



# KIDSIGHT

## VOLUNTEER HANDBOOK

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Dear Friend of KidSight,

**Thank you for taking the time to be a part of the KidSight screening process!** Your dedication and commitment to helping us find and eliminate amblyopia (“lazy-eye”) in young children is a big part of why KidSight has been able to expand our program 79% in the last 5 years. Volunteers like you will be vital in helping us toward our goal of screening every child, ages 2 to 5, in the state of Missouri by 2027.

It is our sincere hope that you have a positive experience volunteering with KidSight. The volunteer handbook includes details about KidSight and the roles and responsibilities of our volunteers, as well as our staff. This information should make clear what you can expect from us, and what we will expect from you. Please feel free to contact us with your questions, ideas, and concerns- you are an important part of our work!

Having volunteers at our screenings makes the process more efficient and pleasant for the preschools, day care centers, and schools that we serve. It is also vital to making the screening friendlier and more fun for the small children whose vision we check. You are an important part of making sure that all the children in the state can see clearly so that they can learn at their best.

We are sincerely grateful for your gift of your time and expertise. We couldn’t complete our mission without you!

Warm Regards,

A handwritten signature in blue ink that reads 'Katherine Patterson-Paronto'.

Katherine Patterson-Paronto, MPA

Executive Director, KidSight

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## **MISSION STATEMENT**

“To prevent vision conditions and promote healthy eyesight in children.”

## **OVERVIEW AND HISTORY**

The KidSight program began in 1995 as a pilot project of Saving Sight to screen medically underserved children for amblyopia. This effort has evolved into a statewide screening program that screens over 67,000 Missouri children each year at almost 1,300 sites. Since its inception, KidSight has screened more than 500,000 young Missourians. These screenings identified the children most at risk for the most common causes of childhood vision loss and provided important eye health information for all families of children screened.

KidSight became a separate 501c3 in the summer of 2016, with continuing support from Saving Sight. KidSight has staff in the following Missouri locations: Kansas City, St. Louis, Springfield, Columbia and Poplar Bluff. KidSight screenings are held across the state, year round.

## **PROGRAM DESCRIPTION**

KidSight technicians and volunteers screen children aged six months to six years old in urban, suburban, and rural areas throughout Missouri. Screening sites include Head Starts, preschools, child care facilities, elementary schools, and kid-friendly community events and are free of charge. Moving forward, KidSight is focusing on building more partnerships with organizations that serve a high population of low-income families and those who are underserved by the current healthcare landscape. By bringing screenings to young children in their schools and daycares, KidSight reduces barriers to access in care and finds potential vision problems that might not have been found otherwise.

Using a photoscreening device, our trained technicians quickly and noninvasively take a picture of each child’s eyes, and the device produces immediate results. Technicians analyze the results in real-time to make a “pass” or “refer” determination for each child screened. Each child takes home a postcard with information about the results of their screening. Children who are referred also receive a packet of information that includes answers to frequently asked questions and next steps to take. Using a proprietary database, we enter data before and after screenings to schedule events, detail screening outcomes, document referral data, and record communication with parents and childcare providers. This helps us track the children we screen and refer each year and provides the information necessary to follow-up individually with each referral case.

## **KIDSIGHT VALUES:**

**At KidSight, we strive to achieve our mission by:**

- 1) putting children first***
- 2) striving to be the gold standard of vision screening program***
- 3) being professional, consistent and reliable.***

## **VOLUNTEER RELATIONSHIP**

A volunteer is anyone who provides time and talent without compensation to KidSight through work as a Vision Screening Assistant or Vision Screening Technician. We thank you, and all volunteers, for the personal investment you make in our organization and its mission. We strive to provide support, supervision, and recognition to our volunteers.

### **As a volunteer you have the right to:**

1. Receive training and supervision for the tasks accepted.
2. Receive a job description for your assignment when appropriate.
3. Be treated as a fellow team member who contributes to KidSight goals through your volunteer work.
4. Make suggestions about your assignment and the KidSight volunteer program, and be acknowledged by staff.
5. Expect that KidSight will be a good steward of your time
6. Expect that records will be kept; documenting areas of interest, positions held, time spent volunteering, etc.

### **KidSight expects volunteers to:**

1. Know position expectations.
2. Complete a volunteer application (one time) and a background check (annually).
4. Notify KidSight beforehand if you will be volunteering at an event.
5. Arrive on time with volunteer identification to scheduled volunteer opportunities.
6. Honor your commitment and volunteer when scheduled.
7. Treat all volunteers, KidSight staff, school staff and children with respect.

