

**The Arizona Ball Charter Schools**

# **Volunteer Program Handbook**

**Dobson Academy  
2207 N. Dobson Road  
Chandler, AZ 85224  
480-855-6325 ext. 713**

## **VOLUNTEER PROGRAM MISSION STATEMENT**

The volunteer program at Dobson Academy strives to make a positive impact on the children of Ball Charter Schools by involving parents, family members and the community as tutors and mentors. Our goal is to enrich the lives of the children we serve, to recognize his/her individuality, and to enhance the ability to improve his/her education.

## **PURPOSE**

Our vision is to see a diverse volunteer base representing many different facets of the community, 100% of our parents and family members working collectively as role models, tutors and mentors meeting all the needs of our children to insure a successful education.

# VOLUNTEER PROGRAM HANDBOOK OVERVIEW

The following policies provided overall direction to volunteers and staff involved with volunteer and management efforts. The volunteer program reserves the exclusive right to change any of these policies at any time. Adherence to the new policies is expected. Any changes to or exceptions from these policies must be obtained from the Volunteer Coordinator of the volunteer program in writing and prior to job placement of volunteers.

These policies **apply to all volunteers** in all volunteer agencies /schools throughout the state of Arizona.

Volunteers are not employed staff, nor are they intended to take the place of staff. They are to be recognized as volunteers who supplement and support the work of staff.

Volunteers are viewed as a valuable resource to the students, staff and schools of Arizona. Volunteers have the right to:

- ◆ meaningful assignments
- ◆ the right to fair treatment as "partners-in-service"
- ◆ the right to proper training and supervision
- ◆ the right to recognition for their hours of service

In exchange, volunteers agree:

- ◆ to perform their assignments to the best of their abilities
- ◆ to honor the goals, rules and regulations of the Ball Charter School's volunteer program, volunteer agency from which they originated, and the schools in which they serve
- ◆ to hold confidential all information they receive regarding a specific child's school records, family, and background

Volunteers and staff are considered to be "partners-in-service" in implementing the mission of the volunteer program. It is essential that each partner understands and respects the needs and abilities of the other.

Volunteers are to be viewed as valuable human resources assisting in the work of educating young students. Staff is encouraged to develop creative ways in which volunteers can be of service. An adult volunteer should not be assigned to work with a staff person without that staff person's consent.

Volunteers are entitled to all necessary information pertinent to the performance of their work assignments. Volunteers should be included in appropriate memos, materials and meetings relevant to their work assignments. Responsibility for ensuring that the volunteer receives such information rests with the supervisor of the senior adult volunteer. Lines of communication should flow in both directions and should exist both formally and informally. Volunteers need to be consulted with and informed about any decisions that would substantially affect their job duties.

Each volunteer assigned to a position with the volunteer program must have a clearly identified supervisor in the school. This person will be responsible for direct management of that volunteer. This supervisor shall be responsible for the day-to-day management and guidance of the work of the volunteer and shall be available to provide on-going assistance and training. A volunteer may act as a supervisor of other volunteers providing that the supervising volunteers are under the direct supervision of a paid staff person.

## **MANDATORY ELIGIBILITY REQUIREMENTS**

To qualify for the volunteer program all applicants must:

- ✓ Submit to a criminal background check prior to volunteering
- ✓ Be a resident of the State of Arizona
- ✓ Not be a part of the existing paid work force, recognizing that volunteers supplement paid staff, not replace them
- ✓ Sign a confidentiality statement
- ✓ Be able to attend orientation and training, accept supervision and perform duties within the guidelines directed by the volunteer program
- ✓ Agree to abide by the policies, procedures and guidelines of the volunteer program volunteer agency from which they originate and/or the school in which they volunteer
- ✓ Agree to follow all safety rules of the school which are designed to protect the volunteers and the children they are serving
- ✓ Agree to complete official forms for the Volunteer program on the schedule established by the volunteer office

## **CRIMINAL BACKGROUND CHECK**

All volunteers must pass a Criminal Background Check. The volunteer will assume the cost of the record check.

The information received from the Criminal Background Check will be noted on a checklist in the file of the volunteers. This information will be kept strictly confidential.

