



VOLUNTEER HANDBOOK



FOUNTAIN HILLS
UNIFIED SCHOOL DISTRICT



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FOUNTAIN HILLS

UNIFIED SCHOOL DISTRICT

Office of the Superintendent
District Administrative Center
16000 E. Palisades Blvd.
Fountain Hills, AZ 85268

Dear Volunteer:

Welcome! I am pleased that you have decided to spend some of your very valuable time with us. Your experience and expertise is desired and much appreciated.

This handbook contains important information that will ensure your experience as a volunteer will be enriching and rewarding. Please take a few moments to become familiar with its contents and to ask any questions that arise.

You have my best wishes for a positive and rewarding experience. Thank you for being part of our team.

Sincerely,

Robert Allen, Ed.D.
Superintendent

Goals of the Volunteer Program

The goal of our volunteer program is to assist schools in providing the best possible education for each student. The services of volunteers are utilized to accomplish the following objectives:

- Relieve teachers and support personnel of some non-instructional tasks
- Provide teachers with more time to work with students
- Enrich the curriculum and children's learning opportunities
- Provide individual attention to those children who need more one-on-one assistance than the classroom teacher is able to provide
- Promote a school-home-community partnership for quality education

Fountain Hills Unified volunteers...

- Recognize that well-educated children are our greatest natural resource
- Have good health and moral character
- Are willing to accept direct supervision
- Understand and appreciate the work of the school staff

Every Volunteer Must Register

Every volunteer in the Fountain Hills Unified School District must complete a Volunteer Application Form (pages 16 & 17) and be cleared before he/she begins work.

It is imperative that each volunteer understands their responsibilities and limitations. Volunteers must be aware of and agree to abide by all district volunteer policies and regulations. Please read the handbook carefully before signing the Volunteer Agreement on pages 18 & 19.

Some people who have been convicted of a crime should not be working with children. For this reason we ask volunteers to explain the nature of any crimes for which they were convicted.

Every Volunteer Must Sign In

Every volunteer must sign in and out at the school office each time he/she comes on campus to volunteer. The district must have a record showing the days and hours each volunteer works. For security reasons and in case of an emergency, it is important for administrators to know who is on campus and why.

Definitions and Process

Visitors

Not every visitor to a school is a volunteer. A visitor is an individual who attends a school on sporadic occasions and for small increments of time. A visitor typically visits a school to meet with staff, pick up students during the school day or perform temporary, contractual and/or substitute service in which they receive payment.

Examples of a visitor include, but are not limited to, a district employee from another location, substitute and temporary employees, third-party contracted personnel, parents picking up students or meeting with a teacher, and community members meeting with school personnel.

Visitor Responsibility

1. Sign in and receive a visitor badge each time you visit. District employees must sign in at each visit and wear their employee ID badge.
2. Wear the badge so it is visible at all times during each visit.
3. Sign out and return the visitor badge at the end of each visit.
4. Do not perform volunteer services.

School Responsibility

1. Ensure visitor signs in and out at each visit.
2. Ensure visitor receives and returns a visitor badge at each visit. District employees must wear their employee ID badge.
3. Ensure the visitor does not perform volunteer services.

Volunteers

A volunteer is an individual who performs hours of service for a public agency for civic, charitable or humanitarian reasons without promise, expectation or receipt of compensation for services rendered.

Volunteers are an important part of the educational team. The suggestions and opinions of volunteers are always welcome. It is the professional staff, however, that is held responsible by law for decisions that are made regarding the instruction of students and the management of the school. For this reason, volunteers always work under the direct supervision of teachers and administrators.

We ask that volunteers read the guidelines for volunteers and the procedures and responsibilities specific to the category (parent, stepparent, legal guardian, grandparent, community volunteer, volunteer coach or chaperone) into which they fall.

Parent, Stepparent or Legal Guardian

A parent, stepparent or legal guardian of a student at the school where the parent, stepparent or legal guardian wishes to volunteer must adhere to the Parent, Stepparent or Legal Guardian responsibilities. Background check and fingerprinting is not required. A parent, stepparent or legal guardian who wishes to volunteer at a school not attended by their child must adhere to the Community Volunteer responsibilities.

