



WONDERFULLY MADE POLICIES

1. **Wonderfully Made Attire**

Wear your Wonderfully Made Team t-shirt when you volunteer so you can be easily identified by staff, other team members, and families.

2. **Bathroom / Diapering Policy**

For diapered children ages 3 and under, we can change diapers but never alone in the bathroom. Two adults must always be present.

For children over age 3, parents are required to handle all diaper changes and assistance with bathrooming needs. Changing stations are available in the Heartland Kids bathrooms, main Heartland bathroom, and Family bathroom. The Family bathroom also has an adult-sized changing station.

If the child uses the bathroom on his or her own, we can provide reminders of steps. Use bathroom picture chart as needed, which outlines steps such as wash hands, dry hands, throw away paper towel. If a child needs help with a zipper or snaps, help in the open doorway of the bathroom or stall.

3. **Confidentiality / Privacy Policy**

As a Wonderfully Made team member, you are required to keep information about the kids you serve confidential. Only share information with staff members or others that need to know. Do not take photos of kids or families without permission.

4. **No Food Environment**

Heartland Kids is a No Food zone. Parents and kids will be encouraged to finish muffins, snacks or other food in the cafe / lobby area, before heading into the Kids wing. We have several children within Wonderfully Made and Heartland Kids that have severe allergies.

5. **Never Find Yourself Alone in a Room with a Child**

There must be at least two adults in the classroom before we open the room, and until the last child is picked up. Never find yourself alone in a room with a child, even as a 1-1. There should always be at least two adults present in a room. If you are in the Wonderfully Made room with a child by yourself, use the radio to ask for Melissa or another staff member to assist.

6. **Parents / Guardians in the Room**

When a child visits Heartland the first time, the parent or guardian can remain in the room (at least for a short time) to help model to the team what works best, and may not work well for their child. Some parents / guardians may choose to stay with the child at other times as well.

7. **Medication**

We will not administer any medication except in life threatening situations where there is not enough time for the parent to come to the room and give it. A 'Medical Action Plan' form should outline any needed medications and give consent for us to administer in case of emergency. For example, an epi pen.

