



Sardis
Doorway

Information for Volunteers 2018-2019

Walking with high risk mothers and their young children
Towards health and self-reliance

COORDINATORS OF DOORWAY

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Mission Statement:

Sardis Doorway: where volunteers work together to support single, high risk and vulnerable mothers and their preschool children as an expression of God's love.

Vision Statement:

The vision of Sardis Doorway for Mothers & Children Society is ~

That every child who attends Doorway has the support and resources they need to reach their full developmental potential

That every parent who attends Doorway has the support and resources they need as they obtain health and self reliance

That every volunteer who volunteers at Doorway knows that they are valued for the person they are as well as the work they do

That everyone who is connected with Doorway ~ as a participant, volunteer or contributor will know their God-given worth and recognize the gifts they can contribute to their community

Guiding Principles:

1. **Strengthening** the vulnerable is a response to the life and teachings of Jesus Christ
2. **Valuing** each person's God-given worth, we recognize the gifts each can contribute to the Community. We recognize that all people have worth, strengths and gifts and have the right to be treated with dignity.
3. **Providing** a safe place to experience care and community is essential for effective nurture and support
4. **Supporting** families is done in a holistic manner: physical, emotional, intellectual and spiritual
5. **Empowering** people through the development of the whole person is Biblical, with positive outcomes for the individual and the broad group
6. **Volunteering** is an integral part of Doorway
7. **Linking** with churches and agencies is the community strengthens Doorway and contributes to the health of the participants.

We believe that the work of Sardis Doorway for Mothers & Children Society must be relevant to the community and the needs of families

The work of **Sardis Doorway for Mothers & Children Society** is *an extension to the work of the local church as a response to the life and teachings of Jesus Christ*

While it is not expected that all who are involved in Sardis Doorway profess to be Christ followers, the program is built on Christian principals and guided by the following Bible verses:

Psalm 82:3,4 *Give Justice to the weak and the orphan; maintain the right of the lowly and the destitute. Rescue the weak and the needy; deliver them from the hands of the wicked*

Psalm 146:7-9 *God executes justice for the oppressed; and gives food to the hungry. The Lord sets the prisoners free; the Lord opens the eyes of the blind. The Lord lifts up those who are bowed down; the Lord loves the righteous. The Lord watches over the strangers; God upholds the orphan and the widow.*

Isaiah 1:17 **Learn to do good; seek justice, rescue the oppressed, defend the orphan, plead for the widow.**

Micah 6:8 *God has told you, oh mortal, what is good; and what does the Lord require of you but to do justice, and to love kindness, and to walk humbly with your God.*

James 1:27 *Religion that is pure and undefiled before God, the Father, is this: to care for orphans and widows in their distress, and to keep oneself unstained by the world.*

And Jesus Words ~

Luke 4:18,19 *The Spirit of the Lord is upon me, because He has anointed me to bring good news to the poor, to proclaim release to the captives and recovery of sight to the blind, to let the oppressed go free, to proclaim the year of the Lord's favor.*

Matthew 25:35-40 *I was hungry and you gave me food, I was thirsty and you gave me something to drink, I was a stranger and you welcomed me, I was in prison and you visited me Just as you did it to one of the least of these who are members of my family, you did it to me.*

Luke 9:48 *Whoever welcomes this child in my name welcomes me, and whoever welcomes me welcomes the One who sent me; for the least among all of you is the greatest.*

Luke 12:48 *You shall love the Lord your God with all of your heart, and with all of your soul, and with all of your strength and with all of your mind; and your neighbor as yourself.*

And finally ~

Luke 12:48 *from everyone to whom much has been given, much will be required; and from the one to whom much has been entrusted, even more will be demanded.*

. We have an incredible opportunity to impact the families who come to Sardis Doorway with the unconditional love of God. We pray for them. Seeds of love and affirmation, sown at Doorway, can take root, grow, and bear fruit throughout ones life. This is an opportunity for miracles.

