

Confidentiality Training

Mercer County Schools
Volunteer Training

Mercer County School District



WELCOME!!!!

Introduction



- Thank you for wanting to volunteer in our school district.
- We want you to be involved!
- Work with all students and respect their individual needs.
- All activities, performance, and personal information is to be kept confidential.



Certified Volunteer Information Mercer County Schools

A "Certified Volunteer" for the Mercer County School District will need to complete a confidentiality training and a background check form. The Mercer County School District will approve your background check and your name will be added to the Mercer County Schools' "certified volunteer" master listing for all schools.

Mercer County School District will pay the \$10 fee to process your background check. Therefore; it is important that only individuals wanting to be a CONSISTENT, REGULAR volunteer complete this program.

You must be a certified volunteer to do the following:

- chaperone a field trip (in charge of a group of students at the teachers request - usually middle school or high school ages)
- volunteer with school staff in a classroom or inside the school ON A CONSISTENT, REGULAR SCHEDULED basis and for a specific purpose
- chaperone a school dance at the request of the building principal or school staff (normally middle school or high school ages)



Topics of Discussion



- Bare Essentials
- General Suggestions on working with students
- Keys to Confidentiality
- Legal Issues
- Parent Involvement



Bare Essentials



- Be dependable and self motivated
- Follow directions to the best of your ability
- If you are unsure about anything, ask questions
- Understand that each school setting is unique
- Dress neatly and appropriately



General Suggestions:

- Help to provide a safe environment for all students/staff.
- Accept and respect all students. Keep all words and actions toward students positive and supportive.
- Be open to students regardless of their diversity or differences.
- Maintain eye contact with students.
- With elementary students, kneeling or stooping to their eye level as you talk sometimes helps them to understand or hear what you are saying.



Communication

- Be an active listener.
- Paraphrasing helps children understand.
- Do not disrupt children in transition.

(Children who know you or your own children may want to run out of line to hug or talk to you. Caution them to stay on task even if they see you at school to prevent interruptions).



Positive attitude



- Smile at students and staff.
- Be polite, friendly, and helpful.
- Look for and take every opportunity to praise students.
- Have positive, reasonable expectations for student, staff, and yourself.
- See the humor in different situations.
"Don't cry over spilt milk"



What Is Confidentiality?

Confidential Information

- Protection of All Personally Identifiable Data, Information, and Records Collected, Used or Maintained by an Agency/School
- Confidentiality Requirements also Apply to Discussions about a student, their behavior, and the student's records

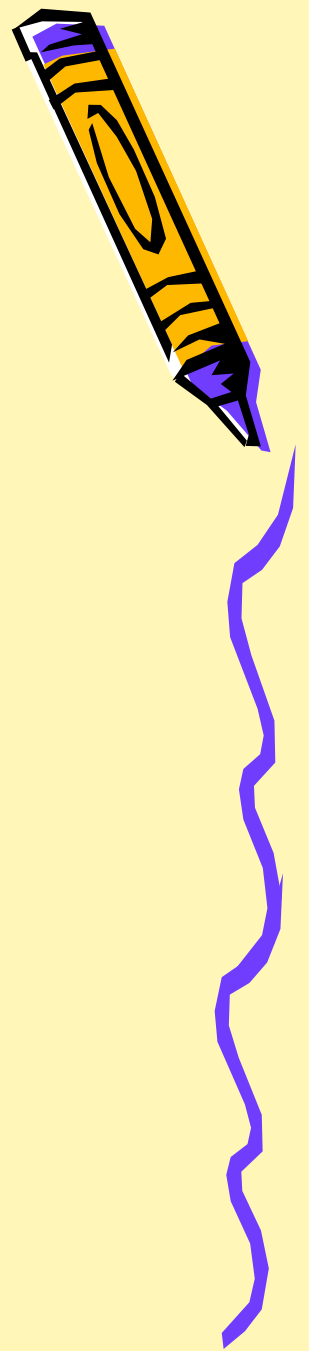


What Does Personally Identifiable Information Mean?

