

CUMBERLAND COUNTY

Volunteer Handbook



COMMUNITY • SCHOOLS • JUDICIAL • GOVERNMENT • BUSINESS

Provided by:

The Family Resource & Youth Services Center

FRYSC Mission: To enhance students' ability to succeed in school by developing and sustaining partnerships that promote:

- Early learning and successful transition to school;
- Academic achievement and well-being; and
- Graduation and transition into adult life.

FRYSC Vision: The Kentucky Division of Family Resource and Youth Services Centers in the Cabinet for Health and Family Services shall establish the national standard of excellence in the provision of school-based family support.

July 2016



Dear Volunteer,

Congratulations on your decision to become a volunteer in the Cumberland County School System! Our school system is in the process of establishing a quality volunteer program in each of our three schools. We truly appreciate your willingness to give of your time and talents in order to further the interest of outstanding public education.

The Board of Education recognizes this valuable service that volunteers provide to our county. The board, therefore, provides liability insurance coverage for any volunteer when they are participating in school activities.

We recognize the effort and dedication that volunteers put into their work. We are hopeful that we can create a volunteer program in Cumberland County that will encourage and insure the success of our students. Time is one of the most valuable gifts you can give to a child. You are here today because you are willing to give this precious gift not just one, but to the many students that you will interact with each day you volunteer.

We also realize that some of the educational goals and programs in our schools could not be accomplished without volunteers. We welcome you as a member of the Cumberland County Schools' Team.

Sincerely,

Dr. Kirk Biggerstaff

Superintendent

Cumberland County Schools

Updates for 2016-17

Front page date change
Page 16 updated phone number

Table of Contents



<u>Volunteer Training (mandatory)</u>	<u>4</u>
<u>Volunteer Program Benefits</u>	<u>5</u>
<u>Supervision</u>	<u>6</u>
<u>Background Check</u>	<u>6</u>
<u>Sign In & Sign Out</u>	<u>6</u>
<u>Volunteer Role</u>	<u>6</u>
<u>Professionalism</u>	<u>6</u>
<u>Dependability</u>	<u>7</u>
<u>Volunteer Guiding Principles</u>	<u>7</u>
<u>Confidentiality</u>	<u>7</u>
<u>While volunteering, the following is required:</u>	<u>9</u>
<u>Schedule Teacher Conference Time</u>	<u>9</u>
<u>Respectful Behavior</u>	<u>10</u>
<u>Discipline</u>	<u>10</u>
<u>School rules</u>	<u>10</u>
<u>Volunteer Dismissal</u>	<u>10</u>
<u>Parking</u>	<u>10</u>
<u>Refrain from Hallway Chatter</u>	<u>11</u>
<u>Preschoolers/Siblings</u>	<u>11</u>
<u>Coats/Purses</u>	<u>11</u>
<u>Coffee</u>	<u>11</u>
<u>Smoking</u>	<u>11</u>
<u>Animals</u>	<u>11</u>
<u>Telephone/Cellular Phones</u>	<u>11</u>
<u>Lost and Found</u>	<u>11</u>
<u>Workroom</u>	<u>11</u>
<u>Restrooms</u>	<u>12</u>
<u>Faculty Workroom/Meeting Rooms</u>	<u>12</u>
<u>Emergency Procedures</u>	<u>12</u>
<u>Field Trip Specifics</u>	<u>12</u>
<u>If You Need Help</u>	<u>12</u>
<u>Checklist for Applying</u>	<u>12</u>
<u>Volunteer Self-Evaluation</u>	<u>13</u>
<u>Volunteer Evaluation of the Program</u>	<u>14</u>
<u>Volunteer's Personal Service Record</u>	<u>15</u>
<u>Sign-In & Out Form</u>	<u>17</u>
<u>ATTITUDE</u>	<u>18</u>
<u>Notes & Thank You</u>	<u>19</u>

Be a Volunteer!

Volunteering is the giving of time, energy, and concern. It is an honorable and cherished responsibility of our society. We thank all volunteers for their participation and dedication to the students of Cumberland County Schools. Together we can make each child's years in the Cumberland County School District a solid foundation upon which to build a lifetime of successful achievement.

