

Volunteer Handbook

March 2019

Committed to serving, inspiring, and promoting student and public school success.

Dear Potential Volunteer,

I am delighted that you are considering becoming a volunteer for our schools. I can't stress enough the importance of our partnerships in all areas of service.

We strive to support all our students and to deliver the very best education. A vital piece of that support is our volunteers. By sharing their support, skills and experiences, our volunteers make a difference in students' lives and are an important part in their educational experience. Their devotion to student success helps support a respectful learning environment.

It is our desire that your volunteer experience at one of our many SCCOE sites is both exciting and rewarding. Thank you again for giving your time and sharing your talents. Please contact me at (408) 453-4362 or WOD@sccoe.org to learn more about our wonderful volunteer opportunities.

Most sincerely,



Lisa Ketchum
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I. How to Get Started Volunteering with the SCCOE

Thank you for inquiring about volunteer activities at the Santa Clara County Office of Education (SCCOE). Your dedication to our students is important and highly valued. We match our volunteers based on their interest, skills, location, and availability. Our goal is to make your time spent at a SCCOE site rewarding for everyone.

The SCCOE defines a volunteer as “a person who supports the efforts of professional personnel and assists with activities at the SCCOE.” There are many opportunities to assist at the SCCOE.

A well-informed volunteer is an asset to the SCCOE, our students and our sites. Please review the following checklist for items that will need to be completed for your volunteer activity with the SCCOE.

New volunteers

Items to be completed:

- 1. Complete, sign and submit the volunteer information packet: volunteer application, emergency form, code of conduct, volunteer agreement, references and if applicable, a technology agreement.
- 2. Interview (either in person or the telephone) with WOD Department.
- 3. Submit a tuberculosis clearance from within the past 60 days.
- 4. Schedule a Live Scan fingerprint appointment with the SCCOE’s main office in north San Jose. The following will be required at your Live Scan appointment:
 - ✓ Government issued photo ID or ask to view the list of “other” acceptable forms of ID
 - ✓ Social Security Number
- 5. Review volunteer site checklist with site liaison during your first week of volunteer activities.

Returning volunteers

Items to be completed:

- 1. Complete a new volunteer information packet: emergency form, code of conduct, volunteer agreement and if applicable, a technology agreement.
- 2. Tuberculosis clearances are good for four years.
- 3. Verify with WOD your fingerprint clearance is still on file.
- 4. Review volunteer site checklist with site liaison during your first week of volunteer activities.



II. Santa Clara County Office of Education

Background

The SCCOE is a champion of public education, serving as an exemplary regional resource to students, parents, school districts, community agencies and businesses.

The Santa Clara County Office of Education (SCCOE) is a regional service agency that provides instructional and business services to the 31 school districts of Santa Clara County.

The SCCOE serves students through special education programs, alternative schools, Head Start and State Preschool programs, and migrant education. The Office also provides curriculum support, staff development, technology support and training directly to teachers and staff in schools countywide.

Our Mission Statement

The Santa Clara County Office of Education is committed to serving, inspiring, and promoting student and public school success.

III. Volunteering at the SCCOE

General Volunteer Information

The SCCOE strives to create a rewarding volunteer partnership among its students, staff, families and the community that enhances individual potential and student achievement.

SCCOE volunteer values are:

- Parents and community members make good volunteers
- Students benefit from relationships with caring adults
- Schools, families and communities working together can and do make a difference

The SCCOE central office is located at 1290 Ridder Park Drive in San Jose. The SCCOE Workforce and Organization Development Staff can be reached at (408) 453-4362, fax number (408) 453-6723 or you may email WOD@sccoe.org.



Who Are the People that Volunteer?

Anyone who cares about helping students receive a quality education is welcome as a volunteer at the SCCOE. People from all age groups, educational experiences, and backgrounds like to volunteer.

What Does it Take to be a SCCOE Volunteer?

Our volunteers assist in activities under the supervision and direction of SCCOE personnel. Volunteers do not need to be an expert in an academic subject. Far more important is a genuine interest in the well being and education of students. Successful volunteers possess the following qualities:

- A positive attitude
- A sense of cooperation, responsibility, dependability, and stability
- The ability to be part of a team
- Personality traits such as patience, tolerance, and understanding
- A respect for confidentiality
- Compatibility with students
- Flexibility and friendliness
- A sense of humor
- Responsible citizenship qualities
- A willingness to accept SCCOE rules, procedures, and standards

Volunteers do not receive compensation or employee benefits. To safeguard our students, volunteers may be required to submit to a Live Scan fingerprint clearance. In addition, volunteers must comply with the sign in and out procedures at the SCCOE site in which they are volunteering. The following is a list of requirements to become a volunteer at the SCCOE. The volunteer has:

- No record of felony conviction or requirement to register as a sex offender
- The ability to work cooperatively and the willingness to participate regularly
- Interviewed with the SCCOE Talent Management Staff or site liaison
- Completed and submitted the following:
 - A tuberculosis clearance
 - A Live Scan fingerprint clearance
 - Emergency form
 - Volunteer handbook and agreement
 - Code of conduct
 - Living our Values
 - Technology agreement (if applicable)
- Attended orientation and any site-specific training



What Should a SCCOE Volunteer Expect?

