

# Staff Handbook

## Volunteer Policies & Procedures for Georgia Teen Institute

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# Staff Handbook

## Volunteer Policies & Procedures for Georgia Teen Institute

### Introduction

This Policy Handbook is designed to provide the information and tools necessary to protect the integrity and safety of our agency, programs, staff, volunteers and participants. It is reviewed regularly by agency and Program Directors and is subject to change.

For the purposes of this handbook, any individual serving as Georgia Teen Institute staff will be referred to as volunteers, regardless of age, employment or receipt of payment for their services. This includes all GUIDE staff that are expected to abide by the tenants of this handbook as well as the agency's Personnel Policies and Procedures.

All volunteers must read this handbook thoroughly and sign a statement verifying receipt and agreement to comply with the enclosed policies.

Volunteers found to be in violation of any portion of this policy will be subject to immediate disciplinary action, up to and including termination of employment and/or volunteer status.

*Adult Volunteer*, for the purpose of this handbook, includes any individual age 18 or older at the time of the Georgia Teen Institute summer program who is serving as a staff member for Georgia Teen Institute programs, events or activities.

*Youth Volunteer*, for the purpose of this handbook, includes any individual age 17 or younger serving as a staff member for Georgia Teen Institute programs, events or activities. For the purposes of these policies, those individuals who turn 18 within 12 months of the date of the summer program are still considered Youth Volunteers.

*Adult Participant*, for the purpose of this handbook, includes any individual registered for any Georgia Teen Institute programs, events or activities who is age 18 or older at the time of the Georgia Teen Institute summer program.

*Youth Participant*, for the purpose of this handbook, includes any individual registered for any Georgia Teen Institute programs, events or activities who is age 17 or younger at the time of the Georgia Teen Institute summer program. For the purposes of these policies, those individuals who turn 18 within 12 months of the date of the summer program are still considered Youth Participants.

Where "volunteers" or "participants" are referenced without specifying "adult" or "youth," both are included.

## General Conduct

Volunteers are expected to demonstrate professional standards of conduct and leadership traits at all times. This includes, but is not limited to, timeliness, preparation, full participation, positive attitude, appropriate speech, flexibility and appropriate interactions with participants and other volunteers. Volunteers will conduct business and portray a positive image of the Georgia Teen Institute including, but not limited to, maintaining an attitude of respect, loyalty, patience, honesty, courtesy, tact and maturity. Volunteers will not use profanity or discuss inappropriate subject matters in the presence of other volunteers and participants or while conducting business.

Volunteers will treat all participants, volunteers, event attendees and community members with respect and will not discriminate regardless of racial, ethnic, religious, cultural identity, sexual identity, age, veteran or disability status. Harassment or bullying of any kind will not be tolerated. Volunteers will comply with guidelines found in the **Harassment and Bullying Policy** on page 5.

All volunteers 18 and older shall undergo a criminal history records investigation prior to their volunteer service, and annually thereafter as long as they continue to volunteer with Georgia Teen Institute. More information about this will be found in **Criminal Records Investigation** on page 6.

Volunteers are expected to abstain from alcohol, tobacco and other drug (ATOD) use throughout the duration of all Georgia Teen Institute programs, events and activities. All volunteers are expected to abstain from tobacco, marijuana and other drug use (including the misuse of prescription and over-the-counter drugs) at all times. Volunteers under the age of 21 are prohibited from consuming alcohol. All aspects of the **Alcohol, Tobacco and Other Drugs Policy** found on page 6 of this handbook must be followed.

Volunteers will never leave participants unsupervised and are expected to follow the *rule of three* at all times. Volunteers are expected to follow the **Supervision** policies and procedures detailed on page 7 of this handbook.

Volunteers will use positive guidance techniques including redirection, anticipation and elimination of potential problems, positive reinforcement, support and encouragement rather than using competition, comparison, criticism or humiliating discipline techniques.

Volunteers will not abuse participants or other volunteers. Joking about abuse or threatened abuse will not be tolerated. Abuse includes, but is not limited to, the following:

- Physical Abuse: Strike, spank, shake, slap
- Verbal Abuse: Humiliate, degrade, threaten
- Sexual Abuse: including inappropriate touching and conversation
- Mental Abuse: Hazing, negative manipulation
- Neglect: Withholding food, water or basic care

Volunteers will follow these and other guidelines found in the **Child Protection Policy** on page 8. Any personal information they learn from other volunteers and participants will be treated with confidence and respect and will be subject to the policies on reporting abuse, neglect and threat of serious harm referenced in the Child Protection Policy.

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Volunteers are expected to maintain positive and healthy relationships which include abstaining from gossip about other volunteers or participants and ensuring that they model positive peer interactions while serving as GTI volunteers. All volunteers must follow the guidelines of the **No Gossiping Policy** on page 10.

Adult volunteers who do not have pre-existing relationships with youth volunteers or youth participants will not fraternize with youth volunteers or youth participants outside of Georgia Teen Institute programs, events and activities. Any exception to this policy and information about any pre-existing relationships must be approved in advance by the Program Director. Youth volunteers must maintain appropriate, positive relationships with any other youth volunteers or youth participants they choose to fraternize with outside of Georgia Teen Institute programs, events and activities. All volunteers must follow the **Personal Relationships** guidelines found on page 11 of this handbook.