Parent, Stepparent, or Legal Guardian Responsibility

1. Review the Volunteer Handbook.
2. Complete the volunteer application and submit to school office.
3. Sign a Volunteer Agreement annually as long as your child continues to attend the same school where the agreement was signed.

4. Sign in at each visit and receive a volunteer badge.
5. Wear the volunteer badge so it is visible at all times throughout each visit.
6. Must remain in sight of certified staff at all times.
7. Sign out at the end of each visit and return the volunteer badge.

School Responsibility

The school will adhere to the following steps with respect to parent, stepparent or legal guardian volunteers:

1. Provide parent or legal guardian a Volunteer Handbook.
2. Obtain the completed Volunteer Application from the parent, stepparent or legal guardian.
3. Obtain the signed Volunteer Agreement from the parent, stepparent or legal guardian annually. The school is required to keep this agreement on-site for one year after the volunteer concludes his/her volunteer activities.
4. Provide supervision and direction for the volunteer. Any employee who supervises a volunteer must complete an Agreement to Supervise Volunteer. The form must be completed for each volunteer the employee supervises.
5. Ensure the parent, stepparent or legal guardian volunteer signs in and out at each visit.
6. Ensure the parent, stepparent or legal guardian volunteer receives and returns a volunteer badge at each visit.

Grandparent

A grandparent of a student at the school in which the grandparent wishes to volunteer must adhere to the responsibilities outlined under Grandparent Responsibility. Background check and fingerprinting is not required. A grandparent who wishes to volunteer at a school where their grandchild does not attend must adhere to the responsibilities outlined under Community Volunteer Responsibility.

Grandparent Responsibility

1. Review the Volunteer Handbook.
2. Complete the Volunteer Application and submit to school office.
3. Sign a Volunteer Agreement annually as long as your grandchild continues to attend the same school where the agreement was signed.
4. Sign in at each visit and receive a volunteer badge.
5. Wear the volunteer badge so it is visible at all times throughout each visit.
6. Must remain in sight of certified staff at all times.
7. Sign out at the end of each visit and return the volunteer badge.

School Responsibility

1. Provide grandparent with a Volunteer Handbook.
2. Obtain the completed Volunteer Application from the grandparent.
3. Obtain the signed Volunteer Agreement from the grandparent annually. School is required to keep this agreement on-site for one year after the volunteer concludes his/her volunteer activities.

4. Provide supervision and direction for the volunteer. Any employee who supervises a volunteer must complete an Agreement to Supervise Volunteer. The form must be completed for each volunteer the employee supervises.
5. Ensure the grandparent volunteer signs in and out at each visit.
6. Ensure the grandparent volunteer receives and returns a volunteer badge at each visit.

Community Volunteer or Volunteer Coach

An individual who is not the parent, stepparent, legal guardian or grandparent of a student at the child's school must adhere to the procedures outlined in this section prior to volunteering at a school. Examples of this category may include a relative of a student, such as an aunt or uncle, business partners, community members, or a parent who volunteers at a school that his/her student does not attend. A background check is required.

Community Volunteer or Volunteer Coach Responsibility

1. Review the Volunteer Handbook.
2. Complete the Volunteer Application and submit to school office.
3. Sign a Volunteer Agreement annually as long as you wish to volunteer at the same school where the agreement was signed.
4. Undergo a criminal background check and fingerprinting before beginning duties and, subsequently, before volunteering at a new/different location. Human Resources will complete this process and there is no cost to the volunteer.
5. Sign in at each visit and receive a volunteer badge.
6. Wear the volunteer badge so it is visible at all times throughout each visit.
7. Sign out at the end of each visit and return the volunteer badge.

School Responsibility

1. Provide community volunteer or volunteer coach with a Volunteer Handbook.
2. Obtain the completed Volunteer Application from the community volunteer or volunteer coach.
3. Obtain the signed Volunteer Agreement from the community volunteer or volunteer coach annually. School is required to keep this agreement on-site for one year after the volunteer concludes his/her volunteer activities.
4. Complete a Personnel Action Form and send to Human Resources along with a copy of the Volunteer Application.
5. Before allowing the individual to volunteer, wait for Human Resources to notify you that the volunteer has been cleared.
6. Provide supervision and direction for the volunteer. Any employee who supervises a volunteer must complete an Agreement to Supervise Volunteer. The form must be completed for each volunteer the employee supervises.
7. Ensure that the community volunteer or volunteer coach signs in and out at each visit.
8. Ensure that the community volunteer or volunteer coach receives and returns a volunteer badge at each visit.

