



CDD

Nurture. Enrich. Thrive.

Center For Developmentally Disabled Volunteer Handbook

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Who We Are

CDD is a private, not-for-profit corporation founded in 1972. CDD provides residential care, school services and day habilitation to children and adults with developmental disabilities in the greater Kansas City, MO area. Accredited by CARF, CDD maintains national quality of service standards for our housing and community placement options and opportunities.

Mission & Vision Statement

Our Mission: To support people with disabilities in achieving their fullest potential.

Our Vision: Each person is unique, and their personal journey should be respected and supported. With encouragement and assistance, everyone can make lifestyle choices. Each person has the right to be treated with kindness, respect, and freedom from intimidation. Lives are enriched through social relationships, community involvement, and access to comfortable and safe residential opportunities.

Our History

Center for Developmentally Disabled (CDD) was founded in 1972 with the mission to support persons with disabilities in achieving their fullest potential. Formally known as the "Sutton Group Homes," Iva Sutton, a parent who needed services for her son, opened the first two homes. Both homes were in Kansas City. To meet the community's growing needs, the Sutton Homes were incorporated in 1975 as a nonprofit and changed its name to Center for Developmentally Disabled.

In 1975 the United States Senate passed the Developmentally Disabled Assistance and Bill of Rights Act to assure that individuals with developmental disabilities and their families participate in the design of, and have access to needed community services, individualized supports and other forms of assistance that promote self-determination, independence, productivity, integration and inclusion in all facets of community life, through culturally competent programs authorized under the law.

In 1972 Sutton Group Homes started with 19 staff and 35 individuals. CDD has grown over the years and now serves 180 people and 310 staff. In 2016, CDD consolidated with Special Neighbors Incorporated (SNI) and moved into their new location in November of 2017, located across from the Truman Sports Complex in Kansas City, MO.

In August 2022, CDD welcomed the Rainbow Center for Communicative Disorders into the organization. For over 40 years, Rainbow Center has provided a positive, safe, gentle learning environment so children with developmental disabilities can develop self-esteem and improve their academic and coping skills when faced with daily challenges. This includes 20 metro, suburban, and rural school districts for students in the day school program and a person-centered day habilitation programming in two separate facilities in Blue Springs.

Welcome to the CDD Family

Dear CDD Volunteer,

It is with the deepest admiration and gratitude that I welcome you to the CDD family! Your commitment and dedication to the organization will help us continue to deliver on our mission to support persons with disabilities in achieving their fullest potential.

The variety of programs, services, and assistance we provide to the community would not be possible without the wisdom, patience, and dedication of our remarkable volunteers. You truly are the heartbeat of this organization.

We salute your service and honor your caring heart. You are among the finest and will forever be a part of our rich history. Again, thank you for your commitment and welcome. We are so glad to have you!

Karrie Duke
Chief Development Officer

Volunteer Program

We believe that lives are enriched through social relationships, active community involvement, and access to comfortable and safe residential opportunities. Everyone can learn, grow, maintain skills, and make lifestyle choices with encouragement and assistance. Thus, we serve individuals in the greater Kansas City, MO area who have developmental and intellectual disabilities.

Our volunteers are invaluable to fulfilling that mission. It takes thousands of hours to help build and grow those relationships, increase community involvement, and provide access to comfortable and safe living arrangements. Volunteers can commit to a recurring, seasonal, or episodic service schedule to help our staff continue the encouragement and assistance of our clients.

Lastly, the volunteer program at CDD is powered by Uncover KC. UKC creates positive social impact through civic engagement services and programs that connect people and spark action, including volunteer management. Learn more at uncoverkc.org.



WHAT MAKES AN ACTIVE VOLUNTEER?

- An active volunteer is an individual or group that serves once per year.
- After 1 year of non-service, they will be emailed a notice that they will be marked inactive in three months. If they remain inactive at that end of that span, they will be deleted from the volunteer system.
- We hope that individual volunteers will serve at least once a month to remain engaged and active in our program and to receive the benefits outlined below.
- Many volunteers commit to a regular schedule and work alongside an assigned staffer as part of a weekly or event-based staff team. We strive to match each volunteer's interest, talent, and availability with needs and volunteer positions throughout the organization.
- We also welcome episodic or seasonal volunteers for special events and projects throughout the year and assistance from corporate groups, other nonprofits, or social and civic groups.

VOLUNTEER REQUIREMENTS

- Volunteers must complete general orientation either virtually or in-person, as well as any other specific training the staff may require for specific assignments. Additional training will be provided by staff during the volunteers' first shifts, if needed.
- Email is the primary communication channel we use to inform volunteers, so please check regularly.
- A digital newsletter will be sent out 1-2 times per month to provide volunteers with streamlined communications for news and service opportunities via Mailchimp.

