Hearts & Halo Volunteer Program Handbook

Revised August 4th, 2026

Welcome

Thank you for your interest in serving through the Hearts & Halo Volunteer Program at Incarnate Word Academy (IWA). Our volunteers play an essential role in supporting students, faculty, staff, athletic programs, fundraising efforts, and school events throughout the year.

This handbook provides important information regarding volunteer requirements, communication procedures, hour tracking, recognition programs, and volunteer expectations.

Together, we help create a safe and welcoming, faith-filled environment that supports the mission of Incarnate Word Academy.

Volunteer Clearance Requirements

To ensure the safest possible environment for students, visitors, and faculty of IWA, and in compliance with the Diocese of Corpus Christi, all volunteers must be cleared by registering through the Hearts & Halos Volunteer Program and completing the following requirements before serving:

Required Clearances

- Criminal Background Check
- Safe Environment (SE) Training

Volunteers may not participate in any volunteer activity until both requirements have been completed and approved.

Upon registering for the Hearts & Halo Volunteer Program, volunteers will receive an email containing instructions and access to complete the required Background Check authorization and Safe Environment Training.

Additional access to QR codes and links will be available:

- During parent meetings and presentations
- Through volunteer communications
- Upon request from the Volunteer Program Manager
- On the Incarnate Word Academy website

Important Notice Regarding Substitutions

Volunteer clearance is individual and non-transferable.

If you register for a volunteer opportunity, your spouse, family member, or friend may not volunteer in your place unless they have also completed all required clearances and have been approved to volunteer at Incarnate Word Academy.

Volunteer or Visitor?

Use the table below to determine whether you are considered a **Volunteer** or a **Visitor** while on the Incarnate Word Academy campus.

Volunteer *(Safe Environment Training & Background Clearance Required)*	**Visitor** *(Safe Environment Training & Background Clearance Not Required)*
Classroom volunteers	Parents visiting their child's classroom
Designated classroom parents	Parents having lunch with their student
Serving snacks or classroom assistance	Parents attending informational meetings, conferences, performances, athletic events, and special school events
Field trip chaperones	Guest speakers, authors, elected officials, and classroom visitors accompanied by school staff
Concession stand volunteers	One-time therapist visits or observations
Athletic team volunteers	Repair technicians, inspectors, delivery personnel, food trucks, and service providers performing a specific task
Booster Club volunteers	Angel Lights vendors and event vendors
PTO volunteers	Facility renters (basketball camps, tournaments, etc.)

School Board & Committee members	
Therapists providing recurring services on campus	
Vendors who have ongoing contact with students (Food Services, security officers, athletic trainers, etc.)	

Please Note: Volunteers must complete the required Background Check and Safe Environment Training before serving. Visitors who are on campus for a specific purpose should check in through the appropriate school office and follow all campus visitor procedures.

Volunteer Expectations

As ambassadors of Angel Nation, volunteers are expected to uphold the mission, values, and spirit of Incarnate Word Academy at all times.

Volunteers are expected to:

- Represent Incarnate Word Academy professionally and positively
- Support students, faculty, staff, coaches, and fellow volunteers
- Follow all campus safety procedures and school policies
- Follow communication guidelines and event instructions
- Arrive on time and fulfill volunteer commitments
- Notify event coordinators as soon as possible if they are unable to attend a scheduled volunteer assignment
- Maintain respectful and appropriate behavior while serving on campus or at school-sponsored events

Volunteer Identification Requirement

For quick and easy recognition, , all Hearts & Halo volunteers will be issued an official Hearts & Halo lanyard and ID badge. Volunteers are required to wear their lanyard and display their ID badge at all times while volunteering on campus or at school-sponsored events.

The lanyard and ID badge must remain visible throughout the volunteer assignment.

Volunteers who do not have their lanyard or ID badge may be asked to check in with the Volunteer Program Manager or campus office before participating in volunteer activities.

Volunteer lanyards are not transferrable, and may not be worn by anyone other than the cleared volunteer on the ID badge.

Volunteer Hour Tracking

Tracking volunteer hours allows the Hearts & Halo Volunteer Program to recognize volunteer service, celebrate achievements, and better plan future volunteer opportunities.

Tracking volunteer hours is encouraged but not required.