Volunteers will treat all protected health information about participants and other volunteers with respect and confidentiality. Volunteers are expected to follow the guidelines detailed in the **Administration of First Aid and Medicine** policy found on page 12.

Volunteers should practice and promote self-care to reduce the possible spread of communicable diseases such as hand-washing, staying hydrated, getting sufficient rest and covering coughs and sneezes with their arms. Volunteers should strive to build positive relationships among participants and fellow volunteers to promote mental wellbeing. Additional guidelines are in the **Physical and Mental Health** section on page 13.

Volunteers will adhere to the dress code during all Georgia Teen Institute programs, events and activities. In general, volunteers are prohibited from wearing t-shirts or articles of clothing containing advertisements, slogans, logos or references to alcohol and tobacco products, illicit drugs, sexual activity, adult conduct, profanity or any form of discrimination. Clothing with degrading or offensive language may not be worn. Clothing should be modest and appropriate for the event, activities and weather conditions. Volunteers are expected to follow these and additional guidelines in the **Dress Code** detailed on page 14 of this handbook.

Volunteers are expected to maintain professional behavior at all times when using personal communication devices (PCDs) which include cell phones, tablets, laptops, music players and all other electronic communication devices. PCDs are only to be used at designated times which will be announced by the Program Director prior to the start of each program. In general, PCDs may not be used in front of participants, while sessions are happening or at any time when a volunteer should be engaged in Georgia Teen Institute responsibilities. When not in use, devices should be turned off or set on silent. Volunteers must follow this and additional guidelines found in the section on **Personal Communication Devices** found on page 15.

Volunteers will never post participant photos or identify participants by name on any Internet or other social media site. This includes blogs, personal web pages, photo sharing sites and messaging and social networking sites such as Twitter, Instagram and Snapchat. If requested by the Program Director, volunteers will immediately remove any Georgia Teen Institute or participant related content posted to any media sites maintained or controlled by the volunteer including personal

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websites, blogs and social networking sites of any kind. All volunteers must follow these and other guidelines found in the **Social Media, Online Communication and Text Messaging** section on page 15.

Volunteers are prohibited from having firearms or any other weapons on the premises of any Georgia Teen Institute program, event or activity. This policy includes water guns and toy weapons that resemble real weapons. The only exception to this policy would be weapons on the person of law enforcement officers who may be in attendance at events. Volunteers are expected to be vigilant and observant to any possibility of violence involving other volunteers, participants or outsiders and to follow established protocol outlined in the **Safety and Security** section on page 17.

Volunteers are expected to take good care of the materials provided to them by Georgia Teen Institute and ensure that they are returned in good, working condition.

Volunteers may not use Georgia Teen Institute programs, events or activities to promote personal gain in any way. Any and all requests for services from participants at an event must be responded to in a manner that promotes Georgia Teen Institute and should be passed along to the Program Director.

## Harassment and Bullying

Georgia Teen Institute is committed to providing participants and volunteers with an environment that is free from harassment and bullying. The term “harassment” includes any unwelcome or objectionable physical, visual or verbal conduct, comment or display that is insulting, humiliating or degrading to another person or creates an intimidating, hostile or offensive environment for participants, visitors and/or other volunteers. Harassment includes, but is not limited to, slurs, jokes and other verbal, graphic or physical conduct related to an individual’s race, ethnicity, color, gender, sexual orientation, gender identity, religion, national origin, citizenship, age or disability.

Harassment also includes any conduct, comment, gesture or contact of a sexual nature that may cause offense, embarrassment or humiliation or may be perceived as placing a condition of a sexual nature on one’s participation as a volunteer or participant in Georgia Teen Institute programs, events or activities. This policy covers sexual harassment by members of the same or opposite sex. Examples of sexual harassment include, but are not limited to:

- Remarks, jokes, innuendoes or other comments regarding someone’s body, appearance, physical or sexual characteristics or clothing;
- Displaying of sexually offensive or derogatory pictures, cartoons or other material or taking or drawing pictures of someone that are sexual in nature or that expose nudity;
- Sexual advances, requests for sexual favors, offensive touching or staring and other verbal, graphic or physical conduct of a sexual nature;
- Unwelcome questions or sharing of information regarding a person’s sexuality, sexual activity or sexual orientation;

- Conduct or comments of a sexual nature intended to create, or having the effect of creating, an intimidating, hostile or offensive environment.

Bullying is when one or more people exclude, tease, taunt, gossip or put down another person no matter what the motive or intent. It is offensive, intimidating, insulting or humiliating behavior which includes physical violence or the threat of physical violence. Bullying can also happen in cyberspace through the use of e-mails, text messaging, instant messaging, and other less direct methods that can be especially hurtful when individuals are targeted with meanness and exclusion. This type of bullying can lead to individuals being hurt during or after Georgia Teen Institute programs, events or activities. Bullying is considered harassment in general, unless there is physical contact or a threat of violence, in which case it would be considered violence. At Georgia Teen Institute, bullying is inexcusable and prohibited.

Any actions, words, jokes or comments perceived as harassment, sexual harassment or bullying will not be tolerated. Volunteers or participants who experience or witness acts of harassment or bullying are expected to report them immediately to the Program Director or other member of the Response Team (found on page 9) so that they will be investigated and resolved. Georgia Teen Institute also has zero tolerance for any retaliation against anyone who reports or complains about harassment or bullying of any kind. Violation of this policy will subject a volunteer to disciplinary action, up to and including immediate discharge.

