



Volunteer Reference Book

About Rainbows United

HISTORY

Rainbows United, Inc. was founded in 1972 as a developmental training center for children with severe, multiple disabilities who were ineligible for special education services provided through the public schools. In the late 1970's, when legislation required public schools to provide services to all children of school age regardless of their disability, Rainbows began focusing on delivery of early intervention services to children below school age and wrap-around family support services to children birth through age 21.

Legislation in the early 1990's extended mandated special education services to children beginning at age three. Rainbows continues to serve children three to five with special needs through the Community Based Education/Training Services (CBETS) and children birth to age three through Infant/Toddler Services, known as *tiny-k*, in Sedgwick County, and later in Butler County.

Since 1994, Rainbows has been the sponsoring agency for Connecting Point, a project of the Sedgwick County Early Childhood Coordinating Council which brings together more than 40 agencies committed to young children.

Today, Rainbows provides center based, community based and home based service options for children birth through 21 years with special needs. Service components currently include hearing and vision specialty services, respite care for individuals across the life span, early intervention, high quality pre-school classes, targeted case management services, supported family living, foster care for children with special needs, therapies, mental health services, Autism waiver services and specialized child care.

Serving more than 3,400 children, birth to age 21, with special needs or at risk and their families this year, Rainbows continues a deep rooted commitment to enhancing the lives of children with special needs for many years to come.

MISSION

Rainbows United, Inc. enhances the lives of children with special needs and their families by bringing together community resources and providing customized services.

VISION

Bringing potential to life by elevating the uniqueness of children and their families.

GUIDING PRINCIPLES

- Make children and families our highest priority
- Treat others with dignity, respect and compassion
- Demonstrate leadership in our industry
- Achieve success through teamwork, partnerships and collaboration
- Operate with honesty, integrity and accountability
- Be positive, celebrate success and recognize achievements
- Actively listen and effectively communicate
- Be resourceful in finding solutions through intelligent decision making and determination
- Continuously improve in all aspects of our business
- Be responsible stewards of our assets and resources

Important Information

ATTENDANCE

Volunteers should notify the volunteer coordinator at least 24 hours in advance, when possible, if unable to fulfill a volunteer assignment.

SICKNESS

If you are sick, please call the volunteer coordinator to reschedule your shift.

SIGN IN

All visitors to Rainbows United, including volunteers, are required to sign in and obtain a visitor's badge upon entering one of our facilities. Please sign out and return your badge when leaving.

DRESS CODE

All volunteers are expected to dress appropriately. Please maintain a modest, clean and respectable appearance while acting as a representative of Rainbows United. We ask that volunteers wear sturdy shoes in the classrooms (no sandals). Business attire is not required for office volunteers.

MEDIA RELEASE

Volunteers are asked to sign a media release. This grants Rainbows permission, among other things, to use photos of you. Please read the full agreement for details.

BACKGROUND CHECKS

Every Rainbows volunteer must successfully complete three background checks. Information will be requested from the following: the Kansas Department of Social and Rehabilitation Services Child Abuse and Neglect Central Registry, the Social and Rehabilitation Services Adult Abuse, Neglect and Exploitation Central Registry, and the Kansas Department of Health and Environment Child Care Licensing Division - SRS and KBI Central Registry.

DISCIPLINE

Volunteers are not expected to discipline children. If you think a situation requires discipline, please find a staff member and ask them to intervene.

BOUNDARIES

Each child responds to situations differently. Some children yearn for hugs, sitting in your lap, etc. Others may be just the opposite. We ask that you maintain professional boundaries with the children. Ask your supervisor if you are unsure about certain interactions.

SPECIAL CARE

Some children require certain care when being handled. We ask that volunteers do not pick up children. Please ask a staff member for assistance.

DANGEROUS SITUATIONS

Staff members are trained to deal with certain behaviors and may at times ask you to remove yourself from a potentially dangerous situation. Please respect the quick actions of our staff in these circumstances as they may seem a bit harsh or aggressive.

CHILD ABUSE AND/OR NEGLECT

If at any time you suspect that a child has been a victim of physical, mental, emotional or sexual abuse and/or neglect you are required to report it to your supervisor. This may be a classroom teacher or another Rainbows employee. A staff member will then take the necessary steps to ensure we handle the situation accordingly. Reports are confidential and under no circumstances should the parent or guardian be notified or photos taken by the volunteer.

HIPAA

Rainbows United complies with the Health Insurance Portability and Accountability Act. We possess our clients' protected health information and follow procedures that ensure the safety of that information. If at any time you have questions concerning the proper practices associated with HIPAA, please ask your supervisor or the volunteer coordinator immediately.

CELL PHONES

Please do not use your cell phone in the classrooms. When necessary, move to an appropriate area to use your phone.

SUBSTANCES/WEAPONS

All Rainbows United locations are drug and smoke free environments. In addition, weapons of every kind are forbidden on Rainbows property, including parking lots. Failure to comply with these policies is means for termination.

HARASSMENT

Rainbows will not tolerate harassment of any kind, including discrimination, psychological and sexual harassment, physical violence and threats. Harassment is means for termination.

TERMINATION

Any volunteer may terminate their commitment at anytime by contacting the volunteer coordinator. In addition, Rainbows United reserves the right to terminate a volunteer at any time.

DIALOGUE

Rainbows United welcomes feedback on our volunteer program. Please contact the volunteer coordinator if you have any questions or concerns. We also welcome suggestions for improvement and referrals for new volunteers.

CONTACT INFORMATION

The volunteer coordinator or other Rainbows employees may contact you by phone, email or mail. Please alert us if any of your contact information changes during your time as a Rainbows volunteer.

Thank you for becoming a Rainbows volunteer!

If you have any questions or concerns at any time, please contact our volunteer coordinator at (316) 558-3422.

Kids' Point
3223 North Oliver Avenue
Wichita, KS 67220
(316) 267-5437

Kids' Cove
2258 North Lakeway Circle
Wichita, KS 67205
(316) 684-7060

RainbowsUnited.org

