

Volunteer Information

Student, Intern,
and Practicum



Heartspring



Heartspring Volunteer Information

Thank you for volunteering your time and talents to make an impact for children!

Mission

To be a leader and innovator in providing clinically supported services through education and therapies for children with special needs to empower them to grow and learn on a path to a more independent life.

Vision

Creating hope and opportunity that changes the lives of children with special needs and their families

Our Story

Heartspring, located in Wichita, Kansas, began in 1934 as a not-for-profit institution, serving children with speech defects and disorders. Today, Heartspring provides a wide range of services and therapies through several programs, including Heartspring Outpatient Services, the CARE Program, and the Therapeutic Day and Residential School.

The Heartspring School is a therapeutic residential and day school program for children with severe developmental disabilities from across the United States. Many of these children cannot be served adequately through programs in their home school districts and look to Heartspring for its unique individualized programming, which utilizes evidence-based and emerging best practices. Students often have multiple diagnoses, including autism spectrum disorders, speech and language impairments, and other developmental disabilities.

Additional community services in our CARE Program include autism outreach efforts for children and young adults on the autism spectrum. Programs consist of weekly social groups, consultation services for families and training for businesses to provide greater opportunity to those impacted by autism spectrum disorders

Heartspring's Outpatient Services offers applied behavior analysis, audiology, behavioral health, developmental-behavioral nurse practitioner, occupational therapy, physical therapy, and speech therapy to children ages birth to 21. As an outpatient comprehensive service, medical model practices are utilized with families and other professionals from Wichita and the surrounding communities to ensure progress across multiple settings. Therapists use hands-on therapeutic interventions in a personalized setting, while teaching families how to continue therapy at home and in the community.

If you have any questions or concerns, please contact the designated Volunteer Coordinator/contact person:

Campus Volunteer Opportunities	Special Event Volunteer Opportunities
Tristen Moore tmoore@heartspring.org 316-634-8886	Taylor Erb taylorerb@heartspring.org 316-634-8812

Students, Interns and Practicum Opportunities	
Outpatient Services	School/Residential
Kara Gibson kgibson@heartspring.org 316-634-8814	Jennifer Daugherty jdaugherty@heartspring.org 316-634-8809

Volunteer, student, intern, and practicum opportunities are unpaid.

Volunteer Information

Application/Background Check

Individuals interested in volunteering on our campus and working directly with our students or clients must complete a volunteer application available online (www.heartspring.org/support/volunteer-application). Once an application is received, a background check will be initiated, by the Human Resources Department and retained within that department. When the background check is cleared, the volunteer will be notified by Human Resources and given additional volunteer information.

All practicum students, interns, and volunteers working directly with Heartspring clients/students and/or who regularly volunteer will be required to follow the same background check procedure as an employee. Human Resources will provide an overview via email with instructions.

Those volunteering only for special events (e.g., CAREfest, The Heartspring Gala) will require a soft background check. Information about special event volunteer opportunities will be sent via email. Volunteers under 16 must be accompanied by a parent/guardian.

Boundaries/Interactions

Each child responds to situations differently, and many of our clients/students have particular behavior challenges or sensory issues. We ask that you maintain professional boundaries with the client/student. Clients/students will never be left in the care of volunteers without a Heartspring employee. If you are unsure about certain interactions, please ask your assigned volunteer leader.

Behavior Interventions

Staff members are trained to handle challenging behaviors and may at times ask you to remove yourself from a potentially difficult situation. Please respect the quick actions of our staff in

these circumstances, as they are responsible for keeping everyone safe. Do not try to intervene or aid in a behavior intervention as our staff have gone through intensive training to manage these situations.

Cell Phones

Client/Student Serving Areas:

The use of cellphones in student/client serving areas is prohibited. All volunteers working in client/student serving areas must have their phones locked in their car, closet, or other areas made available by a volunteer coordinator, unless on time away from clients/students.

Non-Student/Client Serving Areas:

Generally, the use of personal electronic devices (including cell phones, MP3 players, iPad, laptops, and Bluetooth devices) is allowed outside of client and student serving areas, until such time that the use of such devices interferes with the performance of the volunteer duties.

Check-In/Out

All volunteers will check in upon arrival. For on-campus opportunities, please check in at the front entrance of the building you enter. You must wear a volunteer badge/sticker and sign in upon arrival. Upon completing the task or shift, return to the same area to sign out and/or check out with your designated Heartspring Volunteer Coordinator. Please get in touch with your Volunteer Coordinator if you cannot fulfill a volunteer assignment or are unable to serve due to illness as soon as possible.

At special events, there will be a designated Volunteer Check-In area. All volunteers must check-in and out at this area to receive credit for any service hours. If unable to fulfill a volunteer position for a special event, please notify the volunteer coordinator as soon as possible.