### **Criminal Records Investigations**

In compliance with GUIDE policies and procedures, all volunteers 18 years and older who will be working in positions having direct care or custodial responsibilities for youth volunteers and/or youth participants shall undergo a criminal record history investigation. GUIDE requires that each volunteer must complete a fingerprint-based criminal records investigation prior to their volunteer service and annually thereafter as long as s/he continues to volunteer. An adverse background report may result in the inability to serve as a volunteer with GUIDE programs including Georgia Teen Institute. GUIDE also follows procedures and guidelines provided by the Georgia Department of Behavioral Health and Developmental Disabilities in relation to criminal record history investigations.

### **Alcohol, Tobacco and Other Drug Use**

The nature and philosophy of GUIDE and its programs require that volunteers serve as positive role models for a healthy lifestyle. As such, Georgia Teen Institute has adopted a strict policy regarding the use and abuse of alcohol, tobacco and other drugs (ATOD), including the misuse of prescription and over-the-counter drugs.

Volunteers, regardless of age and role within the program, must commit to leading a drug-free lifestyle. This means they must abstain from tobacco use, vaping, marijuana use, illicit/illegal drug use and misuse of prescription and over-the-counter drugs at all times. Use of these substances during a volunteer's personal time may result in termination of volunteer status.

Use of these substances during Georgia Teen Institute programs, events and activities will result in immediate dismissal from the program and termination of volunteer status.

All volunteers under the age of 21 are prohibited from the use of alcohol. Violation of this policy may result in termination of volunteer status.

Volunteers 21 and older may not consume alcohol during any Georgia Teen Institute programs, events or activities whether on duty or not. Violation may result in termination of volunteer status.

Because GUIDE and Georgia Teen Institute promote only low risk alcohol use, including abstinence, volunteers 21 and older who choose to use alcohol in their personal lives are asked to conduct themselves in a manner that promotes a responsible, low-risk lifestyle. These volunteers are prohibited from wearing clothing or promotional items that associate them with GUIDE or the Georgia Teen Institute while consuming alcohol and are asked to be positive role models when it comes to consuming alcohol, portraying alcohol consumption on social media and encouraging appropriate conversations and attitudes about safe, legal and low-risk alcohol consumption including refraining from driving under the influence of alcohol. Repeated or extreme violations of this policy may result in suspension or termination of volunteer status.

Volunteers 21 and older are prohibited by law from providing alcohol to minors, including anyone under the age of 21. Violation of this law will result in immediate termination of volunteer status.

Volunteers are required to report violations of these policies to the Program Director or GUIDE Executive Director.

## Supervision

Volunteers will never leave youth participants unsupervised except when they are using the bathroom, taking a shower, getting dressed or sleeping in their rooms at the end of the day.

The *rule of three* must be observed at all times, meaning that there are always at least three people present when an imbalance of power may be present. An imbalance of power may exist when there are youth with adults or volunteers with participants.

As such, volunteers will never be alone with a youth participant, adult volunteers will never be alone with youth volunteers and youth volunteers will never be alone with adult participants.

In general, all interactions should be interruptible and observable. If a situation arises in which a volunteer must be alone with a youth participant, or an adult volunteer or participant must be alone with a youth volunteer or participant, that interaction should take place in a setting that is open and observable by others and a visual or auditory connection to others when only one youth is present.

Volunteers must respect the privacy of youth in situations such as changing clothes and taking showers, and intrude only to the extent that health and safety require. Volunteers must protect their own privacy in similar situations.

## Child Protection Policy

Volunteers are required by state law to report any suspected abuse or neglect of youth to the Program Director, GUIDE Executive Director or other designated member of the Response Team so that it may be reported to the appropriate authorities (law enforcement and the Georgia Department of Family and Children Services).

Reporters do not have to be sure that maltreatment has occurred, and reports are confidential according to state law.

Volunteers are additionally required by Georgia Teen Institute to report any suspicions related to a participant or fellow volunteer being at risk of serious harm or danger, including self-inflicted harm such as the possibility of attempted suicide.

### **Prohibited Acts**

The following acts are prohibited by this policy and will not be tolerated or accepted during any Georgia Teen Institute programs, events or activities. Any observations or personal knowledge of such violations must be immediately reported to the Georgia Teen Institute Director, GUIDE Executive Director or other designated member of the Response Team **after** the safety of the youth involved has been assured.

- Any display or demonstration of sexual activity, abuse, insinuation of abuse or evidence of abusive conduct towards a youth;
- Sexual advances or sexual activity of any kind between any adult and a youth or between two youth;
- Infliction of physically abusive behavior or bodily injury to a youth;
- Physical neglect of a youth including failure to provide adequate supervision in relation to activities of the program;
- Any behavior that may cause mental or emotional injury to a youth; and
- Possessing obscene or pornographic materials at any Georgia Teen Institute programs, events or activities.

### **Violation Reporting Policy**

In order to maintain an environment free of destructive acts toward youth, **volunteers must be aware of their individual responsibility to report any questionable circumstance, observation, act, omission or situation thought to be in violation of this policy.**

All questions or concerns of any suspected abusive behavior or harassment, at the hand of a volunteer, participant or outside party, should be directed to the Program Director, GUIDE Executive Director or other designated member of the Response Team.