Volunteer hours will be reviewed and verified weekly by the Volunteer Program Manager.

Any discrepancies should be reported promptly for correction.

Scheduled Opportunity Check-In Process

Around campus and at scheduled volunteer events, QR codes will be available that volunteers can scan with their badge to automatically register their participation and record their volunteer hours. QR codes may be available at: :

- School Level offices
- Concession stands
- Athletic event gates
- Designated volunteer events

Service Hours Outside Scheduled Opportunities

If a cleared volunteer participates in an approved activity, hours can still be logged directly through the Hearts & Halo Volunteer Platform.

Recording volunteer hours ensures proper recognition of volunteer service, helps the school evaluate volunteer engagement and future staffing needs, and provides valuable data that may be used when applying for grants and other funding opportunities that support Incarnate Word Academy.

School Board and Board Committees

Service hours for volunteers serving on the School Board or School Board committees will be entered into the Hearts & Halo Volunteer Platform on the volunteer's behalf by the committee liaison for approved meetings and activities related to those roles. Volunteers do not need to manually log hours for Board or Board committee service.

Hours earned through committee service will be included in the volunteer's overall Hearts & Halo service record. Volunteer activities or events outside of the volunteer's assigned board or committee responsibilities must be tracked separately through the Hearts & Halo Volunteer Platform.

Volunteer Recognition Program

The Hearts & Halo Volunteer Program is committed to celebrating the dedication, generosity, and impact of our volunteers.

Quarterly Volunteer Appreciation

Throughout the school year, volunteers will be invited to attend Hearts & Halos Coffee & Connection gatherings. These informal appreciation events provide opportunities to:

- Connect with fellow volunteers
- Learn about upcoming volunteer opportunities
- Receive program updates
- Celebrate volunteer contributions

Annual Volunteer Recognition Levels

Volunteer service hours accumulate throughout the school year and are recognized through the following achievement levels:

Angel of Impact — 150 Hours

Recognition Includes:

- All Halo Ambassador recognition items
- Invitation to the annual Hearts & Halo Celebration Luncheon with:

  - Campus Principals
  - President and CEO
  - Athletic Director

Halo Ambassador — 125 Hours

Recognition Includes:

- Caring Heart Recognition Pin
- Hearts & Halo Program Tumbler

Caring Heart — 100 Hours

Recognition Includes:

- Caring Heart Recognition Pin

Lifetime Service Recognition

Volunteer hours continue to accumulate year after year.

For every additional 100 service hours earned, volunteers will receive an additional commemorative service pin recognizing their continued commitment to Incarnate Word Academy.

Additional recognition opportunities may be provided throughout the year to celebrate volunteer milestones and achievements.

Volunteer Communications

To ensure volunteers receive timely information, the Hearts & Halo Volunteer Program utilizes several communication channels.

Hearts & Halo Volunteer Platform

Used for:

- Volunteer opportunities
- Volunteer confirmations
- Volunteer reminders
- Registration
- Recognition communications
- Volunteer hour tracking

Angel E-News

Used for:

- Volunteer opportunities
- Registration links
- Monthly calendars
- Program updates
- Recognition communications

Bloomerang App

Used exclusively for emergency notifications and urgent updates.

Examples include:

- Event cancellations
- Weather delays
- Schedule changes
- Emergency campus notifications

Notification Delivery

If the Bloomerang App is downloaded:

- Notifications appear directly within the app

If the app is not downloaded:

- A text message will be sent

If no phone number is available:

- An email will be sent to the address on file

Questions & Support

If you have any questions regarding volunteer opportunities, hour tracking, volunteer recognition, background checks, Safe Environment Training, or program communications, please contact Kelsi Luckenbach, Hearts & Halo Volunteer Program Manager, at kelsi.luckenbach@iwacc.org. We are here to support you and help make your volunteer experience rewarding and enjoyable.

Handbook Updates

This handbook will be reviewed and updated annually to reflect changes in:

- Volunteer procedures
- Training requirements
- School policies
- Communication processes
- Recognition programs

Volunteers will be notified of significant updates as they occur.

Thank you for being part of the Hearts & Halo Volunteer Program and for supporting the mission of Incarnate Word Academy. Your service helps strengthen our school community and makes a lasting impact on our students, faculty, and families.