

Information for Volunteers 2021-2022

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

COORDINATORS OF DOORWAY

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Sardis Doorway

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 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.

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 can pray for them.

Seeds of love and affirmation, sown at Doorway, can take root, grow, and bear fruit throughout one's life. This is an opportunity for miracles. (Sardis Open Door 1986)

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 and visiting time.
9:45-11:50	Mother's Program: Planned Workshops, activities, crafts, etc Crisis counseling is available through the morning.
11:30	Children are served lunch. All children eat upstairs in the Education wing with their caregivers.
11:50	Lunch for the Mothers & Mothers Support Volunteers in the Fireside Room
12:30	Mothers pick up their children, milk and hampers.
12:30-1 pm	Volunteers Cleanup, debrief, developmental records (children's workers), kitchen cleanup (if you can stay, please check to see if kitchen needs some help cleaning up.

<u>CLOSURES</u> - 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

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 always to be maintained, 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 a time of connection as well as 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. Children must be registered to attend (no drop in or school aged children)
- 4. Volunteers new to Sardis Doorway will be encouraged to become familiar with all areas of the Program to have an overview of the whole. All volunteers are encouraged to "look to each other's needs" and help as needed. The children's program often needs extra assistance, and you may be asked to help, even if that isn't your area of preference.
- 5. All volunteers must complete an application form. All volunteers are required to submit a clear Police Information Check (every 5 years). All applications are subject to acceptance by the Board of Directors.
- 6. In addition to the Wednesday Morning Staff Meeting from 9 9:20, 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 (limited 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 fall during a Wednesday opening time.
- 9. Security: If you can, please refrain from bringing valuables into the building. Purses can be placed in the bin in the kitchen if needed. Please watch your stuff.

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.

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.

At Doorway ~ the Children's Program Coordinator and Program Director **must** be informed and involved **before** any report is filed or the mother is informed. It is the responsibility of the Program Director to address the issue with the child's 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

Addictions:

It is expected that all volunteers and all participants adhere to the Sardis Doorway Drug and Alcohol Use Policy as outlined.

The use, sale, purchase, transfer or possession of an illegal drug or drug-related paraphernalia by any0ne at Sardis Doorway or anywhere on the property of Sardis Doorway will not be tolerated.

The use, sale, purchase, transfer, or possession of alcohol by anyone at Sardis Doorway or anywhere on the property of Sardis Doorway will not be tolerated.

The misuse of prescription and over the counter drugs by anyone at Sardis Doorway or anywhere on the property of Sardis Doorway will not be tolerated.

Failure to comply with this policy will be grounds for disciplinary action as follows:

- 1. If a person is found to be under the influence of drugs or alcohol, they will be asked to leave the program immediately and will be required to meet with the Program Director before being allowed to return to the program.
 - If a person is found to be under the influence of drugs or alcohol while at Sardis Doorway, they will not be allowed to drive. Alternate arrangements will be made for transportation and for their young children's care or the Ministry for Children & Families will be called.
- 2. Upon their return, any future failures to comply will result in the offending person being dismissed from the program for a probation time to be determined by the Program Director.

During the probation time, we will keep in contact with the offending person and will work towards finding resources & support.

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.

Sardis Doorway Fire Procedure

In the event of a fire ~ please follow the procedure below.

MOTHERS & MOTHER'S SUPPORT VOLUNTEERS

- 1. Leave the building by the nearest **EXIT**.
- 2. Go to the MEETING PLACE at the SOUTHEAST CORNER of the parking lot.
- 3. DO NOT go to get your children. You will join them at the meeting place.

NURSERY STAFF

- Use the Fire Escape EXIT to the left of the nursery and go to the MEETING PLACE - the SOUTHEAST CORNER of the parking lot.
- 2. make sure to check the crib room and bathroom.
- 3. Two Food Services Staff will come to assist you.

PRESCHOOL & TODDLER STAFF

- Leave the building by the nearest EXIT and go to the MEETING PLACE the SOUTHEAST CORNER of the parking lot.
- 2. If on **PLAYGROUND** go around **WEST** side of building to **MEETING PLACE** the **SOUTHEAST CORNER** of the parking lot.
- 3. Preschool Coordinator will take her attendance record out to take attendance once safely outside, and ensure all children are accounted for.
- 4. Program Coordinator will take master attendance charts from Foyer to confirm accounting of children and adults.

FOOD SERVICES STAFF

- 1. Two staff go up to **NURSERY** to help carry out babies.
- 2. One staff will check MAIN WASHROOM (men's) for children.
- 3. One staff will go **DOWNSTAIRS** to check all rooms after children have exited,
- 4. One staff will go UPSTAIRS to PURPLE (12mo-2yrs) AREA
- 5. One staff will go UPSTAIRS to YELLOW (2-3yrs) AREA
- 6. One staff will check all rooms in EATING AREAS
- 7. The rest of staff close all doors/windows in Kitchen and go to meeting place.

Each volunteer is responsible for knowing where exits are from the building, where the meeting place is and where the fire alarms are located.

Each kitchen volunteer is responsible for knowing where the fire extinguisher is and how to us it.

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 Mother's 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. Mother Support Volunteers will be assigned small group. The purpose of the small 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 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 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.** Volunteers are encouraged to take initiative and responsibility (in consultation with the Mother's Program Coordinator) in areas where they recognize a need and/or have an interest or skill. A specific skill can enhance the mother's program: tutoring, group facilitation, crafts, etc.
- **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.

If an issue needs to be addressed, please do so 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. Mediation between parties is available and The Sardis Doorway Board will lead a conflict resolution plan if needed.
- **9.** Volunteers are encouraged to share any concerns they have with the Program Director, preferably outside of Doorway time.
 - Mom's volunteers meet as needed for planning and encouragement and 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 in the children's program and is accountable to the Program Director.

It is known that every person who affirms and loves a child can contribute to that child's emotional growth and health. We have an incredible opportunity to impact the children who come to Doorway with the unconditional love of God. 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 604-845-1284) and let <u>HER</u> 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.

6. Diapering & Toileting

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.

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 and soiled diapers disposed of immediately.

Any soiled or wet clothes should be placed in a plastic bag and put on the child's hook or bin to go home

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.

7. First Aid

The First Aid kit is 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.

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.

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

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.

10. 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.

11. Mealtimes with the children

This is an important time of positive interaction between children and volunteer. Volunteers are to 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 to be 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 morning the following actions are to take place:

- 1. The group leader informs the Children's Program Coordinator and stays with the rest of the group
- 2. The Children's Program Coordinator will search the INSIDE of the building, beginning with the preschool area or the area where child was last scene
- 3. Program Director will search outside.

Meeting place will be the fover

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).

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. (Sardis Open Door 1986)"

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). Masks are optional.

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

On Wednesday:

At the beginning of the program day ~

The kitchen is to be sanitized 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 program 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 Proceedure for Food Services Volunteers

- 1. Two staff go up to NURSERY to help carry out babies.
- 2. One staff will check MAIN WASHROOM (men's) for children.
- 3. One staff will go DOWNSTAIRS to check all rooms after children have exited,
- 4. One staff will go UPSTAIRS to PURPLE (12mo-2yrs) AREA
- 5. One staff will go UPSTAIRS to YELLOW (2-3yrs) AREA
- 6. One staff will check all rooms in EATING AREAS
- 7. The rest of staff close all doors/windows in Kitchen and go to meeting place.