A school site volunteer should:

- Be made to feel that the assistance given is worthwhile and contributes to the overall value of the program in which they are participating.
- Be treated with respect and consideration by all students and SCCOE staff.
- Be given a suitable assignment in line with their areas of interest, skills, and, if possible, convenience of location and available times.
- Be given clear instructions, orientation, and any training necessary for volunteer activities.
- Be given proper orientation to the school site with introductions to key personnel and information provided as to parking, storage of personal items, washroom and coffee and lunch facilities.
- Be provided with direct support from staff.

Additional Benefits of Volunteering with the SCCOE

While on file as a volunteer at any SCCOE site, when possible and appropriate, volunteers may sign up for in-service educational classes and workshops (such classes might include technology or personal growth).

In addition, the Ridder Park central office has a cafeteria for morning and lunch meals, a post office, ATM machine, discounted admission to local attractions, sporting and special entertainment events, as well as other special interest programs.

Orientation and Training

Orientation is provided for all volunteers. The orientation is designed to provide information concerning volunteer obligations and expectations, activity descriptions, and the SCCOE volunteer handbook.

In addition, volunteers will receive SCCOE site training detailing the skills and knowledge necessary to perform their activities.

Volunteer Activity Descriptions

Volunteers are welcome in many areas and sites at the SCCOE. Volunteers may agree to commit to a specific number of hours or activity over a specific allocated amount of time (when appropriate). The number of hours varies by activity and the SCCOE site. If you cannot complete your activity, please treat your volunteer activity as you would a paid position and notify your site liaison or the SCCOE Talent Management Staff in advance when possible.



IV. SCCOE Site Information

Site Liaisons

The site liaison is located at the SCCOE site and provides support to the volunteer to make sure the activity is completed in the best possible way.

Record Management

Workforce and Organization Development and the SCCOE site liaison maintain records for volunteers throughout the SCCOE. Records include application, emergency form, dates of volunteer activities, activities performed, training attended, awards, and recognitions received. Volunteer records are confidential and their contents will not be shared without the prior approval of the volunteer. Volunteers are responsible for submitting and updating information contained in their records to the Workforce and Organization Development Department.

Attendance

Volunteer attendance is important to the operation of each program. Volunteers should notify their site liaison in advance, if they are unable to be present for their scheduled day or activity. Students depend on volunteers and are disappointed if they are not there when expected.

Appropriate Dress

Volunteers are representatives of the SCCOE and are responsible for presenting a positive image to our students and the community. Volunteers will dress appropriately for the conditions and performance of their activities. Volunteers will be informed of the dress standard for their activity.

Assessment

Volunteer activities receive periodic assessments. Assessments allow for a volunteer and site liaison to suggest changes in volunteer activities and enhance the relationship between the volunteer, students and the SCCOE.

Volunteers see the SCCOE programs from a fresh perspective and the SCCOE values the volunteer's opinion and suggestions. Therefore, when the volunteer activity ends, SCCOE (the site liaison, Workforce and Organization Development, or a designated SCCOE staff member) may hold an exit discussion with the volunteer and ask about the experience volunteering with the SCCOE.

Recognition

The SCCOE respects and appreciates the contributions of volunteers. Formal recognition of activities includes letters of appreciation, activity awards, certificates and recognition events for volunteers to highlight their contributions. Continual recognition of volunteers is vital and will occur throughout the year.



V. Volunteer Responsibilities

The SCCOE volunteers are valued and appreciated but are never considered a substitute for SCCOE staff. The SCCOE professional staff members are responsible for everything that goes on at the SCCOE sites including student instruction, safety, and discipline.

Confidentiality

Volunteers must be especially careful to respect the privacy of others and to honor confidentiality. Breaching confidentiality can be hurtful to students, their families and SCCOE staff. A law established by the Family and Education Rights to Privacy Act (FERPA) protects a student's records. The SCCOE staff is responsible for confidential student information and records and may not share their content with volunteers. To help, below are some sample issues that can arise regarding confidentiality.

- Protect embarrassing personal information from disclosure
- Prevent the improper dissemination of information about children and families
- Protect personal security
- Protect family security
- Avoid prejudice or differential treatment

Child Neglect and Abuse Reporting

School officials and educators are “mandated reporters” of any child abuse or neglect suspicions. If a student discloses that they are in a dangerous situation or if a volunteer has reason to suspect neglect or abuse, please report this ***immediately*** and ***privately*** to the teacher or principal/supervisor. They will then take the next steps to ensure the safety of the student. In emergencies you may also contact 9-1-1 or child protective services to report the possible abuse or neglect.