- Name of Child, Parent, or Other Family Member
- Address of Child
- A Personal Identification Number (SSN or Student Number)
- Personal Characteristics or Other Information to Identify Child (bus number, hair color, homeroom teacher, etc.)
- **Actions that happen at school or in the school setting.**



Keys to Confidentiality



- Information acquired during your work in the school must be kept confidential at all times.
 - A child's academic performance or behavior is to be discussed school personnel, the student, the student's parents/guardian, and no one else.



Follow the Golden Rule!

Keep in mind the way you and your child would like to be treated.



More keys.....



- Never discuss students, staff, or school problems outside of school.
- If you have a concern please address it with your school principal(s) first.
- Never discuss students, staff, or school problems with other school personnel if you or they are not directly involved or on a "need to know" basis.
- When discussing a school related matter, keep your focus positive.
- You may discuss any situation on a "NEED TO KNOW" basis. If you feel the child is needing services or in danger by others or to themselves.



Avoid Negligence



- For one to be considered negligent, the following must be found:
 - The failure to use the care a normally careful person would in the same situation. Failure to give enough care or attention to someone or something that you are responsible for.



How would a volunteer be found negligent?



- If you are asked by a staff member to perform a duty, do not pass that duty on to a student without permission and knowledge of the staff member asking for the duty to happen.
- Students must be supervised at all times.
- Be aware of any special concerns about students you may be directly involved.
- Assisting with disability students may require special training, skills, and knowledge, please ask a staff member before you assist unless you are asked to assist.



- Students should not be asked to run errands for volunteers.
 - If you are asked to do a task and then ask a student to do the task for you and the student is injured, you almost certainly will be found liable for those injuries.

Assisting with physical education or athletic teams requires special training. Please contact your principal or school board for more information in this area.



Never Assume!

- Never assume that problems have been reported by someone else!
 - For example: If you see water in the floor you should report it to the teacher, custodian or the principal. If possible, clean the spill yourself.
- As a volunteer you are expected to act as a reasonably prudent person would in the same circumstances.



Parent/Guardian Involvement

- Students will perform better academically if they have support and involvement from their parents/guardians or a trusted adult.
- Please take the opportunity to get to know your child's teacher and school staff. We are here to help. We want to see your child succeed and support each other to see successes at school.



Very Important Things to Remember when Volunteering



- Volunteers will be asked by a staff member to come help. Teachers are very busy, please let them know when you are available and they will contact you when they are in need.
- **NO CELL PHONE PHOTOS MAY BE TAKEN AT ANY TIME!** We have students who can not be photographed and this is a violation of confidentiality.
- Never release a child to an adult without a staff members or CTI staff permission.
- If a child misbehaves (even your own), let the teacher handle it.
- Be a good role model. Children imitate the behavior of adults.
- Be involved with the children and complete the task at hand. This is not a time to visit with friends or to have a conference with the teacher.



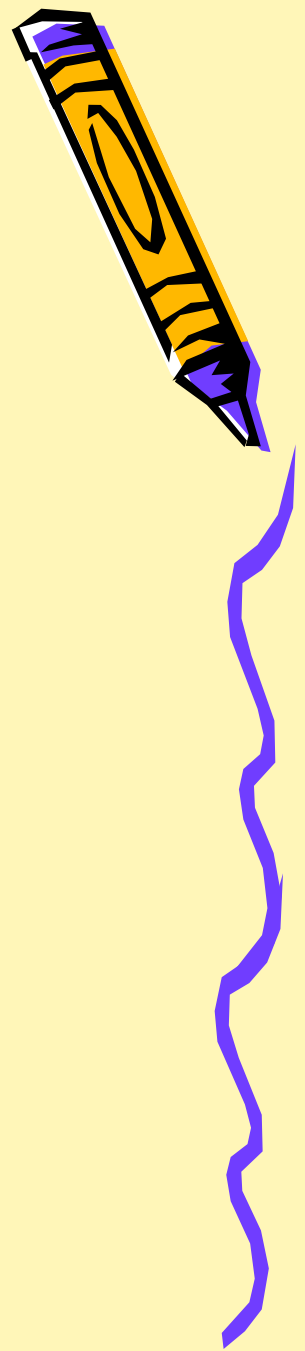
Very Important Things to Remember when Volunteering