In the event that a volunteer **personally witnesses** an occurrence in violation of this policy, that volunteer will be asked to complete a written *Suspected Abuse Incident Report*, a copy of which is provided with this handbook. Anyone who witnesses such an occurrence should consider the following recommendations as to how such a situation should be handled to ensure the security of the youth and to protect against physical, emotional or psychological injury to all persons involved:

- Personally secure the safety of the youth;



- Report the incident immediately to the Georgia Teen Institute Director, GUIDE Executive Director or other designated member of the Response Team and document the report using the *Suspected Abuse Incident Report*;
- Do not leave the youth alone to report the incident;
- Do not personally confront the alleged or accused violator of this policy; and
- GUIDE's Executive Director will be solely responsible for all communications.

In the event that a youth reports abusive conduct while engaged in Georgia Teen Institute programs, events or activities or involving the volunteers or other participants, **regardless of where the conduct occurred**, the person initially contacted by the youth should contact the Program Director, GUIDE Executive Director or other designated member of the Response Team and complete a *Suspected Abuse Incident Report*. Record verbatim in the *Suspected Abuse Incident Report* the specific words first spoken by the youth and the conduct and demeanor observed concerning the incident.

### **Consequences of Violation**

Any person accused of committing a Prohibited Act will immediately be suspended from participation in all Georgia Teen Institute programs, events and activities and any other programs, events or activities of GUIDE. Such suspension shall continue during any investigation by the agency, law enforcement or child protection agencies.

Any person found to have committed a Prohibited Act shall be prohibited from future participation in all GUIDE and Georgia Teen Institute programs, events and activities. If the person is an employee, such conduct may also result in termination of employment.

As required by Georgia law, all reports of abuse of youth will be forwarded in a timely manner to the appropriate child protection and law enforcement authorities. Such reporting must be accomplished in addition to complying with the child protection policy in this handbook.

Failure to report a Prohibited Act to the Program Director, GUIDE Executive Director or Response Team member in a timely manner shall be considered a procedural violation of this policy and shall be grounds for termination of a volunteer and suspension and dismissal from participation in all activities and programs of the agency. If the volunteer is an employee, such conduct may also result in termination of employment.

Any person required to report suspected abuse who knowingly and willfully fails to do so shall be guilty of a misdemeanor in the state of Georgia.

### **Response Team**

The general Response Team consists of the following people:

- GUIDE's Executive Director
- GUIDE's Associate Executive Director(s)
- Program Director
- Chairperson of GUIDE's Board of Directors
- Gwinnett County Board of Commissioners representative on GUIDE's Board of Directors
- An additional representative from GUIDE's Board of Directors

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If the person suspected of abusive conduct is a member of the Response Team, questions, concerns and reports should be directed to a different member of the Team.

### **When a Report is Made**

The member of the Response Team that received the report will notify the Response Team and convene a meeting immediately. The following actions will be taken:

- Ensure that the accused person has been removed and suspended from duties involving youth pending external and internal investigation;
- Notify the appropriate law enforcement and/or state authorities by telephone; and
- Review the alleged incident and recommend appropriate action, if any.

The Response Team will develop a plan of action to include the following:

- Cooperate with local and/or state authorities in their investigation, if any;
- Notify the insurance carrier of the incident immediately and comply with its investigation, if any;
- Prepare a written statement and designate a spokesperson to respond to media inquiries;
- Provide assistance to the alleged victim and his/her family in obtaining counseling or referral to a mental health professional, if needed;
- Provide assistance to the alleged perpetrator and his/her family in obtaining counseling or referral to a mental health professional, if needed;
- Respond to the needs of the family of the alleged victim and the accused by providing recommendations for resolution;
- Inform affected volunteers, including the reporter, of the need for confidentiality; and
- Consider and respond to the concerns of other parents/families.

### **No Gossiping Policy**

Gossip is an activity that can drain, distract and sabotage meaningful experiences and relationships. Gossip involves live, online or texting talk about a person who is not present and it can be critical, derogatory and/or include unsubstantiated rumors or information. In order to create a safer and more positive environment during Georgia Teen Institute programs, events and activities, volunteers are asked to make a commitment to be free of gossip.

To do this, volunteers commit to:

1. Not speak or insinuate another person's name when that person is not present unless it is to compliment that person's work;
2. Refuse to participate when another person mentions someone who is not present in a negative manner;
3. Not responding to any online or texting communications that contain private or derogatory information about any volunteer or participant, but reporting it to the Program Director
4. Not speak about Georgia Teen Institute, GUIDE or its volunteers in a negative manner; and
5. Intervene if they witness other volunteers or participants choosing to gossip. This may include interrupting the gossip, discouraging the individuals involved from participating and reporting the issue to the Program Director if the situation escalates or gossiping continues.

## Personal Relationships

Acknowledging that supportive and developmentally appropriate relationships are important to the positive and healthy development of youth, Georgia Teen Institute programs, events and activities encourage, promote, and, in some cases, facilitate friendships and mentor/mentee relationships between youth and adults, participants and volunteers.

Recognizing that close personal, particularly sexual, relationships with youth may be exploitative, result in preferential treatment or against the law, Georgia Teen Institute also discourages, and, in some cases, prohibits certain relationships between youth and adults.

When permitted, all contacts between volunteers and participants outside of agency sponsored programs and events are on the behalf of the volunteers and not as representatives of GUIDE or its programs. Volunteers are prohibited from using GUIDE or its programs' names as grounds or justification for out-of-program contact with participants.

