision, or guidance, a volunteer may need. Additionally, they are responsible for reporting any issues the volunteer is facing to Development.

Smoking/Alcohol/ Illegal Substances on CYDC Property

Tobacco products, alcohol, and other illegal substances are strictly prohibited on Landmarks for Families' campus. Additionally, tee-shirts, baseball caps, or other clothes that have references or imagery of tobacco alcohol, and other illegal substances are prohibited from the campus.

Volunteer Weapons Policy

Landmarks for Families is a weapons-free campus. No volunteer is allowed to bring a concealed weapon on campus, or into any of the buildings on campus. This includes firearms, knives with blades over 2 inches, pipes, poles, bludgeoning weapons, or any item that could be used as a weapon.



Medical and Fire Emergency Policy

A medical emergency includes any serious injury or Instructors/Staff illness that requires immediate medical attention. If a major medical emergency/illness occurs with any child/youth, instructor, or visitor:

1. Call 911 to bring emergency assistance to 5055 Lackawanna Blvd. N. Charleston, SC
2. An instructor will stay with the injured party until help arrives
3. Do not move the injured party unless necessary for their safety
4. Remove any potential threats or hazards from the area
5. Have someone alert the main office and wait for and guide emergency personnel to the accident site
6. Provide first aid until help arrives if you have appropriate training and equipment and it is safe to do so
7. Stay out of the way unless assistance is requested once help arrives

If a minor injury/illness occurs with any child/youth, employee, or visitor:

1. Assess the need for medical attention. If immediate medical attention or medical transport is required, then follow the procedures outlined above
2. Authorized instructors will perform first aid that they are trained to provide using first aid kits located throughout the lab
3. Staff will create necessary reports and documentation

In case of a fire:

1. Activate the fire alarm and/or follow the procedure for reporting an emergency as described above. All persons shall immediately evacuate the fire area
2. Employees and children/youth may use fire extinguishers on small fires. Basic training in Instructors/Staff the use of fire extinguishers shall be held periodically
3. In the event of a fire alarm, employees and all children/youth shall proceed to a parking lot location designated as a "Safe Assembly Area" and await further instructions