

UCP OF CENTRAL FLORIDA VOLUNTEER HANDBOOK



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From a simple dream, to a life-changing reality
Once upon a time, a child with cerebral palsy needed help to walk, talk and learn tasks that are easy for many of us. Soon, more children needed help. Wanting to offer hope to children with special needs, a group of parents in Central Florida got together and began to dream.

1955

The story of UCP of Central Florida began with a simple goal: offering hope to children, particularly those with cerebral palsy. Discovering that very few options outside of institutions existed, this group of parents began a small program. In a remodeled house, this program provided an early intervention classroom and therapy services. The dream of offering hope to children began to take shape. More importantly, it started to grow.

1980'S

In 1980, thanks to the generosity of Jack Holloway (founder of ABC Fine Wine and Spirits), UCP moved to a larger facility in Downtown Orlando. UCP needed more space, since there was a decrease in the number of incidences of cerebral palsy and an increase in children with other types of disabilities and developmental delays, including down syndrome, autism, spina bifida, cerebral palsy, speech and hearing delays that needed help.

1990'S

In the 1990's, UCP opened campuses in East Orange County, Winter Garden, Lake Mary and Kissimmee. In 1999, the community helped UCP raise money through a capital campaign to build and furnish a 20,000 square-foot, state-of-the-art children's center, designed pro bono by the architect firm SCHENKELSHULTZ. It was named the Holloway Center to honor the contributions of Jack Holloway.

2000'S - 2010'S

In the 2000's, UCP continued to add locations including building a campus in Pine Hills, purchasing a new building in Lake Mary, and renting new facilities in Osceola and Winter Garden. In 2009, we built a 35,000 square foot "Bailes Campus" with the generous lead gift from Jackie and Charles Bailes. In 2016, another non-profit, BETA, was going to close and instead merged into UCP of Central Florida. BETA provided support services for teen moms and their high-risk babies. In 2019, UCP acquired another new facility on Data Court that allowed us to expand our East Orange campus.

A DREAM THAT CONTINUES TO INSPIRE.

Today, UCP provides a comprehensive SET of services (Support, Education and Therapy) to more than 3,500 children, teenagers and young adults and their families. Our services are provided at eight locations throughout Central Florida: Downtown Orlando, Lake Mary, East Orange, West Orange, Pine Hills, and Kissimmee.

The UCP story has provided happy endings to tens of thousands of children and their families; however, our work will never be done. Today, 1 in 5 children in Central Florida are diagnosed with a disability or developmental delay. Many more children need our help. Like the way one candle lights many others, the hope of one child enlightens the community, inspiring each of us to reach higher.

DEAR FUTURE UCP VOLUNTEER,

It is my honor to speak on behalf of the UCP of Central Florida staff, our Board of Directors, and our existing volunteers when I say welcome to the UCP Family!

Together, we have the opportunity to make a lasting impact on the lives of so many children and their families. Every time you engage with UCP, you will be helping our students live productive lives without limits while working to Unlock their Potential.

I strongly believe that people are our greatest asset and your decision to become a volunteer makes you one of our “people,” truly one of our assets. Volunteers like you contribute your time, talent, energy, and enthusiasm to UCP in a way that is unmatched and irreplaceable.

I hope that you find volunteering with us to be fulfilling and that your experience with us is both rewarding and life changing, for you and for our children. While you are helping to change the trajectory for our students, they will be doing the same for you. I never believed how much I would be changed; however, when I look back on the last 25 years I have spent at UCP of Central Florida, I am a different person and for that, I credit our kids.

Prepare for a lot of work, but also a whole lot of fun. Welcome to the team!

Sincerely,

Dr. E. Wilkins



Dr. Ilene E. Wilkins
*UCP of Central Florida President/
Chief Executive Officer*

“Individually, we are one drop. Together, we are an ocean.”
By Ryosuke Satori

MAIN CONTACTS

First point of Contact

Community Engagement Manager

volunteer@ucpcf.org | 407-852-3332

Second point of Contact

Development Department

development@ucpcf.org

GOALS OF THE VOLUNTEER HERO PROGRAM

UCP's Volunteer Hero Program allows the parents of our students, friends of UCP, and members of our community the opportunity to be an integral part of our mission in action by offering supportive services to our children and staff.

Our Volunteer Hero Program focuses on developing long-term relationships with our volunteers. We hope to establish a mutually beneficial relationship between you, the volunteer, and the department or campus that you assist.

