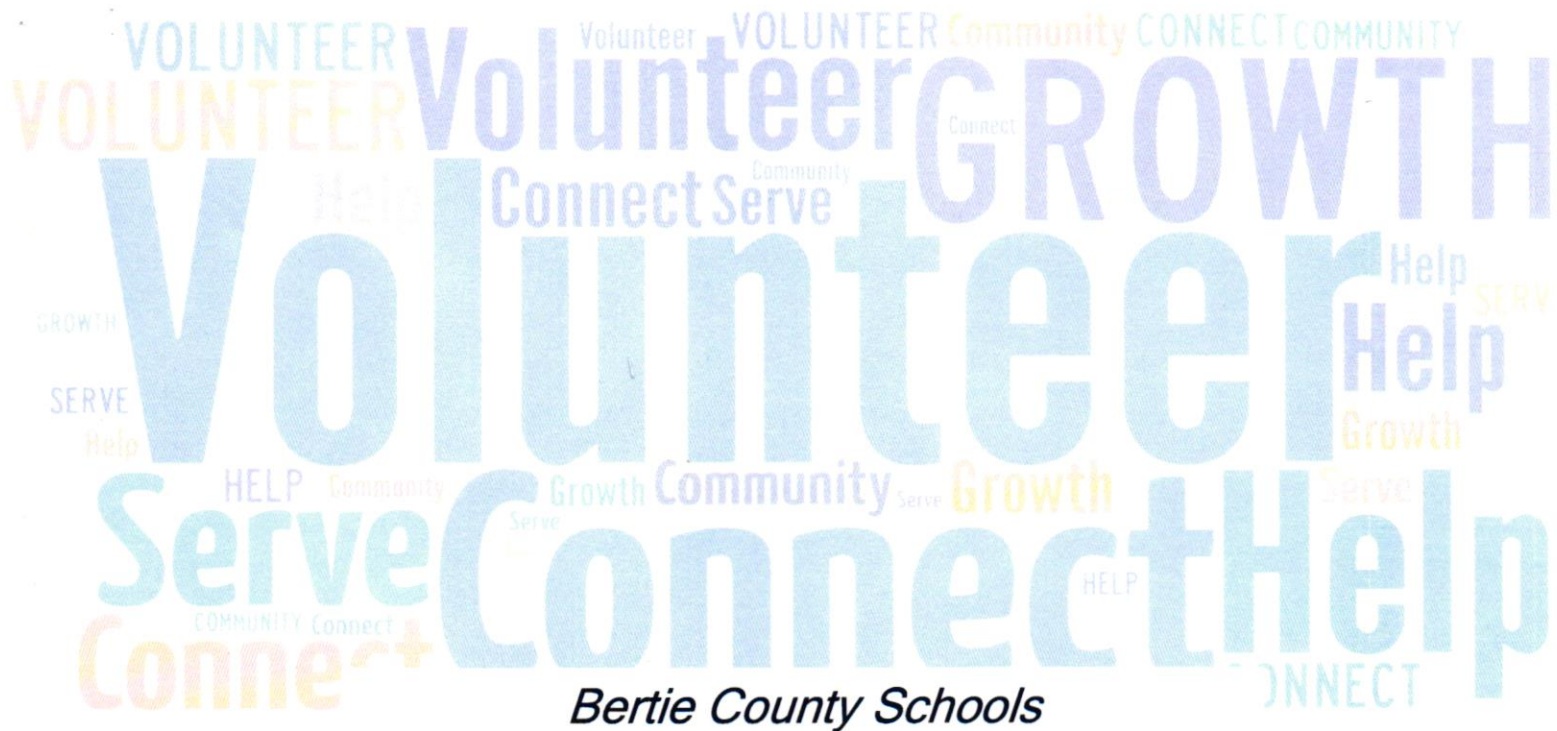




Volunteer Orientation Manual



This **Volunteer Orientation Manual** is intended to provide volunteers with general information about Bertie County Schools' policies, procedures and volunteer assignments. The information contained in this handbook may be changed from time to time without advance notice. This document does not constitute a volunteer agreement or contract. All information in this manual is gender neutral.

The Mission of Bertie County Schools

Guided by innovative, effective leaders in partnership with parents and community members, Bertie County Schools will provide high quality, rigorous, student-centered learning opportunities that will prepare our students for life in our ever-changing world.

The Vision of Bertie County Schools

ENGAGED Students + QUALIFIED Personnel + INVOLVED PARENTS + SUPPORTIVE community = GRADUATES, college, career and life ready!

Volunteer Services Program Mission Statement

To assist Bertie County Schools' staff by providing the services needed to offer quality education to the students of Bertie County.

