

# Guidelines for Volunteers

## Prior to Volunteering

1. All volunteers must have completed the Volunteer Application Packet in full. A security check must be successfully completed for all volunteers prior to working with residents.
2. Scheduled appointments should be kept, and promptness is a necessity due to the highly structured environment of the facility. Aim to get here early so that you can sign in, get through security and get back to the programming area to set up so you are ready to go as soon as the group arrives. If you are unable to come or will be late for any reason, please call (717) 299-7821 and let a Detention or Shelter Supervisor know why.
3. You must maintain a neat appearance. Dress relatively conservatively, but neatly. Very often, your physical appearance will help establish a good working relationship with the residents. Shorts, not above mid-thigh, are permitted during the summer months. Short shorts, see-through apparel, tank shirts, halter-tops, and tee shirts with inappropriate writings or logos are not permitted. Closed toe shoes must also be worn- no open toed sandals.
4. Do not bring anything into the institution for a resident, no matter how harmless or trivial it may seem at the time. Many things appear harmless, but could also be considered as contraband for a particular reason. Contraband means anything that residents should not have, such as food, chewing gum, candy, cell phones, etc. If in doubt, ASK. It is advisable for you to adopt a policy of saying 'NO' to any request such as this. Items such as cigarettes, magazines, newspapers, books, etc. are NOT permitted to be brought into the facility by you. Mail may not be taken out of or brought into the facility for any resident.
5. **INDIVIDUALS AND THEIR PROPERTY MAY BE SUBJECT TO SEARCH UPON ENTERING AND/OR LEAVING THE FACILITY, AS WELL AS WITHIN THE FACILITY.** Refusal to submit to this search will result in an immediate termination of the visit, as well as jeopardize future access to the institution.
6. ALL individuals working with residents may be subjected to legal implications. Illegal acts, such as bringing in contraband, may result in criminal charges. All individuals are open to potential civil lawsuits, as well.
7. ALL VOLUNTEERS are responsible for signing in and out at the Security Desk, located at the right side of the lobby.
8. If a child is under the age of eighteen they must have a signature from a parent or legal guardian in order to enter our facility. All children under the age of thirteen or those who have been detained here before are prohibited from entering our facility unless otherwise approved by an administrator.
9. No individual will be allowed access to the institution if he or she appears to be under the influence of any drug or alcoholic beverages.
10. All keys, purses, wallets, cameras, personal items, and money etc., are not permitted within the facility, and may be secured in lockers provided in the lobby area. The Youth Intervention Center assumes no liability for any personal property. However, it is strongly urged that all visitors come to the Center with only the minimum amount of items. **ANY ITEMS LEFT IN THE YOUTH INTERVENTION CENTER LOCKERS, ON THE COAT RACKS, OR ELSEWHERE ARE LEFT AT THE VISITOR'S OWN RISK.**
11. When coming in to conduct a program, bring only the necessities; i.e. Bible, a plastic pen, paper, etc. (*example: when bringing in a guitar, it may be in a case, but no extra strings*). If giving handouts, DO NOT use paper clips or staples. Musical instruments, food and beverage and other accessories of this nature must be pre-approved by the Program Coordinator or Chaplain before admittance.

## While Volunteering

ALL VISITORS ARE REQUIRED TO FOLLOW ALL DIRECTIONS AND REQUESTS OF THE LANCASTER COUNTY YOUTH INTERVENTION CENTER STAFF WHILE ON THE YOUTH INTERVENTION CENTER PROPERTY. Failure to do so may result in a termination of visiting privileges and/or more serious consequences. This regulation is to be strictly observed, as it exists for the orderly operation of the facility and the safety of all visitors, residents, and staff.

1. When being escorted to and from the designated program area, stay close to your escort, stay together as a group, do not wander around. Stay alert to what is happening around you.
2. Schedules must be adhered to, both beginning and ending times. PROMPTNESS IS A NECESSITY. If a service starts late, regardless of the reason, does not mean it can run later than the time scheduled (*Detention Only*).
3. The Supervisor On-Duty is responsible for the facility and you are expected to abide by his or her decisions. You may discuss issues with higher authorities later. Do not argue in front of the residents.
4. Do not do anything that would compromise the security of the facility. Any unusual situation or information received or overheard, which could threaten the security of the facility or may constitute danger to the residents or staff members, must be reported immediately.
5. No resident is permitted in any office or classroom unsupervised.
6. Role model appropriate behavior through your words and actions.
7. Do not assume everything a resident tells you is true. Occasionally residents will attempt to manipulate you into a compromising situation.
8. All information concerning the affairs of the facility and residents is confidential and can be released only by the Supervisory or Administrative Staff. Do not discuss the resident's charges, etc., with anyone outside of the institution.
9. Keep personal information to yourself. It is in your best interest not to share home addresses, phone numbers, etc., with residents.
10. All church programs must complete a Church Service Evaluation Form prior to leaving the facility. These forms are located at the Main Lobby Security desk.

## Leaving the Facility

1. DO NOT TAKE ANYTHING OUT OF THE FACILITY FOR RESIDENTS, no matter how trivial or innocent it may seem at the time. For instance, letters must be mailed from the facility, not from outside of the facility.
2. REMEMBER: A visitation is a privilege, not a right, and may be revoked when the privilege is abused. The residents look forward to your visits. Do not disappoint them by acting in a foolish manner, whereby your visiting privileges may be revoked.