### **The Voice of KidSight**

We strive to consistently provide our screening partners with the best service possible. In order to realize this commitment, we expect our staff and volunteers to represent the KidSight brand and bring our core values to life each day. Always remember that you are a KidSight ambassador to our constituents. Our reputation and the perception of the organization are attributed to each volunteer and staff member.

## **VOLUNTEER RESOURCES**

- KidSight Website – Please take a moment to visit our website, [www.kid-sight.org](http://www.kid-sight.org), which includes a calendar of upcoming vision screenings, the volunteer application and volunteer job descriptions.
- Social Media – you can follow Saving Sight on Facebook at [www.facebook.com/WeAreSavingSight](https://www.facebook.com/WeAreSavingSight) and on Twitter at [www.twitter.com/WeSaveSight](https://www.twitter.com/WeSaveSight).

## VOLUNTEER OPPORTUNITIES

**KidSight Screening Assistant** - This individual will assist the KidSight technician at vision screenings held at local schools, daycare centers, etc. This individual will commit to participating in at least 1-2 screening per year and will have completed a short KidSight training and background check prior to participation. Duties may include arriving on time, setting up/taking down at the screening site, organizing children, referral paperwork, soliciting new screening sites when asked and maintaining a high level of confidentiality.

**KidSight Volunteer Technician** - This individual will conduct vision screenings for children ages 6 months to 6 years at local daycare centers, schools, Head Start centers, etc. This individual will commit to conducting at least 4 screenings per month as scheduled by KidSight and will have completed all required training. Duties will include setting up and taking down the screening site, ensuring proper documentation of all children that are screened, using KidSight equipment to screen the children for vision disorders, recording information on referred children, reporting information to KidSight personnel after the screening and maintaining a high level of confidentiality.

## STAFF CONTACT INFORMATION

<b>KidSight General Contact Information</b>	855-454-3744	info@kid-sight.org
<b>Katherine Patterson-Paronto</b> Executive Director Kansas City, Missouri	573-777-8554	kpatterson-paronto@kid-sight.org
<b>Melissa Stephenson</b> Program Manager Columbia, Missouri	573-777-8567	mstephenson@kid-sight.org
<b>Elizabeth Fischer</b> Program Support Specialist Kansas City, Missouri	816-255-1334	efischer@kid-sight.org
<b>Sarah Hart</b> Screening Technician Kansas City, Missouri	816-255-1334	kcmo@kid-sight.org
<b>Rose Smith</b> Screening Technician Columbia, Missouri	573-777-8514	central@kid-sight.org
<b>Sonja Buckley</b> Screening Technician St. Louis, Missouri	314-584-1711	stlmo@kid-sight.org
<b>Pam Haggett</b> Screening Technician Poplar Bluff, Missouri	573-443-1479	semo@kid-sight.org
<b>Teri Vertree</b> Screening Technician Springfield, Missouri	417-569-1261	swmo@kid-sight.org

## KIDSIGHT VOLUNTEER POLICY MANUAL

**Age of Volunteers** - KidSight Volunteers must be 18 years of age or older.

**Volunteer Application** – All KidSight volunteers are required to complete a volunteer application. This is a one-time application.

**Background Check** – KidSight is dedicated to the safety of its staff, volunteers, screening site partners and the children we serve. All KidSight volunteers are required to complete a criminal background check before going to a screening – and annually thereafter. KidSight is happy to cover the cost of these checks.

**Training** – KidSight will provide training to all volunteers. Volunteer Screening Assistants can complete a 30 minute phone or online training before their first screening. Volunteer Screening Technicians are required to have 5-6 onsite screening trainings, conduct at least one screening with a KidSight Technician observing, and have been cleared to screen alone by their local KidSight Technician.

**Volunteer Participation** – If you're interested in participating in a screening and have completed a volunteer application and background check, please check the online calendar ([www.kid-sight.org/calendar](http://www.kid-sight.org/calendar)) for volunteer opportunities. You can contact your local KidSight Technician anytime about volunteering at upcoming screenings. However we need at least 24 hours' notice that you'll be attending so that we can notify the screening site.

**Volunteer Identification** – After completing the volunteer application and background check, KidSight volunteers will receive a volunteer identification card. We ask that you take this ID every time you assist at a screening. If a volunteer arrives at a screening without this information, they will not be allowed to participate in the screening.

**Screening Materials** – All screening and referral materials will be printed and provided by KidSight. Volunteers should not copy, reprint or alter these documents. Please let us know if you need additional materials, we are happy to assist. If you need additional information, please contact your local KidSight Technician.

**Confidential Information** – KidSight staff and volunteers are expected to maintain a high level of confidentiality with screening and referral information. All information gathered at a screening should be turned in to a KidSight staff person within 24-48 hours of the screening.