Tracking of Volunteer Hours

Heartspring tracks volunteer hours for various reasons and may ask you to assist with this, depending on the number of hours you are volunteering. These hours can be used when applying for grant/funding opportunities, as well as showing our level of engagement with our local community.

If you are interested in or required to track your volunteer hours, we will be happy to sign any necessary forms to confirm your participation.

Contact Information

Heartspring collects information from volunteers to match them with the most appropriate opportunity. Your contact information is entered into our database so that we can contact you regarding future volunteer opportunities. Please inform us of any changes in your information so that we may provide the best volunteer experience for you.

Dress Code

We ask that volunteers dress appropriately while representing Heartspring and maintain a modest, clean appearance with closed-toed shoes when in client/student serving areas. For special events, specific attire will be communicated with volunteers.

Harassment

It is the policy of Heartspring to promote a productive work environment that does not tolerate verbal or physical conduct by any employee that unlawfully harasses, disrupts, or interferes with another's work performance or creates an intimidating, offensive, or hostile environment.

Harassment of any kind will not be tolerated on campus or at special events. Volunteers will be immediately released from their duties and will not be allowed to volunteer in the future.

Photography

To ensure client/student privacy, and in compliance with federal laws, you are prohibited from taking pictures at Heartspring. We also request that volunteers sign a media release allowing us to use photos/video of you while volunteering.

Video/Audio Surveillance

Heartspring uses video camera and audio surveillance and monitoring in the classrooms, common areas, therapy spaces, group homes, transitional spaces, and conference center to help ensure the health and safety of our students, clients, and the effectiveness of any person(s) served, and the security of our property and equipment. By entering the Heartspring campus, you agree to audio and video recordings.

Political Involvement

Outside of the President and CEO, or their designee, volunteers are prohibited from utilizing Heartspring letterhead and e-mail or otherwise identifying themselves as a representative of Heartspring during any political, government, or advocacy involvement without expressed consent from the President and CEO or their designee.

While each volunteer may determine the political candidates or issues they will personally support, each must ensure that any support they provide is done as a private citizen and outside of volunteering hours.

Any volunteer who violates this policy may be released from their duties and will not be allowed to volunteer in the future.

Safe Environment

The Heartspring campus is a peanut-free campus, meaning all peanuts and related peanut products are not allowed in any Heartspring buildings. Please refrain from bringing any food items that may contain these products.

Drugs and weapons are also forbidden on Heartspring property. Tobacco use is permitted in designated areas only. Failure to comply with these policies is means for immediate release from volunteer duties.

If you need to discontinue your volunteer position, please notify your volunteer coordinator. Heartspring reserves the right to terminate a volunteer at any time. We welcome feedback from our volunteers as well as referrals for new volunteers. If you have questions or concerns, don't hesitate to contact us by phone or email.

Confidentiality

Heartspring Regulations regarding confidentiality are mandated by State and Federal Law.

As a Heartspring volunteer working in an area where you come into contact with written or spoken information or data regarding our students or clients, it is imperative that you always keep in mind your responsibility to keep this information confidential.

The information concerning an individual student or client will be shared only with those with a demonstrable "need to know". Sharing identifiable information about a student's or client's particular behaviors, diagnosis, or other protected health information violates confidentiality, even if a name is not given.

You are **breaking confidentiality** when:

1. You discuss a client/student with:
 - Another client's/student's parent/guardian
 - Your neighbor
 - A friend
 - Any individual employed or not employed at Heartspring that is not on the client's/student's team.
2. You pass along information about a client/student you overheard.
3. You do not destroy personally identifiable material appropriately before you dispose of it.
4. You leave personal identifiable material lying in an unguarded area.
5. Post client's/student's pictures, names, information about behaviors, or personal information on your personal/public social networking sites. (I.e. Facebook, Instagram, TikTok, YouTube, Twitter, LinkedIn, etc.)
6. Utilize your cell phone to take pictures of the clients/students
7. Take pictures of clients/students for personal use and keep them in your home.

When you breach confidentiality, you are breaking personal conduct and confidentiality policies, as well as state and federal rules designated to protect client/student confidentiality. This can be grounds for disciplinary action and/or dismissal of the volunteer.

Child Abuse and/or Neglect

All Heartspring volunteers are required by law to report any witnessed or suspected child abuse, neglect or exploitation to the proper authorities as a mandated reporter. Failure to make a report, intentionally preventing or interfering with the making of a report or willfully and knowingly making a false report can result in criminal charges which may include a fine and jail sentence. The law protects these persons, mandated reporters, if they make a report in "good faith" or "have good reasons to suspect abuse or neglect."