(Sardis Open Door 1986)

2018-2019 Schedule

September 5	9-noon	Staff meeting & orientation
September 12	9am	first Doorway day
December 12		Last Doorway before Christmas
January 9, 2018		Back to Doorway
March 20-27, 2018		Spring Break
April 3	9am	Back to Doorway
June 12		last Doorway before summer break

Wednesday Morning Schedule at Sardis Doorway

9:00 am	All volunteers meet in the Fireside Room for Opening Time (coffee is on at 8:45)
9:30 am	Mothers and children arrive. Nursery (0-12mo), Purple (12mo-2 yrs) and Yellow (2yrs) groups upstairs in Education wing. Preschool groups (Green, Red, and Blue) downstairs Mothers meet in foyer for breakfast then program
9:45-11:50	Mother's Program: Workshops, activities, crafts, etc
11:30	Children are served lunch Preschool Aged Children (Green, Red, Blue) eat upstairs in the Ed wing with their caregivers Toddler and Nursery groups eat in their rooms with their caregivers
11:50	Lunch for the Mothers & Mothers Support Volunteers in the Fireside Room Food Services volunteers also eat in Fireside Room
12:30	Mothers pick up their children, milk and hampers (once per month).
12:30-1 pm	Cleanup, debrief, developmental records (children's workers), kitchen cleanup (if you can stay, please check to see if kitchen needs some help cleaning up.

General Guidelines for all Volunteers

Sardis Doorway is to be a place of healing and safety for all. This means that mutual respect and kindness for all mothers, children, and volunteers is always shown. Confidentiality is to be maintained at all times, at Doorway and in the community.

1. **All volunteers are expected to arrive on time and meet for the 9 am Opening Time on Wednesdays.** The purpose of this time is for announcements, a brief devotional, prayer and preparation for the day's work.
2. **Absence:** Each Volunteer is essential to the program, so please let your Area Coordinator know if you will miss a day at Sardis Doorway so arrangements for a substitute can be made.
3. Any Volunteer with Preschool aged children is welcome to bring them along so that they may participate fully in the program.
4. Volunteers new to Sardis Doorway will be encouraged to become familiar with all areas of the Program in order to have an overview of the whole. All volunteers are encouraged to "look to each others needs" and help out in all areas of Doorway as needed. The children's program often needs extra assistance, and you may be asked to help out, even if that isn't your area of preference.
5. All volunteers must complete an application/membership form. All volunteers are required to submit a clear Police Information Check (every 3 years). All applications are subject to acceptance by the Board of Directors.
6. In addition to the Wednesday Morning Staff Meeting from 9 - 9:30, volunteers may meet from time to time in their work groups for learning, communication & planning. Volunteers are also encouraged to take training in areas of interest as it relates to their work at Doorway (funds may be available, talk to the Program Director)
7. Gifts from mothers are not to be accepted; if a mother wishes to express appreciation, a note is an appropriate way to do that. Volunteers are discouraged from giving money to mothers.
8. As volunteers at Sardis Doorway, you are also members of the Sardis Doorway for Mothers and Children Society, with responsibility in decision-making and planning for the good of the whole. An Annual General Meeting is held each year in fall during a Wednesday opening time.

Abuse and/or neglect:

By law, if there is "reason to believe" that a child is at risk of abuse (physical, sexual, or emotional) or neglect, the person making the observation is required to make a report to the Ministry of Children and Family Development, Child Protection.

The Children's Program Coordinator and Program Director **must** be informed and involved **before** any report is filed and if appropriate, the problem will be addressed with the involvement of the mother

Definitions of Abuse

The following are the definitions of abuse that we, the volunteers at Sardis Doorway, follow to make our decisions:

- **Physical Abuse** – Is a deliberate, non-accidental physical assault or action by an adult or significantly older or more powerful child that results in, or is likely to result in physical harm to the child. It includes the use of unreasonable force to discipline a child.
- **Sexual Abuse** – Generally means any behavior of a sexual nature toward a child.
- **Emotional Abuse** – Emotional abuse is the most difficult type of abuse to define and recognize. It may range from habitual humiliation of a child to withholding life-sustaining nurturing. It can include acts or omissions by those responsible for the care of a child or others in contact with a child that are likely to have serious negative emotional impacts.
- **Neglect** – Neglect involves an act of omission on the part of the parent or guardian that results in, or is likely to result in physical harm to the child. It may include failure to provide food, shelter, basic health care or supervision and protection from risks to the extent that the child's physical health, development or safety is harmed or is likely to be harmed. Not always intentional, neglect may be a result of insufficient resources or other circumstances beyond a person's control.

Possible Signs of Abuse

Physical signs may include:

- Lacerations and bruises
- Nightmares
- Irritations, pain or injury to the genital area
- Difficulty with urination
- Discomfort when sitting
- Torn or bloody underclothes
- Underweight
- Sudden weeping

Behavioral signs may include:

- Anxiety when approaching adults
- Nervous or hostile behavior towards adults
- Sexual self-consciousness
- "Acting out" sexual behavior
- Withdrawal from activities and friends
- Self-mutilation behaviors

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On Wednesday mornings, we are here for our participating families.