- Depending on assignment frequency, volunteers are asked to show up on time and properly prepared for their volunteer shifts. If you are unable to make your commitment, please inform your designated staff lead and/or the volunteer department at volunteer@cddkc.org.
- Neon, our online management software, is used to provide volunteer information, manage service sign-ups, and track volunteer engagement.
 - Volunteers are required to submit hours via Galaxy Digital If you have any issues or questions, please contact the volunteer department at volunteer@cddkc.org.
 - **Please track your hours regularly!**

VOLUNTEER APPRECIATION

- **Seasonal and/or Ongoing Volunteer Threshold & Appreciation Gifts:** An active volunteer is an individual or group that serves once per year. After 1 year of non-service, they will be emailed a notice that they will be marked inactive in three months. If they remain inactive at that end of that span, they will be deleted from the volunteer system. Appreciation gifts listed in tiers below:
 - **Appreciation Gifts for Bronze Tier = 20 total hours of service per year**
 - Volunteer specific T-shirt
 - Volunteer lanyard and badge
 - Invites to quarterly appreciation events (May, August & November)
 - **Appreciation Gifts for Silver Tier = 50 total hours of service per year**
 - Handwritten appreciation notes from staff with 2 complimentary event tickets
 - Personalized engraved name tag
 - **Appreciation Gifts for Gold Tier = 100 total hours of service per year**
 - Commemorative CDD Gift (Tumblers, Pins, Gift cards, etc.)
 - Recognition in the CDD newsletter & social media
 - **Annual Appreciation Awards:** All active volunteers qualify for CDD's Annual Appreciation Awards, which will be awarded at the respective quarterly appreciation events. Appreciation awards include:
 - Lifetime Achievement Award (May) = Volunteer who has served 1,000 or more hours.
 - Spirit of CDD Award (August) = Selected by the staff for volunteer with the best attitude and dedication to service.
 - Individual & Group Service Awards (November) = Individual and group volunteer(s) with the most service hours over the course of the year.
 - Commemorative Service Hours Pins = Volunteers who serve 200, 500 & 1,000 hours.
 - **One-Time or Group Volunteer Threshold & Appreciation Gifts:** Individuals or group

volunteers will be considered active if they serve once per year. After 1 year of non-service, they will be emailed a notice that they will be marked inactive in three months. If they remain inactive at that end of that span, they will be deleted from the volunteer system. Appreciation gifts are event specific and can include:

- Volunteer lanyard and badge
- Event specific pins and/or t-shirt, if requested/possible
- Complimentary event passes, if requested/possible

Volunteer Assignments

There are four different areas in which individuals may choose to volunteer at the CDD: development, events, HR, and programming. Following orientation and/or general public service requests, volunteers will be assigned or can sign-up via Neon to respective opportunities as needed.

DEVELOPMENT

Individuals who serve with the Development Department can help staff with the following: grant research, donor appreciation, data entry, event planning and prep plus day-of management or tasks. Time commitment is 1-2 hours per month (Monday through Friday) plus possible project-based or event-based seasonal tasks outside of the facility.

EVENTS

Individuals who serve with the Events Department can help staff with the following: seasonal events tasks such as greeting, customer service, parking, activities, and possible concessions. Time commitment is 2-5 hours per event with 4-6 seasonal events throughout the year. Location varies depending on the event.

HR/ADMINISTRATION

Individuals who serve with the HR Department can help staff with the following: marketing tasks such as photography and website upkeep, yard work such as mowing or planting outdoor and indoor flowers, and general building maintenance such as painting or carpentry repair. Time commitment is 2-5 hours per week or bi-monthly depending on availability, plus possible virtual-based projects outside of the facility.

Programming

Individuals who serve with the Programming Department, also known as PALS University, can help staff with client-focus activities and relationship building exercises. Tasks can include mentoring, coffee conversations, bowling, concerts, classroom activities or lessons, music, meal prep, and other programming needs. Time commitment is 2-5 hours per week or bi-monthly inside our Day Program Centers located at 9150 East 41st Terrace, Kansas City, MO 64133 and 900 NW Woods Chapel RD, Blue Springs, MO 64015. Possible virtual-based projects outside of the facility.

Volunteer Policies

The following policies apply to all volunteers and are part of CDD general policies. The organization

attempts to operate within and enforce all applicable government legislation, rules, and regulations.

ABSENCE/PUNCTUALITY POLICY

If volunteers are unable to fulfill a regularly scheduled shift, they should inform their designated staff lead and/or the volunteer department at volunteer@cddkc.org or 816-200-0884. This is critical to ensure that everyone is aware of the absence, and an effort can be made to find a replacement to cover in a timely manner.