It is the obligation of all volunteers to report to agency or Program Directors any problems with or suspicions of inappropriate or prohibited contact or relationships, including suspicions or feelings of coercion or harassment by youth or adults, participants or volunteers.

### **YOUTH VOLUNTEER: YOUTH PARTICIPANT**

Youth Volunteers are permitted to engage in friendships with Youth Participants during and outside of Georgia Teen Institute programs, events and activities. Such relationships must not violate any policies outlined in this handbook. Observation of these policies must occur at all times, including, but not limited to, phone calls, text messages, letters, online communications and in-person visitations.

Youth Volunteers are permitted to engage in dating relationships with Youth Participants during and outside of Georgia Teen Institute programs, events and activities. Such relationships must not violate any policies outlined in this handbook. Observation of these policies must occur at all times, including, but not limited to, phone calls, text messages, letters, online communications and in-person visitations. Dating relationships should not interfere with the performance of assigned duties, the atmosphere of programs, events and activities or the general purpose and philosophy of the agency. Public displays of affection during programs, events and activities are strictly prohibited.

### **ADULT VOLUNTEER: YOUTH PARTICIPANT**

Adult Volunteers are permitted to engage in friendships and mentor/mentee relationships with Youth Participants during and outside of Georgia Teen Institute programs, events and activities. Such relationships must not violate any policies outlined in this handbook. Observation of these policies must occur at all times, including, but not limited to, phone calls, text messages, letters, online communications and in-person visitations. Continuation of the *rule of three* requirement is strongly encouraged in any visitations outside of Georgia Teen Institute programs, events and activities. Adult Volunteers are prohibited from engaging in dating relationships with Youth Participants.

### **YOUTH VOLUNTEER: YOUTH VOLUNTEER**

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Youth Volunteers are permitted to engage in friendships and dating relationships with other Youth Volunteers during and outside of Georgia Teen Institute programs, events and activities. While permitted, dating relationships are discouraged as they may cause a disruption of program activity and intent. Friendships and/or dating relationships must not violate any policies outlined in this handbook. Observation of these policies must occur at all times, including, but not limited to, phone calls, text messages, letters, online communications and in-person visitations. Dating relationships must not interfere with the performance of assigned duties, the atmosphere of programs, events and activities or the general purpose and philosophy of the agency. Public displays of affection during programs, events and activities are strictly prohibited.

#### **ADULT VOLUNTEER: YOUTH VOLUNTEER**

Adult Volunteers are permitted to engage in friendships and mentor/mentee relationships with Youth Volunteers during and outside of agency programs, events and activities. Such relationships must not violate any policies outlined in this handbook. Observation of these policies must occur at all times, including, but not limited to, phone calls, text messages, letters, online communications and in-person visitations. Continuation of the *rule of three* requirement is strongly encouraged in any visitations outside of Georgia Teen Institute programs, events and activities. Adult Volunteers are prohibited from engaging in dating relationships with Youth Volunteers.

#### **ADULT VOLUNTEER: ADULT VOLUNTEER**

Adult Volunteers are permitted to engage in friendships, mentor/mentee relationships and dating relationships with other Adult Volunteers during and outside of Georgia Teen Institute programs, events and activities. Dating relationships are discouraged as they may be a disruption of program activities and intent. Any of these relationships must not violate any policies outlined in this handbook. Observation of these policies must occur at all times, including, but not limited to, phone calls, text messages, letters, online communications and in-person visitations. Dating relationships must not interfere with the performance of assigned duties, the atmosphere of programs and events or the general purposes and philosophy of the agency. Public displays of affection during programs, events and activities are strictly prohibited.

### **Administration of First Aid and Medicine**

Volunteers will treat all participants' protected health information (PHI) that is received during pre-program or program sessions with the utmost respect and confidentiality. PHI is protected under the Health Insurance Portability and Accountability Act (HIPAA) and includes information that is oral or recorded in any form or medium that relates to the past, present or future physical condition of an individual.

#### **First Aid**

A first aid kit is kept onsite for all programs, events and activities. At Georgia Teen Institute, there is a first aid station with medical, hygiene and sanitary supplies found in the staff headquarters, known as Command Central. The Program Director or Event Coordinator will notify volunteers of

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the location of the first aid kit for other Georgia Teen Institute programs, events and activities. General information about minor first aid care will be posted at the first aid station for reference.

### **Administration of Medicine**

Volunteers and participants who are required to take prescription and/or over-the-counter medication under the care of their personal physicians are responsible for making arrangements for the storage and administration of such. Medicine dispensed from the first aid station must be administered and documented by trained and authorized Adult Volunteers. Youth Volunteers are not authorized to administer medicines of any type to participants or other volunteers, including over-the-counter drugs.

When administering medicine, Adult Volunteers must:

- Check to see if participants have any medicinal allergies by consulting their registration or waiver form found in the Registration Notebook at the first aid station;
- Consult the Medicine Report Form to confirm that the same medicine has not already been administered to the participant within the prescribed time frame or that another, interacting medicine has not been administered within the prescribed time frame; and
- Complete an entry on the Medicine Report Form, which is located in the front pocket of the Registration Notebook. All fields must be completed, including Name of Participant, Name of Person Administering Medicine, Time and Date of Administration, Name of Medicine and Dose (including strength and amount).