Chaperone

Any individual (parent, stepparent, legal guardian, grandparent, relative) who wishes to attend an overnight field trip or attend a daytime field trip out of the sight of certified staff must adhere to the procedures outlined in this section prior to participating on the field trip. A background check is required.

Chaperone Responsibility

1. Review the Volunteer Handbook.
2. Complete and sign a Volunteer Application and Agreement and submit to school office.
3. Undergo a criminal background check and fingerprinting prior to the field trip.
4. Sign in at the office at the beginning of the field trip.
5. Sign out at the office at the conclusion of the field trip.

School Responsibility

1. Provide chaperone with a Volunteer Handbook.
2. Obtain the signed Volunteer Application and Volunteer Agreement from the chaperone.
3. School is required to keep the Volunteer Agreement on-site for one year after the chaperone concludes his/her volunteer activities.
4. Complete a Personnel Action Form and send to Human Resources along with copy of Volunteer Application. This paperwork must be submitted to Human Resources no less than 10 business days prior to the field trip.
5. Before allowing the individual to chaperone, wait for Human Resources to notify you that the chaperone has been cleared.
6. Provide supervision and direction for the volunteer. Any employee who supervises a chaperone must complete an Agreement to Supervise Volunteer. The form must be completed for each volunteer the employee supervises.

Volunteer Opportunities

The Fountain Hills Unified School District offers a wide variety of volunteer opportunities working with children as well as jobs for those who prefer not to work directly with students. Volunteers choose the jobs that interest them and decide how many hours and days they wish to contribute. Here is a sampling of volunteer opportunities.

Classroom Instructional Volunteer

Works directly with individual or small groups of students. Listens to students read, reinforces basic math skills, or assists students with written assignments.

Classroom Assistance Volunteer

Works with a teacher and performs tasks such as putting up bulletin boards, correcting papers, photocopying and other jobs that will provide the teacher with more time to plan for and teach students.

Office Clerical Assistance

Works with the school office staff to provide support and assistance with duties such as sorting mail, answering the phone and photocopying.

Health Office Assistant

Works in the health office with the school nurse, providing clerical assistance and helping with health screenings, such as vision tests.

Library/Media Volunteer

Works with the media specialist by repairing and shelving books, doing clerical work or preparing bulletin boards and displays. Volunteers may choose to work directly with students helping them to locate and use library materials.

Volunteer Guidelines

Supervision of Volunteers

Volunteers always work under the direct supervision of the professional staff at each site and only with those teachers who have requested the services of the volunteer. The district is responsible for the education, safety and well-being of each student. For this reason you can understand why the teacher, principal or district official must dismiss any volunteer whose actions are not in the best interest of the school or students.

Complaints of Misconduct

- a. Any misconduct must be reported to the appropriate Site Administrator in writing and signed by the reporting person or persons.
- b. The appropriate Site Administrator will promptly investigate credible allegations of misconduct.
- c. During any such investigation, the volunteer will be placed on leave.
- d. If it is determined that misconduct has occurred, it will result in the immediate and permanent dismissal of the volunteer.
- e. If it is determined that no misconduct has occurred, the volunteer will be immediately allowed to return to their volunteering activity.

Confidentiality

As you work with the staff and students, information of a confidential matter may be shared with you. The problems, abilities, relationships and confidences of students, their parents and the staff should never be discussed with anyone who does not have a professional right or need to know them. Like teachers, volunteers are bound by a code of ethics to keep confidential matters within the school.

Please do not discuss a child's school progress or difficulties with his/her parents. This is the teacher's responsibility.

Occasionally, a child might confide in you about family matters or personal problems. Keep this confidential. If you feel that it is vital for the school to have this information in order to help the student, discuss the child's conversation in private with the teacher or principal.

