



COLORADO

Division of Youth Services

Orientation and Training Packet for Volunteers, Providers, and New Contract Employees

*All Volunteers, Providers, and New Contract Employees
must read this orientation/training packet and agree to all general guidelines*

Mission Statement

To protect, restore, and improve public safety utilizing a continuum of care that provides effective supervision, promotes accountability to victims and communities, and help youth lead constructive lives through positive youth development.

Vision Statement

“Achieving youth success and safer Colorado communities”

Division of Youth Services Overview

The Division of Youth Services (DYS) provides for the care and supervision of youth committed by the District Court to the custody of the Colorado Department of Human Services (DHS). DYS operates youth centers that serve youth between the ages of 10-21 who are pre-adjudicated or committed. In addition to residential programming, DYS administers youth parole services throughout Colorado.

Educational services are provided by the school district and available to all youth in residential placement with the DYS through on-site educational programs that serve the detention population. The DYS employs licensed teachers to educate committed youth. The school programs provide special education services to those who require individual educational plans. Youth are able to work toward a high school diploma or obtain a GED. Youth may also be involved in vocational programs such as culinary arts or barbering.

Youth residing at DYS youth centers are provided the opportunity to receive weekly religious services, medical care, counseling, psychoeducational groups, and mental health/psychiatric services. Youth are also involved in Restorative Community Justice (RCJ) projects, which allow them to examine and repair the harm they have caused to the community.

DYS is committed to creating a community for youth that follows the Sanctuary model. Sanctuary is a blueprint for organizations to create a trauma-responsive environment and is anchored by Seven Commitments. The Seven Commitments that are practiced include: Nonviolence, Emotional Intelligence, Social Learning, Communication, Democracy, Social Responsibility, and Growth and Change.

Policy S-20-1 Visitors, Volunteers, Contractors, and Presenters Providing Services to Youth

These two policies outline expectations and requirements for volunteers (S-20-2) and providers (S-20-3).

DYS Volunteer Expectations

- Establish and maintain high behavioral standards.
- Follow expectations posted throughout the youth center.
- Show sincere care and respect for employees and youth.
- Role model positive interpersonal relationships.
- Help youth problem-solve.
- Suggest solutions to concerns.
- Show teamwork.
- Maintain confidentiality.

Youth Center Requirements

- Sign in and out of the youth center.
- Wear your approved identification badge. The badge should be visible at all times.
- Leave all personal items in your car or in a locker.
- Do not bring unapproved electronic devices into the youth center.
- Complete a background check, required for most volunteers and providers. The background check may be arranged by either DYS, Savio or another regulatory entity.

Termination of Services

- Volunteers and/or providers may have their services terminated for a variety of reasons, ranging from unprofessional conduct to routine discontinuation of the service the volunteer/provider is providing.
- DYS employees have both the authority and social responsibility (with the youth center administration's approval) to deny anyone access to the youth center or regional office whose presence is believed to jeopardize the order, security, or safety of the youth center or office.

HIPPA Acknowledgement:

I agree to the following Confidentiality Statement: While performing my business duties, I may be given access to patient Protected Health Information whether in verbal, written, or electronic format.

I will maintain in strictest confidence the Protected Health Information to which I have access. I will not share any confidential information with others who are not authorized, including other staff members, contractors, friends, or family. I will use my access to Protected Health Information for the sole purpose of conducting legitimate business for the Colorado Department of Human Services.

My access to patient Protected Health Information is often facilitated by electronic information systems. In the interest of maintaining the integrity of these systems and ensuring the privacy, security, and proper use of the State resources, I will not share my password to any such systems to which I have access.

I understand that the use of Protected Health Information, other than for legitimate business purposes is strictly prohibited.

Initials: Date:

Youth Handbook:

Advisement that upon request a copy of the youth handbook shall be made available to all contractors, volunteers, interns, or similar individuals.

Initials: Date:

DYS Policies:

Drug Free Workplace, Substance Abuse, and Tobacco Use (Policy S-3-5):

To ensure a safe and productive work environment for its employees and the public it serves all Division of Youth Services' employees, contractors, volunteers, interns or similar individuals shall adhere to Colorado Department of Human Services Substance Abuse and Impairment in the Workplace policy VI-1.3, and/or Department of Personnel and Administration (DPA) Rules, and the prescribed tobacco use guidelines established by the Division of Youth Services.

Initials: Date:

Relationships between Employees (including Volunteers/Providers) and Youth (Policy S-3-20):

Division of Youth Services and designated contract provider employees, interns, and volunteers provide professional services to youth and their families to assist youth in achieving treatment and/or community reintegration goals. Establishing appropriate boundaries with current and discharged youth is vital for the Division of Youth Services and designated contract providers to accomplish its mission.

