

# Volunteer Management

## POLICY

It is the policy of the Board that we recognize the contribution of volunteers in assisting our staff fulfill the mission of CISNCW. We will consider volunteers as valued members of our team.

## PROCEDURE

**Record Management:** The CISNCW Office maintains records on each volunteer. Volunteer records, including application and background checks, are confidential. Volunteers fill out an application each year. Background checks are done annually.

**Attendance and Time:** Volunteer attendance is important to the operation of each CIS program. Volunteers should notify the Site Coordinator at the school they are volunteering at, or the CISNCW office (all other volunteering activities) if he/she is unable to volunteer on their assigned day/time.

**Training:** All volunteers receive training from the CISNCW Executive Director (or his/her designee) as part of their volunteer service with CISNCW. Trainings are provided for all volunteers related to the type of volunteering they will do with students or our office. Once volunteers complete the training/orientation and complete a criminal background check, they are cleared to begin volunteering with students. Volunteers working with the afterschool program will complete a criminal background check and a partner/volunteer information form, and will meet with the CIS Director (or his/her designee) for instructions and/or training. Volunteers serving in any other capacity complete an application and criminal background check.

**Reporting of Child Abuse and Neglect:** Volunteers receive and sign a copy of the CISNCW Child Neglect Policy. This includes policies for reporting suspected abuse and neglect including who to contact if they suspect abuse. The volunteer training also includes identifying signs of abuse and neglect.

**Crisis Management Procedures:** Program Managers and Site Coordinators instruct volunteers as to school wide procedures in case of crisis situations. As per school corporation policy, evacuation routes for fire, and other emergency situations are posted in each room of the school.

**Interaction with Students:** Volunteers should meet with their Site Coordinator or CISNCW office staff at agreed upon time for events or assigned times if volunteering at the office. Any volunteer/student interaction other than the time designated by CISNCW for

specific events needs to be approved by the school Site Coordinator and CIS Program Director. Social media interaction between volunteers and students is not allowed. Social media interaction between volunteers and parents of students in the program is discouraged.

**Smoking:** Smoking in the workplace is prohibited except in outside locations specifically designated as smoking areas.

**Transportation:** Volunteers should never transport students for any reason.

**Confidentiality:** Our students entrust themselves to the leadership of the staff with the understanding that all personal and other information is held in strict confidence. Personnel and student information shall not be disclosed except to those appropriate personnel on a need to know basis only. Volunteers are expected to understand that in the course of their volunteering for CISNCW they may have access to confidential information regarding a student and this information is not allowed to be shared. Volunteers have a duty to safeguard and retain the confidentiality of all information. Volunteers are also encouraged not to share their own personal information with students they are serving. All volunteers will sign a confidentiality form before volunteering.

**Supervising volunteers under the age of 18:** From time to time, volunteer groups of high schoolers are interested in volunteering with our organization. For volunteers under the age of 18, they will always be supervised directly by the CISNCW staff member coordinating that program/event. If high school volunteer is helping with homework help in our afterschool program, they will be supervised by the Site Coordinator. For high school students volunteering for a special event, they will be supervised by the staff member coordinating that event.

At no time will underage volunteers be allowed to work one-on-one with a student in a closed room without supervision. Underage volunteers will not have access to financial, confidential or employment information.