

Hollywood HEART Volunteer Policies

Thanks so much for signing up to volunteer with us! Just wanted to share some of our programming policies with you. Please keep them in mind when volunteering at any of our event involving youth.

1. Always follow “three’s company” - never be alone with a participant. Instead invite another participant or adult to come with you. For example, if a participant asks you to go with him or her to grab a snack, ask someone else to join you. This rule is for your protection and the protection of our participants.
2. Please dress appropriately - remember you may be around impressionable children and/or hormonal teens. Also, please wear closed-toe shoes.
3. Act appropriately. Remember this is a kid-centered environment (avoid foul language, inappropriate displays of affection, constant use of your cell phone smoking, etc.).
4. The best attitude to have is that of a camp counselor. Have fun, get the job done, and be helpful. If you find yourself not doing anything please feel free ask what you can do to be of assistance. But due to the nature of our programming - there may be periods where there is a lull in the activities.
5. Please do not ask participants personal questions (self, family, friends, and school) as participants may not want to open up about their difficulties. However, if a participant talks to you about personal issues, it is fine to listen.
6. While working with us, you may learn certain facts or other information about clients, staff, and other volunteers that is of a highly personal and confidential nature. Please be respectful of this and do not disclose any confidential information (except as stated below).
7. If a participant brings up issues about abuse or neglect you must report it to a staff member.
8. Do not solicit participant contact information. If a participant wants to remain in contact with you, she or he must make the initial contact. So while you cannot take their email address, phone number, or MySpace you may give them yours if requested.
9. If there are any disciplinary issues with the kids, please notify and HH staff member.
10. Remember that this is a process driven program ...while the end result does matter, what matters more is that the kids grow and have fun!