Child Abuse/CPS

Arizona State Law (ARS 13-3620) requires school personnel (any district employee or any other person who has responsibility for the care or treatment of a minor) to report any case of suspected child abuse to Child Protective Services (CPS) at 1-888-767-2445 or to the Police Department at 480-837-2047 (MCSO) or 602-252-7840. FHUSD guidelines recommend that both CPS and the local police be contacted. Volunteers should contact the principal and/or nurse for reporting procedures.

Police officers or Child Protective Services caseworkers may interview students in the investigation of child abuse. They must present picture identification. The investigator should be provided a room or place that will insure privacy. The administrator need not be present unless the officer requests his/her presence for the comfort of the child. The investigator will be responsible for any notification of parents or victims or witnesses.

Discipline

Students rarely have behavior problems while working with volunteers. However, our schools have detailed discipline plans, and the responsibility for discipline rests with the professional staff. Volunteers may not discipline students. Please make the teacher aware of any discipline problem that might arise while you are working with a student.

Restrooms

Staff restrooms are available for volunteers. Please do not use student restrooms.

Dismissal of Students

Volunteers may never dismiss a student from school. Children who must leave school early for any reason must receive permission from the school office and sign out before leaving. Under no circumstances may a volunteer take a student off campus. Volunteers may not walk or drive students to their homes unless the child's parent has notified the school office in advance and given permission for the volunteer to do so.

Dress and Behavior

Take your lead from the professional staff and dress appropriately for the job you are doing. Casual clothing is fine, but we ask that attire be neat and conservative. Your appearance should attract no undue attention. Keep in mind you are in a position to set an example for students. Your speech and behavior should serve as good models for them to follow.

Health

If you are not feeling well, don't try to keep up your volunteer duties in spite of an illness. You'll accomplish more in the long run if you allow yourself time to recuperate. Please call to let the

teachers know you won't be coming in at your scheduled time. Schools are particularly concerned about keeping students and staff healthy. This is another reason to stay away from school if you have a contagious illness.

Your Commitment

Before you agree to volunteer, carefully consider the commitment you are making. The work volunteers do is important. Whether they work in the classroom, front office, media center or health office, the staff and students quickly become dependent upon volunteer assistance. Don't promise to volunteer more time than you will be able to follow through with. It's better to start out with a few hours a week and gradually increase if you find you have the additional time.

Dependability

We know there will be times when you will be ill, on vacation or unable to volunteer. Please telephone the school office and leave a message for the teacher or staff member with whom you work as far in advance as possible when you are unable to volunteer.

School Rules

Become familiar with the rules and policies of the school where you volunteer. It's a good idea to read through the school's handbook. Ask your supervising teacher to explain the school's policy for use of telephones, cell phones, eating facilities, fire drill and emergency procedures. Use reasonable judgment in making decisions when there appears to be no policy or when the policy is not communicated. As soon as possible, consult with the supervising teacher for future guidance.

Volunteers may NOT

- Provide the curriculum or teaching plan
- Discipline students
- Take charge of the classroom for any length of time
- Access materials in the student's permanent or electronic records files (psychological records, grade cards, health history, etc.)
- Diagnose student needs
- Evaluate achievement
- Counsel students
- Discuss student progress with parents
- Drive district vehicles
- Ever be considered a substitute for a member of the school staff
- Give any food to students
- Give advertisements or fund solicitations

Working with Staff

The staff appreciates your willingness to be a part of the educational team. Teachers and support personnel will come to depend upon your assistance.

Here are some tips for working effectively with the staff.

Getting to know you

Let the staff know what types of jobs you are interested in doing and what your special skills are so they can utilize your talents.

A new experience for you, and perhaps for the teacher

If you've never been a school volunteer before, you'll find that there are many new and exciting things to learn about the job. Please be aware that some staff members have never had an opportunity to work with volunteers before. This will be a new experience for them too, as they learn how to utilize the services of a volunteer.

Be a good communicator

The staff will welcome your questions and comments. If you don't understand something please ask. Volunteering should be an enjoyable and rewarding job. If you are unhappy or concerned about something discuss the situation with your supervisor.

Routine tasks are important

The staff often relies upon volunteers to do the “routine” jobs such as photocopying and organizing materials. Because volunteers are able to assist with these jobs, teachers are able to spend more time working with students or planning for quality instruction.

We all have different ways of doing things

When you are assigned a task, be sure you know exactly how the teacher wants the job done. Ask for clear directions and, if necessary, ask that the teacher give you samples or demonstrate how tasks are to be performed.