Because our staff members are relying on volunteers to perform important duties, we ask that all volunteers report to their assigned shifts by the time of their scheduled shift begins. If a volunteer will be late, we request that you email or call the assigned staff member and/or the volunteer coordinator volunteer@cddkc.org or 816-200-0884. Consistent tardiness will require reevaluation of the volunteer's schedule to one that better suits both the volunteer and the organization.

Attendance problems are treated as any performance issues and excessive absenteeism and/or tardiness and patterns of which will result in action up to and including termination. Excessive absenteeism is considered more than five (5) occurrences (not consecutive days) within a 12-month period. Excessive tardiness is generally considered to be more than ten (10) minutes late more than five (5) times in a 12-month period.

DRESS

Volunteers should dress appropriately for the job, including close-toed shoes and a volunteer badge or nametag if available. Those working inside should be dressed to meet the public, while those working outside should consider weather conditions. Some special events may require a dress code, which will be provided in advance.

IDENTIFICATION

Upon arrival, volunteers need to check in with their pre-assigned staff members at the front desk. During this process, volunteers will need to fill out a temporary name tag and will receive a new volunteer badge if available. These must be worn while serving.

After completing 16 hours of service, volunteers will receive a personalized volunteer badge and other appreciation gifts as they accumulate annual service hours. These gifts — engraved name tags, t-shirts, etc. — can be worn while serving unless the situation does not allow it, or staff inform you otherwise.

PARKING

Volunteers will be advised where to park by staff or volunteer coordinator for their first and future shifts. This may change depending on location or facility; if you have questions, just ask your assigned staff member or volunteer coordinator.

CHECK-IN & CHECK-OUT

Upon arrival, volunteers need to check in with their pre-assigned staff members at the front desk. During this process, volunteers will need to fill out a temporary name tag and will receive a new volunteer badge if available. These must be worn at all times while serving and return when checking out.

Special events or assignments may have specific check-in/check-out instructions. Those will be provided before the volunteer shift, and any questions can be directed to the assigned staff and/or volunteer coordinators.

Friendly reminder — CDD volunteers are required to record their service hours regularly utilizing [Galaxy Digital](#). We utilize this information for volunteer recognition, funding requests, and engagement policies. If you have questions or concerns, please contact volunteer coordination at 816-200-7134 or volunteer@cddkc.org.

MEALS & BREAKS

Most volunteer shifts will be scheduled in-between standard mealtimes, but if an event or assignment is long, lunch and meal breaks can be scheduled with the volunteer's assigned staff lead.

CONDUCT POLICY

A positive and professional attitude is vitally important to the culture and mission of CDD. Volunteer service at CDD will cease for any of the following behaviors or actions:

- Possession or use of alcoholic beverages or illegal drugs while serving or appearing for duty under the influence of alcohol or drugs.
- Theft or unauthorized removal of property from the facilities, employees, fellow volunteers, clients, or any others.
- Misusing, destroying, or damaging property of CDD, employees, fellow Volunteers, or visitors.
- Fighting on the site.
- Bringing dangerous or unauthorized materials such as explosives, firearms, or other related items on the CDD premises.
- Harassment of a paid or volunteer staff member, visitor, or any person at CDD.

Additionally, volunteers must remain in good organizational standing to continue serving CDD.

Examples of behaviors or action that will result in immediate termination of service include:

- Unsatisfactory performance.
- Insubordination, including improper conduct toward a supervisor.
- Altering or falsifying any timekeeping record.
- Absence for three or more consecutive scheduled volunteer shifts without notice.
- Falsifying or making a material omission on a volunteer application or making erroneous entries or material omissions on CDD records.

CONFIDENTIALITY & MEDIA RELATIONS

From time to time, Volunteers obtain information about CDD and its clients and staff that is confidential in nature. This information must be kept confidential; disclosure of inappropriate material may result in immediate termination from the volunteer program. If you have questions about the confidentiality of the information you may hear, please discuss it with the volunteer coordinator.

On occasion, volunteers may be approached by members of the media for information about CDD. All such inquiries are to be directed to Karrie Duke, Chief Development Officer. Please notify Karrie Duke at kduke@cddkc.org or 816-820-6390 if you receive a request for information.

MINIMUM AGE & MINOR POLICY

The minimum age to volunteer for most CDD assignments is 15 years old. Volunteers 14 years or younger must be accompanied by a parent or legal guardian during their assignments. These volunteers must also have a minor volunteer release form signed and submitted by parent or legal guardian before they can begin volunteering.

PHONES

Personal cell phones may be carried while volunteering but should not be used except on a break, in case of an emergency or if instructed by a staff member.

SAFETY

CDD encourages associates to practice safety in the workplace. Volunteers should conduct their work in a safe manner, use good judgment, and observe any safety rules posted in various areas, including OSHA and state safety regulations. Volunteers must immediately report any condition that the associate believes to be unsafe to the appropriate manager. Those who violate safety standards, cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, will be subject to disciplinary action, up to and including termination of service.