It is important that we not 'chat' with each other, but rather focus on the moms and their children.

Please put your cell phone away.

In addition, when an issue needs to be addressed, care must be taken that this is done discretely.

Doorway must always be a safe place for everyone.

**CLOSURES** - Sardis Doorway is closed on all school holidays: Christmas, Spring Break (2 weeks), and summer. ***In case of snow, we are closed if school buses are not running.*** Info will be posted on the Doorway website page and announced on STAR FM radio

**Addictions:**

It is our hope that each person who is part of Doorway ~ as a volunteer or participant ~ Live a life that is healthy, fulfilling, safe and free of addictions and vices.

If you would like information on supports and programs available, please talk to the Program Director.

## **Guidelines for Volunteers in the Mothers' Program**

The Mothers Program Coordinator oversees and gives direction to the work in the Mother's program and is accountable to the Program Director.

1. The primary function of the Mothers Program is to offer physical, intellectual, emotional, and spiritual support and encouragement to all women who attend.
2. Unconditional love and acceptance of each woman is fundamental, striving to be non-judgmental and empathic in all our communication with each other. Maintaining confidentiality is mandatory when working with the families at Doorway.
3. Volunteers will be assigned care groups that they will meet with. The purpose of the care group is to provide a safe environment with which learning, sharing, supporting, encouraging and relationship building can occur. This is also an opportunity to open up spiritual discussions and offer prayer support as opportunities arise.
4. Experience in the other areas of Doorway is helpful in working as a volunteer in the Mothers' Program. For this reason, you may be asked to help out in other areas to gain an understanding of the whole, and to develop trust with the mothers.
5. Awareness of community resources is important, so we can provide support and advocacy to the mothers as necessary. (Social Services, Public Health, Community Services, counseling services, transition houses) For information, speak to Karin
6. A specific skill can enhance the mothers program: tutoring, group facilitation, crafts, etc. Volunteers are encouraged to take initiative and responsibility (in consultation with the Program Director) in areas where they recognize a need, and have an interest or skill.
7. As volunteers, you are encouraged to share of yourselves: struggles, joys, walk with God; **but** always in a context of serving the mothers, rather than our own emotional needs. It is important that, by God's grace we model a healthy lifestyle and attitude.
8. On Wednesday mornings, we are 'here' for the moms. Therefore it is important that we not 'chat' with each other, but rather focus on the moms. Please put away your cell phone for the morning. In addition, when an issue needs to be addressed, care must be taken that this is done discretely. Doorway must always be a safe place for all.
9. When conflict arises between mothers, between volunteers, or between mothers and volunteers, we give support to each other, and work together to bring healing to the situation. Conflict is an opportunity for growth in wisdom and knowledge, and love for God and each other. We encourage accountability to each other, and willingness to give and receive constructive feedback. The Sardis Doorway Board will lead a conflict resolution plan if needed.
10. Volunteers are encouraged to share any concerns with the Program Director, preferably outside of Doorway time. Mom's volunteers meet as needed for planning and encouragement. At this time, opportunity to work through concerns is given.

## **Guidelines for Volunteers in the Childcare Program**

The Children's Program Coordinator oversees and gives direction to the work of the volunteers who work with the children and is accountable to the Program Director.

It is known that every person who affirms and loves a child can make a contribution to that child's emotional growth and health. We have an incredible opportunity to impact the children who come with the unconditional love of God. We pray for these children. Seeds of love and affirmation, sown at Doorway, can take root, grow, and bear fruit throughout the child's life. This is an opportunity for miracles. Let's remember that Jesus said that 'anyone who welcomes a child in His name actually welcomes Him'! (Luke 9:48)

### **1. Guidance and Discipline with children**

Discipline is future-oriented, intended to lead the child to good behavior. The root of the word discipline is "disciple".

Our task is to guide and direct the children in a positive way, with the goal of developing self-discipline. If a child is consistently disruptive and unresponsive to guidance in the group setting, one volunteer will take the child to a separate area and give one on one attention: play a game, read a story, go for a walk, have a little talk...This gives the needed attention, while reminding the child of the consequences of behavior that is hurtful to others, or disruptive to the group. "Guiding Children's Behavior", a publication by the Ministry of Health Services, gives excellent strategies for both prevention and intervention. Each volunteer is encouraged to read it.

- a) No child while under the care or supervision of volunteers at Sardis Doorway must ever be subjected to:
- any form of corporal punishment.
  - anything that would humiliate the child, or undermine the child's self respect.
  - Confinement, physical restraint or separation without adult supervision.
  - Deprivation of meals, snacks or rest

### **If you are having challenges with a child's behavior, discuss this with the Children's Program Coordinator (Torrey) and let HER talk to mom**

Think about what the child might need ~ does he/she need to be held, some extra 1 on 1 time because of insecurity, is he/she hungry, tired, sick?