The goals of the Volunteer Hero Program are:

- Assist teachers and therapy staff in preparing materials for classroom and therapy use, such as cutouts, laminating, and coloring.
- Provide additional daily support in our classrooms allowing for more one-on-one attention for our children, especially during critical times like lunchtime.
- Provide a greater opportunity for our students to achieve their full potential by receiving more personal attention in the form of physical activities, role models, reading books, doing puzzles, flashcards and working on IEP goals (i.e. tying shoes, buttoning, holding pencil with proper grips, etc.).
- Assist in sharing UCP's mission at special events. Event include but are not limited to An Evening at the Palace (UCP's Annual Gala), Book Buds Reading Events, Golf Tournaments, Graduation Ceremonies, 5K Races, and The Faces Behind the Miracles Fundraising Breakfast.
- Provide assistance to the administrative department with clerical tasks, such as typing, filing, mailing, answering the telephone, and special projects.
- Provide volunteers the opportunity to make a difference in the life of a child.



TYPES OF VOLUNTEERS



General Volunteers

A general volunteer is anyone who wants to volunteer at UCP, but does not have a requirement to do so (ex. Education credit or parent support). These volunteers typically commit to a 3-4 hour period per week, coming in to the campuses and helping out with anything from administrative support to baby cuddling and from classroom assists to facilities maintenance; however, these volunteers can also be sporadic, helping with a special event or project once in a while such as Book Buds or the Evening at the Palace Gala.



Service Learning Student Volunteers

Service-Learning Student Volunteers come to UCP required to volunteer as a part of a class. Students range from middle schoolers to graduate-level and their requirements are firm, including specific hours in specific roles. The goal of this type of volunteering is multi-beneficial: to help UCP students achieve their potential and to gain the experience that each volunteers need to pass their courses.



Just 10 Parent Volunteers

All parents of students enrolled at UCP are required to volunteer as a part of their commitment to the school. Parents must volunteer at least 10 hours per school year, through special events, assisting in classrooms, chaperoning field trips, and more.

For the safety of our students, each volunteer, regardless of type, must complete the same process including applications, required forms, and orientations. The only exception is Just 10 Parent Volunteers, who may have a slightly different orientation program depending on their role of interest.



VOLUNTEER ROLES & DESCRIPTIONS



Administrative Aide – Assist with an assortment of tasks, which may include data entry, scanning, stuffing envelopes, filing, or other office work.

- **Locations:** UCP Administration Office, Downtown/BETA, East Orlando BCA, East Orlando BECA, Osceola, Pine Hills, Seminole, Transitional Learning Academy, & West Orange.
- **Dates and Times:** Monday through Friday – 8:00 a.m. to 5:00 p.m.



After Care Aide – Assist as a homework helper or activity assistant for the after-school program.

- **Locations:** Downtown/BETA, East Orlando BCA, East Orlando BECA, Osceola, Pine Hills, Seminole, Transitional Learning Academy, & West Orange.
- **Dates and Times:** Monday through Friday – 3:00 p.m. to 6:00 p.m.



Baby & Toddler Cuddler – Rock, feed, and spend quality time with our infants or engage with our fun and lovable toddlers in exciting activities and guidance during quiet time. This position looks different depending on the campus.

- **Locations:** East Orange BECA, Downtown/BETA, Osceola, & Seminole.
- **Dates and Times:** Monday through Friday – 8:00 a.m. to 2:30 p.m.



Book Buddy – Read with students in large or small groups. Works under the immediate supervision of classroom teachers.

- **Locations:** Downtown/BETA, East Orlando BCA, East Orlando BECA, Osceola, Pine Hills, Seminole, & West Orange
- **Dates and Times:** Monday through Friday – 8:00 a.m. to 2:30 p.m.



Classroom Aide – Assist with preparation for classroom activities, such as story time, small group instruction, arts & crafts, snack time, and playground activities. Help with general maintenance of the classroom environment (i.e. cleaning tables, sweeping, putting away toys and equipment). Works under the immediate supervision of classroom teachers.

- **Locations:** Downtown/BETA, East Orlando BCA, Each Orlando BECA, Osceola, Pine Hills, Seminole, Transitional Learning Academy & West Orange
- **Dates and Times:** Monday through Friday – 8:00 a.m. to 2:30 p.m.

