



Dear Volunteer,

Thank you for your interest in completing your volunteer/shadowing hours at Theraplay! Volunteers are a very important part of our organization and are valued greatly!

Duties that are required during your time include both observing the therapists during their sessions and also miscellaneous tasks within the office that are assigned as needed. These activities include: setup/cleanup of toys and equipment, cleaning/sterilizing toys, various office tasks and office maintenance. For every four hours of volunteering, you will be required to complete these assigned tasks for one hour. The other hours can be used to observe therapists in any discipline. The available therapies for you to observe are: physical, occupational and speech therapies.

Since this is a pediatric facility, we require all volunteers to three outside clearances (updated within the past 6 months) prior to starting. There is no fee for your clearances as a volunteer.

All States:

- **FBI clearance** Visit <https://uenroll.identogo.com/> You will need to enter the following service code: 1KG6ZJ, then select "Schedule or Manage an Appointment" to complete your application. Remember to submit your actual results, and not just the receipt, to Theraplay. Must be completed within 12 months of your start date.
- This is not needed in Virginia; see below for 2 clearances needed.

Pennsylvania:

- **Child Abuse History Certification** can be obtained online. You can apply, and if applicable, pay online at [www.compass.state.pa.us/cwis](http://www.compass.state.pa.us/cwis). Applying for your Child Abuse History Certification online expedites the application process and provides the applicant with their results electronically. The Department of Human Services (DHS) strongly encourages applicants to apply for their Child Abuse History Certification electronically as this streamlines the process and makes it more efficient for the applicants. For individuals applying for their Child Abuse History Certification for **volunteer purposes, the fee has been waived and no payment is required.** Must be completed within 12 months of your start date.
- **Criminal Record Check** can be obtained online at <https://epatch.state.pa.us/Home.jsp> Select the tab "New Record Check" "Volunteers Only". Follow the directions and you will receive the results online. Download a copy and send to Theraplay along with your other clearances. Must be completed within 12 months of your start date.

## Delaware:

- **Criminal Background Check (Fingerprinting)**

- To schedule your fingerprinting, call any of the following county department buildings:
  - New Castle County (by appointment only)  
Hours of Operation: Monday, Wednesday, Thursday and Friday (8:30 to 3:15)  
Phone: (302) 739-2528
  - Kent County (no appointment needed)  
Hours of Operation: Mondays (8:30 to 6:30), Tuesday through Friday (8:30 to 3:30)  
Phone: (302) 739-5871
  - Sussex County (by appointment only)  
Hours of Operation: Monday through Thursday (8:30 to 3:15)  
Phone: (302) 739-2528  
\*Cash is not accepted at this location!
  - Out of State Residents (by mail only)  
Fingerprints may be taken by your local policy agency, or any fingerprinting agency.  
Obtain a fingerprinting card (FD-258) by clicking the link below:
    - <https://www.fbi.gov/file-repository/standard-fingerprint-form-fd-258-1.pdf/view>
    - For more detail, visit: <https://dsp.delaware.gov/obtaining-a-certified-criminal-history/>
    - Present the card to the fingerprinting agency of your choice for completion
    - *A written authorization letter granting the Delaware State Police authority to conduct a background check must be mailed with the fingerprinting card.*
    - Mail to: Delaware State Police, State Bureau of Identification, P.O. Box 430, Dover, DE 19903  
\*Must include the authorization letter, completed fingerprint card, and certified check or money order made payable to "Delaware State Police". Once you receive a receipt, please submit the receipt as proof of registration and clearance to start.
    - Results will be provided after processing and will also need to be submitted to complete file.

