

# New Hanover County Schools

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## Volunteer Orientation



“ The Mission of New Hanover County Schools in collaboration with parents and the community, is to strive to provide children an excellent education in a safe and positive learning environment where they are prepared with the critical skills to reach their full potential for a world yet to be imagined. ”



New Hanover County Schools could never achieve its mission without the strong support of the community and **volunteers**. Volunteer groups do everything from working in classrooms to serving on advisory committees. Thousands of people unite each year to give the precious gift of their time to ensure our students get a great education.

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**Volunteers are our partners in education.** They take an active role to support and enhance the development of our students. Every day, family and community member volunteers bring enthusiasm and skill into our schools while assisting staff, teachers and students.



# Why Volunteer?

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Because you can make a difference!

Volunteers may either be designated a **Level I or Level II** Volunteer depending on the type of services the volunteer provides and the amount of school-based supervision the volunteer works under.

*Volunteers must be at least 18 years old.*

## LEVEL I

- Parents, family, or community members volunteering to assist students in a supervised setting are not required to undergo a background check if they are continually supervised by school personnel during the school day.
- An applicant designated as a Level I Volunteer should sign in at the Volunteer Check-in Computer. No online background application is needed.

## Examples:

- Volunteer duties may include:
  - Classroom Helper - Assisting the teacher with regular or special classroom activities or events.
  - Clerical Helper - Assisting the office staff with clerical duties.
  - Library or Media Center Helper - Assisting the media coordinator with checking books in and out for students and filing books.
  - Cafeteria Helper - Assisting school and cafeteria staff with students.



## LEVEL II Volunteers

<https://www.nhcs.net/community/volunteer-programs-portal>

*Volunteers must be at least 18 years old.*

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### LEVEL II

- Parents, family, or community members volunteering to assist students in an unsupervised setting away from school personnel or who travel with students on an overnight field trip are deemed Level II Volunteers.
- An applicant designated as a Level II Volunteer must complete the online application and pay \$20.00 for the background check. This is for a three-year period. Once approved, the volunteer will continue to be monitored in the State of N.C. for three years.

### Examples:

Volunteer duties may include:

- Tutors - Providing one-on-one remediation with students that the teacher has identified as needing extra support.
- Field Trip Chaperones - Refer to Field Trip Policies:  
<http://www.nhcs.net/fieldtrips/fieldtrips.htm>

**Confidentiality** - Confidentiality is of the utmost importance in the volunteer's association with teachers and students. Any information, data or behaviors observed by the school volunteer is confidential. Information observed while visiting the school shall not be discussed with anyone outside the school setting. Information shall not even be shared without use of the student's name because it is possible that the information could still be linked to the student.

*Sensitive Data - Volunteers shall not work with confidential data. Personnel and student files shall not be in the file cabinet/file rooms that are accessible to volunteers. Volunteers may work with student directory information as defined in Policy 8700 Student Educational Record.*



# Volunteer Orientation/Training

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- Volunteer Orientation/Training will be conducted at the beginning of each school year and as needed throughout the year to review the board policies and administrative procedures regarding safety procedures, sexual harassment, child abuse, discrimination, security and internet and software use and other applicable policies and school rules. Every volunteer shall receive training.
- Information will be provided to volunteers about school goals, programs and practices related to their specific responsibilities as appropriate.



# Standard Operating Procedures

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- The Volunteer should notify the Volunteer Coordinator at the school/program if for some reason they are unable to attend a scheduled volunteer shift. Volunteers are to be prompt, dependable and professional.
- Wear a school identification badge at all times that is visible.
- Sign in and out of each school site when arriving and departing.
- Use appropriate language.
- Discuss age-appropriate topics.
- Refrain from disciplining students (Behaviors needing discipline shall be directed to the appropriate teacher or administrator.)

# Continued - Standard Operating Procedures

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- Follow the student and employee relationship policy for appropriate interaction with students.
- Refrain from giving students gifts, rewards, or food items of any kind without the teacher's permission.
- Follow the employee/volunteer dress code policy.
- If there is a safety concern or emergency issue, it shall be immediately communicated to someone in authority.
- Abide by the same code of ethics and standards of conduct for school employees.
- Abide by all other applicable policies and school rules.