Initials: Date:

Violence in the Workplace and Sexual Harassment (Policy S-3-28):

All Division of Youth Services' employees, contractors, volunteers, interns or similar individuals shall adhere to Colorado Department of Human Services policy VI- 3.5 and Department of Personnel and Administration Rules.

Initials: Date:

Youth Supervision and Movement (Policy S-9-3):

To ensure the safety and security of youth, employees, and the public, the Division of Youth Services youth supervision and movement procedures supports the provision of safe, daily programming and treatment services. The procedures establish the youth center's command and control and support safe trauma-responsive environments. Youth shall always be supervised by youth center employees inside and outside of the youth center unless authorized by order of the court, the director of the youth center, or the designee.

Initials: Date:

Emergency Response Guide (Policy S-9-12):

The Division of Youth Services follows the State of Colorado emergency response guide (ERG) with the addition of site-specific information. The purpose of the ERG is to offer a quick reference guide for handling an emergency situation in the work environment. All youth center and regional office employees shall be familiar with their ERG to quickly find information in the event of an emergency. Each emergency is unique and requires individualized responses and a situational needs assessment. All employees are expected to cooperate with the implementation of the ERG during real emergencies as well as drills designed to test these protocols. Emergency equipment and transportation shall be available to youth centers and regional offices for emergency situations.

Initials: Date:

Key Control System (Policy S-9-10):

To maintain the security of the youth center, a key control system shall be implemented which provides a current accounting of the location and possession of each key to the youth center. There shall be a journal/log that records each key that is issued and the name of the person to that it is issued. The key log shall be kept up to date to assure its accuracy.
I agree to abide by this policy to maintain the security of the youth center.

Initials: Date:

Tools, Culinary, and Medical Equipment (S-9-11):

Each youth center shall have a comprehensive internal accountability system for tools, equipment, and utensils that are used within the youth center. The internal system shall be established to promote the safety and security of all youth, employees, and visitors. All tools, equipment, or utensils used within the youth center, including items such as hacksaws, kitchen knives, hammers, scissors, screwdrivers, all technology equipment used in a vocational program, medical equipment, or other devices that could be used as a weapon, shall be controlled at all times. Such items shall be inventoried, distributed in a controlled manner, returned to an established storage location in a timely manner, and re-secured after each use for safety and security purposes.

Initials: Date:

Reporting Child Abuse (Policy S-9-17):

Division of Youth Services youth center employees, volunteers, contractors, and interns are mandatory reporters for child abuse and elder abuse and therefore obligated by law to abide by this policy.

Initials: Date:

Sexual Abuse and Sexual Harassment Prevention (Policy S-9-19):

The Prison Rape Elimination Act (PREA) of 2003 establishes a zero-tolerance standard for any incidence of employee on youth sexual abuse, youth-on-youth sexual abuse, employee on youth sexual harassment and youth on youth sexual harassment. This law makes prevention of these types of victimization a top priority in each DYS youth center; develops and implements national standards for the detection, prevention, and intervention of these violations; increases available data and information on the incidence of sexual abuse and sexual harassment; and standardizes the definitions used for data collection. The DYS abides by the federal PREA standards and has zero tolerance for all sexual contact. For the purpose of this policy, such contact includes employees, contractors, volunteers, interns or similar individuals on youth sexual abuse, youth-on-youth sexual abuse, employee on youth sexual harassment, and youth-on-youth sexual harassment. Consensual sexual and affectionate contact between youth are rule violations that require intervention as outlined in DYS Policy S-14-3A Youth Center Rules.

Initials: Date:

Youth Rights: Basic Rights, Responsibilities, and Access to Services (Policy S-13-1):

All youth, regardless of their gender, in the custody of the Division of Youth Services shall be afforded rights and responsibilities that are clearly defined. All youth shall be informed of their rights and responsibilities through the intake/orientation process. Remedies for complaints of violations of any rights set forth shall be subject to the youth's grievance procedure and youth who do not accept responsibilities shall be subject to the youth center's disciplinary process. The rights in this policy shall not be diminished or denied for disciplinary reasons.

All youth shall have equal access to all youth center programs and services designed to guarantee their right to participate in activities and to receive available services which benefit their well-being and may assist in fulfilling their treatment goals.