Can the behavior be calmed if hands are kept busy? (Tucker Turtle etc)

## **2. Physical Touch**

Physical touch is an important element in the communication of love and care. Volunteers need to be aware of and sensitive to, differences in sexual development, cultural differences, family backgrounds, individual personalities and special needs of each child.

Physical contact with children should be age and developmentally appropriate. The following guidelines are recommended ~

- Speak to the child at eye level and listen with your eyes as well as your ears.
- Hold the child's hand when speaking, listening or walking with him/her.
- Put your arm around the shoulder of a child when comforting is needed. Pat a child on the head, hand, and shoulder or back to affirm them
- Gently hold the child's shoulder, hand or chin to keep their attention while you redirect the child's behavior.
- Hold a child who is crying.
- A short hug is appropriate if initiated by the child.
- All touch should be in the sight of others.

## **Inappropriate Touch**

To respect the personal space of children and to provide peace of mind for our mothers who attend the program, we must ensure that situations that could be or appear to be improper are avoided. The following types of touch are not acceptable at DoorWay:

- Kissing or coaxing a child to kiss you
- Extended hugging or tickling
- Touching a child in any area that would be covered by a bathing suit except when assisting with diapering or toileting.
- Being alone with a child when no other volunteers know where you are.

Male volunteers are not to diaper or accompany any child to the bathroom

## **3. Responding to allegations of abuse:**

- (a) Any person, who has reasonable grounds to believe that a child is in need of protection, is legally required to report the matter to the Ministry of Children and Family Development. If you have concerns or suspicions please bring your them to the Program Director who will assist you.
- (b) It is very important that in any situation in which there is a suspicion of abuse, all information is held in the strictest confidence and restricted to only the persons mentioned above.
- (c) If a child comes to you with an allegation of abuse, be sure to take their word seriously. Don't deny the problem. Stay calm and listen to the child. Give them emotional support, assuring them that they are not at fault. Tell them that they were right in telling you about the situation. Do not promise the child that you will not tell anyone.

#### 4. Incident Reporting (In case of an accident or a child is injured)

Volunteer staff must notify the Children's Program Coordinator as soon as possible if a child in their care becomes ill or is injured while at Sardis Doorway. The staff must also write, in detail, the illness or injury, in the area developmental records.

If the injury requires medical attention (either by the first aid attendant or Doctor) the volunteer involved must fill out "**Reportable Incident Form**" available from the Program Director. This form is used for reporting all types of abuse, disease outbreak, unexpected illness that requires emergency care, physical injury (such as broken bones, concussion, etc) from a fall, or a child who has gone missing while in our care. Once filled the form is filled out, the Program Director will conduct a thorough investigation.

#### 5. Developmental Records

Each week the volunteers from each group must fill out the Developmental Record forms. These forms help us to keep track of not only a child's development and growth, (such as walking, talking, toilet training, etc), they also are used to hold information such as behavioral observations, minor accidents that do not require medical attention, etc that may be used in the future if there is something more serious to report. Please ensure that the Developmental Records are filled in and signed each Wednesday morning before the day is over.

#### 8. First Aid

The First Aid kit is located in the foyer, on the information table as well as in the hallway of each floor. There are several staff that have their Child Safe first aid certificate. Contact Program Director for the information. ***In the case of a serious injury and /or medical emergency one volunteer is to call 911, while the child's mother is found, and another volunteer stays with the injured child.***

#### 8. Safety and Hygiene

Blood and bodily fluids can carry various germs and infectious agents. All volunteers should ensure safe hygiene practices are used in cases of soiling by blood, urine, stool, vomit or other bodily fluids. Gloves are available at all diaper changing areas.

**All children and staff should protect themselves from contact with blood or bodily fluids.**

- (a) The Children's Program Coordinator must be informed immediately of any incidents involving blood and bodily fluids to ensure contaminated areas are properly cleaned and disinfected.

Volunteer involved must write out an incident report, and also write the information in the developmental records book.

- (c) Diapering: Must be done in the appropriate areas for each group diapering. The adult volunteer should **wear the gloves provided** for their own safety and for the safety of child. The volunteer must ensure that the diapering area has been disinfected after use.

