



VOLUNTEER OR VISITOR CONFIDENTIALITY AND BEHAVIOR AGREEMENT

NAME: _____

ADDRESS: _____

HOME PHONE: _____

CELL PHONE: _____

EMAIL: _____

BIRTHDATE: _____ ARE YOU OVER AGE 18? YES NO
MONTH DAY YEAR

Thank you for your willingness to volunteer for Ouachita Children’s Center (OCC). The privacy and well-being of OCC clients and their families is our top priority. In order to ensure this priority, we have adopted the following policies and procedures. Please initial each one to indicate you agree to abide by these guidelines and then sign the agreement between you, as a volunteer, and OCC.

Initial Here

- Volunteers must be age 18 or older. Volunteers may not bring their minor children with them during times when they are volunteering. If volunteers have adult children accompanying them, those adult children must also complete this agreement for themselves.
- Volunteer groups should submit a detailed itinerary/plan of events for visits to the Volunteer Coordinator and/or Residential Services Director at least one week prior to the day of the scheduled visit.
- Volunteer groups must submit a list of participants in their group prior to the visit and each group member must submit a signed copy of this agreement.
- On the day of a scheduled visit, volunteers are to enter the building through the main front door and sign in on the Volunteer Sign-In Sheet.
- OCC is not responsible for the personal property of volunteers or visitors. Volunteers are encourage to have their personal belongings secure at all times while with OCC clients.
- Absolutely NO photography/recording of OCC clients is permitted. Only photos taken and approved by OCC will be released to volunteers for a specified use.
- Absolutely NO photographs/recordings of OCC clients are allowed to be uploaded or posted to the Internet, websites, or social media (i.e. Facebook, Twitter, Instagram, Snapchat, etc.), or transmitted via any electronic/digital method without prior approval from either OCC Case Manager or Management Staff.
- Volunteers are not permitted to purchase items or gifts, run errands, communicate with those outside of OCC on their behalf, or do favors for clients unless they have received prior, written approval from an OCC Case Manager or Management Staff.



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- Volunteers agree to speak with OCC staff supervisor or other staff if any interaction, conversation, and/or behavior with OCC client raises concerns.
- Volunteers agree to NOT initiate contact with OCC clients outside of their scheduled volunteering visits.
- Depending on the activities or type and length of involvement with OCC, volunteer may be required to undergo criminal and child maltreatment background checks.
- During the course of your time spent as a volunteer at OCC, you will most likely come in contact with OCC clients, or may learn/have access to information concerning a client's situation or personal affairs. You agree to keep this information strictly confidential and will not discuss such information with other clients, visitors, family, or friends.
- You agree to not disclose any client's information to anyone outside OCC unless you have a signed Release of Information to do so by the client and their legal guardian/parent.
- It is extremely important to respect every OCC client's physical and personal space. To protect the safety of OCC clients and protect OCC volunteers from any legal liability, you agree to refrain from unsolicited hugging, any inappropriate and non-consensual physical contact, or touching of clients.
- Under no circumstances will you be left alone with OCC clients, nor will you go into their rooms or bathroom without prior approval by OCC staff.
- You agree to refrain from sharing or disclosing personal or intimate information about myself, my family, and my friends with OCC clients.
- Because this is a state contracted agency, you agree to respect each client's personal beliefs and practices at all times. At OCC, you agree to express your values and beliefs through your positive behavior, rather than through words, literature, evangelizing, or preaching.
- You agree to keep all client information confidential. You agree to not use or disclose any client information you might come across to any person except those directly necessary to the performance of your duties and responsibilities.
- If you are not sure whether information is confidential, you will ask the OCC staff on duty for clarification.
- You acknowledge the necessity to exhibit appropriate behavior and respectful interactions with all clients, staff, and volunteers.
- You agree not to contradict staff instructions and interactions with clients in front of the clients. Should you conclude that staff are not behaving professionally or appropriately, contact that staff's supervisor, case manager, or OCC's Executive Director.
- You understand that failure to maintain confidentiality and demonstrate respectful behavior may result in termination of your volunteer status and service at OCC, possible civil penalties (fines) and/or criminal investigation and penalties provided for by law.

By signing below, you indicate you have read the above information and agree to comply with all of these policies and guidelines.

SIGNATURE: _____ DATE: _____



COMMITMENT • INTEGRITY • ACHIEVEMENT

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Our Community, Our Children



ADDITIONAL INFORMATION:

WHAT SPECIFIC SKILLS OR TALENTS ARE YOU INTERESTED IN SHARING WITH OCC CLIENTS AND STAFF?

WHAT DO YOU HOPE TO CONTRIBUTE AS AN OCC VOLUNTEER?

WHAT DO YOU HOPE TO GAIN FROM BEING AN OCC VOLUNTEER?

IS THERE ANYTHING ELSE YOU WANT TO SHARE?



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