- Voices should always remain positive when talking to students and staff.
- Appearance should always be neat and professional.
- Hands should be washed and gloves worn (if possible) before helping to prepare or serve food items.
- Always have a positive attitude with students and staff
- What happens at school, stays at school. Remain confidential at all times.
- Remember to sign in at the office and wear your VISITOR sticker every time you participate at school. We track these hours for our school report card. It is also used to identify who is supposed to be in the building. If you do not have a sticker on, you will be directed back to the office.



Points to Ponder



While shopping at Wal-Mart, an adult in the community says, "My child will be in third grade next year and I've heard Mrs. Smith is a bad teacher. You volunteer in her room, is she as bad as I've heard?"

Scenario
#1





NO information or negativity may be released to the community member concerning this teacher.

As a volunteer, an appropriate response would be....

“I’m not sure why anyone would say that. If you have a concern you may want to discuss it with the school principal. They will be glad to help.”



Answer



You are a regular volunteer in the office and a parent says to you, “I came to pick up my child at school today and there was a police car and ambulance outside. What happened?”

Scenario
#2



NO information may be released to the parent concerning this situation.

As a volunteer, an appropriate response would be,

“I don’t know, I didn’t hear anything.”

Answer



A guardian confides in you that a boy in in Mrs. Jones' preschool class is picking on her son. She asks, "Do you know this kid?"

You, the volunteer says, "Yes, I know this boy and you do too. He has red hair and glasses."

Has the volunteer broken confidentiality?

Scenario
#3



Yes! The volunteer gave personally identifiable information concerning this student.

This is a breach of confidentiality.

An appropriate response could be...

"I am sorry that this is happening. I would contact the teacher or principal. They need to know. They will be glad to help."

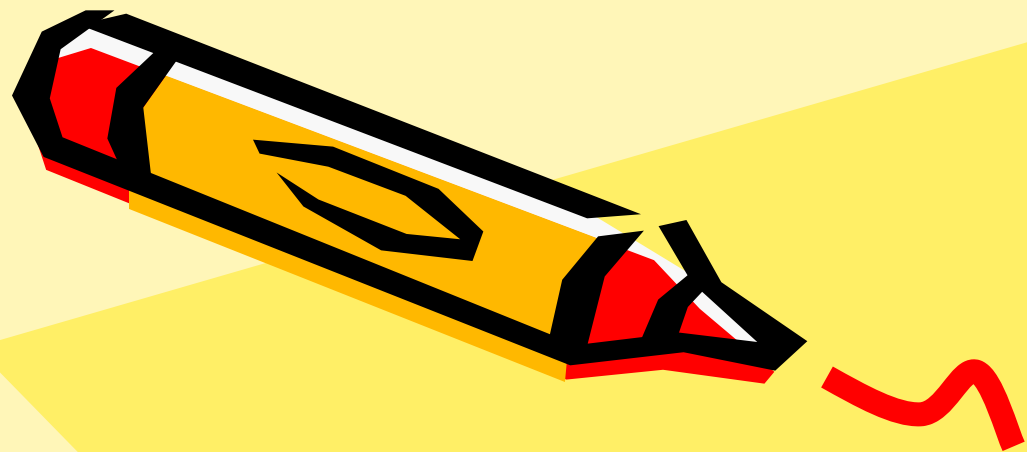
Answer



What do I do now?

- Please complete the confidentiality training answer sheet and return to Central Office front desk, Christy Cheek.
- You will need to complete a background check form and confidentiality agreement. It can take up to one week for your paperwork and background check to be processed.
- Once approved you will be added to a district listing of approved volunteers. This will be shared with building principals.
- Always remember, as a volunteer, you are held accountable for maintaining the confidentiality of student information both at *work/school*, at *home*, and in the *community*.





Thank you for your
interest in our schools!

We hope to see soon!

