



New Hanover County Schools  
School Volunteer Handbook

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## **School Volunteer Policy 9022**

www.nhcs.net

The New Hanover County Board of Education supports community involvement by encouraging schools to develop and maintain strong volunteer programs. These programs shall provide varied opportunities for parents and community members to be actively engaged in the academic, cultural and social development of students and schools. The Board encourages all schools to develop and implement plans for using school volunteers and promotes the use of innovative strategies that support volunteers and their involvement in school-related activities, while maintaining an adequate level of safety and security.

This Policy shall apply to all school volunteers serving in New Hanover County Schools, programs or activities. A “school volunteer” is any person who offers to perform a service or carry out an activity during the school day or during extended-day, school-related programs, including volunteer chaperones on student field trips or other travel trips, without pay or other material compensation. A “school volunteer” also includes athletic coaches who do not receive compensation or remuneration for their services.

This Policy does not apply to Board members or to incidental adult visitors. An “incidental adult visitor” is an adult who visits a school upon invitation by a staff member of the school or district, for a specific, limited purpose, including, but not limited to, speaking to a class or assembly, judging an academic or extra-curricular competition or other one-time only activities.

The Superintendent or designees shall be responsible for implementation and supervision of volunteer programs. The Superintendent or designee may set criteria for volunteers to be subject to a criminal background check, and the volunteer may be required to pay for this service. Volunteers shall not be used in situations where they may have access to or provide student information. The Superintendent or designee shall generate procedures to enforce this Policy.

Volunteer programs shall provide:

- Reasonable supervision of volunteers based in part on the amount of contact time they have with students.
- Coordination and collaboration with school instructional staff in an effort to support the instructional mission of the school system.
- Assurance that volunteers shall not have access to confidential student or personnel information as prescribed by applicable laws, policies, and procedures.
- A database of active volunteers.

Adopted: 09/03/13

Reviewed: 07/16/19

## Volunteer Procedures

**Volunteer** - A “school volunteer” is any person who offers to perform a service or carry out an activity during the school day or during extended-day, school-related programs, including volunteer chaperones on student field trips or other travel trips, without pay or other material compensation. A “school volunteer” also includes athletic coaches who do not receive compensation or remuneration for their services.

1. The Principal/Program Director is responsible for the training and supervision of volunteers at their locations.
2. Minimum Age Requirement - Volunteers must be at least 18 years old.
3. Volunteer Coordinator - The Principal/Program Director shall appoint a staff member to be the Volunteer Coordinator to oversee volunteers at each site. The staff Volunteer Coordinator is separate from the parent support organization volunteer coordinator who acts as a liaison with the school.
4. Volunteer Training will be conducted at the beginning of each school year and as needed throughout the year.
  - It is the responsibility of the administrator to provide volunteers with an orientation, and to review with the volunteers 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.
  - The Volunteer Coordinator may provide information about school goals, programs and practices and an orientation related to their specific responsibilities as appropriate.
5. Volunteer's Duties for volunteers with ongoing assignments shall be in writing and given to each volunteer. This will outline to each volunteer their role and shall include: reporting relationship, duration of their volunteer services, description of duties and safety procedures.
6. Parent Involvement - Principals are encouraged to notify parents/guardians of their entitlement under state law to four (4) hours of leave each year to participate in activities in their child's school. NCGS 95-28.3  
[https://ncleg.gov/EnactedLegislation/Statutes/PDF/BySection/Chapter\\_95/GS\\_95-28.3.pdf](https://ncleg.gov/EnactedLegislation/Statutes/PDF/BySection/Chapter_95/GS_95-28.3.pdf)
  - For New Hanover County School employees, [Policy 6512](#) permits eight (8) hours of leave for child involvement.
7. **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.**

8. 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.
9. Accidents/Injuries - If a volunteer is injured, the site administrator must complete an Accident and Injury report and send it to the Operations Department. The link to this form is: [https://resources.finalsite.net/images/v1543873471/nhcsk12ncus/pbpzpgswl6e7t5ifvf40/Incident\\_AccidentReportForm.pdf](https://resources.finalsite.net/images/v1543873471/nhcsk12ncus/pbpzpgswl6e7t5ifvf40/Incident_AccidentReportForm.pdf)
10. 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.
11. 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](#).
12. Cell Phones and Other Electronic Devices - Cell phones or electronic devices shall not be used while volunteering with students.
13. Volunteers **Shall**:
  - Identify themselves as a volunteer when answering the phone;
  - 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;
  - Follow the student and employee relationship policy for appropriate interaction with students ([Policy 6442 Student and Employee Relationships](#));
  - Refrain from disciplining students (Behaviors needing discipline shall be directed to the appropriate teacher or administrator.);
  - Refrain from giving students gifts, rewards, or food items of any kind without the teacher's permission;
  - Follow the employee/volunteer dress code ([Policy 6435 Employee Volunteer Dress Code](#));
  - Keep confidential any information about a student or any school-related incident. If there is a safety concern or an emergency issue, it shall be immediately communicated to someone in authority;
  - Be under the direction of a staff member;

- Abide by the same code of ethics and standards of conduct for school employees ([Policy 6082 Code of Ethics and Standards of Conduct](#)); and
- Abide by all other applicable policies and school rules, including, but not limited to [Policy 1602 Civil Conduct](#), [Policy 5215 Political Activities on School Property](#), [Policy 6430 Drug Free Workplace](#), [Policy 6434 Use of Tobacco](#), [Policy 4240/7312: Child Abuse, Neglect and Related Threats to Child Safety](#), [Policy 6441 Reporting Crimes and Acts of Violence](#), [Policy Code: 1710/4020/7230 Discrimination and Harassment](#), [Policy 9410 Soliciting and Advertising](#) and [Policy 9415 Distribution of Non-School Material to Students](#).