- **Child Abuse Registry Clearance**

- Complete Registry Request Form and fax or mail the form to:  
OCCL, Criminal History Unit  
Concord Plaza, Hagley Building  
3411 Silverside Road  
Wilmington, DE 19810
- Form can be located: <https://kids.delaware.gov/occl/pdf/consent-to-release-cpr-application.pdf>
- Allow 15 days for results to be processed – submit/upload results when received.
- See the request form in the appendix

## Virginia:

- **Criminal Background Check**

- Please complete the instructions for Form-SP167
- Can be obtained via: [http://www.vsp.state.va.us/CJIS\\_Criminal\\_Record\\_Check.shtm](http://www.vsp.state.va.us/CJIS_Criminal_Record_Check.shtm)

- **Child Abuse Registry Clearance**

- VA Department of Social Services, Office of Background Investigations-Search Unit

- Can be obtained via:  
[https://www.dss.virginia.gov/files/division/licensing/background\\_index\\_childrens\\_facilities/founded\\_cps\\_complaints/032-02-0151-12-eng.pdf](https://www.dss.virginia.gov/files/division/licensing/background_index_childrens_facilities/founded_cps_complaints/032-02-0151-12-eng.pdf)

On our website – [www.theraplayinc.com](http://www.theraplayinc.com) – you will find our Volunteer Packet. It is located under the Careers Tab and within the Volunteers section. Please complete the “Volunteer Experience Interview Screener” and the “Volunteer Application” and return to the Volunteer Coordinator listed at the location you will be volunteering as soon as possible. We will follow up with you if a volunteer position is available. You will then need to obtain your FBI clearance. Please be aware we are not able to accommodate all applicants as we have a limited number of spots available.

During your time with us, you will be expected to take an active role in your learning experience by asking questions, taking initiative to complete daily support tasks, and interacting with staff and children within the scope of your role. At the end of your time with us, a copy of your Volunteer Evaluation as well as Volunteer Time Sheet will be offered to you. We periodically receive requests from volunteers to write a recommendation letter for a college application. Please be advised we will consider writing a letter for those who exceed our expectations and on a case by case basis only.

Finally, please be aware of our dress code policy as stated below.

1. Professional attire is expected to be worn. This includes no jeans with tears/holes, track pants, shorts or sweatpants. Cut-off shirts, spaghetti-type straps, and halter tops are not permitted. Capri type pants are allowed if pant leg is below the knee. The belly and back areas must be covered at all times.
2. Appropriate shoes must be worn in order to perform your job. No flip flops, or high heels are permitted at any time for treatment times. Sandals that are strapped onto the foot are permitted, as long as they remain on during treatments. Bare feet are not permitted at any time.
3. Some children require handling and may get injured on jewelry worn. For this reason, jewelry should be limited, including pins, earrings, necklaces, and bracelets. Excessive jewelry can harbor germs and present an unsanitary environment.
4. Excessive perfumes and scented lotions should not be worn in treatment areas. Many children have sensitivities to smells as well as allergies.
5. A name tag will be issued to you and is expected to be worn at all times. Please return name tag at completion of volunteer hours.
6. If you violate dress code, you will be sent home.

Sincerely,





## Volunteer Application

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Areas of Interest/Reason for Volunteer Position: \_\_\_\_\_

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Related Experiences: \_\_\_\_\_

\_\_\_\_\_

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Do you have FBI Clearance (less than 6 months old)?                      Yes      No

Do you have PA Criminal Record Clearance (less than 6 months old)?                      Yes      No

Do you have PA Child Abuse Certification (less than 6 months old)?                      Yes      No

How did you hear about us? \_\_\_\_\_

References: 1. \_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## Volunteer Experience Interview Screener

1. Why did you pick Theraplay to complete your volunteer experience?

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2. What are you hoping to achieve upon completion of your volunteer experience?

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3. Do you have prior experience with children? Do you feel comfortable interacting with a child in play?

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4. Have you had exposure to or experience in customer service?

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5. Tell us about the role you tend to take in group projects.

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6. Schedule changes happen frequently; how would you handle an unexpected change in your schedule or deleted tasks?

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7. If a problem arises while you are working on a project, how might you go about solving it?

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8. What is your preferred learning style?

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9. How many volunteer hours do you need? \_\_\_\_\_

10. What are your preferred start and end dates: \_\_\_\_\_

11. What days and times are you available? (Theraplay, is open 8:00am -8:00pm Mon-Thursday, 8-5pm on Friday and 8-3:30pm on Saturday)

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12. Will you be asking for a recommendation letter (and therefore volunteering for a minimum of 40 hours)? YES NO