This mission is accomplished through:

- Supporting direct services provided by salaried departments.
- Supplementing administrative, clerical, maintenance and other internal support service functions.

To provide the citizens of Bertie County opportunities for community involvement and to increase their awareness of the school district's needs as they relate to community partnerships.

ADA Statement:

Bertie County Schools will comply with the Americans with Disabilities Act (ADA) which prohibits discrimination on the basis of disability. Bertie County Schools will make reasonable accommodations in all programs to enable participation by an individual with a disability that meets essential eligibility requirements. Bertie County Schools programs will be available in the most integrated setting for each individual. If any accommodations are necessary for participation in any program or service, participants are encouraged to notify staff at least one week prior to program commencement. Upon request, this information is available in an alternative format for persons with disabilities.

Time Commitment

Daily or weekly schedules are flexible, but a consistent/regular volunteer time commitment or commitment to a specific program is encouraged.

Volunteer Purpose and Responsibilities

- Volunteers assist the full and part-time staff members in the implementation of programs and special events.
- Volunteers assist participants in working on specific goals and becoming as independent as possible.
- Volunteers assist with the supervision of participants in a positive, enthusiastic manner.
- Volunteers assist the program leader with maintaining a safe environment for the program participants.
- Volunteers offer suggestions and comments on improving current programs and ideas for new programs.
- Volunteers adhere to all the policies and procedures set forth in the volunteer manual.

Volunteer Code of Ethics

As a volunteer, I realize that I am subject to a code of ethics similar to that which binds professionals in the fields in which they work. Like them, I assume responsibilities and expect to account for what I do in terms of what I am expected to do. I will keep confidential matters confidential. I interpret "volunteer" to mean that I have agreed to work without compensation of money, but will be expected to do my work according to the standards set forth by the facility.

I promise to take my work with an attitude of openness, to be willing to be trained for it, and to bring interest and attention to it. I realize that I may have assets that my co-workers may not have, and that I should use these to enrich the participants with whom I am working. I realize also, that I may lack assets that other co-workers have. I will not let this make me feel inadequate, but will instead endeavor to assist in developing good teamwork.

Participants are guaranteed the right to privacy. Any information about a participant must be kept confidential outside of the facility. The information can only be discussed with those who are directly involved in the participant's care and treatment. Exchange of this information with persons other than those individuals mentioned is unethical, and could subject the facility to liability.

Being eager to contribute all that I can to human betterment, I accept this volunteer code ethics as my code to be followed.

Equal Volunteer Opportunity

Bertie County Schools is an Equal Employment Opportunity Employer and conducts its personnel practices in compliance with all-applicable state and federal laws. This applies to volunteers also. This organization is committed to the principle that all volunteer assignments and volunteer decisions shall be made on a non-discriminatory basis, without regard to an applicant's or volunteer's race, color, sex, religion, national origin, age, disability, or veteran status. All management and supervisory personnel have a continuing responsibility for administration and compliance with this policy.

Responsibility of the Department to the Volunteer:

School Volunteer Coordinator

- Adhere to the direction of the Policy and Procedures Plan.
- Review and provide input to the Volunteer Policy and Procedures Plan as required
- Participate in volunteer management training as required.
- Ensure that volunteers are accorded the same respect and consideration as paid staff with respect to recruitment, orientation/training, placement, supervision, evaluation and recognition.
- Research and revise the Volunteer Policy and Procedures Plan on a yearly basis.
- Assist/consult with District Volunteer Coordinator in the implementation of the Volunteer Policy and Procedures Plan.
- Provide consultation and training to staff with respect to Volunteer Program Plans as requested.
- Ensure the provision of in-service training for all staff to implement the Volunteer Policy and Procedures Plan.

Staff

- Offer proper training and orientation.
- Offer opportunity for growth, expansion, and new challenges.
- Maintain records of hours spent in service.
- Encourage and insure support by management and other personnel.
- Assure that volunteers will be treated as co-workers.
- Offer opportunities to learn as much as possible about programs, policies and residents
- Assure that sound guidance and direction are available to volunteers by experienced leaders and understanding personnel.
- Encourage volunteers to make suggestions and share ideas with the Volunteer Coordinator.
- Be recognized by Bertie County Schools through expressions of appreciation and in awards recognition programs.
- Evaluate volunteer programs and individual volunteers on a regular basis.
- Provide supervision, guidance, and orientation via the School Volunteer Coordinator and staff.
- Review yearly, revisions to the Volunteer Policy and Procedures Plan.
- Ensure adequate training opportunities in volunteer management are provided for their staff.
- To ensure a quality experience for volunteers

Responsibility of the Volunteer to the Department:

- Register with the Volunteer Tracker
- Attend orientation program.
- Sign confidentiality waiver.
- Adhere to policies and procedures outlined below.