EMERGENCY PROCEDURES

In the case of an emergency such as a fire, earthquake or accident, volunteers' priority should be their own safety. In a fire alarm or emergency requiring evacuation, please proceed quickly and calmly to the emergency exits. Remember that every second may count; do not return to retrieve personal belongings or work-related items.

In the event of an emergency causing serious injuries, when it is safe to do so, IMMEDIATELY DIAL 9-1-1 to alert police.

ACCIDENTS

In the case of an accident or injury resulting from volunteer work performed at/for CDD, volunteers are covered by a volunteer accident insurance policy. The volunteer's primary health insurance coverage would be utilized first. The CDD Volunteer Accident coverage would be secondary insurance coverage.

All accidents, injuries, and emergencies should be reported to the closest staff member immediately and the volunteer coordinator after the shift. After reporting, the staff member and/or volunteer coordinator will provide instructions for the next steps.

DISCLAIMING STATEMENT

CDD reserves the right at any time, with or without notice, to alter, amend or delete any of the policies or provisions therein deemed necessary by the Director and/or Board. CDD also reserves the right to ask a volunteer to leave the program if there is due cause. Situations where a volunteer may be dismissed include:

- Inappropriate or offensive remarks made to staff, visitors, other volunteers
- Theft of any kind or abuse of property
- Blatant disregard for volunteer policies related to communications, timekeeping, or absences
- PLEASE NOTE: 3 successive missed shifts for which a volunteer has committed and not previously communicated about absence in advance may result in dismissal.

EQUAL OPPORTUNITY STATEMENT

CDD is an equal opportunity employer. It is the intent of CDD to provide volunteer opportunities to qualified persons without regard to race, color, religion, gender, national origin, age, marital or veteran status, the presence of a non-job-related disability or any other legally protected status.

CDD Contacts

Volunteer	Title	Office Phone
Julie Jameson Bowers	Volunteer Coordination	913-638-0151
Jayden Hicks	Volunteer Coordination	816-200-7134

Development	Title	Office Phone
Karrie Duke	Chief Development Officer	816-820-6390

Volunteer Waiver and Release of Liability

1. By signing this Waiver and Release of Liability (Agreement), I waive and release the Center for Developmentally Disabled, its agents, servants, employees, insurers, director's, officers, successors and assigns from any and all claims, demands, causes of action, damages or suits at law and equity of any kind, including but not limited to claims for personal injury, property damage, medical expenses, loss of services, on account of or in any way related to or growing out of my presence or involvement at the facility.

This waiver and release is intended to and does release the Center for Developmentally Disabled from all liability for damages or injuries on account of or in any way related to or growing out of my negligence, the negligence of third parties and Center for Developmentally Disabled negligence. This is not intended to release the Center for

Developmentally Disabled from any liability resulting from their intentional conduct.

I further covenant and agree not to institute any claims or legal action against Center for Developmentally Disabled for any claim released by this Agreement. I further agree that should any claim be made against in contravention of this Agreement, including but not limited to derivative claims, I will protect, defend and completely indemnify (reimburse) the Center for Developmentally Disabled for any such claim and expenses including attorney's fees and costs incurred by the Center for Developmentally Disabled defending themselves or security indemnity hereunder.

2. I understand that Center for Developmentally Disabled is not responsible for any lost, stolen, or damaged valuables or property.

3. I have received and read a copy of the current rules governing the facility's use. I agree that I will fully comply with all rules and regulations and any amendments.

4. I hereby grant permission to the Center for Developmentally Disabled, to take and use: photographs and/or digital images of me for use in news releases and/or educational materials. These materials might include printed or electronic publications, websites, or other electronic communications. I further agree that my name and identity may be revealed in descriptive text or commentary in connection with the image(s). I authorize the use of images without compensation for me. All negatives, prints, digital reproductions shall be property of the Center for Developmentally Disabled.

I have read the Agreement and understand that by signing the Agreement I have consented to be bound by its terms, including the waiver/release of any legal right I may have to sue the Center for Developmentally Disabled for any costs they incur because a claim or legal action is brought in violation of this Agreement. I agree any violation of the Agreement and its terms and conditions, as determined by the Center for Developmentally Disabled, will void and terminate this Agreement and may result in loss of the ability to use the facility.

I am signing this Agreement freely, voluntarily, and competently and am at least eighteen (18) years of age.

Name (please print) _____

Signature _____ Date _____

Parental/Guardian's Consent for underage volunteers: If the volunteer is under the age of 18, the signature of a parent or legal guardian is required. Yes, I give permission for this child to volunteer at the Center for Developmentally Disabled and acknowledge the risks associated with volunteering.

Parent / Guardian Signature

Parent / Guardian Printed Name