**Communities In Schools of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ County**

Volunteer Policies Handbook

Board Approved \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Date)

*CISNC 2016*

**INTRODUCTION**

CIS relies on the efforts of volunteers to support our mission and recognizes their value to the organization. This Volunteer Policies Handbook is designed to introduce volunteers to the organization, familiarize you with CIS policies as they pertain to you as a volunteer, and provide general guidelines to increase understanding of expectations when volunteering for CIS.

All volunteers are required to read this document carefully before acknowledging receipt and understanding of its contents. In the event a volunteer has concerns or questions pertaining to this Handbook you should contact the Student Support Specialist at the school where you are assigned.

**MISSION STATEMENT**

The mission of Communities In Schools is to surround students with a community of support, empowering them to stay in school and achieve in life.

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***Complaint Policy***

If a volunteer has a concern, complaint or a serious issue with another volunteer or CIS employee or with CIS procedure or operation, you should not hesitate to bring it to the attention of the Student Support Specialist or Program Director.

When a complaint is voiced, we will do our best to remedy the situation. While every volunteer may not be satisfied with every solution, we do value the input that volunteers provide and want to foster an environment where all volunteers feel comfortable reporting their concerns.

***Confidentiality***

Integral to the success of CIS is our protection of confidential information, as well as nonpublic information entrusted to us by other organizations, agencies, business partners, participants and families. Confidential and proprietary information includes verbal, written and electronic data. Confidential and nonpublic information should not be disclosed without a valid business purpose and proper authorization. All volunteers are required to sign a Confidentiality Agreement.

***Conflict of Interest***

Volunteers are expected to refrain from giving the impression that the personal views and positions they express regarding economic, political or religious issues are those of CIS.

***Crisis Management Plan***

All volunteers should be aware of the current crisis management plan established for the school(s) where they volunteer and should be able to fully implement this policy should the need arise. A copy of this policy will be on file where the CIS personnel and volunteers are located on campus.

***Discipline***

CIS values a collaborative work environment and will attempt to respectfully resolve conflict or problem situations. However, our priorities are the safety and well-being of our students, volunteers and employees and the integrity of the organization. If a volunteer commits a dangerous or harmful act, he or she may be dismissed immediately and without warning. Volunteers who fail to adhere to the Volunteer Policies may face disciplinary action, including dismissal from service.

***Electronic Communication***

Information technology resources provided by CIS are for business use and should be used in a manner that does not conflict with any CIS or school policies.

***Harassment***

CIS strives to maintain an environment that is free of discrimination and all forms of harassment. CIS does not tolerate harassment on the basis of race, color, religion, national origin, sex, age or disability in the workplace. Any volunteer who believes that a student or another volunteer is being subjected to harassment by another volunteer or CIS employee shall report such conduct to the Student Support Specialist or Program.

If an investigation confirms that harassment has occurred, corrective action will be taken. CIS forbids retaliation against anyone who has reported harassment or who has cooperated in the investigation of harassment complaints.

***Interaction with Students***

CIS expects all volunteers interacting with students on behalf of CIS to act in the best interests of youth at all times. To that end, all volunteers must sign and adhere to the Code of Conduct for Interaction with Students.

***Liability***

Volunteers will provide assistance to students on school grounds and during the designated day and time assigned to them by the CIS Student Support Specialist. If the volunteer is functioning within this capacity he or she will be free of liability under the Volunteer Protection Act of 1997, Public Law 105-19. However, if the volunteer chooses to act outside of assigned tasks within the school setting by taking the student off school grounds and/or seeking the student outside the school day, the volunteer is then acting as an individual and not in the capacity of a CIS volunteer. CIS will not be liable for a volunteer’s actions under these conditions. In addition, volunteers are not covered under the Volunteer Protection Act of 1997, Public Law 105-19 if they cause injury while operating a motor vehicle, or if the volunteer causes injury with willful, criminal or reckless misconduct or gross negligence.