*Applicants Ability to Review and Challenge the Criminal Background Check –*

**Arizona Criminal History Only:** If the applicant feels that any Arizona arrest or disposition information in the record is inaccurate, that individual can call the Department of Public's Safety's Criminal History Records Unit at 602-223-2222 to obtain a fingerprint card and a Review & Challenge packet.

**FBI Criminal History Check:** If the arrest or disposition information is from a federal record review, the U.S. Department of Justice Order 556-73 establishes rules allowing the subject of an FBI record to request a copy of his/her own record. The individual may submit fingerprints, an Applicant Information Form,

and payment directly to the FBI according to the procedures in Title 28, Code of Federal Regulations (CFR), Section 16.30-16.34. FBI contact phone information about record review and challenge: 304-625-3878. Forms, checklists and more can also be found at [www.fbi.gov](http://www.fbi.gov) under *Background Checks*.

\*Applicant will receive written notice from the Volunteer Coordinator and 90 days from the date of the written notice for the applicant to review and challenge the accuracy of CJI/CHRI, to correct or complete the record, and any applicant appeal process that is afforded the applicant.

## **CONFIDENTIALITY**

Volunteers are responsible for maintaining the confidentiality of all information to which they are exposed while serving as a volunteer, whether this information involves a student, a student's family, staff member, volunteer or other person or program business.

Information about a specific student's family, student's medical history, student progress, developmental level and family background is not to be discussed with anyone outside the program/school in any way that would invade the privacy of the student or the student's family. Names of students and student's families are not to be released.

Confidentiality will be discussed with volunteers during orientation and each volunteer will sign a confidentiality statement which will be placed in the volunteer's file.

Failure to honor confidentiality may result in termination of the volunteer's relationship with the volunteer program and/or legal action by the family.

## **WORKERS COMPENSATION BENEFITS**

Volunteers are not eligible for Workers Compensation Benefits or disability benefits.

## **RELATIVES OF STUDENTS**

Relatives of students may serve as volunteers in the volunteer program. Such volunteers are required to identify relatives within the school to their immediate supervisor.

Children, either friends or relatives, are not allowed in the classroom when you are volunteering as they often distract students and the teacher.

## **DRUG-FREE WORKPLACE POLICY**

The Ball Charter Schools supports a “zero tolerance” policy regarding drugs in the workplace. No volunteer shall violate the law or School policy in the manufacture, distribution, possession, or use, on or in the workplace, of alcohol or any narcotic drug, hallucinogenic drug, amphetamine, barbiturate, marijuana, or any other controlled substance.

Workplace includes any school building or any school premises and any school-owned vehicle or any other school approved vehicle used to transport staff members or students to and from school activities or on school business. Off school property, the workplace includes any school sponsored or school approved activity, event, or function where students, staff members or volunteers are under the jurisdiction of the School. In addition, the workplace shall include all property owned, leased, or used by the School for any educational or School business purpose.

Any volunteer who has been arrested and/or convicted under any criminal drug statute for a violation occurring, shall notify the Volunteer Coordinator/School Principal as soon as possible, but not more than (5) days after such arrest and/or conviction has occurred.

Any volunteer who violates this policy in any manner is subject to discipline, which will include, but not be limited to dismissal.

## **SMOKING POLICY**

For the safety and physical well being of all volunteers, most work areas are designated as smoke free. Dobson Academy recognizes that smoking presents a health and safety hazard that can have serious consequences for the smoker, the non-smoker, and the welfare of the School.

In order to protect students, volunteers and staff members, from a harmful environment, smoking is not allowed:

- In school buildings
- On school grounds
- In school buses and other school vehicles
- At school activities

For purposes of this policy, smoking shall mean all uses of tobacco, including, but not limited to, cigarettes, cigars, pipes, chewing tobacco and snuff.

# DISCIPLINARY PROCEDURES

The volunteer program, agency/station reserves the right to reassign or dismiss volunteers when such action is in the best interest of the volunteer and/or the volunteer program.

Reason for dismissal may include, but are not limited to the following:

- Inappropriate behavior with a student
- Release of confidential information
- Sporadic attendance
- Misconduct or insubordination
- Volunteering under the influence of alcohol or controlled substances
- Theft of property or misuse of equipment or materials
- Failure to abide by the volunteer program/agency/school policies
- Involvement with any illegal activities

It is the policy of the volunteer program that a series of corrective actions shall be taken as a means of modifying behavior or correcting inappropriate actions and will be reasonable, consistent with the offense, and commensurate with the individual volunteer's disciplinary record.

