



Expectations and Boundaries

Here at The Home, we have the honor to step alongside children and their families on the path towards restoration and reconciliation. To do this well, we must be mindful of what has happened in their past, their current present, and the future. With that in mind, we have created the following boundaries to prioritize safety and respect of the children, their families, campus, staff, our volunteers, and CHOL as an organization. We ask that you honor these boundaries any time you visit our campus or interact with the children we serve. If you have any questions at all, please take time to clarify with the Community Engagement Coordinator.

1. If a child begins to talk about their biological family, friends, previous school, etc., we want to allow or encourage conversation. It is healthy and good for kids to think of their positive memories. For example, "Your mom bought you that dress? I love the color!" Or "You used to go to Walmart and buy your favorite snack with your grandma... I bet that was fun!"
2. If a child ever begins to share or disclose something that has happened to them, we ask that you bring a staff into the conversation. A way to do this naturally may be, "Thank you for telling me, let's let Ms. Smith talk with us too." We ask that you include staff and not have the conversation 1:1 because our staff are trained to respond appropriately, know the kiddos well, and know what steps to take, if any, are needed. It is important to remember that is our job to believe the child and report it to the appropriate person, not to determine what is true or false.
3. Some people may be sensitive to touch from others, especially strangers. Others may actively seek out touch from others. Please ALWAYS ask permission before touching someone- a hand on the shoulder, a hug, even a simple brush against someone's arm. This is something we ask the children to do as well. All touch should be respectful, appropriate in length, and only after consent is given from both parties. Any hugs should be from the side only.
4. Please refrain from using any vulgar, coarse, or rude language. We want to be positive influences. Please also refrain from "pet names" or nicknames such as "sweetheart, love, etc."
5. All cultures and backgrounds are honored and respected here- this includes and is not limited to ethnicity, race, religion, financial status, language, etc.
6. Please do not wander around campus or rooms within the building you are working in.
7. You will never be left alone with a child. If you are ever asked to violate this boundary or find yourself in this situation, rejoin the group immediately.
8. No gifts may be given directly from volunteer to child or cottage- these must all be approved through the Volunteer Coordinator first.



9. Please be mindful not to include children in any photographs taken.

10. All volunteers are expected to check in when arriving on campus and to check out when leaving campus.

Visitor and Volunteer Contact: Morgan Maret 806-680-3199, mmaret@childshome.org

By signing, you acknowledge that you have been notified of these boundaries and agree to uphold and honor all expectations of the volunteer role.

Signature

Volunteer's Name (Print)

Date

REPORTING CHILD ABUSE, NEGLECT, AND EXPLOITATION TO CHILD ABUSE HOTLINE AND DESIGNATED ADMINISTRATOR

Legally, what child abuse, neglect and exploitation are:

In Texas, the definitions of child abuse and neglect include specific acts or omissions by a person responsible for a child's care, custody, or welfare. Here are important legal definitions from Section 261.001 of the Texas Family Code.

“Abuse” includes the following acts or omissions by a person:

- Mental or emotional injury to a child that results in an observable and material impairment in the child's growth, development, or psychological functioning;
- Causing or permitting the child to be in a situation in which the child sustains a mental or emotional injury that results in an observable and material impairment in the child's growth, development, or psychological functioning.
- Physical injury that results in substantial harm to the child, or the genuine threat of substantial harm from physical injury to the child, including an injury that is at variance with the history or explanation given and excluding an accident or reasonable discipline by a parent, guardian, or managing or possessory conservator that does not expose the child to a substantial risk of harm;
- Failure to make a reasonable effort to prevent an action by another person that results in physical injury that results in substantial harm to the child;
- Sexual conduct harmful to a child's mental, emotional, or physical welfare, including conduct that constitutes the offense or continuous sexual abuse of a young child or disabled individual under Section 21.02, Penal Code, indecency with a child under Section 21.11, Penal Code, sexual assault under Section 22.011, Penal Code, or aggravated sexual assault under Section 22.021, Penal Code;
- Failure to make a reasonable effort to prevent sexual conduct harmful to a child;
- Compelling or encouraging the child to engage in sexual conduct as defined by Section 43.01, Penal Code, including compelling or encouraging the child in a manner that constitutes an offense of trafficking or persons under Section 20A.02(a)(7) or (8), Penal Code, solicitation of prostitution under Section 43.021, Penal Code, or compelling prostitution under Section 43.05(a)(2), Penal Code;
- Causing, permitting, encouraging, engaging in, or allowing the photographing, filming, or depicting of the child if the person knew or should have known that the resulting photograph, film, or depiction of the child is obscene as defined by Section 43.21, Penal Code, or pornographic;
- The current use by a person of a controlled substance as defined by Chapter 481, Health and Safety Code, in a manner or to the extent that the use results in physical, mental, or emotional injury to the child;

