



Parent Service Cru Volunteer Handbook

Why Volunteer?

Make a difference!
Enhance, Enrich, Encourage a child!
Every day,
Every moment!

Dear Volunteer,

Time. Talent. Treasure. In scripture, these are the three things that we see the Lord call on us as Christ-followers to surrender so that we see His kingdom purposes accomplished. By choosing to volunteer, you are, in fact, choosing to surrender all three of these in a form. Volunteering takes *time* and many of you will invest hours and hours at NCS. Volunteering will call upon you to invest your God-given *talents* in our classrooms, on our playing fields, and in many other forums. And, finally, volunteering takes many of you away sacrificially from the jobs and vocations (your *treasure*) where you can otherwise earn a wage.

I want you to know that we understand the investment and the sacrifice that you are making when you volunteer. Further, we want you to know that when you choose to volunteer, we really do take the responsibility of stewarding your generous gift seriously. To that end, to honor your commitment, our volunteer program, the *Parent Service Cru*, is not a half-hearted, poorly considered program. Rather, we have worked strategically to be certain we are using your time, talent, and treasure well.

Training our volunteers and preparing them for a proper context for ministry on our campus is an extension of that commitment. For that reason, thank you for taking the time to closely review the standards and expectations put forward within this *Parent Service Cru volunteer handbook* and watching the accompanying video. These resources will set you up for success. As well, we hope that you will also see the vital role that volunteers play in this community.

Again, thank you for your service to our students.

Sincerely,

Geoff Brown
Superintendent
Northwest Christian School

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Volunteer Services

NCS volunteers represent many facets of our community. These include our parents, grandparents, legal guardians, other student relatives, leaders from the community and area businesses, pastors within the local church, foster parents, and many others.

There are a variety of ways volunteers can support student achievement in NCS and extend the impact of our ministry. For example, volunteers can work directly with students in classrooms, assist teachers with their behind-the-scenes responsibilities, assist with clerical duties, serve in the school library, and share their unique talents and skills with students.

The quest towards volunteering starts by registering on our school's web page. At that point, our Director of Human Resources will provide the means of orientation and training. Once that is complete, the HR Director may assign the volunteer to principals, teachers, coaches, or staff based on the school's needs and your abilities and interests.

All persons who volunteer at NCS must be registered as volunteers and sign in and sign out each time they volunteer on campus.

Through the registration process, you are giving us the opportunity to keep you apprised of volunteer opportunities, give you proper thanks during school events, and keep you aware of pertinent issues, policies and guidelines.

In the following pages, you will find more information about the responsibilities of volunteers, procedures for registering as a volunteer, and volunteer guidelines.

The Five Most Important Volunteer Qualities

Christian worldview

The stated mission of Northwest Christian School is to “provide a Bible-based program of education that enables students to develop a Christian worldview.” To accomplish this inspiring mission, we recognize that every single member of our team--volunteer or otherwise--is mission critical and has a role to play.

Professionalism

Although the job is voluntary, the commitment is professional. Besides being responsible for maintaining an attitude of mutual respect and confidence, you should also become familiar with school and classroom policies and practices.

Dependability

Students, teachers and staff members count on you and rely on the services performed by you as a volunteer. It is essential that you contact the school if you are unable to volunteer on your scheduled day so that other arrangements can be made.

Confidentiality

FERPA, The Federal Education Right to Privacy Act, a Federal law that protects the privacy of student education records and information. Volunteers must protect the teachers’ and students’ right to privacy. You may encounter personal and school information while volunteering; you are not to disclose this information outside of the school setting. If student problems arise, it is appropriate to discuss them with the teacher in that particular classroom. Any other problems may be directed to a teacher, HR Director and/or the principal.

Punctuality

Always arrive on time for any volunteer activity. The school day and class periods are set for specific times. If you are late, the activity may be over when you arrive and/or your arrival may be disruptive.

Volunteer Guidelines

We truly appreciate the services provided by our volunteers. As an independent private school, there are certain guidelines we must all follow to ensure that the school upholds the high standards of scholastic and behavioral excellence and continues to furnish an instructional Bible-based Christian faith. Our greatest honor is to enable students to develop a Christian worldview and prepare them to fulfill their God-ordained roles. In order to accomplish this, there are a few baseline understandings:

- If you are asked to do something that makes you feel uncomfortable or for which you feel unprepared, please see the principal or appropriate staff member for guidance.
- NCS administration has the discretion to dismiss a volunteer whose actions do not support the school's mission and/or statement of faith.
- A volunteer is never considered a substitute for a member of the school staff.