### **Physical and Mental Health Practices**

At Georgia Teen Institute, personal protective practices such as frequent handwashing, remaining hydrated and effectively covering coughs and sneezes (with an arm or sleeve — NOT a hand) should be practiced by all volunteers, and encouraged for all participants. It is important that staff take proper care of themselves, including getting sufficient amounts of rest. Volunteers should seek care when problems are minor instead of waiting for them to become bigger issues so they remain capable of doing their jobs effectively. If a volunteer has a sore throat, sniffles or other potentially communicable symptoms, they should keep an arm's length from others and seek care at the first aid station.

Georgia Teen Institute strives to provide a positive environment for volunteers and participants. Feeling safe is critical to one's learning and mental health. Volunteers are expected to promote positive behaviors such as respect, responsibility, and kindness and prevent negative behaviors such as bullying and harassment. They should abide by the rules of conduct and fair discipline practices outlined in this handbook. Volunteers should appropriately reach out to lonely or excluded participants, practice acts of kindness, and reinforce the availability of adult support, if needed. Feeling connected and welcomed is essential to one's positive adjustment, self-identification, and sense of trust in others and oneself. Building strong, positive relationships among participants and fellow volunteers is important for promoting mental wellness.

### **Dress Code**

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The attitudes and behavior of participants are influenced by dress and grooming. Georgia Teen Institute will encourage all participants to dress in a fashion that is appropriate for a leadership program. If a style of dress or grooming appears to be disruptive to the educational process or could constitute a threat to the safety or health of participants, it will not be permitted at Georgia Teen Institute, and these individuals will be reported to staff for appropriate action.

At Georgia Teen Institute,

- Offensive, negative, profane, hurtful or explicit words, slogans or images on clothing are not permitted. This includes initials, words and abbreviations that may have double meanings, one of which could be perceived as profane.
- Clothing promoting gang activity, violence, bigotry, alcohol, tobacco or any illegal substance will not be tolerated.
- Short shorts or mini-skirts may not be worn. T-shirts may not fall lower than the bottom of the shorts worn. Pants must be worn at the waist.
- Undergarments may not be showing. This includes boxers, bras and all other forms of underwear.
- Tight and revealing clothing, including Spandex, exercise leggings or tights, is generally not allowed.
- Midriff, halter and backless tops will not be worn. Tank tops with "spaghetti" type straps will also not be allowed.
- Shoes must be worn at all times. Athletic shoes must be worn in the gym.
- Cover ups and shoes must be worn to and from the pool. Towels may not be used as a cover up; swimsuits must be covered by other clothing.
- Swimsuits must be worn to enter the pool. Swimsuits must provide adequate coverage of all body parts. String bikinis and thongs are not allowed.

Georgia Teen Institute Adult Volunteers will determine final approval of appropriate attire.

A volunteer or participant in violation of the dress code will be instructed to immediately change his or her attire. If proper attire cannot be found, the participant will wear his or her Georgia Teen Institute t-shirt or another alternative will be decided upon with Georgia Teen Institute Adult Volunteers.

Volunteers should help ensure the dress code is adhered to during all Georgia Teen Institute programs, events and activities by being an appropriate role model in their dress and by being observant to what others are wearing. If a volunteer notices a fellow volunteer or participant who is violating the dress code, the volunteer is encouraged to discreetly and politely remind the individual of the dress code and ask him or her to change. Volunteers are encouraged to be thoughtful when discussing dress code violations with individuals while being attentive to gender, body type and cultural considerations. If a volunteer does not feel comfortable addressing an individual or is unsure if the dress code is being violated, s/he should speak to an Adult Volunteer or the Program Director as soon as possible to ensure the issue is addressed quickly.

## Personal Communication Devices

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Volunteers are expected to maintain professional behavior at all times when using personal communication devices (PCDs) which include cell phones, tablets, laptops, music players and all other electronic communication devices. Volunteers may have their cell phones with them at all times, but they are not to be visible. Only Adult Volunteers may use their cell phones in the company of other volunteers and participants and then only for taking care of Georgia Teen Institute business. Otherwise, PCDs are only to be used at designated times which will be determined by the Program Director prior to the start of each program. The following guidelines should be adhered to:

1. Youth Volunteers may not use devices in front of participants, while sessions are happening or at any time when the volunteer should be involved in Georgia Teen Institute responsibilities.
2. PCDs should be stored in dorm rooms, enclosed in backpacks or tote bags or otherwise not visible when not in use. Devices may not be used as time pieces, should not be clipped to belts or kept in pockets.
3. Devices may only be used in designated areas such as personal dorm rooms or other areas not in use for program activities unless volunteers have been told to have them on and available for a specific purpose such as awaiting an all-clear during extreme weather.
4. Volunteers must have devices turned off or set on “silent” during all Georgia Teen Institute programs, activities and events unless specifically told to have them on for a special purpose.
5. At specific times during the program, volunteers and participants may be asked to participate in activities using personal communication devices. It is acceptable for all volunteers to use devices during these specific times.

### **Social Media, Online Communications and Text Messaging**

In general, Georgia Teen Institute views texting, emailing, social media sites, personal websites and blogs positively and respects the right of its volunteers to use them as a medium of self-expression and communication.

Some readers of such online communications or text messaging may view the volunteer as a representative or spokesperson of Georgia Teen Institute or otherwise develop certain impressions of Georgia Teen Institute and its programs, activities, participants and volunteers based on the online representation of the volunteer’s behavior.