Building a Strong Volunteer Community

Cumberland County Schools has a strong tradition of parent involvement. Because volunteers are such an integral part of Cumberland County Schools, it is important to keep our standards high. Cumberland County Schools are very busy places, with over 180 staff members and over 1,050 students. It is important for all volunteers to remember the following:

- Be responsible and safe – always put children first.
- Respect confidentiality. Students and staff have a right to privacy.
- Be professional.
- Communicate.
- When things come up and you can't fulfill a promise, let someone know.
- Ask for help – don't suffer in silence!
- Share your experience with others and encourage new volunteers.
- Try to replace yourself when you move on and help train the new person.

Commitment - *Once you become a volunteer others depend on you.*

- Try to pick what is manageable and interesting to you.
- Attend training sessions. They can really help you find your feet.
- Be prepared. Communicate with teachers and coordinators ahead of time.
- Be on time. If you can't make it, let someone know. If necessary (e.g. in the Library), try to find a substitute.

Volunteer Training (mandatory)

To comply with the HB 136, policy and procedures, Cumberland County Schools requires all volunteers to be trained prior to helping in the classroom.

The training is available via internet and through training sessions that are held during new student orientation in July/August, and as needed throughout the year for new families. When your criminal record check has been approved your name will be submitted to the Cumberland County Board of Education for approval.



Notes



Thank you for your time and dedication to our students, staff and school. It takes a village to raise a child!

Research has shown that people who volunteer often live longer. ~ Alan Klien

ATTITUDE

"The longer I live, the more I realize the impact of attitude on life. Attitude, to me, is more important than facts. It is more important than the past, than education, than money, than circumstances, than failures, than successes, than what other people think or say or do. It is more important than appearance, giftedness or skill. It will make or break a company...a church...a home. The remarkable thing is we will embrace for the day. We cannot change our past...We cannot change the fact that people will act in a certain way. We cannot change the inevitable. The only thing we can do is play on the one string we have, and that is our attitude...I am convinced that life is 10% what happens to me and 90% how we react to it. And so it is with you...we are in charge of our attitudes."

Thank you for your cooperation for the safety and well being of ALL children.

Volunteer Program Benefits

Volunteers have always been an important resource in our school district. When you become a volunteer, your work takes on special significance – though you are not part of the staff, you share their responsibilities while working with students. In addition to these few benefits, you also have the opportunity to participate in a larger arena. The Kentucky Coalition of School Volunteer Organization offers training, conferences, insurance, tax deductions, recognition programs and other information for volunteers in education.

A strong volunteer program benefits children, teachers, students, parents and the community at large. Some of the positive effects of a strong volunteer program include:

Teachers

- Increased time to teach and plan
- Increased opportunity to enrich the curriculum
- Reduction in discipline problems

Students

- Increased individual attention
- Increased motivation
- Increased ability to relate to adults
- Increased respect for adults

Parents

- Increased understanding of the education process
- Increased understanding of your child's learning process
- Increased familiarity with the staff and community
- Opportunity to practice and build skills
- Opportunity to share expertise and talents

Community

- Increased knowledge and appreciation of the education process

IMPORTANT NOTE: Volunteer hours contribute favorably towards many grant applications.



Sign In, Please

We are happy that you are serving as a regular volunteer for the Cumberland County School System. Our schools and programs are:

Cumberland County Elementary School

21st Century Program

270-864-4390

Cumberland County Middle School

21st Century Program

270-864-5818

Cumberland County High School

270-864-3451

Cumberland County Alternative Education Program

270-864-1480

Family Resource and Youth Services Center

270-864-1262

Community Education

270-864-2609

This handbook contains information that will aid you in performing the services that may be required of you at your school. We hope that you will find it helpful. If you need additional information, which may not be available at your assigned school, please call the Family Resource and Youth Services Center 270-864-1262.

Dependability

Students, teachers and staff members rely on the services performed by volunteers. If you are unable to volunteer on your scheduled day, please make every effort to find a substitute. If you cannot find a substitute, notify the teacher or staff member within 24 hours of your scheduled shift. Room parents may be helpful in identifying substitutes.

Volunteer Guiding Principles

While participating as volunteer, you must understand the necessity for **CONFIDENTIALITY**. Any conversations or observations encountered while in school setting are not to be discussed with anyone other than the principal or your supervisor.