The following are guidelines that are meant for the protection of students, staff, and volunteers:

Supervision – School volunteers who are working with students should always work under the direct supervision of the appropriate staff member and only with those teachers and/or staff members to whom the volunteer is assigned. “Direct Supervision” means under the direction of and, except for brief periods of time during a school day or a school activity, within sight of an employee. School volunteers who are not working with students should always work under the general supervision of the appropriate staff member and only with those teachers and/or staff members to whom the volunteer is assigned.

Student Instruction – Volunteers are an important part of the educational process. The suggestions and opinions of volunteers are welcome. However, the staff are responsible, by law, for the decisions that are made regarding the instruction of students and the management of the school. Consequently, volunteers should not provide the curriculum or teaching plan, take charge of the classroom, diagnose student needs, evaluate achievement, or counsel students.

Restrooms – Volunteers are not permitted to use student restrooms. There are two restrooms available to volunteers: the staff restroom in the library and the public restroom in the gym foyer.

Discipline – Students may occasionally have a behavior problem while working with a volunteer. NCS maintains detailed discipline plans and the responsibility for discipline rests with the school's principal, teachers, and staff. Please report any discipline issues to these individuals for them to handle. Volunteers may provide encouragement meant towards redirecting student behaviors but may not impose punitive consequences directly.

Dismissal of Students– Students leaving school must have permission from the school and must follow established school procedures. Students must be dismissed from school by appropriate staff. Volunteers must work with students only during regular school hours at the location designated by the supervising staff member. Volunteers cannot take a student off campus and cannot drive students in their vehicles except, of course, if the student is the volunteer's child, or if the volunteer has been authorized to provide such transportation (e.g. field trips, service projects).

Student Contact – Volunteers should not telephone students or visit them off campus. If you are interested in working with students off campus and outside of school hours, we encourage you to contact local organizations that arrange these types of situations. Volunteers are not to ask for telephone numbers of students nor to give their numbers to students for the purpose of phoning or texting.

Dress and Behavior – We ask that your dress apparel, and actions, do not detract from the educational process. As a role model to students, we ask that you help us set an appropriate example. Specifically, this means that volunteers must dress professionally and modestly. As a volunteer, you will need to consider the issue of professional and modest dress not from your own perspective but from the perspective of the students and families that you will be serving.

Social media - Because, in a form, school volunteers represent the school, it is reasonable for the school to ask volunteers to represent themselves and the school within their social media in a way that would honor Christ and not compromise testimonies. As well, due to privacy concerns, volunteers should not post pictures of school students other than their own children within their social media unless they have permission from the student(s) parents to do so.

Confidentiality – We ask that you respect the confidentiality of information that students or staff share with you. If a student shares problems or family matters with you and you feel it is important for the school to know this information in order to assist the student, please share the information with the principal or teacher. Please be aware that certain laws, through FERPA, prevent you from having access to specific types of student information.

Health – If you are sick, please let the appropriate staff member know that you will not be coming in, and he or she will make alternative arrangements.

Sign In and Out – Please sign in and out of the school office as you come and go from the school. This allows the school to manage the number of individuals on the campus at any one time. You will receive a visitor badge to wear while you are on campus.

School Rules – A Parent/Student Handbook is available in the office and online for your use. Please refer to it if you have any questions.

Commitment – Before you agree to volunteer, please consider your commitment. Whether you will be working in the office, classroom, or playground, the work you do is important. Please be prompt and consistent. In those instances where you cannot fulfill your commitment, please contact the school office, 602-978-5134 or email the office or classroom teacher.

Field Trips – All individuals who volunteer on field trips must comply with the Volunteer Handbook.

- ❑ Supervision – Some field trips require group activities in which volunteers supervise a group of students. It is preferred that either an NCS employee directly supervises the volunteer(s) or that two or more volunteers supervise a group of students. However, NCS recognizes that there may be instances in which there are limited employees and volunteers. If this is the case, the NCS employee should develop check points for the volunteers and a process for obtaining student counts throughout the field trip. The NCS employee arranging the field trip must consult with the school principal regarding the plan of supervision during the field trip.
- ❑ Groups – At no time should a volunteer supervise only one child unless the volunteer is a parent or legal guardian of the student. A group of students should consist of two or more students.
- ❑ Overnight Field Trips – The school principal must develop a plan to ensure proper supervision of students during overnight field trips. The plan must be submitted and approved by the Principal prior to the overnight field trip. A background check must be done and approved for all volunteers assigned to overnight trips.

