



HUGS AND KISSES CENTER POLICIES AND PROCEDURES

To insure the safety of our volunteers, the integrity of our organization, and to enable our staff to prepare projects for volunteers at the Center, we've instituted procedures for parents and their volunteer students follow.

Parents – We hope you understand that our need for policies and procedures is for the protection of your child and for the integrity of our charity. We've patterned our policies to reflect those of the typical school environment. The volunteers are accumulating community service hours as part of the requirement for graduation and many scholarship opportunities. Recommendations from Hugs and Kisses, Inc. may be essential for a scholarship opportunity/application. We take this responsibility very seriously. We expect that parents and volunteers take this opportunity seriously as well.

Hugs and Kisses, Inc. promotes a safe and respectful environment for all student- and adult-volunteers. We welcome volunteers as young as 7-years-old. For this reason, we enforce that all public discussion and actions be appropriate for this age level.

We value and believe in all of our volunteers. In addition, we support a conflict-free work environment. If a conflict arises between individuals, we may exercise the right to ask all individuals involved to seek community service elsewhere. If we feel a conflict can be resolved, we may elect to require coaching in an effort to resolve the issue and retain the volunteer(s).

Volunteers and parents who fail to comply with the stated Center Policies and Procedures, may compromise their opportunity to participate in our fund raising events, as well as risk losing their volunteer position within the Hugs and Kisses organization.

SCHEDULING:

All Elementary School Students MUST BE ACCOMPANIED BY AN ADULT – AT NO TIME will an elementary student be permitted to volunteer at The Center without being accompanied by a parent or responsible adult who accepts full responsibility for that student(s). **NO EXCEPTIONS.**

High School and Middle School Students may volunteer at The Center unaccompanied by a parent or adult at the discretion of the Center Director.

Volunteers must schedule their time at least 48 hours prior to the date of service. All middle school students must be signed-in and signed-out by their parent or adult driver. **NO EXCEPTIONS.**

Student Volunteers may stay for a maximum of three (3) hours. Pick-up arrangements and time should be established prior to drop-off. If a parent is not on time to pick up their minor child, they must call to notify The Center. If a student is picked up after closing time more than twice, that volunteer will no longer be eligible to continue as a Hugs and Kisses volunteer.

New Volunteers - New volunteers and at least one parent must attend orientation prior to scheduling their first volunteer opportunity. Parents and students must sign that they have read, understood and agree to abide by the Hugs and Kisses, Inc. Policies and Procedures.

Special events requiring a longer stay must be approved by Hugs and Kisses in advance of the event.

ATTENDANCE/LEAVING THE CENTER:

All volunteers must sign-in upon coming to the Center and sign-out when they leave. If a student wants to take a break or go for lunch, they must sign out. Hugs and Kisses, Inc will not be responsible for students once they leave the building. Parents must provide written approval for their child to leave the premises. Without written approval, no student will be permitted to leave until the established pick up time.

ILLNESS:

Cancer patients whose immune systems are weakened by chemo-therapy visit unannounced. It is therefore critical that no one - child nor adult - come to the center if they have a contagious illness (this includes a common cold). **NO EXCEPTIONS.**

TELEPHONE USAGE – CELL AND LANDLINE:

Hugs and Kisses, Inc. will not tolerate inappropriate texts or anyone being disrespectful of another person’s property and privacy. We request all cell phones be placed in a locker during community service hours. We provide locks for the lockers so that all items placed in the locker can be secured.

If a parent needs to reach their child for an emergency, they may call the Hugs and Kisses, Inc. land line at 561-819-9471.

The Hugs and Kisses, Inc. land line may not be used for personal phone calls. If a student needs to call their parent, they must obtain permission before using the telephone. Any abuse of the land line will result in dismissal for the day. Three infractions may result in losing your volunteer position within Hugs and Kisses, Inc.

ELECTRONIC COMMUNICATION:

Hugs and Kisses, Inc. embraces and values social media as a viable method of increasing awareness of our organization. Our volunteers who use social media are required to use them appropriately. Our staff visits and includes our volunteers’ social media profiles when evaluating their candidacy. As a volunteer, you represent Hugs and Kisses, Inc. and are required to maintain a positive image in social media.

Volunteers may select projects requiring computer use. However, computer use is strictly for Hugs and Kisses, Inc only. If a volunteer is assigned a task to do on the computer, it is expected that time will be used to do only the work requested. If this work requires viral marketing via social media or any other electronic means of communication, volunteers must perform only the assigned task. If volunteers use the computer for accounting or marketing purposes, it will also be expected of them to remain focused on these projects. Violations will not be tolerated and anyone breaking this rule will be eliminated from computer-based projects.

VIOLENCE/THREATS/PROFANITY:

Hugs and Kisses, Inc. has a zero tolerance policy for profanity, vulgarity, bullying violent threats, or any display of hurtful words or behavior for other volunteers, students, teachers, parents, guests. Profanity, vulgarity, bullying or violent threats on any form of social media, email or any other means of electronic communication at ANY time (on or off premises) will not be tolerated. Anyone violating this rule will be asked not to return. We may be obligated to inform parents as well as all other appropriate authorities.

DRESS CODE:

Dress code is CASUAL. No revealing clothing is permitted. Name tags required.

FOOD/DRINKS:

No food or drinks are permitted near the computer or any other piece of equipment.

Hugs and Kisses, Inc. does not spend donated funds on food or drinks for public consumption. Please be sure your child is fed and hydrated prior to volunteering at The Center. Volunteers are welcome to use our refrigerator. It is expected that all volunteers respect the belongings (food or otherwise) of others. If this request is not taken seriously, the student will be asked not to return.

I have read and agree to abide by the Policies and Procedures of Hugs and Kisses, Inc. on this _____ day of _____, 2010.

Print Student’s Name

Student’s Signature

Print Parent’s Name

Parent’s Signature