All volunteers must complete a new volunteer application each school year.

Always **contact the school ahead of time to inform them when you will be absent** from volunteering.

Always **sign in** and out upon arrival and departure from school on the **volunteer book**.

Always put on a **volunteer name tag** upon arrival at school.

Call staff either by Ms.; Mr.; or Mrs. Use their last name, never their first name unless the teachers request the students to call them by their first name (example: Ms. Polly).

Different jobs will be available and we will do our best to match you to the type jobs you would like. If you do not like your job assignment please see your teacher or school coordinator for a new job placement. **Don't just quit.** We can always find a position you will like.

Due to liability, we cannot allow non-school aged children to be on campus while you are volunteering in classrooms, office or any other school ground area.

Confidentiality

Volunteers must protect the teachers' and students' right to privacy. Once a volunteer begins to work in a school setting, s/he becomes privy to knowledge about children's behavior patterns, academic ability, emotional maturity, relationships with others, etc. In some cases, information of this nature is imparted so that the volunteer can work more effectively with the child. In other cases, it is simply acquired in the course of frequent contact in the school.

In addition, volunteers are in a position to learn more about staff members than would normally be learned from their public image. One also forms personal opinions about the professional competency of individual teachers and staff.

Never share knowledge and/or opinions about the professional competency of individual teachers and staff in the community or with anyone who has no legitimate need to know.

Never make comments harmful to the reputation of any pupil, professional or other volunteer.

If parents and friends ask about your work, tell them you enjoy working with the children and discuss the activities you do rather than specific information about the child, the teacher, or the school. If problems develop, the line of communication regarding a situation in the school is always first with the staff member concerned and then, if necessary, with the principal.

To make sure that students, staff and families feel comfortable, we all need to respect each other's privacy. Volunteers must be especially careful to honor confidentiality. Breaching confidentiality can be hurtful to children, their families and the staff. It can also harm the good reputation our volunteer parents have earned over the years. To help, here are some sample issues that can arise.

"Wasn't it cute when John . . ." No matter how innocent, cute, funny or charming a classroom event may be, it is not okay to repeat stories about students. What happens in the classroom stays in the classroom.

When parents ask you questions . . . Many parents are tempted to ask you about how their children behave at school. This is especially likely if you are friends outside school. It is not okay to put volunteers in this awkward position. Don't ask! Don't tell! If parents do have concerns, encourage them to talk to the class teacher.

When you see or overhear something . . . As a volunteer, you might see or hear things from staff or students which they would not want to have repeated outside the school. What happens in the classroom (or the hall, or the gym) stays at school. If you have concerns about something you see or hear, please talk to the class teacher or Principal if appropriate.

When students tell you about their family, pet, vacation, etc. . . .

As students become comfortable working with you, they might decide to share something personal. You need to keep this information private, even if you know the child and their family outside of school.

When you have a concern . . . If a student tells you something that causes you concern, tell the classroom teacher. If you observe something that troubles you, tell the classroom teacher. The teacher is in the best position to deal with the issue appropriately.

Approach - Be professional and be positive!

-Strive to give each child the best you can and know that other Cumberland County school volunteers do the same when working with your child.

-Respect each child as an individual.

-Respect your co-workers and all school employees.

-If working in your child's classroom, try not to single them out for attention as this may make them uncomfortable.

VOLUNTEER'S PERSONAL SERVICE RECORD

Directions: This record is optional. Volunteers may desire to keep this record for tax purposes and as a reference for future employment.

Name: _____

Address: _____

Supervisor: _____

School: _____

Date Started: _____ Date Ended: _____

Position: _____

Total Hours Volunteered: _____

In order for all records to be complete, volunteers are encouraged to keep accurate track of the miles traveled to and from volunteer service assignments and all personal funds spent related to the volunteered services. (See attached Volunteer Service Record)

I certify that _____ has served as a School Volunteer at _____ School for _____ hours from _____, 20____ through _____, 20____.

Date signed : _____

VOLUNTEER EVALUATION OF THE PROGRAM

School _____ Teacher _____

Volunteer _____

List the ways you have helped teachers or staff: _____

About how often did you volunteer? _____

Did you feel you were adequately trained for the assigned task?

Did teachers/staff give you supervision, as you needed it? _____

Did you usually have a good relationship with students?