Volunteer Benefits

As a volunteer, you will not receive compensation from NCS for your services. If you are injured while engaging in volunteer activities approved by the school or department you are working with, you may be eligible to receive coverage in accordance with the provisions of the NCS Volunteer Accident Policy as a supplement to your own personal insurance coverage. If injured while performing your volunteer assignment, please contact the Human Resources office immediately.

Some of your out-of-pocket expenses incurred while volunteering may be able to be deducted from your income tax. Please consult with your tax advisor.

Definitions and Processes

Visitors

Not every visitor to a school is a volunteer. **A visitor** is an individual who attends a school on sporadic occasions and for small increments of time. A visitor typically visits a school to meet with staff, pick up students during the school day, or perform temporary, contractual, and/or substitute service in which they receive payment.

Examples of a visitor include, but are not limited to:

- A substitute and temporary employees
- A third-party contracted personnel
- Parents picking up students or meeting with a teacher
- Community members meeting with school personnel

Visitor's Responsibility

1. Sign in and receive a visitor badge upon each visit.
2. Sign out at the end of each visit.
3. Wear the visitor badge, so it is visible, at all times throughout each visit.
4. Do not perform volunteer services.

Exception:

Parents or legal guardians who are picking up their students at the end of the school day do not have to sign in and out unless they enter the school campus beyond the parent/student designated areas of the school.

School's Responsibility

1. Ensure visitor signs in and out upon each visit.
2. Ensure visitor does not perform volunteer services.

Volunteers

Definition of a Volunteer

An individual who performs hours of service for a public agency for civic, charitable, or humanitarian reasons, without promise, expectation or receipt of compensation for services rendered, is considered to be a volunteer during such hours.

Several categories of volunteers are discussed below, with emphasis on procedures and responsibilities. The categories include:

- Parent or legal guardian of a student
- Grandparent of a student
- High school student volunteering as part of a bona fide high school program
- All other school volunteers
- Preschool and Early Education parent or guardian
- Preschool and Early Education student teacher or intern
- All other Preschool and/or Early Education volunteers

We ask that volunteers read the general guidelines for volunteers and the procedures and responsibilities specific to the category into which they fall.

Parent or Legal Guardian of a Student

Definition

A parent or legal guardian of a student at the particular school in which the parent or legal guardian wishes to volunteer two or more days or has volunteered a minimum of two days within a school year, regardless of the hours volunteered, must adhere to the responsibilities outlined under *Parent or Legal Guardian Responsibilities*. A parent or legal guardian who wishes to volunteer at other schools in which his or her child does not attend must adhere to the section titled *All Other Volunteers*.

Parent or Legal Guardian Responsibility

1. Register with Protect My Ministry.
2. Review the NCS Volunteer Handbook.
3. Review the NCS Statement of Faith.
4. Undergo a criminal background check or fingerprinting check (before volunteer begins duties and, subsequently, before volunteering at a new/different location).
5. Complete online volunteer training.
6. Sign in and receive a visitor badge upon each visit.
7. Sign out after each visit.

School's Responsibility

The school adheres to the following steps with respect to parent/legal guardian volunteers:

1. Provide parent or legal guardian a Volunteer Handbook or a link to the Volunteer Handbook online.
2. Input parent or legal guardian volunteer into Volunteer Database.
3. Complete background check (the school will be responsible for this cost).
4. Provide supervision and direction for the volunteer.
 - a. Where necessary and appropriate, an Agreement to Supervise Volunteer form must be completed by any employee who supervises a volunteer. The HR Director will provide this form to the supervising employee.
5. Ensure parent or legal guardian volunteer signs in and out upon each visit.

Grandparent of a student

Definition

A grandparent of a student at the particular school in which the grandparent wishes to volunteer two or more days or has volunteered a minimum of two days within a school year, regardless of the hours volunteered, must adhere to the responsibilities outlined under *Grandparent Responsibilities*. A grandparent who wishes to volunteer at other schools in which his or her child does not attend must adhere to the responsibilities outlined under *All Other Volunteers*.

Grandparent's Responsibility

1. Register with Protect My Ministry.
2. Review the NCS Volunteer Handbook.
3. Review the NCS Statement of Faith.
4. Undergo a criminal background check or fingerprinting check (before volunteer begins duties and, subsequently, before volunteering at a new/different location).
5. Complete online volunteer training.
6. Sign in and receive a visitor badge upon each visit.
7. Sign out after each visit.