# Continued – Standard Operating Procedures

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- **Classroom Assignments** for any classroom or program must be approved in advance by the Principal/Program Director. The Principal/Program Director will determine:
  - The appropriateness of volunteers to the curriculum and/or classroom or program needs (for example- recreational /enrichment or extention/practice activities);
  - The skill and experience requirements for the volunteers;
  - The ideal or maximum number of volunteers to be utilized; and
  - Volunteers assigned to classrooms are to be under the direction of the classroom teacher, unless directed otherwise by the Principal/Program Director.
- **Accidents/Injuries** - If a volunteer is injured, the volunteer must notify the office and administration immediately. The site administrator will complete an Accident and Injury report and send it to the Division of Operations.
- **Safety** - Supervising staff shall provide safety, fire and emergency procedures to volunteers and provide adequate supervision to ensure safe work practices. Volunteers shall follow all safety procedures and policies. Volunteers may not administer first aid, except in an emergency.

# NHCS Board Policies to Review

- [Policy 6082: Employee Code of Ethics and Standards of Conduct](#)
- [Policy 6086: Network and Internal Access for Staff](#)
- [Policy 6133: Conditions of Employment – Background Checks](#)

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- [Policy 6420: Political Activities on School Property](#)
- [Policy 6430: Drug Free Workplace](#)
- [Policy 6434: Use of Tobacco Prohibited by Adults](#)
- [Policy 6435: Employee Volunteer Dress Code](#)
- [Policy 6440: Child Abuse and Neglect](#)
- [Policy 6441: Reporting Acts of Violence to Law Enforcement](#)
- [Policy 6442: Student and Employee Relations](#)
- [Policy 6445: Prohibition against Discrimination, Harassment and Bullying by Officials, Employees, Volunteers and Visitors](#)
- [Policy 7552: Field Trips](#)
- [Policy 8700: Student Educational Records](#)
- [Policy 9022: School Volunteers    School Volunteer Handbook](#)
- [Policy 9023: Volunteer Dress Code](#)
- [Policy 9410: Soliciting and Advertising](#)
- [Policy 9415: Distribution of Non-School Material to Students](#)



Title IX of the Education Amendments of 1972 is a federal law that states:

"No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance."

Title IX of the Education Amendments of 1972 prohibits discrimination based on sex in education programs and activities that receive federal financial assistance. The U.S. Department of Education gives grants of financial assistance to K-12 school districts (including NHCS), which makes Title IX apply to NHCS.

Examples of the types of discrimination that are covered under Title IX include: Sex-based Harassment (including Sexual Harassment, Sexual Violence and Gender-based Harassment), Sexual Orientation and Gender Identity, Pregnant or Parenting Students, Athletic Opportunities and Benefits, and Retaliation.

NHCS encourages all volunteers to report matters of discrimination falling under Title IX to NHCS' Title IX Coordinator.

Notice of the Board's Nondiscrimination policy to students and their parents or legal guardians, employees, and applicants for admission or employment based on sex

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- Policy 1720/4030/7235 Title IX Sexual Harassment – Prohibited Conduct and Reporting Process

The New Hanover County School Board has designated a Title IX coordinator to coordinate its efforts to comply with its responsibilities under Title IX and its implementing regulations.

The contact information for the Title IX coordinator is as follows:

Office Address: 6410 Carolina Beach Road, Wilmington, NC 28412

Email Address: [titleix@nhcs.net](mailto:titleix@nhcs.net)

Phone Number: (910) 254-4200

The contact information for the Office of Civil Rights with jurisdiction over North Carolina is as follows.

4000 Maryland Ave, SW

Washington, DC 20202-1475

Telephone: 202-453-6020 TDD: 800-877-8339

Fax: 202-453-6021 Email: [OCR.DC.ed.gov](mailto:OCR.DC.ed.gov)



## Instructions for completing the online application for the Criminal Background Check for Level II Volunteer

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- Copy the link below in your browser -  
<https://www.nhcs.net/community/volunteer-programs-portal>
- Complete the application and make a payment of \$20.00 online.
- You will receive an email confirmation.
- Forward the email you receive to the Volunteer Coordinator at your school.