Comments _____

Did you enjoy being a volunteer? _____

Do you plan to continue being a volunteer? _____

Did you feel you were helping the teacher and/or staff? _____

What suggestions do you have for future training? _____

What other types of activities would you like to be able to do

Briefly describe your most enjoyable experience as a volunteer:

Other comments _____

I'm not sure I want popular opinion on my side – I've noticed those with the most opinions often have the fewest facts.

Bethania McKenstry

- Don't distract teachers while they are teaching. If you have questions wait until there is an appropriate moment.
- Honor your commitments and be on time.
- Find ways to be positive and notice things that are working well
- Try to make any criticism constructive.

Remember your time and energy is helping to make Cumberland County Schools a great place to learn!

While volunteering, the following is required:

- Always follow the instructions given by the teacher.
- Never contradict or try to correct the teacher in front of the students.
- Never interrupt the teacher while he/she is instructing the class.
- Always have a positive, interested, and friendly attitude with students.
- Learn the students name as quickly as you can.
- Always be calm and never get frustrated with the students.
- Always avoid calling across a room or in the halls.
- Never discuss students with anyone other than their teacher.
- Don't compare students' work.
- If you are unable to answer a student's question, check with the teacher for the appropriate answer.
- Never try to rush a student during any activity. This tends to frustrate them.
- **If your child is a student in the classroom in which you are volunteering, treat all students the same and do not give special treatment of your child.**
- **If you are volunteering in your child's classroom and this causing a disturbance and hindrance to the learning of other students, you will be assigned to another volunteer position.**
- **Do not enter your child's classroom unless you have permission to be there. A teacher cannot conduct class when someone is popping in and out to talk to a student in the classroom.**
- If a child misbehaves, firmly and calmly request the student to report to the teacher or principal or make the teacher aware of the situation.
- Laugh with the student, but make sure you never laugh at them.
- Offer praise to students frequently. Always use positives, not negatives, when speaking.

Make sure you know all emergency rules and exits. Check with your teacher as to the disaster plans. If you are the only adult present during an accident, immediately contact the principal or the proper authority. Try to handle the accident calmly, try to handle the situation unless you are not qualified. Remain by the student until the proper authority arrives.

Schedule Teacher Conference Time

Important conversations deserve preparation and dedicated time. If you need to speak with a teacher about your child, schedule a mutually agreeable time outside of class-time.

Respectful Behavior

Volunteers are expected to exhibit behavior that is respectful and assumes equality toward members of the same and opposite sex, and all ethnic/racial and religious groups. Volunteers shall not make any comments that can be construed as racist, sexist, or bigoted. Volunteers shall respect cultural differences and attempt to broaden their knowledge and understanding of human relations.

Volunteers shall avoid promoting any commercial products, religious doctrines or beliefs, as well as any political candidates (this includes political buttons) or parties.

Discipline

Allow the teachers to discipline children. If there are incidents of misbehavior, it is the teacher's job to deal with them. As a volunteer, it is helpful to be specific about rules and expectations with students. Keep limits and boundaries in place. Consistently and calmly work with students taking a neutral stance, restating rules and expectations and offering reasonable choices.

School rules

Due to the site-based decision making process (SBDM), there are different rules and policies in place at each of our schools. You are expected to know and follow the policies and procedures at each individual school. You are also expected to know the school's procedures for safety drills and emergency situations that might arise.

Volunteers are encouraged and expected to have a schedule for when they volunteer. They need a clear understanding of responsibilities and task. Volunteers who are assisting the teacher in the classroom are expected to stick to a regimented schedule. Those who cannot help in a way needed and useful may be asked to stop going to the classroom during instructional time.

Volunteer Dismissal

Every possible effort will be made to retain volunteers, however, the following list below will show just cause for immediate dismissal:

- Breaking of school policies.
- Mistreating of student (s).
- Inappropriate language and/or behavior.
- Breaking code of confidentiality.
- Any other deemed necessary by Principal or Superintendent.
- Conviction of a crime while a volunteer.

Remember, volunteering is a privilege. Please do not abuse this privilege.

Parking

Be sure to park in designated visitor parking. Never leave your car, even for a minute, in the loading zone or bus area.

Volunteer Self-Evaluation

How am I doing?