Levels of Discipline for corrective action for minor offenses are as follows:

1. An oral reprimand for the first offense.
2. A written reprimand for the second offense.
3. A termination for any third offense.

For a major breach in behavior the above corrective steps do not necessarily apply. A major offense may constitute grounds for immediate termination from the volunteer program. In some cases, law enforcement may be contacted. Such offenses include:

- Physical/psychological, verbal abuse
- Failure to act/negligent action
- Exploitation/mistreatment
- Unapproved behavior/inappropriate intervention/inconsiderate treatment

The volunteer will be disciplined immediately by the Volunteer Coordinator with approval from the Principal. In all cases of abuse, neglect and/or mistreatment the seriousness of the infraction must be weighed in the determination of what is the appropriate corrective action. Appropriate corrective action is that level of discipline reasonably likely to prevent the volunteer from committing future acts of abuse, neglect or mistreatment.

# **ABUSE/NEGLECT/MISTREATMENT**

Volunteers may not exploit, (verbally, psychologically or physically) abuse, neglect or mistreat children or staff while providing volunteer services as part of the volunteer program. No form of exploitation, abuse neglect or mistreatment will be tolerated, and such behavior may lead to instant dismissal and reporting to authorities.

## **ABUSE:**

The ill treatment, violation, revilement, exploitation and/or disregard of an individual, whether purposeful, or due to carelessness, inattentiveness, or omission of the perpetrator.

## **PHYSICAL ABUSE:**

Any physical motion or action (e.g. hitting, slapping, punching, kicking, pinching, etc.) by which bodily harm or trauma occurs. Corporal punishment is not permitted as well as the use of any restrictive, intrusive procedure to control inappropriate behavior for purpose of punishment.

## **PSYCHOLOGICAL ABUSE:**

Includes, but is not limited to, humiliation, harassment, and threats of punishment or deprivation, sexual coercion, intimidation, whereby individuals suffer psychological harm or trauma.

## **VERBAL ABUSE:**

Any use of oral, written or gestured language by which abuse occurs. This includes using derogatory terms to describe persons with disabilities, physical or emotional problems, or other EEO protected classes. It also includes yelling at or degrading of an individual.

## **EXPLOITATION:**

Any act intended to exploit, extort or defraud a person including but not limited to: the misuse of authority over a child; forcing or compelling an individual to do anything illegal or immoral; attempting to extort money or property from an individual; stealing another individual's personal possessions, including food.

## **FAILURE TO ACT:**

Including but not limited to failure to act in any manner which results in any potential or actual harm to a child; failing to report or covering up abuse/neglect/mistreatment of a child.

## **MISTREATMENT:**

Includes behavior or site practices that result in any type of individual exploitation such as financial, sexual or criminal.

## **INAPPROPRIATE BEHAVIOR INTERVENTION/INCONSIDERATE TREATMENT:**

Includes but is not limited to; deprivation of a meal; subjecting a child to unpleasant tastes or substances; pranks, or any other act that is inconsistent with generally accepted program practice standards, and which goes beyond failure of good judgment.

## **GRIEVANCE PROCEDURE**

We encourage communications as the most effective approach to resolve problems in the workplace. However, all volunteers have the right to appeal a dismissal to the Volunteer Coordinator/Principal. Steps for grievance procedure are as follows:

1. The volunteer must write a letter to the School's Volunteer Coordinator, 2207 N. Dobson Road, Chandler, AZ. 85224, requesting a hearing regarding the dismissal.
2. The Volunteer Coordinator will arrange a date and time to meet with the supervisor and the volunteer to state their perspectives of the issue.
3. The Volunteer Coordinator will decide based on all available data with the assistance of the Principal.
4. The Volunteer Coordinator's decision will be relayed to the volunteer and the site supervisor through a letter.
5. The decision of the Volunteer Coordinator is final.

## **EQUAL EMPLOYMENT OPPORTUNITY**

The volunteer program follows the State of Arizona principles regarding Equal Employment Opportunity. Discrimination against an otherwise qualified individual by reason of race, color, religion, sex age, or national origin is prohibited. Efforts will be made in recruitment to ensure equal opportunity in employment for all qualified persons.