In light of this possibility, Georgia Teen Institute requires, as a condition of volunteer status, that individuals observe the following guidelines regarding use of personal communication devices and how online or text communications can occur during Georgia Teen Institute.

1. Volunteers must be respectful in all online and texting communications related to or referencing Georgia Teen Institute and all GUIDE programs, activities, participants and other volunteers.
2. Volunteers must have usernames or handles that are not considered to be offensive, negative, harmful or explicit.
3. Volunteers must not use obscenities, profanity, profane, bigoted or offensive slang or vulgar language.

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4. Volunteers must not use online or texting communications to disparage Georgia Teen Institute or any GUIDE programs, activities, events, participants and volunteers.
  5. Volunteers' use of any Georgia Teen Institute-related hashtags in any online communications must represent GUIDE and Georgia Teen Institute in positive and accurate ways.
  6. Volunteers must not use online or texting communications to harass, bully or intimidate participants or other volunteers.
  7. Volunteers must not use online or texting communications to discuss engaging in conduct that is prohibited by Georgia Teen Institute policies including, but not limited to, the use of alcohol, tobacco and other drugs.
  8. Volunteers are prohibited from taking pictures or videos of participants or other volunteers that are considered to be inappropriate, offensive, negative, hurtful or explicit. No pictures or videos may be taken in the bathroom, shower area and other private areas.
  9. Volunteers are prohibited from posting pictures or videos and using names of participants on the Internet. Volunteers may not "tag" anyone but themselves in pictures or videos posted on the Internet.
  10. Volunteers are prohibited from sharing the location of Georgia Teen Institute programs, events or activities through geographic location services or "checking in."
  11. Volunteers are prohibited from creating or maintaining social media pages, websites, blogs or "groups" in the name of or referencing Georgia Teen Institute programs, events or activities. Likewise, the use of GUIDE or Georgia Teen Institute and their copyrighted names or logos is not allowed without written permission.
  12. For online and texting communications:
    - Adult Volunteers are prohibited from connecting with Youth Participants.
    - Youth Volunteers are prohibited from connecting with Adult Participants.
    - Adult Volunteers and Youth Volunteers are not prohibited from connecting with one another through social media, especially because some contacts may involve GTI/GUIDE business or mentorship relationships. However, care must be given that appropriate behavior and role modeling are always the primary concerns. Parents of Youth Volunteers have the ultimate responsibility of approving social media contacts between them (Youth Volunteers) and Adult Volunteers. This issue will be addressed during staff training to assure that all volunteers clearly understand the importance of taking care in all social media relationships between adults and youth.
    - Youth Volunteers may connect with other Youth Volunteers and Youth Participants.
    - Youth Volunteers should follow all policies regarding professionalism and appropriate behavior and remember that even when Georgia Teen Institute is not in session, they are representatives of the program and should act as such.
  13. Any online communications during Georgia Teen Institute must be relevant to the program in order to send the message that our volunteers are actively engaged. It is inappropriate for volunteers to view, download or engage with material from the Internet that is not in alignment with other volunteer policies during program hours.
  14. If requested, volunteers must provide the Program Director with access to view any social media accounts or websites maintained by the volunteer.
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Parents or guardians of Youth Volunteers will be required to sign Georgia Teen Institute's Technology Policy that outlines these expectations. Parents or guardians are ultimately responsible for ensuring that Youth Volunteers follow these policies.

Consequences for noncompliance with this policy may range from confiscation of devices until the end of the program to immediate dismissal from the program. It is at the Program Director's discretion to determine consequences resulting from any infraction.

## Safety and Security Measures

The safety and security of participants, volunteers and invited guests is critical to Georgia Teen Institute. In addition to the other sections of this handbook that relate to interpersonal safety measures, the following guidelines address security for the overall program. All volunteers are expected to comply with them.

- Name tags are provided to all volunteers, participants, contracted service providers and other expected visitors. They must be worn and clearly visible at all times during programs, events and activities.
- All visitors and contracted service providers must check in with the Program Director or designated volunteer at the program headquarters referred to as Command Central. At check-in, they will be given nametags.
- No former participants or volunteers will be permitted to visit during Georgia Teen Institute programs, events or activities unless for prearranged responsibilities or activities. Such arrangements must be made by the Program Director or his/her designee.
- Parking is permitted only in designated parking areas.
- The following items are prohibited at any Georgia Teen Institute program, event or activity:
  - Weapons including firearms, ammunition, knives, water guns or other toy weapons that resemble real weapons
  - Firecrackers, sparklers or other incendiary devices
  - Sexually explicit materials
  - Alcohol, tobacco, e-cigarettes and other nicotine vaping devices or illegal drugs
  - Drones
- Because programs, events and activities are conducted at public venues that are not exclusive to Georgia Teen Institute, non-program individuals have access to buildings and outside areas frequented by volunteers and participants. Volunteers should report any outsiders who are acting in unusual or suspicious ways such as lingering in one place while observing participants, seeming to follow one or more volunteers or participants, sitting in parked or idling vehicles in and around the program area for extended periods of time, leaving unexpected packages, backpacks or other suspicious items and walking off or instigating altercations with participants or volunteers.
- Volunteers should not attempt to approach outsiders with the intent to intervene in questionable behaviors, but should immediately make a report to the Program Director or an Adult Volunteer who will take appropriate action.
- Volunteers should be alert to any indications of potential violence or crisis during programs, events or activities including observation of escalating temper or aggression by participants,

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visitors or volunteers and report it to the Program Director or an Adult Volunteer who will take appropriate action.