**For the protection of male volunteers, male volunteers are not to diaper a child or assist children in the washrooms. Volunteers are not to lock the door on the cubicle if assisting a child on the toilet.**

**9. Medication:** No volunteer is to administer any type of medication to children or infants with the exception of Epi-Pens for severe allergic reactions. The mother must return to the child and administer whatever medication the child needs.

**10.** Children are cared for in small groups with a dedicated group leader. Nursery is for Babies up to 12 months, Purple 12-24 months, Yellow 24-36 months, Preschool 3- 4years old. The Children's Program is *Child Minding* and for this reason, mothers are required to stay in the building for the duration of the morning.

### **11. Mealtimes with the children**

This is an important time of positive interaction between children and staff. Volunteers sit with the children to eat family style, thus modeling healthy interaction between adults and children at mealtime. Children can be invited to eat and try new foods, but are not to be pressured. Dessert is not used as a reward for eating the rest of the meal, or withheld as a consequence of not eating.

### **12. Missing child**

If a child goes missing during the course of the morning, the group leader stays with the rest of the group; the Children's Program Coordinator and Program Director conduct the search. The Children's Program Coordinator will search the building, beginning with the preschool area, and the Program Director will search outside. Meeting place will be the foyer

### **13. Release of Children**

- Children will not be released to anyone other than the mother, unless the mother has given written instruction (on the required form (available from the Program Director) to the Children's Program Coordinator.
- If a mother does not pick up her child on time, the Program Director will be responsible for the child until 1:15 pm. After that, the Ministry for Children & Family Development will be called.
- If a mother appears to be incapable of providing safe care for her child (ie because of illness of drug use), a volunteer will go with the mother and her children to get appropriate help (from either Children Coordinator or Program Director).

"Eating  
together  
is shelter  
in stormy  
weather."

CHUCK HARRIS

## Guidelines for Food Service Volunteers

The Food Services Coordinator oversees the work in the Food Service area and is accountable to the Program Director

Eating together has always been an important part of the work of Sardis Doorway. Playing fields are level and relationships are built as we sit around a beautifully prepared meal.

Thank you for your willingness to be part of this work.

The Kitchen at Sardis Doorway is regularly inspected and complies with the licensing guidelines set out by Fraser Health Authorities. Food and volunteer safety is a very high priority.

**All food service volunteers** must wear aprons and hairnets (ball caps ok for short hair)

**All food service volunteers** must wash hands prior to starting work, after meeting, after bathroom use, etc. (using the hand-washing guidelines posted)

**All food service volunteers** must wear closed toed shoes. (No open sandals, flip flops, etc)

For the safety of all, no children are allowed in the kitchen

### Wednesday:

- The kitchen is to be sanitized each Wednesday morning, prior to start up. All surfaces (counters, sinks, etc) are treated with a light bleach solution before any food preparation begins.

All dish cloths are to be held in a sanitizing bucket with 1tbs bleach/3L warm water

Counters and cutting boards are to be wiped down throughout the morning as needed

Maintain proper Foodsafe Zones (dirty dish zone, food zone, clean dish zone etc)

- At the end of the day

Ensure that grill is clean, grease pan is empty and all heat and fans are off

Ensure dishwasher is clean and turned off

Wipe out the walk in cooler as needed and ensure all food is put away (in Doorway fridge)

Please label with contents and date

Put all dishes in proper places

Ensure that all dishes are gathered from other parts of the building

Wipe down the microwave and coffee station

Take out all garbage (bin outside kitchen door)

Sweep floor and damp mop any spots

Sanitize all sinks

Ensure that the laundry is done and returned promptly

Close all windows, Turn off all lights and close the kitchen door. Lock outside door

If the kitchen is found to not be cleaned properly by previous users, please make a list of the concerns/problems and give to Sherry in the church office. Also, If the kitchen is found to be not left in satisfactory condition after Doorway, we will be notified.

Please remember that we are guests in this building and strive to leave it cleaner than we find it.

## **Fire Procedure**

In the unlikely event of a fire in the building, the Food Service Volunteers play a vital role in ensuring that all children are taken from the building. Please ensure that you know your role each week.

2 volunteers go up to the **NURSERY** to help carry out babies

1 volunteer will check the **MAIN CHILDRENS WASHROOM** (Men's)

1 volunteer will go **DOWNSTAIRS** to check all rooms after the children have exited

1 volunteer will go **UPSTAIRS to PURPLE AREA**

1 volunteer will go **UPSTAIRS to YELLOW AREA**

1 volunteer will check **ALL EATING ROOMS** (upstairs)

The rest of the volunteers will close all windows and doors in the kitchen and go to the meeting place. (Lower southeast corner of parking lot)