Do I realize that my whole purpose for being in the classroom is to assist the teacher so that the students might progress more rapidly?

Do I follow directions of the teacher?

Do I plan for the assigned activity rather than just "wing" it?

Do I make myself helpful by offering my services to the teacher when there is an obvious need for help?

Do I observe closely the techniques used by the teacher and follow through when I am working with the group?

Do I observe closely so as to know children's or adults' likes, dislikes, preferences, enthusiasms, aversions, etc.

Do I really listen to what students have to say?

Do I give too much help to students rather than allowing them time to think?

Do I refrain from interfering between a teacher and student unless called upon for assistance?

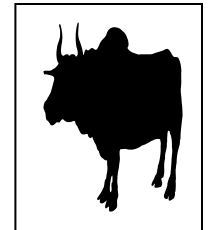
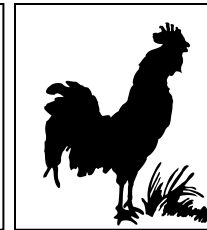
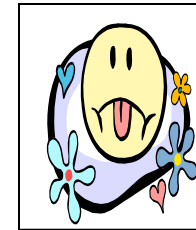
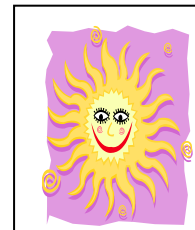
Do I give the teacher adequate notice of absences?

Do I try to develop a friendly attitude with all of my coworkers?

Do I accept criticisms and suggestions without becoming emotionally upset?

Do I avoid criticism of the student and the school?

Do I follow the rules of confidentiality? A picture speaks a thousand words: (who would you want to work with or want your child to be around?)



Restrooms

Please use the adult restrooms.

Faculty Workroom/Meeting Rooms

The faculty workroom is for staff use only. It is important that staff have a place to go where they can speak privately with each other.

Emergency Procedures

If there is a fire, earthquake, “Lock-In”, “Lock-Out” drill or emergency exercise of any kind, please follow your class and do as the teacher instructs the students.

Field Trip Specifics

Fieldtrips can be especially challenging. Teachers recommend that volunteers,

- Act as an authority figure.
- Realize your 1st responsibility is to help, NOT socialize.
- Impart NO special favors.
- Abide and enforce the parameters set forth by the teacher.

If You Need Help

If you have questions, concerns, or just want to talk about your volunteer assignment, please talk with your child’s teacher, the staff member you are working with, or FRYSC office in charge of the volunteer program.

Checklist for Applying

- Complete Application Form
- Sign Participation Statement
 - Electronic Access/User Agreement
 - Confidentiality
 - Handbook
 - Agree to Criminal Records Check
- Attend Orientation and Training
- Determine Your Job Description Agreement (make sure this is filled out and signed before you begin volunteering)
- Get and Wear Name Tag
- Sign In Each Time You Volunteer

Refrain from Hallway Chatter

Chatting in the hallway is disruptive to teachers and students. If you need to talk with another parent, it is best to do this quietly near the office.

Preschoolers/Siblings

Please do not bring preschoolers or siblings when you volunteer. Exceptions may be made for classroom parties. Check with your teacher.

Coats/Purses

Don’t bring anything of value to school. Coats, purses, umbrellas, etc. may be kept in the classroom where you are working.

Coffee

There are no coffee facilities for volunteers. Feel free to bring your own if it will not interfere with your volunteer duties.

Smoking

There is no smoking on school property.



Animals

No dogs allowed on campus. Thank you for being respectful of those with allergies, and for helping to keep our play areas clean.

Telephone/Cellular Phones

There are phones in the office for emergency and school-related calls. Please turn off cell phones or place on silent mode. You may leave the school office number in case of emergencies.

Lost and Found

The lost and found is located in the front office of each school.

Workroom

The workroom contains the copy machine, die cutter, laminator, and paper supplies. Training will be offered in the use of this equipment. If you need help finding something, please ask someone in the front office.

Sometimes there can be a lot of demand for the copy machine. Priority is given first to teachers, then to paraprofessionals, and finally to volunteers. If you are using the machine and a teacher needs it, please make it available to her/him. Be sure to clean up the workroom after you use it. If you leave it messy, the teachers have to clean it.