School's Responsibility

The school will adhere to the following steps with respect to grandparent volunteers:

1. Provide grandparent a Volunteer Handbook or a link to the Volunteer Handbook online.
2. Input grandparent volunteer into Volunteer Database.
3. Complete background check (the school will be responsible for this cost).
4. Provide supervision and direction for the volunteer.
 - a. Where necessary and appropriate, an Agreement to Supervise Volunteer form must be completed by any employee who supervises a volunteer. The HR Director will provide this form to the supervising employee.
5. Ensure grandparent signs in and out upon each visit.

High School Student Volunteer

Definition

Individuals who wish to volunteer must be at a minimum of eighteen years of age unless the individual participates in a bona fide high school program that encourages volunteering at a particular school. A high school student participating in a bona fide high school program that promotes volunteering at a particular school must adhere to the section titled *High School Student Volunteer's Responsibilities*.

High School Student Volunteer's Responsibility

1. Register with Protect My Ministry.
2. Review the NCS Volunteer Handbook.
3. Review the NCS Statement of Faith.
4. Complete online volunteer training.
5. Undergo a criminal background check or fingerprinting check (before volunteer begins duties and, subsequently, before volunteering at a new/different location).
6. Provide the teacher's contact information. The teacher must be the individual who sponsors the volunteer program at the high school. The contact information should include, but is not limited to, the teacher's name, telephone number, email address, the title of the program, and the high school's front office telephone number in case of an emergency.
7. Sign in and receive a visitor badge upon each visit.
8. Sign out after each visit.

School's Responsibility

1. Provide high school student a Volunteer Handbook or a link to the Volunteer Handbook online.
2. Obtain a reference from the high school student's sponsor teacher. Ensure the high school has a bona fide program that promotes volunteering at a particular school. Verify with the sponsor teacher that the parent of the high school student approved the volunteer relationship.
3. Input student into Volunteer Database.
4. Complete background check (the school will be responsible for this cost).
5. Provide supervision and direction for the volunteer.
 - a. Where necessary and appropriate, an Agreement to Supervise Volunteer form must be completed by any employee who supervises a volunteer. The HR Director will provide this form to the supervising employee.
6. Ensure high school student signs in and out upon each visit.

All Other Volunteers:**Relative(s) of student, business partners, community members, etc...****Definition**

An individual who is not the parent, legal guardian, or grandparent of a student at his or her child's school or who is not participating in a high school program as indicated above must adhere to *the procedures outlined in this section* prior to volunteering at a school.

Examples of all other volunteers may include:

- Relative of a student such an aunt or uncle
- Business partners
- Community members
- A parent who volunteers at a school that his or her student does not attend

All Other Volunteers' Responsibilities

1. Register with Protect My Ministry.
2. Review the NCS Volunteer Handbook.
3. Review the NCS Statement of Faith.
4. Complete online volunteer training.
5. Undergo a criminal background check or fingerprinting check (before volunteer begins duties and, subsequently, before volunteering at a new/different location). The school or department will instruct volunteers on the necessity of these requirements.
6. Provide the school contact information of your current or most recent employer. The contact information must include the company name, supervisor name, and supervisor telephone number.
7. Sign in and receive a visitor badge upon each visit.
8. Sign out after each visit.

School's Responsibility

The school must adhere to the following steps with respect to volunteers:

1. Provide volunteer a Volunteer Handbook or a link to the Volunteer Handbook online.
2. The Human Resources Department will complete the background check after a check of their references. The school will be responsible for the cost of this background check.
3. Input the volunteer into Volunteer Database.
4. Provide supervision and direction for the volunteer.
 - a. Where necessary and appropriate, an Agreement to Supervise Volunteer form must be completed by any employee who supervises a volunteer. The HR Director will provide this form to the supervising employee.
5. Ensure volunteer signs in and out upon each visit.

Early Education Visitor

Parent of an Early Education Student

Definition: A parent of a student at the particular Early Education classroom in which the parent wishes to visit three or more days or has visited a minimum of three days within a school year, regardless of the hours, must adhere to *these procedures*.