Try something new

The opportunity to learn new skills is one of the benefits of being a school volunteer. Be willing to try new tasks assigned by the staff, but accept only as much responsibility as you feel comfortable with.

Be reliable

Come when you say you will. Give the office as much notice as possible when you won't be available at your scheduled time.

Working with Students

Call students by name at each opportunity. A child's name is very important. Make every effort to pronounce and spell each child's name correctly.

Observe the techniques used by the teacher. Try to model these instructional methods when working with students.

Accept children as they are. Each child is unique and may be very different from your own child. Be ready to accept the differences in background, values and aspirations.

Encourage and praise students. Your positive words of encouragement will go a long way in helping students feel good about themselves even when they are having difficulty. Be ready to praise children for even the smallest successes! Let each child know that you care about him/her through the use of verbal affirmation. Younger children may also enjoy stars, stickers, stamps, etc. You and the teacher should discuss the use of these motivational materials.

Children never forget. If you promise them something, be prepared to keep the promise. Be careful not to make promises that you will be unable to keep.

Encourage children to do their own thinking. Try not to give students the answers before they have had an opportunity to solve problems on their own. Give children plenty of time to answer your questions. Silence often means that a child is thinking. Beware of the occasional student who may try to get you to do their work for them.

Follow the teacher's lead. Be consistent with the teacher's rules for classroom behavior. Remember the teacher is always available and ready to handle discipline problems.

Reinforce good behavior. When children are behaving well, let them know how proud you are and how much you appreciate their effort. This will encourage them to try even harder. If possible, do not pay attention to a child who shows minor misbehavior problems, but do note things the child is doing well and praise him/her for it.

It's OK if you don't know all the answers. Admit to the children that you don't know the answer or aren't sure what to do. Work the answers out together with students or feel free to ask the teacher for assistance.

Keep students on task. You'll want the children to learn as much as possible during the time they spend with you. Keep the lesson or activity moving; avoid letting anyone get the group off the task by discussing topics that have nothing to do with the lesson.

Supervise students carefully. Under no circumstances should you leave students without supervision. Be aware of what students are doing at all times.

Your first few days

Starting a new job is exciting and can sometimes be a bit frightening. The first days are usually the busiest because there are so many new people to meet and things to learn about. As you become familiar with the school and your assignment, you will feel more at home. Here are some suggestions.

Set up a time to meet with the supervising teacher

When you meet with your supervising teacher, plan to discuss the teacher/volunteer conference checklist. If you have any questions or concerns, add them to the list now so you won't forget to

bring them up at the conference. You may want to take a tour of the building with your supervising teacher so you'll learn your way around and will have an opportunity to be introduced to key staff members.

Take time to observe

If you'll be working with students, the first day or two in the classroom will probably be best spent in observing the teacher and children. You'll become familiar with the teaching style your supervising teacher uses. You'll see what acceptable behavior is for students and what is not, how much freedom is allowed, and what the daily routine is like. While you are observing, you can also work on various tasks, such as correcting papers, filing, or preparing learning materials.

Teacher/Volunteer Conference Checklist

Plan to discuss these topics when you meet with the teacher

- Days and times you will work
- How you will let the teacher know if you are unable to work at your assigned time
- Alternate plan when the teacher is absent and a substitute teacher is in charge of the class
- How the teacher will tell you of your days' assignments (plan book, folder, note, etc.)
- How you will tell the teacher what you have accomplished during the day, performance of students with whom you have worked, need for materials, etc.
- A safe and secure place to leave your personal belongings
- Location of materials and-workspace for your use
- Classroom rules and teacher's discipline policy
- Procedure for letting the teacher know when a child is having a discipline problem that requires his/her attention
- Daily class schedule
- Alternate plans if a student with whom you work is absent
- Student roll and/or seating chart
- Other questions or concerns

Volunteers represent the school and the district

As a volunteer, you not only serve the needs of the children, you also provide a vital link between the school and community. Students, their parents and the community will view you as a representative of the school. They will pay close attention to what you say about the staff and the educational programs.