***Mandatory Reporter of Child Abuse and Neglect***

CIS seeks to provide a safe and secure environment for all children receiving our services. Our goal is to prevent the children served by CIS of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ County from incidents of misconduct and to protect them if there is a suspicion that such incidents have taken place. In the state of North Carolina, according to mandatory reporting requirements, every individual is responsible for reporting any suspected child abuse and it is illegal to not report child abuse. This state law overrules the policy of any employer or institution. Refer to the Mandatory Reporter of Child Abuse and Neglect Policy for additional details.

***Personal Appearance***

Dress, grooming, and personal cleanliness standards contribute to the morale of everyone and affect the professional image CIS presents to stakeholders and visitors.

During business hours or when representing CIS, volunteers are expected to present a clean, neat, and tasteful appearance. Supervisors are responsible for establishing a reasonable dress code appropriate to the service that is performed and the location at which it takes place. When on school property, CIS volunteers must adhere to the dress policies established by the relevant school district.

***Return of Property***

Volunteers are responsible for items issued to them by CIS or in their possession or control. Accordingly, volunteers must return all property immediately upon request or upon termination of volunteer service.

***Safety***

CIS wants to ensure that our students, volunteers and employees remain safe and injury-free at all times. In order to guarantee that accidents are avoided whenever possible, we expect our students, volunteers and employees to refrain from horseplay, careless behavior and negligent actions. It is the CIS policy to maintain a safe and secure working environment for everyone involved.

Volunteers must observe safety precautions for their safety and for the safety of others. All work areas must be kept clean, and free of clutter and debris. Any hazards or potentially dangerous conditions must be corrected immediately or reported to the Student Support Specialist or a school employee.

If you are involved in an accident, you must comply with the following procedure:

* Report the accident to the Student Support Specialist immediately
* Obtain pertinent information from the Student Support Specialist concerning where to seek medical treatment
* Obtain the necessary medical treatment
* Fill out an Accident Report and submit to the Student Support Specialist and Program Director/Executive Director, regardless of the severity of the injury

***Screening and Background Checks***

Pre-service screening will be performed on all volunteers working with students on behalf of CIS. The pre-service screening process includes completion of a written application, an in-person interview, reference checks and a criminal background check.

Completion of a comprehensive background investigation is required for all volunteers and is a requirement for continued service with the organization. Additionally, background investigations will be repeated no less than every three years after the initial screening process. Screening procedures will be completed prior to permitting volunteers to have direct contact with students and/or access to confidential or sensitive data.

**Supervision**

Volunteers under age 18 must provide a signed letter of consent from a parent or legal guardian before undergoing certain screening measures. In addition, such volunteers will be under the supervision of an adult at all times.

***Tobacco Free Workplace***

Any and all tobacco products are strictly prohibited at any time while on duty and in the presence of students, either on or off CIS grounds. Any and all tobacco products are strictly prohibited in the following areas:

* In any building, facility, or vehicle owned, leased, rented or chartered by Communities In Schools;
  + On any school or youth center grounds and property – including athletic fields and parking lots – owned, leased, or rented or chartered by CIS; or
  + At any school-sponsored or school related event on-campus or off campus.

***Violence in the Workplace***

CIS desires to provide a work environment that is free from intimidation, threats or violent acts. This includes, but is not limited to, intimidating, threatening or hostile behaviors, physical abuse, vandalism, arson, sabotage, use of weapons, carrying weapons of any kind onto CIS or school property or any other act which is inappropriate to the workplace. In addition, jokes or offensive comments regarding violent events are not acceptable and may result in termination from the volunteer program. Volunteers who feel they have been subjected to, or observed any of the behaviors listed above are requested to immediately report the incident to the Student Support Specialist or Program Director/Executive Director.

***Weapons Policy***

CIS prohibits all weapons on CIS or school property or at any CIS-sponsored event. This includes visible or concealed weapons, even those for which the proper permits have been obtained. The only exceptions to this policy are law enforcement officers, security guards and persons who have been given written consent by CIS or the school district.

Acknowledgement

Receipt of Volunteer Policies Handbook

By signing below, you acknowledge that you have received a copy of the CIS Volunteer Policies Handbook, and understand that it is your responsibility to read and comply with the policies referred to within and any policy revisions.

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Signature Date

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Please print your full name

Please sign and date one copy of this notice and return it to the Student Support Specialist or Program Director. Retain a second copy for your reference.