VOLUNTEER ROLES & DESCRIPTIONS CONTINUED



Facilities Aide – Assist with campus and facilities staff in order to keep our campuses functioning and beautiful. Tasks may include landscaping, painting, organizing storage areas, and general campus maintenance.

- **Locations:** Downtown/BETA, East Orlando BCA, Each Orlando BECA, Osceola, Pine Hills, Seminole, Transitional Learning Academy, & West Orange
- **Dates and Times:** Monday through Friday – 8:00 a.m. to 5:00 p.m.



Lunchroom Aide – Assist at lunch time with a variety of tasks including but not limited to distributing meals to classrooms and providing additional support to students who need it at mealtimes. This might include helping students organize their meals, managing traffic and noise, and interacting socially with students. Works under the immediate supervision of classroom teachers and lunchroom staff.

- **Locations:** Downtown/BETA, East Orlando BCA, Osceola, Pine Hills, Seminole, & Transitional Learning Academy.
- **Dates and Times:** Monday through Friday – 11:00 a.m. to 1:00 p.m.



Special Events Aide – Help share our mission and raise funds for UCP programs and services. UCP special events include, but are not limited to, An Evening at the Palace (UCP's Annual Gala), Book Buds Reading Events, Golf Tournaments, Graduation Ceremonies, and The Faces Behind the Miracles Fundraising Breakfast.

- **Locations:** Varied around Central Florida, though some are located at UCP Campuses
- **Dates and Times:** Varies through the year but most often on nights and weekends

Volunteer duties may require volunteer to stand, walk, or sit; to use hands to handle, feel or reach; to stoop, kneel, crouch, or crawl; to lift and/or carry light weight (under 15 pounds); to perform repetitive hand motion; to climb stairs and ladders.

The work environment characteristics described here are representative of those a volunteer encounters while performing the essential functions of the volunteer's role. Reasonable accommodations can be made for individuals with disabilities.

VOLUNTEER APPLICATION PROCESS

The UCP Volunteer Application Process helps us maintain a safe environment for our students and families. Each applicant is asked to meet a varying level of safety criteria based on their volunteer role.

This process also helps us match skills/personality of our volunteers with our volunteer opportunities. By completing the process in full, you will have a better understanding of your volunteer role with us, and it will help us keep a high level of safety in place for everyone.

Thank you for your engagement, understanding, and full completion of the process.



Step 1.

Fill out an application on the UCP Website
ucpcf.org/volunteer



Step 2.

Register with the County Public School Volunteer System

This system requires a Social Security Number to conduct a background check on the applicant to ensure the safety of our students.

UCP of Central Florida has campuses in 3 different counties. The school you will be based out of will determine which county's application you need to submit:

Downtown/BETA, East Orlando BCA, East Orlando BECA, Pine Hills, Transitional Learning Academy, & West Orange Campuses

Orange County Public Schools

- ADDitions Volunteer System

Osceola Campus

Osceola County Public Schools

- Oasis Volunteer System

Seminole Campus

Seminole County Public Schools

- Dividends Volunteer System

Please refer to our ucpcf.org/volunteer page to find the direct links to submit your background check.

Some volunteers will need to complete a Level II Background Screening. If you are volunteering with children PreK or below, you will be required to complete a Level II background screening. Please email volunteer@ucpcf.org for instructions and next steps.

Please note: Volunteers will need to pay for this step. This will vary from \$45-\$100 depending on location. If this cost is a deterrent, please contact volunteer@ucpcf.org to discuss alternate arrangements.

VOLUNTEER APPLICATION PROCESS CONTINUED



Step 3. *Attend a Volunteer Orientation*

After your background screening with the school system has been cleared, you will receive an email from the Community Engagement Manager to set up a 15-minute volunteer orientation via Zoom to confirm your preferred campus and roles, and chat about your goals for volunteering.

After your orientation, you may create your own schedule through your my impact portal.



Step 4. *Download the Better Impact App*

Prior to your first day, please download the Better Impact app from your phone's app store. The app will allow you to make changes on the go, clock in/out, update your schedule, and have mobile access to your volunteer history.



Step 5. *Begin volunteering with UCP of Central Florida by attending your first volunteer shift*

During your first day, you will be introduced to the School Business Manager/Education Program Coordinator who will be your point of contact at the school. Moving forward, they will be your primary contact for cancellations, rescheduling, and incident reporting.

During this first day, you will also learn the process of signing in and signing out each day.