Sometimes the community hears about the negative aspects of education or stories about the few students who misbehave. Because of your volunteer experience, you'll be able to share the many positive things that students and staff are doing. You'll have an opportunity to let the community know what's going right in their schools. Please remember not to share confidential information.

Medical and workers' compensation insurance coverage

The district does not carry medical insurance for volunteers; however, volunteers must be registered at their school and a record of volunteer hours must be maintained for workers' compensation coverage. That's why it's important for you to sign in and out each time you

volunteer. If you have questions about this liability coverage, feel free to call the Human Resources Department.

Fountain Hills Unified School District Governing Board entitles you to workers' compensation benefits per ARS §23-1021 if you incur personal injury by an accident arising out of and in the course of your volunteer employment with the district.



FHUSD Volunteer Application

Please check a box below:

Parent Stepparent Legal Guardian Grandparent Chaperone
Community Coach

Name _____ Phone _____
Last First Middle

Address _____
Number Street City Zip

Birthday _____ Soc. Sec. No. _____ Married: Yes _____ No _____
(mm/day/year)

Education (answer yes or no) H.S. diploma/GED: _____ College: _____ Degree received _____

Driver's License No./Expiration Date: _____

Is this license currently valid: _____ Do you have your own transportation? _____

List any languages, other than English, which you speak fluently: _____

List any special skills, training, interests or hobbies that you have that may be useful to this agency: _____

Volunteer Experience: _____

Circle days available for volunteer work: Sun. Mon. Tues. Wed. Thurs. Fri.

Preferred hours per day _____ to _____

List two personal references other than family (name, address, telephone, & relationship)

1. _____

2. _____

Work experience (most recent first). List name of employer, address, supervisor's name, dates of employment & your duties:

1. _____

2. _____

3. _____

I heard about the volunteer program through: _____

Have you ever been arrested or convicted of a felony? Yes _____ No _____

In case of emergency, please contact: Name _____

Phone No. _____

Medical Insurance? Yes _____ No _____ Name of Co. _____

Policy No. _____

Signature: _____ Date: _____

All information will be kept in strict confidence



FHUSD Volunteer and/or Chaperone Agreement

I hereby acknowledge that I have received a copy of the Fountain Hills Unified School District Volunteer Handbook and that I have read and will abide by its contents and all other applicable FHUSD policies and procedures.

I understand that, as a volunteer, I am not compensated for any services, including wages and insurance. I further understand that I have the right to terminate my arrangement at any time with or without cause, and the Fountain Hills Unified School District has a similar right.

I make this Agreement in order to provide and to be authorized to perform the following uncompensated services to the Fountain Hills Unified School District:

- I am 18 years of age or older and know of no reason which would prevent me from performing the tasks required as detailed in the Volunteer Job Description, or that I am presently a student enrolled in the Fountain Hills School District system,
- I have acquainted myself with what is required to perform those tasks, and I represent that I have the skill and ability to perform them.
- I assume full responsibility for my own safety and the safety of others.
- That I will perform the volunteer service in compliance with the standards and specifications established, or approved, by the District, and will honor the direction of District officials, to suspend or terminate service.

As a volunteer, I agree to abide by the following code of conduct:

- Immediately upon arrival I will sign in at the front office or designated sign in station.
- I will wear a volunteer identification badge at all times.
- I will use only adult bathroom facilities.
- I agree to never be alone with individual students without authorization of teachers and/or school authorities.
- I will not solicit outside contact with students.
- I agree not to exchange telephone numbers, home address, and email address (including social network information) with students for any purpose.
- I will maintain confidentiality outside of school and will share any concerns that I may have with teachers or school administrators.
- I agree not to transport students.
- I will not disclose, use or disseminate student photographs or personal information about students, self or others.

- I agree not to post, transmit, publish or display harmful or inappropriate matter that is threatening, obscene, disruptive or sexually explicit or that could be construed as any form of harassment.
- I agree not to photograph students.
- I agree only to do what is in the best personal and educational interest of every child with whom I come in contact.

All school district personnel are required by law (A.R.S. 13-3620) to report suspected child abuse. Failure to do so is a crime. This applies to employees and volunteers when acting in the scope of their work with Fountain Hills Unified School District. If abuse is suspected, contact the principal and or nurse for reporting procedures.

Please Print: Last name

First Name

Middle Initial

Signature

Date