- Causing, expressly permitting, or encouraging a child to use a controlled substance as defined by Chapter 481, Health and Safety Code;
- Causing, permitting, encouraging, engaging in, or allowing a sexual performance by a child as defined by Section 43.25, Penal Code;
- Knowingly causing, permitting, encouraging, engaging in, or allowing a child to be trafficked in a manner punishable as an offense under Section 20A.02(a)(5), (6), (7), or (8), Penal Code, or the failure to make a reasonable effort to prevent a child from being trafficked in a manner punishable as an offense under any of those sections; or
- Forcing or coercing a child to enter into a marriage.

“Neglect” includes:

- Leaving of a child in a situation where the child would be exposed to a substantial risk of physical or mental harm, without arranging for necessary care for the child, and the demonstration of an intent not to return by a parent, guardian, or managing or possessory conservator of the child.
- The following acts or omissions by a person:
 - Placing a child in or failing to remove a child from a situation that a reasonable person would realize requires judgement or actions beyond the child’s level of maturity, physical condition, or mental abilities and that result in bodily injury or a substantial risk of immediate harm to the child;
 - Failing to seek, obtain, or follow through with medical care for a child, with the failure resulting in or presenting a substantial risk of death, disfigurement, or bodily injury; or with the failure resulting in an observable and material impairment to the growth, development, or functioning of the child;
 - The failure to provide a child with food, clothing, or shelter necessary to sustain the life or health of the child, excluding failure caused primarily by financial inability unless relief services had been offered and refused;
 - Placing a child in or failing to remove the child from a situation in which the child would be exposed to a substantial risk of sexual conduct harmful to the child;
 - Placing a child in or failing to remove the child from a situation in which the child would be exposed to an immediate danger of sexual conduct harmful to the child, or;
 - Placing a child in or failing to remove the child from a situation in which the child would be exposed to acts or omissions that constitute abuse under Subdivision (1) (E), (F), (G), (H), or (K) committed against another child.
 - The failure by the person responsible for a child’s care, custody, or welfare to permit the child to return to the child’s home without arranging for the necessary care for the child after the child has been absent from the home for any reason, including having been in residential placement or having run away.
 - A negligent act or omission by an employee, volunteer, or other individual working under the auspices of a facility or program, including failure to comply with an individual treatment plan, plan of care, or individualized service plan, that causes or may cause substantial emotional harm or physical injury to, or the death of, a child served by the facility or program as further described by rule or policy; and

“Child Exploitation” includes:

- Child exploitation is the act of using a minor child for profit, labor, sexual gratification, or some other personal or financial advantage. Child exploitation often results in cruel or harmful treatment of the child, as the activities he or she may be forced to take part in can cause emotional, physical, and social problems.

“Person responsible for a child’s care, custody, or welfare” means a person who traditionally is responsible for a child’s care, custody, or welfare, including:

1. A parent, guardian, managing or possessory conservator, or foster parent of the child.
2. A member of the child’s family or household as defined by Chapter 71.
3. A person with whom the child’s parent cohabit.
4. School personnel or a volunteer at the child’s school.
5. Personnel or volunteer at a public or private child-care facility that provides services for the child or at a public or private residential institution or facility where the child resides.
6. An employee, volunteer, or other person working under the supervision of a licensed or unlicensed child-care facility, including a family home, residential child-care facility, employer-based day-care facility, or shelter day-care facility, as those terms are defined in Chapter 42, Human Resources Code.