14. Volunteers **Shall Not:**

- Be assigned the duty of checking students in and out of school;
- Be assigned to an area where any confidential matters are kept or discussed;
- Be in the classroom for the purpose of observation;
- Provide instruction to students unless under the direction of teacher/staff member (i.e. tutoring);
- Perform or be privy to results of, diagnostic or assessment activities;
- Assign grades;
- Work outside of the classroom with students without appropriate supervision;
- Exchange personal information with students ([Policy 6082 Code of Ethics and Standards of Conduct](#));
- Fraternize with the students;
- Transport students in their personal vehicles;
- Work with confidential data (They may work with student directory information as defined in [Policy 8700 Student Educational Records](#).);
- Have access to personnel information;
- Have their cell phones or electronic devices on while working with students; and
- Be a distraction to the students or teacher.

15. Volunteers shall not bring children to school during the school day or extended school-day activities.

16. Volunteers are a vital part of the school system. New Hanover County Schools requests that the volunteer notify the Volunteer Coordinator at the school/program if for some reason they are unable to attend a scheduled volunteer shift. New Hanover County Schools request volunteers to be prompt, dependable, and professional.

17. The Principal/Program Director shall be responsible for investigating and resolving complaints regarding volunteers. Any person believing that a volunteer should not be allowed to continue volunteering within the school system must make a written and signed complaint to the building principal. The principal must inform the Superintendent or designee of all such complaints received. The principal must investigate the complaint and make a report of his/her findings to the Superintendent or designee. All complaints and investigation reports shall be kept confidential. Based on the report, the Superintendent or designee may prohibit a volunteer from volunteering at one or more school campuses.

18. In the case of continuing volunteers, updated applications contact and emergency contact information shall be submitted each school year. Any break in volunteer service of one year or more shall cause an individual to have to reinitiate the application.

19. If a Volunteer Level II misplaces their identification badge, they may request another badge by contacting Background Investigation Bureau Client Services. The telephone number is (704) 439-3900 ext. 124. There is no charge for the badge.
20. A volunteer's involvement may end at any time, either at the discretion of the Superintendent or designee, Principal or Program Director.
21. Principals shall annually discuss with all school staff the importance that all student and staff information is confidential. Contracted staff such as school resource officers, nurses and exceptional children specialist shall be included in these discussions as much as possible. Also, principals shall annually remind staff that volunteers and visitors are present in the schools and that discussions about staff or students should not be openly discussed.

## Volunteer Duties

### **VOLUNTEER: LEVEL 1**

Volunteer level I shall be under the direction of a school staff member.

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.

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### **VOLUNTEER: LEVEL II**

A Volunteer Level II shall be under the direction of a school staff member. Volunteer Level II's may be tutors/group leaders and may be **alone with the students. Background checks will be required and volunteers will be required to pay for the background check.** The volunteer will continue to be monitored in the State of North Carolina for three years.

**The Volunteer Programs/Portal may be located on NHCS.net website on the Community Page, and the Parents' Page. The Volunteer Level II's will proceed to the Secure Volunteer Portal from the link below.**

The link is <https://bib.com/SECUREVOLUNTEER/NHC/>.

The following groups will be exempt from background checks: NHCS employees, UNCW staff and student interns, School Resource Officers, and active local and state law enforcement officers. The Superintendent or designee may exempt additional groups.

In some instances, a volunteer applicant may have had a background check performed for pre-employment through NHCS and they may not be an employee. Once the principal verifies with the Division of Human Resources that this took place within the school year, the principal should submit a work order to the Technology Department for a Volunteer II Identification Badge.

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:  
[https://boardpolicyonline.com/bl/?b=hanover\\_county\\_new&s=1006051](https://boardpolicyonline.com/bl/?b=hanover_county_new&s=1006051)

**New Hanover County Schools**  
**School-Level Volunteer Application**

Name \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone (\_\_\_\_) \_\_\_\_\_

Work Phone (\_\_\_\_) \_\_\_\_\_

Cell Phone (\_\_\_\_) \_\_\_\_\_

Email Address \_\_\_\_\_

Emergency Contact Information \_\_\_\_\_

Preferred method of contacting you is \_\_\_\_\_

Check the areas that you would be interested in volunteering for the school:

<input type="checkbox"/>	Media Center	<input type="checkbox"/>	Fun Day	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Mentoring	<input type="checkbox"/>	Clerical	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Classroom	<input type="checkbox"/>	Translator	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Tutoring	<input type="checkbox"/>	Other	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Cafeteria	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Field Trip Chaperone	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

How many hours during the week are you interested in volunteering? \_\_\_\_\_

What time of day are you able to volunteer? \_\_\_\_\_

What days of the week are you able to volunteer? \_\_\_\_\_

**Confidentiality is of the utmost importance in your association with teachers and students. Any information, data or behaviors observed by the school volunteer is confidential. Information observed while visiting the school may not be discussed with anyone outside the school setting. Information may 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.**

I have received, read and understand and will abide by the information in the volunteer orientation packet. I understand that I am a role model and will conduct myself as such which includes, but is not limited to following the NHCS employee and volunteer dress code- Policy 6435, as well as, all other policies and procedures for NHCS. I will abide by the confidentiality statement above. I understand cell phones or electronic devices should not be used when I volunteer.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Thank you for volunteering for New Hanover County Schools.