Policies and Procedures Plan:

General Information

- Please be prompt when reporting for duty. Sign in and check your assignment for the day.
 - If you cannot come at your scheduled time, please call the school bookkeeper/site volunteer coordinator.
 - Be cheerful and friendly to participants and visitors.
 - Report all accidents, no matter how small, to staff immediately.
 - Personal calls should not be made on duty, except in emergency.
 - Smoking is prohibited on all Bertie County School's campuses.
- Accidents are caused by carelessness. All volunteers are asked to be alert at all times, and to practice good safety habits. Unsafe conditions should be reported at once to the department head or supervisor.
- All volunteers will wear the Volunteer Badges provided by Bertie County Schools.

All new volunteers will be scheduled to attend a mandatory orientation program. This orientation program will include an introduction to volunteer policies and procedures, benefits, and the organizational structure.

Attendance

- In order to meet the needs of our participants, we expect our volunteers to report to work as scheduled. Please arrive a few minutes prior to the program start time. It is imperative that you are present for your volunteer assignment at your regularly scheduled times.
- Should you find you are unable to perform your volunteer assignment, please notify the school principal or Volunteer Coordinator.
- We realize a volunteer may have extenuating circumstances and these will be taken into consideration. Each situation will be handled on an individual basis.

Dress Code/Appearance

You are a representative of Bertie County Schools. Personal cleanliness and good grooming are essential. Your personal appearance and dress should be neat and professional.

- Volunteers are not to wear tank tops, suggestive or offensive clothing, short shorts, heavy perfumes, long fingernails, dangling jewelry, long necklaces, sandals or high heeled shoes. BCS Volunteer Badges should be worn during volunteer sessions.

Conduct

Violations of these rules are serious in nature and may result in immediate discharge. The following list of violations are not intended to be all-inclusive but are examples of the kinds of conduct that may result in immediate dismissal.

- Deliberate destruction, abuse, or unauthorized removal of Bertie County Schools' property
- Reporting to volunteer assignment with drugs or alcohol in one's system or selling, using, dispensing, or possessing alcohol, illegal drugs or other controlled substances.
- Possessing a firearm or other weapon on the organization's property or while engaged in organization business.
- Engaging in discrimination or harassment in violation of the organization's policies on equal employment and/or harassment.
- Deliberately interfering with another volunteer or employee in the performance of his/ her job.
- Unauthorized disclosure of confidential information.
- Conduct or action which endangers the safety or well-being of any other person.
- Refusal to perform volunteer assignment or refusal to perform an action reasonably requested by a supervisor.
- Unauthorized use of the organization's property for either personal or business purposes.
- Creating discord, using threatening or abusive language, or engaging in disorderly behavior which impedes operational activities or which may compromise the safety of other employees.
- Excessive absenteeism and/or tardiness.
- Instances of discourtesy toward members of the public, family members, other volunteers, and employees.

Volunteer Assignment Changes

We want you to be happy and to develop your potential to the fullest extent possible. Should you desire a change in volunteer assignments you will need to make an appointment with the School Volunteer Coordinator and/or Principal to discuss any changes, also you will need to update your information on the Volunteer Tracker. All transfer decisions will be based on skill, ability, education, and availability of volunteer assignments, experience, and length of service in accordance with the organization's Equal Volunteer Opportunity Policy.

Drug Free Workplace

Illegal drugs in the workplace and place of volunteerism are a danger to us all. They impair safety and health, promote crime, lower productivity, quality and undermine public confidence in the work that we do. Bertie County Schools are a drug free workplace. Use or possession of illegal drugs or controlled substances will result in dismissal.

Solicitation

Volunteers are prohibited from soliciting for any purpose during their regular hours of work.

Volunteers are also prohibited from distributing material of any kind or nature during volunteer time except as required in the performance of their assignment. Violation of this policy is grounds for disciplinary action.

Problem Resolution Procedure

We encourage you to bring problems to the attention of your volunteer coordinator. If a satisfactory solution is not achieved contact the District Volunteer Coordinator immediately.

Disclosure of Confidential Information

The Bertie County Schools has a moral and legal obligation to maintain the confidentiality of medical, personal, financial and academic information about its participants. Inquiries regarding any participant must be referred to your supervisor.

In addition, no photographs may be taken of our participants unless prior approval through signing a release is given.

Mandatory Reporting

North Carolina law requires staff to report any suspected abuse or neglect of a child or a vulnerable adult to the appropriate authorities or to the local police.