Our commitment to establish a workplace free from discrimination and harassment is one that must be shared by all. Violations of this policy are absolutely prohibited.

Complaints or charges of violations are to be reported within (30) days to the Volunteer Coordinator/Principal on the appropriate form and will be immediately investigated.

Volunteers have the right to file a complaint or discuss the matter with the Arizona Civil Rights Commission and/or the Federal Equal Employment Opportunity Commission.



## **SEXUAL HARASSMENT**

The volunteer program complies with EEOC guidelines on sexual harassment. Sexual harassment includes unwelcome sexual advance, requests for sexual favors and other verbal or physical conduct of a sexual nature. This constitutes sexual harassment when (a) submission to or rejection of such conduct by an individual is used as the basis for employment decisions and/or retaliation; or (b) such conduct has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

Any volunteer who suspects sexual harassment should report the incident immediately to the designated coordinator for the volunteer program. All complaints received will be investigated. Any volunteer involved in a sexual harassment act will be subject to discipline, including dismissal.

## **APPROPRIATE ATTIRE**

It is best to neither overdress, nor underdress. Your attire should reflect your professional commitment to be of service to the school and our students. Consequently, your appearance should attract no undue attention, but it should exemplify the standards in effect at the school and those which are appropriate to the situation.

## **RISK MANAGEMENT**

Schools have an obligation to protect volunteers as they do their employees.

Risk Management is the process of developing good day-to-day operating policies, procedures and training. Volunteer orientation and training provides volunteers with the "tools" needed to work in a safe culture and to reduce the risks associated with the work environment. Volunteers need to know where to find the first aid kit, and the location of the nurse's office.

The most effective way to manage risks is to develop standardized procedures and policies. Some policy examples are:

- All volunteers must sign in at the school office and wear a volunteer badge while on school grounds
- No school volunteer may leave the building with a child
- Volunteers will never be alone with a student
- Volunteers will never discipline a student
- Volunteers will never meet with students after school hours or outside of school

## Field Trip Guidelines for Chaperones & Parents:

All students must ride the bus on a school sponsored field trip to and from planned destinations! No exceptions!

All field trip chaperones must complete and meet the requirements of the volunteer program prior to chaperoning students on field trips. Parents and grandparents are always welcome on field trips. They would be required to pay any fees involved and would follow their child's group.

Parent chaperones may ride the bus, but if there is not enough room on the bus, chaperones should drive their own vehicle and follow the bus and meet up with their group at the planned destination.

Parents **are not allowed to bring younger siblings** to school sponsored field trips. We have no way of guaranteeing that younger siblings will be admitted to areas or planned educational events that would be available only to Dobson Academy students.

If a parent attends a school sponsored field trip and brings a sibling, they will need to drive their own vehicle and **cannot chaperone a group of students**. Their child will be placed in a group with an approved chaperone and that parent can follow their child's group.

Dobson Academy has obtained group prices for our field trips. Parents who wish to use their own passes (Phoenix Zoo, Science Center, etc.) may not be able to attend any special showings and behind the scenes exhibits. We encourage parents to arrange for another day to use their own passes for family outings.

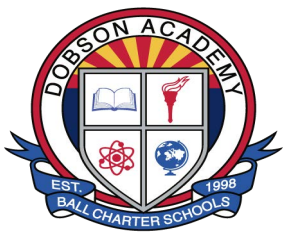
Accountability and safety for our students and staff is a priority. Thank you for your support in this matter if you have any questions, please contact Lindsey Adams at (480) 855-6325 ext. 713.

### Approved Parent Drivers for Field Trips:

Approved Field Trip Drivers: Must complete and meet the requirements of the volunteer program and their Driving Record must be clear of all moving violations for the past three years. This includes parents wanting to drive students to before/after school activities. **The Volunteer Program Coordinator will need from the volunteer a current driving record, copy of his/her driver's license and proof of insurance.**

If you would also like to be a school approved Field TRIP Driver, you need to either go to the MVD or you can go online to <https://servicearizona.com> and request your driving record (39 month uncertified MVR). There is a \$3.00 processing fee charged. We will need to make a copy of your driver's license and current proof of auto insurance. Your MVR must be clear of all moving violations for the past three years as per school policy in order to be an approved driver. This is an annual process for approved field trip drivers.