Please note: Once this step has been achieved, any further communication via email should be addressed to both the Community Engagement Manager (volunteer@ucpcf.org) and the School Business Manager/Education Program Coordinator at your specific campus.



Step 6. *Celebrate!*

Congratulations on completing the full application process. We are so proud of you and excited for this new partnership. Welcome to the UCP team!



VOLUNTEER POLICIES & PROCEDURES

Age Requirement

As a general rule, volunteers must be a minimum of 14 years old; however, there are certain positions that require a volunteer to be a minimum of 16 years old. Volunteers under the age of 18 are required to have signed permission of a parent or legal guardian. Anyone interested in volunteering under the age of 14 will be approved on a case-by-case basis and will need an adult chaperone when they are volunteering. Contact the Community Engagement Manager if you are under the age of 14 and are interested in volunteering.

Annual Update

Our volunteer calendar is concurrent with the school year calendar (August-July). At the start of each new school year (August), all existing volunteers will need to re-apply for clearances with the school system.

Attendance

Volunteers will create a regular schedule alongside the Community Engagement Manager and the Education Program Coordinator/School Business Manager at the chosen campus. Please give 2 hours notice if you are unable to attend a scheduled volunteer shift as faculty and staff are expecting your help during your assigned times.

Confidentiality

Information relating to the activities of UCP of Central Florida is confidential and protected from improper use or disclosure under state and federal law. Any client information, either recorded or not, which is acquired through any form of volunteer work or for the program, is considered confidential. Volunteers who disclose any confidential information regarding employees, students, clients or other volunteers are subject to dismissal from UCP's volunteer program.

Dress Code

UCP of Central Florida is a public organization and maintaining a professional appearance is important to its success.

Volunteering with Children:

- When volunteering in a role interacting with children, it is required that you wear closed toed shoes, jeans/ dress pants, and t-shirts/ polos.

Administrative Volunteers:

- When volunteering in any administrative role, please dress in business casual attire.

Event Volunteers:

- T-Shirts are provided for some UCP Special Events and, for those events, we request that you wear the T-Shirt for the duration of the event.

VOLUNTEER POLICIES & PROCEDURES CONTINUED

Regardless of your volunteer role, the following articles of clothing are prohibited:

- Leggings
- Sweat Pants
- Clothing that advertises alcohol, obscenities, or other suggestive logos
- Garments that expose midriff such as tube tops and crop tops
- Tank tops, halter tops, or fish net tops

Drug-Free Campuses

The use, possession or distribution of intoxicants and/or controlled substances on UCP of Central Florida property (including parking lots) is prohibited.

Equal Opportunity Volunteer Program

UCP of Central Florida does not discriminate based on sex, race, color, religion, national origin, age, disability, sexual orientation or marital status. UCP of Central Florida also makes reasonable accommodations for volunteers with disabilities.

Fundraising

UCP of Central Florida is a 501(c)(3) non-profit organization and relies on fundraising dollars to operate at top performance. If you or someone you know is interested in fundraising on behalf of UCP of Central Florida, please contact the Community Engagement Manager to gain permission before raising funds or requesting donations.

Health

For the safety of our students, faculty, and staff, do not come to UCP if you are ill in any way, including a cold, sore throat, or cough. It is important to prevent the spreading of germs in a classroom environment.

Incident Reporting

Any incident in which you may be injured in any way should be immediately reported to the School Administrator and the Community Engagement Manager.

Mandated Reporting

As a volunteer, you are a mandated reporter. This means that you are required to report any suspected abuse through the proper channels. Should you suspect a child is a victim of abuse or neglect, you are required to alert the teacher, who will notify you if further action is needed.

The following factors may be present when abuse has occurred, but do not guarantee an abusive situation:

- Signs of injury such as welts, bruising, cuts, burns, fractures, or swelling
- Child appears to be uncomfortable or fearful when talking about the injury
- Child alludes to or seems preoccupied with sexual matters

Nametags

All volunteers will be given a nametag to be worn when you are serving with UCP of Central Florida.

VOLUNTEER POLICIES & PROCEDURES CONTINUED

Safety

Always work in the presence of UCP staff and please know the emergency procedures and exits to allow you to follow the established emergency plan. Children know to go to an adult when there is an emergency so make sure you can be that adult to help them should something go wrong.