Youth have all rights outlined in this policy. Some of the most important rights include:

- To not be discriminated against because of race, religion, color, creed, sex, age, socioeconomic background, or political affiliation.
- To be treated in a fair manner and addressed by name.
- To not be subjected to corporal punishment.
- To practice their religion on a voluntary basis only limited to the safety and order of the youth center.
- To equal programming for both males and females.
- To freedom of expression, as long as it does not interfere with the rights of others or the safety of the program.

Initials: Date:

Youth Center Rules (S-14-3A):

Each Division of Youth Services youth center shall implement strengths and relationship-based behavioral management programs that positively reinforce behavioral expectations. The behavioral management programs shall be grounded in a trauma-responsive approach that addresses both individual and group needs. The programs shall include behavioral expectations and privileges, Restorative Community Justice Philosophies, and a range of possible interventions that may be assigned for various rule violations. Youth who are subject to a major rule violation shall be afforded a fair and equitable process.

Initials: Date:

Dress Code (S-1-13)

Employees, contracted employees, and volunteers shall present in a well-groomed and professional manner. a uniform dress code shall be established and enforced to support a trauma-responsive environment and promote the emotional and physical safety of youth and employees.

Initials: Date:

Searches of Youth, Employees, Visitors, and Youth Centers (Policy S-9-13)

The Division of Youth Services reserves the right to conduct pat searches of employees, visitors, contractors, interns, volunteers, and professionals. Personal items may be searched at random and/or based on reasonable suspicion that there is an attempt to bring contraband or unauthorized property into the youth center.

Youth centers posts a list of non-allowable items at entry The list is not exhaustive and the youth center reserves the right to refuse items that may be considered dangerous contraband from coming into the youth center. The following items are considered contraband includes firearms, ammunition, knives, razor blades to include multi-tool hand-held tools (e.g. Leatherman Skeletool, Gerber multi-tool), items designed as weapons, explosives and fireworks, drugs, drug paraphernalia such as pipes, cigarette papers, syringes, electronic nicotine delivery systems, hypodermic needles, lighters, foil, tobacco products, lighters, matches, unauthorized medication, alcoholic beverages, inhalants, unauthorized food or beverages for youth, aluminum or metal cans, unauthorized cash/ credit cards, pornography, unauthorized personal electronic devices (such as iPads, tablets, laptops, cameras, electronic games, or radios), and cell phones/cell watches.

Initials: Date:



Code of Conduct

The Department of Human Services is committed to providing a work environment in which employees, contractors, volunteers, interns, or similar individuals feel safe and are able to successfully perform their job duties to fulfill the mission of the Department. As representatives of the State of Colorado and the Department of Human Services, all employees, contractors, volunteers, interns, or similar individuals are expected to conduct their duties with the highest standards of integrity and professionalism. Employees, contractors, volunteers, interns, or similar individuals must use reasonable judgment and refrain from conduct that reflects unfavorably on the Department and State of Colorado. All employees, contractors, volunteers, interns, or similar individuals:

- Be professional, respectful, truthful, and courteous to co-workers, customers, clients, partners, and contractors at all times.
- Perform job tasks promptly and effectively and always strive to perform at the highest level possible.
- Serve as a positive role model to others.
- Be responsive to client and co-worker requests and needs.
- Accept responsibility for their own work, behavior, and actions.
- Communicate in a professional and respectful manner.
- Resolve conflicts in an appropriate, respectful, timely, and courteous manner.
- Be active learners who are committed to forward-looking innovation and solutions.
- Treat everyone fairly and demonstrate respect for all people and their ideas.
- Listen actively and share information in an open, truthful, and appropriate manner.
- Avoid conflicts of interest that may harm the reputation of our clients, business partners, the Department, and the State of Colorado.
- Act on the values of the Department; be good stewards of public trust and public resources.
- Adhere to all Federal and State laws, State Personnel Rules, and Department policies and procedures.

By signing this acknowledgement, I am indicating that I reviewed, understand, and will abide by the Code of Conduct.

Signature:

Date:



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Volunteer/Provider/New Contract Employee or Similar Position Application Information

Name:

Date:

Cell Phone:

Email:

Address:

In Case of Emergency, Notify:

Name:

Relationship:

Address:

Cell Phone:

Health Insurance Provider:

Doctor's Name:

Doctor's Phone:

Medical Problems/Medications:

Other Information

Have you ever been arrested and/or convicted of a crime? Yes No

Have you ever committed or attempted to commit an act of sexual abuse in a prison, jail, lockup, community confinement facility, juvenile facility, or other institution? Yes No

Have you ever been criminally convicted of a crime involving sexual misconduct of any type, however serious the nature of the conviction? Yes No

Are there any allegations of sexual misconduct, of any type, currently pending against you in your place of employment, in front of an administrative body, in a civil court, or in a criminal court? Yes No

If YES, for any of the above for what, when, where, outcomes etc.