Heartspring will not terminate the employment of, prevent or impair the practice or occupation of, or impose any other sanction on, any volunteer because the volunteer made an oral or written report to, or cooperated with an investigation by, a law enforcement agency or the Department For Children and Families in relation to harm inflicted upon a Heartspring student or client which was suspected by an employee of having resulted from the physical, mental or emotional abuse or neglect or sexual abuse of the child (K.S.A. 38-2224).

Heartspring volunteers, observers, interns, contractors, visitors, and parents/guardians

If any Heartspring volunteers, parents/guardians or others witness or suspect an abusive act involving a Heartspring student or client (whether a child or an adult), they should tell the person doing it to stop, and follow the below steps:

- Report the incident directly to the Kansas Protection Report Center at 1-800-922-5330. Telephone lines are staffed 24 hours a day. The Kansas Protection Report Center is part of the Department for Children and Families (DCF).
- Report the incident immediately to their immediate supervisor or program representative, so an online report can be completed.

In situations of alleged abuse, immediate and automatic suspension of the employee(s) involved will occur. In situations of alleged neglect or exploitation, suspension may not be automatic, but suspension is possible at some point during the investigation(s).

The determination of paid versus unpaid suspension will be made at the conclusion of the investigation(s).

Types of Abuse

- **Physical Abuse**—A non-accidental physical injury to an individual. The most obvious signs are: multiple or extensive bruises, bruises shaped like hand prints, belts or hangers, burns soreness, unexplained swellings, bald spots that might indicate hair pulling, or overreaction to being touched (K.S.A. 38-2202).
- **Physical Neglect**—A failure by the caretaker to meet the individual's basic physical needs. Signs are: dirty clothing, unclean (poor hygiene), inordinate hunger, severe fatigue or inappropriate dress for the weather, craving affection, and failure to provide timely, consistent, and safe services, treatment, and/or care to a child.
 - Examples of physical neglect include but are not limited to: failure to provide treatment services as outlined in the student's IEP, unsupervised access to the outdoors, failure to intervene in dangerous self-injurious behaviors, leaving the student unattended, sleeping while on duty, failure to report abuse and/or neglect, and failure to intervene in an altercation between a student and another person that could result in abuse, and failure to use resources available to treat a diagnosed medical condition if such treatment will make a child substantially more comfortable, reduce pain, and suffering, or correct or substantially diminish a crippling condition from worsening by contacting the medical department.
- **Emotional Abuse**—Belittling, rejecting and in general, not providing a positive, living atmosphere for the individual. Yelling at the individual, calling the individual names, making fun of the individual, and teasing the individual, emotionally abandoning a child, by being psychologically unavailable to them, demonstrating no attachment to the child, or failing to provide nurturance of the child, and corrupting a child, by teaching or rewarding the child for unlawful, antisocial, or sexually mature behavior could all be considered emotional abuse if extreme or continuous.
- **Sexual Abuse**—A sexual act (including but not limited to petting, masturbation, intimate kissing, as well as intercourse) that is forcibly imposed, coerced, or consensual between any Heartspring staff and any Heartspring student or client. Other examples may include verbal

and/or visual forms of contact and/or stimulation, such as comments, pictures, magazines and movies that are sexual in nature. Sexual abuse also includes allowing, permitting, or encouraging a child to engage in aggravated human trafficking. Possible indications of sexual abuse may include, but are not limited to, bruising around the mouth, anus, vagina, frequent urinary tract infections, in-depth sexual play, and seductiveness toward others or inordinate fear of persons of one sex.

- **Exploitation**—Misappropriations of a person’s property or intentionally taking unfair advantage of a person’s physical or financial resources for another individual’s personal or financial advantage by the use of undue influence, coercion, harassment, duress, deception, false representation or false pretense by a caretaker or another person.
 - Examples of exploitation may include, but are not limited to using an individual’s items for personal satisfaction/gain, personal items missing such as clothing, jewelry, or other personal property, infrequent or inaccurate financial recordkeeping, items charged to the individual’s account that he/she is not likely to want or use, etc.

Complaints

As a Volunteer, you can make a formal complaint by contacting the Chief Compliance Officer at Complaints@Heartspring.org or 316-634-8763. We take all concerns and complaints seriously. Our complete complaint policy, including our External Complaint Form, can be found in the policies section of our [website](#).

Volunteers, Students, Interns, and Practicums:

I have read, understand, and received a copy of the Heartspring Volunteer, Student, Intern, and Practicum Information Handbook. It is my responsibility to comply with the policies contained herein and any revisions made to it. I further understand that volunteering directly with students/clients could pose certain risks, including but not limited to injury. I am voluntarily participating in volunteer activities with knowledge of the potential danger.

Volunteer Printed Name

Volunteer Signature

Date

Signature of Parent/Legal Guardian if Volunteer is Under 18

Date

I am of legal age and have read this Heartspring Volunteer Handbook and give my son/daughter permission to volunteer.