- In the event of potential danger or severe weather conditions such as thunder storms, high winds or tornado warnings, the Program Director, GUIDE Executive Director or other Adult Volunteer designee will send an alert message by cell phone to Adult Volunteers. They may be asked to tell nearby Youth Volunteers to take out and turn on their cell phones in order to receive alerts or other information to help secure the safety and well-being of all volunteers and participants. In all events, all volunteers should follow the most restrictive directions provided by Georgia Teen Institute staff. This means that others (such as venue staff) may say it is safe to move outside, but only when Georgia Teen Institute staff provide an all-clear message to volunteers should participants and volunteers be allowed to move outside or away from any protective locations in which they have gathered. This procedure will be covered during volunteer training sessions.
- In the case of an emergency situation caused by unexpected violence or aggression requiring immediate law enforcement intervention, take cover or vacate the premises immediately, call 911 and describe the situation and the location, then assist others to take cover or vacate the premises. Appropriate actions in these circumstances will be covered in the safety orientation.
- Volunteers will receive an orientation to the Georgia Teen Institute violence prevention and response plan. The orientation will include procedures and responsibilities for immediate response to a violent crisis during the program. Volunteers are expected to comply with these procedures and responsibilities in the event of potential or real violent crises.

## Crisis Response Protocol

### Responding to Major Injuries, Accidents or Other Crisis Situations

#### Deciding Whether to Call 911

- Immediately call 911 in case of fire, threatening intruder, animal attack, or serious/critical medical emergency.
- If an emergency is of a medical nature, 911 should be called if the person providing care to the injured or the person in charge of the situation thinks that:
  - the victim's condition is life threatening,
  - might worsen within 15 minutes beyond our ability to provide First Aid, or
  - might be jeopardized by unattended transport,
  - the victim was injured due to a fall and there is any suspicion of a back, neck or head injury. **Do not attempt to move victim until 911 has arrived.**
- It is best to call 911 from a land line to allow for the 911 operator to locate the emergency. If a cell phone is the only method available, Volunteer should be prepared to share address and specific details about where s/he is located.
- In case of a moderate injury, arrangements should be made to transfer the victim(s) to the hospital by an Adult Volunteer or by the Adult Advisor of the Youth Action Team. In case of

the latter, arrangements must be made to provide adequate supervision for the Youth Action Team while the Adult Advisor is away.

- Under no circumstances should someone who has fallen ill be allowed to drive him/herself to the hospital or home. If an ambulance is not required, a family member or Adult Volunteer should drive the individual home or to the hospital.

### **If 911 is Called**

- An Adult Volunteer should wait with the injured party to meet the emergency response team. This person should have a copy of the participant's or volunteer's medical and insurance information.
- The primary onsite witness of what happened should remain on the scene to tell the first responders what s/he witnessed.
- The victim's medical and insurance forms should be given to EMS team and transported with the victim.
- If possible, an Adult Volunteer should accompany the victim and report back to the GTI Program Director or GUIDE Executive Director when they are told more details of the patient's condition.
- The attending Adult Volunteer will complete an incident report and verbally debrief the Director.
- Notify parents, the appropriate campus personnel and prepare media response if indicated.

### **Medical Emergencies**

- The most qualified person on site will take charge in case of a medical emergency.
  - Take charge. Be firm and clear with instructions to volunteers and participants. Use a calm tone of voice.
  - Delegate another volunteer or an adult participant to ensure the safety of other participants by taking them away from the immediate scene and organizing an activity. It may be that participants will need to return to their respective dorms but only if there is adequate supervision in the dorms.
  - Administer First Aid as needed immediately.
  - Do not move victim unless:
    1. There is no sign of back or neck injury.
    2. The victim is in danger of further injury.
  - If a cell phone is available, call in a member of the Response Team.
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- If no cell phone is available, send one Volunteer or three participants to the closest GTI Volunteer who has a cell phone.
- If the injury is life threatening or severe, call 911 immediately.
- Begin collecting the facts. What happened? How? When? Where? Witnesses? Where were the staff? Participants? What could the victim, volunteers or other participants have done to prevent the injury?
- In the case of a critical accident, serious injury, harm or fatality, keep a responsible adult at the scene of the accident or emergency situation to see that nothing is disturbed until medical aid or the law enforcement authorities arrive.
- Upon notification, the Director should designate a person (possibly themselves) to be the “in charge” person who attends to other (non-medical) needs of the emergency, including:
  - Coordinate additional support.
  - Record all facts about the accident and response.
  - Direct incoming rescue personnel or make arrangements for transportation of victim to the hospital.
- If contacted by the press, respond by saying, “We are currently gathering all the facts. Our media spokesperson will provide you with whatever information we currently have.” If the spokesperson has been identified, give the caller their contact information.
- Arrange for notification of nearest relative and appropriate college personnel.

**If you are a secondary staff member at the scene: Participants’ safety is first!**

1. Quickly and quietly follow the directions of the person in charge of the situation.
2. Do not panic . . . remember, you must set an example for participants and volunteers at the scene.
3. Offer advice only if you are more knowledgeable about the incident or you are asked.
4. Do not discuss or allow volunteers or participants to discuss the situation with anyone other than GTI personnel, first responders or law-enforcement officials.
5. Assist in preparing reports as needed.