

Touch Base: Center for the Deafblind



For people with deafblindness, and those who support them, to build connections with the community, promote self-respect, improve communication and daily living skills, while creating moments of joy.

Policies and Procedures Manual
For Volunteers and Visitors
2016

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Policy and Procedure Manual
2016**

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Program Coordinator

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Hours of Operation

Monday through Friday 9:00 AM- 3:00 PM

Mission Statement

For people with deafblindness, and those who support them, to build connections with the community, promote self-respect, improve communication and daily living skills, while creating moments of joy.

Principles of Touch Base

1. Touch Base has been created to give continuing structure, purpose and enjoyment to people who are deafblind, and to provide ongoing training to their interveners or caregivers. For the purposes of this document, the word intervener will be used to mean a person who works consistently one-on-one with a deafblind individual, providing a bridge to the world, whether that person be a trained intervener, a caregiver, or a family member. This person will need to be present with the deafblind client at all times while participating in the program at Touch Base. He/she will be responsible for implementing the goals and objectives planned for the client, under the supervision of the Touch Base Program Coordinator.

2. Every deafblind client will receive individualized attention and training based upon his/her needs. The assumption is that everybody can learn and improve. The expectation is that there will be meaningful participation by the client and the intervener. It is understood that each person has his/her individual learning style. The client, his/her guardian and the intervener will be treated as a team and, together with the Touch Base Program Coordinator, will be responsible for designing an Individual Program Plan (IPP) for the client.

3. Upon registration of a deafblind individual at Touch Base, the Program Coordinator will meet with the team and together they will create an Individual Program Plan for the year. The Program Coordinator will be responsible for supervising the IPP along with the client's intervener. Under this model, the Program Coordinator will have the authority to guide and train the intervener. If the intervener refuses to comply, this will be discussed with the client's guardian, and an attempt will be made to resolve the situation. It is imperative for the client's comfort and progress that everybody works together as a team. If there are any concerns among the team-members, these need to be addressed immediately.

4. Each deafblind client's IPP will include regular excursions into the community with their intervener, to give them the opportunity to increase their socialization and communication skills, and to build relationships within their neighborhood. The client will be encouraged to participate in community activities, such as Farmers' Markets, social affairs and sports events.

Personal Items

Volunteers/visitors are discouraged from bringing materials with them that would be distracting to others at Touch Base. Volunteers/visitor should not bring large sums of money, valuable electronic items, or other expensive items with them. In the event these items must come with them to Touch Base, staff request that you request the items be placed in the office area to assure their safety. Volunteers/visitors will have a place to store personal items, but it will not be locked. Touch Base will not be held responsible for the loss, damage or theft of personal items in client's possession.

Dress Code

Volunteers/visitors are encouraged to wear comfortable clothing to Touch Base. Appropriate dress and grooming are important factors in the safe and orderly operation of Touch Base. It is important for each of our volunteers/visitors to present a positive image at the center and in the community. Volunteers/visitors should refrain from wearing items that are revealing, display slogans or images that are offensive to others, or items that present a danger to themselves or others. If an individual wears inappropriate clothing to Touch Base, he/she will be requested to go home and change to more appropriate clothing.

Smoking Policy

Touch Base is a tobacco free agency. Individuals are not permitted to smoke on the property.

Communication

The staff at Touch Base will keep parents/guardians/care takers/volunteers/visitors informed of planned activities, upcoming events, and other relevant information about programs at the center. If concerns arise, staff will contact the parents/caretakers in a timely manner so our clients remain safe, healthy, and happy. Please contact Touch Base staff with any concerns or comments.

The primary method of communication between Touch Base and parents/guardians/volunteers/visitors is our monthly e-mail. Please be sure we always have your current e-mail address at all times. All information such as special activities, center closing dates, etc. will be in the e-mail.

If you would like your name added to the distribution list please send a request to contact@touchbasecenter.org.

Volunteer Opportunities

Touch Base is fortunate to have a wide variety of individuals who provide volunteer services throughout the year for classroom support, special activities, community based activities, and potential trade operations.

Anyone interested in providing Touch Base volunteer service should contact the staff at the center.

Third Party Fundraising

Touch Base has outlined policies and procedures for third parties wanting to raise funds for the organization.

Information about requesting permission for third party fundraising can be found on our website. For additional information, please contact us at contact@touchbasecenter.org.

Visitors

Touch Base: Center for the Deafblind encourages visits to the facility by family members, friends, and community members. Frequency of visits is not limited unless it begins to interfere with training and programming.

All visitors are expected to sign in at the front desk every time they visit and obtain a name badge. Staff has been instructed to ask all individuals without a name badge to leave the instructional areas immediately. This policy will be strictly enforced to maintain the safety of our clients.

Code of Conduct

While every care is taken to maintain a safe environment, each client participates at their own risk. Touch Base cannot be held responsible for the actions of every participant in the program. If any guardian or participant knows of a potentially unsafe situation, he or she should bring it to the attention of the administrator immediately.