As a volunteer for Bertie County Schools, you are expected to follow these guidelines. You may report your concerns to your Principal.

Insurance/Liability

Volunteer will indemnify and save harmless the County, it's officer, agents and employee from and against any and all loss, costs, damages, expenses and liability of any kind and description caused by accident or other occurrence resulting in bodily injury, including death, sickness and disease, to any person arising directly or indirectly from service to Bertie County Schools as a volunteer.

Volunteers may not use county vehicles or motorized equipment. Use of personal automobiles motorized equipment may be approved in advance by county staff on a case by case basis.

Harassment (including sexual harassment)

It is the policy (1710/4021/7230; 1730/4022/7231) of Bertie County Schools that no individual shall subject another individual to any form of harassment. Harassment is defined as any improper conduct, verbal or physical, which reasonably interferes with an individual's work performance or creates an intimidating, hostile, or offensive working environment. Sexual harassment is defined as any unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature. Every volunteer, without fear of reprisal has the responsibility to bring any form of harassment, sexual or otherwise, immediately to the attention of his or her supervisor, the Volunteer Coordinator, or any member of management. Human Resources Department will investigate every reported incident. Volunteers who engage in such harassment will be terminated.

Policies may be found at:

www.bertie.k12.nc.us

Click on:

About Bertie

School Board / BOE

Policies → Bertie County Board of Education Policy Manual

Care of Property

It is the responsibility of each volunteer to properly maintain Bertie County Schools' property and equipment. Report any defective equipment immediately to your supervisor. Personal use of our property or equipment is strictly forbidden without proper authorization.

Volunteer Record Change

A record is maintained for each volunteer in the Volunteer Department. You are responsible for notifying the School Volunteer Coordinator of any changes so that each record can be accurate and up to-date. Notify the School Volunteer Coordinator when any of the following occur:

- Legal name change.
- Change of home address and/or telephone number.
- Change of person to notify in case of emergency.
- Certification of any regular or special training, such as school courses, seminars, etc., completed since being approved as a volunteer.

Personal Business/Telephone Calls

Visits from relatives and/or friends, and other personal business must be conducted during unassigned hours. Telephones are for business use only. Only emergency incoming calls will be forwarded to your location.

Public/Media Relations

Only authorized personnel may provide information to representatives of the news media. This is essential to protect the rights of our participants. Any inquiries from the press or other agencies must be referred directly to your volunteer coordinator or the site administrator (principal) who will then notify the appropriate Central Services personnel.

Resignation Notice

Resignation is voluntary termination of volunteerism on your part. If you resign, you are encouraged to give notice. The notice of resignation should be made in writing to the District Volunteer Coordinator. The effective notice begins the day after the letter of resignation is turned in.

Exit Interview

The Volunteer Department will make every effort to conduct exit interviews for Volunteers leaving the organization. The District Volunteer Coordinator will contact the Volunteer to schedule the interview.

STATEMENT OF CONFIDENTIALITY

THE PURPOSE OF THIS STATEMENT IS TO PROTECT THE RIGHTS OF APPLICANTS FOR BERTIE COUNTY SCHOOLS SERVICES AGAINST IMPROPER IDENTIFICATION, EXPLOITATION AND EMBARRASSMENT.

I, _____ agree not to divulge any information regarding children or groups who have received services or have provided information in the course of my volunteering with Bertie County Schools unless authorized by my department/district supervisor/contact.

I recognize that unauthorized release of confidential information may make me subject to legal action.

I understand Bertie County Schools requirements and policy on observing confidentiality and my responsibility to follow this policy as a volunteer.

Signature _____ Date _____

Please return this form to

Bertie County Schools
715 US Hwy 13 N.
Windsor, NC 27983
FAX: (252)794-9727

Acknowledgement Form

I hereby acknowledge that the Bertie County District's Volunteer Handbook has been given to me and I understand my role as a volunteer.

My signature below indicates that I agree to read the handbook and abide by the standards, policies, and procedures defined or referenced in this document.

The information in this handbook is subject to change. I understand that any changes in district policy may supersede, modify or eliminate the information summarized in this handbook.

As the district provides updated policy information, I accept responsibility for reading and abiding by the changes.

I understand that I have an obligation to inform my Site Administrator and the Human Resources Department of any changes in my personal information such as phone number, address, etc. I also accept responsibility for contacting my Site Administrator or HR if I have questions or need further explanation.

Printed Name _____

Signature _____ Date _____

I am requesting that the BIB be run for the above mentioned individual. I understand that the fee for this will be charged to my school.

Principal or designee

Date _____