Do you have any medical problems we should know about? Yes No

If YES, what is the nature of the problem?

I (Name) agree to participate as a (Service Provided)

for the Division of Youth Services. As a Volunteer/Provider/New Contract Employee or similar person, I agree to:

- 1) Report (days of the week) from (time) to (time)
- 2) Undergo a training period if needed.
- 3) Comply with all DYS policies and procedures, especially those relating to youth center security and confidentiality of client information.
- 4) Provide Services in the following areas only:

(Volunteer/Provider/New Contract Employee Signature) (Date)

(Youth Center/Regional Director or Designee Signature) (Date)



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Orientation and Safety Training for Volunteers/Providers/New Contract Employees

Parking: Public/visitor parking is available at all DYS youth centers. The coordinator will provide information on youth center parking expectations.

Personal Belongings: Should be left in your vehicle or can be stored in a locker that is in the main entrance or lobby. No electronic devices, food, drinks, or gifts are to be brought in without prior approval from youth center administration.

Possession of Personal Electronic Devices: At no time shall a volunteer/provider/new contract employees be allowed entry into the youth center's youth programming areas while in possession of a personal electronic device. Volunteers/providers/new contract employees shall properly store any/all personal electronic devices into secure and temporary storage at the youth center and/or leave all devices in their vehicle prior to entering the youth center.

Log and Identification: Volunteers/providers/new contract employees must sign in at the control center or intake center and will receive a visitor's badge.

Safety Training: Review of the assigned youth centers safety and emergency procedures with the designated youth center employee or fire safety coordinator. This will include fire drill expectations, crisis code and emergency procedures.

Dress Code:

1. Long or short-sleeved collared shirt in any color other than neon colors.
2. Long or short-sleeved dress shirts in any color, excluding neon colors.
3. Sweaters, sweatshirts, or jackets may be worn in any color other than neon colors.
4. Khaki, corduroy, cargo, capri, or twill style pants and regular or relaxed fit denim jeans with no holes or rips. Tactical-style pants are not permitted.
5. Walking shorts or skirts, no shorter than three inches above the knee. Walking shorts or skirts may be worn year-round.
6. Shoes and socks which conceal and secure the feet inside the shoes. Dress, athletic, or industry slip resistant shoes are recommended. Military combat and tactical boots are not permitted.

Basic Youth Center Safety Awareness:

1. Always follow all norms, policies, and procedures.
2. Limit conversation about your personal life. Anything said at the youth center can be heard by the youth and possibly shared with others. Practice appropriate boundaries. Do not share personal information, pictures of family, where you live, what you drive, etc.
3. Any comment towards you about your personal appearance is inappropriate.
4. Sexual comments/innuendo are unacceptable and may lead to dismissal.
5. Always support employees and other volunteers/providers/new contract employees in front of the youth. If you have concerns, it is best practice to talk about it away from the youth. Do not allow yourself to be placed in a “us versus them” mentality against DYS employees or other volunteers/providers.
6. Granting favors or giving preferential treatment to any youth is prohibited. This includes bringing gifts, performing personal errands with or outside the agency, or extending extra privileges to certain youth.
7. Bringing food for a youth from outside sources is prohibited.
8. Do not engage in or allow any physical touching (even hugs!).
9. Don't take what youth say (good or bad) personally.
10. Always have a clear exit. Do not allow yourself to be boxed in. Be aware of your surroundings at all times.
11. Do not wear tight or revealing clothing. Sleeveless tops, short shorts, skirts, dresses, gang colors, and drug/alcohol references on clothing are not allowed in the youth center.

If you ever feel uncomfortable for any reason, make sure to tell a DYS employee.

(Volunteer/Provider/New Contract Employee Signature)

(Date)

(Coordinator Signature)

(Date)



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**Volunteer/Provider/New Contract Employee
Packet Acknowledgement**

Volunteer/Provider/New Contract Employee Name:

Date:

Affiliation/Title and Service Provided:

All files must contain:

- Application/Position Information Form
- Notification of Completed Criminal Background Check
- Code of Conduct
- DYS Safety Training/Youth Center Overview
- Licensure When Applicable

Unsupervised Volunteers and Providers files must include all of the above and the following:

DYS Evade and Escape. Date of Completion:

Youth Center Fire Safety/Emergency Procedures Training. Date of Completion:

CPR/First Aid (Non-State BHS and Medical). Date of Completion:

Review of File Completion

Coordinator Signature:

Director or Designee Signature: