

# Orangewood Family Center Volunteer Protocol

Thank you for volunteering to serve at our Southern California Frozen and Refrigerated Council event. Orangewood is our favorite charity to dedicate our time and resources. To ensure you understand the scope and purpose Orangewood serves and how we play our role within this, there are some things we need to understand and observe. Please review and let us know if you have any questions.

- Orangewood is not a juvenile detention center. Orangewood is dedicated to supporting children who have unfortunately been placed into situations where the adults in their lives can no longer support or care for them. Keeping this in mind, understand that many of these children you will come into contact with struggle with social situations we find normal and manageable, but to them are unfamiliar and perhaps uncomfortable. So we have an opportunity to provide an example of how responsible adults interact not only with each other but with them.
- We have four standard events per year at Orangewood: March Breakfast event, summer BBQ and Games event, summer Ice Cream Social, and October Pumpkin Decorating event. Depending on the event, our interaction with the children will vary.
- At these events, as you interact with the children, keep the conversation light and topical. Do not initiate conversation on why they are there, although they may bring it up. If they do, just listen and if you need support or are uncomfortable, contact a staff member. They have the skills to address this, we do not.

- Cell phones are not permitted in Orangewood. Please leave your cell phone in your car. If it is absolutely necessary that you need to have your phone with you, keep it on your person and under no circumstances allow it to be used by a child or take pictures.
- Each event will have a specific time to meet in Orangewood's lobby. Please sign in. Name badges will be provided. It is important that you try to be there at this specific time as we need to be escorted inside as a group. If you are late, it might be quite some time before a staff member can be available to escort you inside. As visitors, we need to be escorted in and out of the facility.
- Parking at Orangewood is limited. If you are able to find a spot in the parking lot outside the facility, you will need a parking pass. If not, additional parking is available just north of the facility in the parking tower. DO NOT park in the lot across the street from Orangewood as your car will be towed.
- As stated before, SCFRC has four dedicated events to support Orangewood. Please consider how you as an individual or your company can support Orangewood outside these events. As many of us who have been doing this for many years can attest, your involvement can make a difference in a young person's life.
- Orangewood Children and Family Center is located at 401 The City Drive South in Orange. Directions are from the 57 Freeway exit west on Chapman Ave. (south of Angel Stadium), left on The City Drive, left on Justice Way. The center is located at the intersection of the four way stop. If making deliveries, continue through the four way stop down the alley. After a few hundred feet you will see a loading dock on your right. Back your vehicle to the dock and take the stairs to the gate. Ring the bell for the kitchen and staff will assist you in unloading.

Thank you again for volunteering and we hope to see you at future events.