What should you do when you suspect child abuse, neglect, or exploitation?

Immediately report suspected abuse to DFPS Hotline, AND either

- CPA and Emergency Shelter Administrator, Ben Witt, (719) 651-5092
- GRO Residential Campus Administrator, Theresa Wilson, (806) 401-1738

1. The law requires that you make a report if you have reason to believe or suspect that abuse or neglect has occurred.
2. Tell the child you believe him/her and offer comfort and assurances. It is not your job to provide or decide if abuse has taken place. That is up to Licensing, CPS, law enforcement, and/or courts.
3. Protect the child. If the child is in danger of physical/emotional harm and needs protection, call the above administrator(s) or on-call.
4. You will also need to complete an incident report in Children’s Home Extended Reach case management system.

Report Abuse to DFPS:

- By phone: 1-800-252-5400
- Online: Texas Abuse Hotline (Scan QR code to the right)

You can call the Abuse Hotline toll-free 24 hours a day, 7 days a week, nationwide, or report with secure website and get a response within 24 hours.



DFPS cannot accept email reports of suspected abuse or neglect.

Anonymous Reports of Child Abuse and Neglect

Effective September 1, 2023, DFPS cannot accept anonymous reports of abuse and neglect involving children and their families. Reporters must provide a first and last name and a home or business phone number to meet new reporting requirements. Anonymous reports of child abuse and neglect may be made to local and state law enforcement agencies instead. Reporters' names are confidential by law.

I have read the information and instructions regarding reporting of child abuse, neglect, and exploitation. I understand this and agree to abide by these instructions.

Signature

Volunteer's Name (Print)

Date

CHILDREN'S HOME OF LUBBOCK STATEMENT OF CONFIDENTIALITY

By signing below, I agree to the following Statement of Confidentiality:

While volunteering with the Children's Home of Lubbock, you will have access to and gain knowledge of confidential and proprietary information belonging to the organization. Maintaining confidentiality is an important part of working at the Children's Home of Lubbock. Information contained in an employee's personnel file, a child's file, a donor's file, or issues regarding other clients of the Children's Home must be treated in a confidential manner.

ALL employees, on campus subcontracting therapists, subcontractors, consultants, student interns, volunteers acting as staff, or sponsors are directed to hold in confidence all information obtained in the course of professional services and maintain confidentiality regarding the children of this agency. Confidential information regarding the employees, children and families, donors, or other clients should not be shared with the media including the internet and any personal web pages or blogs. Failure to properly handle confidential information constitutes terms for disciplinary action.

Signature

Volunteer's Name (Print)

Date



Hello! We are so thankful to have you on our team to serve the community of West Texas. We know that there are different opportunities to serve the Lubbock community and are grateful that you would choose to step alongside the kiddos we are entrusted with as they heal, play, and build new memories. Volunteers are a valued and integral part of what we do at Children's Home of Lubbock. As you join us on campus, this document serves to share a little bit more about what we do and outlines some expectations and best practices of our organization. We can't wait to work with you soon!

About Us

Children's Home of Lubbock has been a staple of the Lubbock community since 1954 and has served over 7,200 abused and neglected children throughout our history. The Home's goal is to be a place for children to heal from trauma and work towards a better future.

On any given day, an average of 70 boys and girls are in care at Children's Home whether through our cottages, foster homes, or independent living housing. These children come to The Home through the Department of Family Protective Services because of suspected neglect or abuse. While the court and biological families work through each case, the children are cared for by our staff and begin Sanctuary, a trauma-informed treatment program.

Children's Home of Lubbock is a faith-based agency, and we believe God has been with us every step of the way as we have faced personal and legislative trials. We are blessed with a modern, debt-free group care campus, and The Home continues to expand as the needs of our children and community change.

What We Do

- Counseling
- Education & Recreation
- Emergency Shelter & Assessment Center
- Family Success Program
- Foster Care & Adoption Program
- Residential Group Care Program
- Supervised Independent Living
- Transitional Living

Learn more about our history and what we do at www.childshome.org