**Absence and Tardiness** – Volunteers' duties are essential to completing screenings. If you are unable to attend a screening where you have been scheduled to volunteer, or if you will arrive late, please contact the KidSight Technician with as much notice as possible.

**Harassment** - KidSight is committed to maintaining a safe, positive workplace. Therefore, employees and volunteers (as well as all other non-employees) are prohibited from engaging in any form of unlawful harassment or discrimination in the workplace or towards KidSight staff. In addition, volunteers are also prohibited from engaging in any behavior towards employees, other volunteers, clients, or other third parties that would be inconsistent with the spirit and intent of this policy.

Harassment is unlawful when it: (1) is based on race, color, religion, sex/gender, national origin, disability, age and any other characteristic protected by law; (2) is unwelcome; (3) is severe or pervasive in nature; and (4) is made a condition of employment, unreasonably interferes with an employee's job or performance of duties, or creates an intimidating, hostile, or offensive work environment. KidSight will apply these same criteria to volunteers in determining if the volunteer engaged in unlawful harassment of an employee or if an employee or non-employee has harassed a volunteer.

It is not possible to define every action or word that could be interpreted as harassment. Harassment may encompass a wide range of verbal, physical, and visual behaviors and may be sexual or non-sexual in nature. In

some cases, one incident will be sufficient to constitute harassment. In other cases, a pattern or series of incidents may be necessary. In addition, even if the behavior in question may not constitute harassment under this policy, it may still be inappropriate in our workplace and subject to disciplinary action.

If any volunteer feels in good faith that he/she has been subjected to harassment by an employee, supervisor, manager, officer, volunteer, or other non-employee (including Board members, Honorary Board members, any individual with whom KidSight does business, etc.) the volunteer is to immediately report it to the Program Manager. Volunteers are encouraged to report such complaints in writing with sufficient detail to facilitate KidSight's investigation of the matter.

Such complaints will be promptly and objectively addressed or investigated and appropriate action taken if warranted. Confidentiality will be maintained to the extent reasonably possible under the circumstances. If KidSight believes that a violation of this policy may have occurred or that the behavior in question was inappropriate for any reason, then it will take appropriate action, which may include disciplinary action, up to and including discharge in the case of an employee and termination of volunteer opportunities in the case of a volunteer.

**Grievances** – This policy prohibits retaliation against any employee or volunteer because he/she files a complaint, cooperates with any internal investigation, or otherwise pursues whatever legal rights he/she may have. All grievances are handled confidentially.

**Tracking of Hours** – We want to make sure to track all of the time donated by our volunteers. Volunteer Screening Technicians need to be sure to log and report volunteer hours as they are worked.

**Social Media** – We want to connect with you and your organization on social media! This policy is to provide volunteers with social media guidelines, including social media hosted by Saving Sight and/or KidSight and social media in which the volunteer's affiliation with Saving Sight and/or KidSight is known, identified or presumed.

What you should do:

- Disclose your affiliation: If you talk about volunteer-related matters that are within your area of responsibility, disclose your affiliation with Saving Sight/KidSight
- State that it's YOUR opinion: When commenting on the business, unless authorized to speak on behalf of Saving Sight/KidSight, you must state that the views expressed are your own
- Honor our differences: We will not tolerate discrimination, including age, sex, race, color, creed, religion, ethnicity, sexual orientation, gender identity, national origin, citizenship, disability, marital status or any other legally recognized protected basis under federal, state or local laws, regulations or ordinances.

What you should never disclose:

- Personal information: Never share personal information regarding other volunteers, team members, screening partners or children.
- Confidential information: Do not publish or release information that is considered confidential or proprietary.

## Volunteer Checklist

Thank you for your willingness to volunteer with KidSight. Please review this checklist to make sure that you've completed all of the required steps to become a volunteer.

- Complete Volunteer Application
- Complete Background Check
- Receive Volunteer Identification Card
- Complete training for your volunteer position
- Connect with your local KidSight Screening Technician
- Schedule time to volunteer with your local KidSight Screening Technician

### Remember...

- You cannot volunteer until you have completed the volunteer application, background check, volunteer training and have received your volunteer identification card.
- All costs associated with required applications will be covered by KidSight.
- We need advanced notice of your desire to volunteer. We are happy and able to schedule your time up to several months in advance but we cannot allow participation without notice.
- All volunteers must carry their volunteer ID card with them when representing KidSight.
- Please allow time before and after your scheduled volunteer time to assist in setting up and taking down the screening site.
- If you're unable to attend a scheduled screening, or if you will be late, please give your KidSight Technician as much notice as possible.