Visitor Responsibility

1. Register with Protect My Ministry.
2. Review the NCS Volunteer Handbook.
3. Review the NCS Statement of Faith.
4. Early Ed visitors must provide a copy of a current Arizona Department of Public Safety Fingerprint Clearance Card.
5. Early Ed Visitors must provide proof of current freedom from pulmonary tuberculosis. Proof must include the following: A report of a negative Mantoux skin test dated within six (6) months of the date they start.
6. Complete online volunteer training.
7. Sign in and receive a visitor badge upon each visit.
8. Sign out after each visit.

Early Education Classroom Responsibility

The Early Education classroom will adhere to the following steps with respect to parent volunteers:

1. Provide visitor a copy of the Volunteer Handbook or link to Volunteer Handbook online.
2. Verify the visitor's Arizona Fingerprint Card.
3. Provide supervision and direction for the visitor.
 - a. Where appropriate, an Agreement to Supervise Volunteer form may be completed by any employee who supervises a volunteer.
4. Input Early Ed Visitor into Early Education Visitor Database.
5. Ensure Early Ed Visitor signs in and out upon each visit.

Student Teacher or Intern in Early Education Classrooms

Definition: A student teacher or intern who is assigned to an Early Education classroom is an individual who participates in a bona fide college program for required college credit must adhere to *the procedures in this section prior* to volunteering in an Early Education classroom.

Early Education Student Teacher's or Intern's Responsibility

A student teacher or intern assigned to an Early Education classroom must adhere to the following steps prior to working in an Early Education classroom:

1. Complete the required Student Teacher/Intern paperwork.
2. Review the NCS Statement of Faith.
3. Provide a copy of a current Arizona Department of Public Safety Fingerprint Clearance Card.
4. Sign a Criminal History Affidavit for the site that you are assigned.
5. Provide proof of freedom from pulmonary tuberculosis with either a current negative Mantoux test or a physician's statement that the student is free from pulmonary tuberculosis. This statement must be dated within six (6) months of the start of their assignment.
6. Provide current immunizations or complete an Immunization Statement.
7. Provide emergency contacts.
8. Sign in and receive a visitor badge.

Early Education Classroom's Responsibility

1. Obtain the copy of the current DPS Fingerprint Clearance Card and verify the card online.
2. Obtain the original signed and notarized Criminal History Affidavit or background check.
3. Obtain proof of freedom from tuberculosis with either a negative Mantoux test or a physician's statement that the student is free from tuberculosis.
4. Obtain copy of current immunizations or Immunization Statement.
5. Obtain emergency contacts from student.
6. Provide supervision and direction for the Student Teacher/Intern.
 - a. Where appropriate, an Agreement to Supervise Volunteer form may be completed by any employee who supervises a volunteer.
7. Ensure the Student Teacher/Intern signs in and out each day.

All Other Visitors in an Early Education Classroom

Definition: An individual who is not the parent or legal guardian of a student at the child's Early Education classroom or who is not participating in a college program as indicated above must adhere to *the procedures in this section* prior to volunteering in an Early Education classroom.

Examples of all other visitors include: relative of a student other than a parent or legal guardian, business partners, community members, a parent who volunteers at a school that his or her student does not attend, etc.

All Other Early Education Visitor Responsibility

1. Register with Protect My Ministry.
2. Review the NCS Volunteer Handbook.
3. Review the NCS Statement of Faith.
4. Early Ed visitors must provide a copy of a current Arizona Department of Public Safety Fingerprint Clearance Card.
5. All Early Education visitors need to show proof of current freedom from pulmonary tuberculosis. Proof can include one of the following: 1) A report of a negative Mantoux skin test or 2) A written physician's statement that the person is currently free from pulmonary tuberculosis. Statement must be dated within six (6) months of visitation.
6. Complete online volunteer training.
7. Sign in and receive a visitor badge upon each visit.
8. Sign out after each visit.

Early Education Classroom Responsibility

The Early Education classroom must adhere to the following steps with respect to all other visitors

1. Provide the Early Ed Visitor a copy of the Volunteer Handbook (hard copy or online link).
2. Obtain the copy of the current DPS Fingerprint Clearance Card and verify the card online.
3. Obtain the original signed and notarized Criminal History Affidavit or background check.
4. Obtain proof of freedom from tuberculosis with either a negative Mantoux test or a physician's statement that the visitor is free from tuberculosis.
5. Obtain copy of current immunizations or Immunization Statement.
6. Provide supervision and direction for the Early Ed Visitor.
 - a. Where appropriate, an Agreement to Supervise Volunteer form may be completed by any employee who supervises a volunteer.
7. Ensure the Early Ed visitor signs in and out each day.