If an accident occurs, immediately inform the School Business Manager/Education Program Coordinator and the Community Engagement Manager. Never move a child that has been involved in an accident. The UCP team member you are working with will initiate proper procedures for accidents.

Smoke Free Campuses

In compliance with the Florida Clean Indoor Air Act, the Florida Department of Education and the Department of Children and Families, no smoking is allowed on UCP property. This includes UCP campuses, parking lots, sidewalks, grassy areas, or events.

Supervision

For the protection of all students, staff members, volunteers, and visitors, UCP of Central Florida prohibits any one to one interactions between an adult and child alone in any closed room or area that could be considered private. All volunteers will be supervised while on property, though the supervisor will change based on assigned tasks for that day. ***If you have any concerns regarding your supervisor, please contact the Community Engagement Manager.***

Volunteer Protection Act

The Volunteer Protection Act of 1997 provides immunity from lawsuits filed against a nonprofit's volunteer where the claim is that he or she carelessly injured another during the volunteer time. The Volunteer Protection Act is like the Good Samaritan Act. A copy of this act can be found on <https://www.govinfo.gov/content/pkg/PLAW-105publ19/pdf/PLAW-105publ19.pdf>

COMMUNICATION & SOCIAL MEDIA

Social Media

We understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also carries certain responsibilities.

Please note, anything shared from UCP socials to your personal pages, your personal social media pages then become a reflection of UCP of Central Florida.

Cameras

Should you feel encouraged to take photos of UCP students, please ensure they have a signed Photo Release. This allows for the safety of our students and clients. Photo releases can be provided by front desk staff.

Cell Phones

Personal cell phone usage should generally occur outside of volunteer hours and outside of the presence of UCP students. However, emergency calls can be made with supervisor permission. Cell phones must be placed on silent mode at all times.

Public Relations

While UCP of Central Florida is happy to obtain the names of potential media contacts that volunteers may know, it is imperative that all public relations efforts and activities be coordinated through the Marketing Department. Any request for written or oral statements should be referred to UCP's Senior Director of Marketing and Communications (tammie.cooper@ucpcf.org).

The UCP of Central Florida Logo

Special permission is required to use the UCP of Central Florida logo. You must have approval from the Community Engagement Manager prior to using the logo for any reason

Please note: that UCP is HIPAA compliant and is determined to protect our student's and staff's information above all. This includes but is not limited to pictures, names, medical information, IEP's, and any other information you may become privy to as a result of your volunteer work. Under no circumstances should information regarding a student be shared in any form.



FREQUENTLY ASKED QUESTIONS

1. What are the requirements to volunteer?

All volunteers must be a minimum age of 14, though many positions require a minimum age of 16 years. Each volunteer must pass a Level I Background Screening through the school district. If you are volunteering with children PreK or below, you will be required to complete a Level II background screening.

2. Does it cost money? Do I get paid?

Volunteering with UCP does not cost money; however, volunteers who need to get fingerprinted are asked to cover that cost. Volunteers do not get paid for their volunteer work. If you would like to make a financial contribution in addition to your time, we graciously accept your contribution.

3. Can I fulfill my school assigned community service hours with UCP?

Absolutely! We would love to have you! We place volunteers based on age, ability, and interest so we will make sure that the hours you need and the requirements that come with them are met through your volunteer work with UCP.

4. What time commitment is expected of me?

UCP asks that each volunteer make a regular schedule and stick to their assigned schedule. That schedule will depend on the individual but the goal is one volunteer shift per week on the same day at the same time to ensure consistency in the classrooms. The typical volunteer shift is between 2 – 4 hours.

5. What if I can only volunteer once in a while?

We welcome “once in a while” volunteers to our team! You will work with the Community Engagement Manager to find times that work best for everyone.

6. Do I have to have experience working in a classroom to volunteer?

No - volunteers of all skills and all experience levels are welcome. Our volunteer program is set up to teach you all you need to know and give you the skills you need to thrive in your role.

7. Do I need to receive clearances to volunteer at my child's school?

Yes, everyone who volunteers need to receive the required clearances, regardless of their relationship to the school.

8. Do I get to pick which location I volunteer at?

Yes! UCP recommends picking a location that is closest to either your home or your work.

9. Who do I report to at my assigned campus?

You will receive instructions and contact information at your volunteer orientation.

10. Who do I contact if I have more questions?

Volunteer@ucpcf.org



**WELCOME TO THE
UCP VOLUNTEER
FAMILY!**



www.ucpcf.org