Movies/Videos: Approved Parent Field Trip Drivers agree not to show/play any movie or video rated PG13 or above without prior written approval of the School Principal or Volunteer Program Coordinator and from the student's parents.



## Dobson Academy – home of the Dolphins ~ a place for everyone!

Research proves that children excel in school with parental involvement!

Please return this form to your child's teacher. Thank you!

Parent's Name: \_\_\_\_\_

Address: \_\_\_\_\_ City \_\_\_\_\_ ZIP: \_\_\_\_\_

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

E-mail: \_\_\_\_\_

Child's Name: \_\_\_\_\_ Grade: \_\_\_\_\_ Teacher: \_\_\_\_\_

Child's Name: \_\_\_\_\_ Grade: \_\_\_\_\_ Teacher: \_\_\_\_\_

Child's Name: \_\_\_\_\_ Grade: \_\_\_\_\_ Teacher: \_\_\_\_\_

Please mark your areas of interest and if needed, specify the grade levels with which you would most like to serve:

Pre-K \_\_\_\_\_ K \_\_\_\_\_ 1<sup>st</sup> \_\_\_\_\_ 2<sup>nd</sup> \_\_\_\_\_ 3<sup>rd</sup> \_\_\_\_\_ 4<sup>th</sup> \_\_\_\_\_ 5<sup>th</sup> \_\_\_\_\_ 6th \_\_\_\_\_ 7th \_\_\_\_\_ 8th \_\_\_\_\_

Any Grade \_\_\_\_\_

### **OPPORTUNITIES TO SERVE AT Dobson Academy (WHAT IS YOUR SERVING STYLE?)**

By checking any items on this list does not force you to commit to this area of service. We understand that life happens and things can change. We will contact you because of your interest in serving, but it will be ok to say "no." Some parents want to get involved but don't know how or what is needed. This is why we are providing ways for you get involved. We are so thankful for our parent volunteers. You can help make this school a success! ☺

#### **SCHOOL-WIDE SUPPORT**

- Help in Office
- Assist in Library
- \*Business/Special Skill (Provide "in-kind" resources)
- Making a Presentation to a Class
- Monitor students on the playground
- Update signs, bulletin boards & displays on campus
- Serve as Community Resource (List in comments)
- Publicity/Event Photography
- Coordinate school awards, medals, and certificates (end of school and other special events)

#### **CLASSROOM SUPPORT**

- Serve as Class Parent
- Help in the Classroom
- Tutor (Select: Reading \_\_\_\_\_ Math \_\_\_\_\_)
- Read with a classroom or individual
- Cut out shapes & die-cuts
- Assist teacher with art lesson
- Help with classroom Bulletin Boards

#### **ONGOING/ONE-TIME AT HOME**

- OPPORTUNITIES**
- Assist with Community Grant Writing
  - Trim laminated items for teachers at home

#### **ONE-TIME OPPORTUNITIES**

- Picture Day Assistant – (Sept. / April)
- Carnival – donate services/items (Oct.)
- Carnival – assist food, games, etc (Oct.)
- Reading Program
- Book Fairs
- Field Day (March)
- Athletics

#### **TEACHER APPRECIATION**

- Donate food item
- Serve on Hospitality Committee
- Donate door prize
- Set up or serve Dinner
- Assist with decorating for Dinner

**ON-CALL VOLUNTEER** - If you are not sure right now how you can help, but would like to be involved in the future, your name can go on our "On-Call" Volunteer list. If we find we're short-handed for an activity or event, we'll go to our On-Call list and check with you to see if you can help with an activity or event.

- I'm flexible: Call me anytime to *work at school*    I'm flexible: Call me anytime to *work at home*

**Volunteer Comments:**

# BACKGROUND CHECK APPLICATION

FULL NAME: \_\_\_\_\_

DOB: \_\_\_\_\_ SSN: \_\_\_\_\_

STREET ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

**Have you been convicted of a misdemeanor or a felony in the last seven years?** \_\_\_\_\_

If yes, please give date, nature and disposition of offense \_\_\_\_\_

\_\_\_\_\_

**Please note: A criminal record will not necessarily prevent an applicant from being a volunteer. A criminal record will be considered as it relates to specifics of the volunteer position for which you are applying.**

By signing below you are acknowledging and approving that Dobson Academy will run a credit and background check.

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**Applicant Signature**

**Date**