The four major types of child abuse are:

- Physical abuse
- Emotional abuse
- Sexual abuse
- Neglect

Possible Child Abuse

The following factors may be present when abuse has occurred, but ***do not*** guarantee an abusive situation. If any of the following signs are present in a student, **please alert the teacher, principal/supervisor:**

- Signs of injury, such as welts, bruising, cuts, burns, fractures, or swelling
- A history of repeated, untreated, or unexplained physical injury
- The child appears to be uncomfortable or fearful when talking about the injury
- Child alludes to or seems preoccupied with sexual matters



General Guidelines:

Please:

1. Remember that the SCCOE staff have ultimate responsibility for rules, programs, students, staff and volunteers.
2. Follow the rules of the SCCOE site.
3. Be reliable. Please arrive on time and on schedule, and notify the SCCOE site in advance of any absences.
4. Sign in upon arrival and sign out at departure.
5. Notify the SCCOE Workforce and Organization Development staff of any changes in residency, employment or emergency contact information.
6. Be receptive to, and participate in orientation and training with the SCCOE staff as offered.
7. Remember you are a role model for students.
8. Only engage in age-appropriate physical contact with students such as handshakes, fist bumps and side hugs (no tickling, wrestling or children sitting in laps).
9. Maintain the highest standards of confidentiality and ethics.
10. Respect the confidential information of students, their families and staff.
11. Dress in a manner that is appropriate to the educational setting where the volunteer activity is taking place.
12. Be familiar with the fire, shelter in place, lock down, and disaster drill procedures at the SCCOE site.

Volunteers supplement and support our student programs, and **MAY NOT:**

1. Be left alone with students
2. Pray with students, encourage them to pray, or discuss their faith
3. Have visitors during their time on an SCCOE site
4. Use, possess, or be under the influence of alcohol or illegal drugs and follow our office's tobacco-free policy and refrain from smoking or using tobacco products while on SCCOE property
5. Release students to anyone but contact SCCOE staff if someone asks for a student
6. Assign grades, be responsible for instructional objectives, lesson plans, curriculum or have access to student's records
7. Give out nor accept money or personal information from students (telephone numbers, e-mail or home address)
8. Abuse children. This includes physical abuse (strike, spank, shake, slap), verbal or mental abuse (humiliate, degrade, threaten), sexual abuse (inappropriate sexual touching or exposure), and neglect (withhold food, water, basic care, etc.)
9. Give any medication or first aid to a student but notify a staff member immediately if a student is ill or injured
10. Transport a student without proper and prior approval from parent and SCCOE staff



11. Drive SCCOE vehicles, operate any power tools or equipment or use any hazardous chemicals other than common office equipment and general supplies such as cleanser and copier toner.
12. Use the student restrooms areas unless specifically directed to do so by the SCCOE site staff
13. Be in possession of SCCOE site keys, computer passwords, or utilize office equipment for personal use
14. Share food with students (due to special meal requirements or allergies)
15. Photograph or videotape students
16. Use cell phones (excluding emergencies) or the Internet for personal use while in the classroom
17. Discipline students, counsel students or be present when students are being counseled
18. Diagnose student needs, evaluate achievement or discuss their progress with anyone including parents
19. Contact students outside of the school site hours without parent permission.
20. Engage in unethical, illegal, immoral or unprofessional behaviors with students or staff

Volunteers are expected to follow rules of conduct that will protect the interest and safety of everyone. The following are some examples of inappropriate conduct which could lead to dismissal:

- Theft or inappropriate removal or possession of SCCOE property or property of any SCCOE volunteer, student, staff, or visitor.
- Altering SCCOE or student reports or records.
- Volunteering under the influence of alcohol, illegal or legal drugs. Unauthorized possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the volunteer environment.
- Creating a disturbance on SCCOE premises, at sponsored activities or in areas which could jeopardize the safety of others.
- Improper use of SCCOE property or property owned by any other individual or organization.
- Lack of cooperation or other disrespectful conduct.
- Violation of SCCOE, federal, state, or local safety, health, confidentiality rules or laws.
- Inappropriate use of telephones, computer equipment or systems, copiers, e-mail, fax machines, or other SCCOE owned equipment.
- Unauthorized disclosure of SCCOE proprietary or confidential information.
- Unsatisfactory performance or conduct.



VI. Volunteer Tax and Reimbursement Information

Tax Benefits

Volunteers may be eligible to deduct expenses incurred while volunteering in an activity as a charitable donation. Since tax laws change frequently, it is best to consult an accountant or *IRS Publication 526--Charitable Contributions* for current information.

Reimbursement of Expenses

Volunteers may be eligible for reimbursement from the SCCOE of pre-approved expenses including transportation incurred while engaged in volunteer activities for the SCCOE. Volunteers need to track pre-approved expenses and submit receipts for which they seek reimbursement. Reimbursement for travel to and from volunteer activities (outside the normal scope) is based on mileage and the standard rate per mile at which SCCOE reimburses.

Reimbursement for travel by public transportation is based on actual out-of-pocket expense which must be substantiated by receipts. Reimbursement requests must be submitted to Workforce and Organization Development. In addition, if a reimbursement is granted, a W-9 must be completed and filed with the SCCOE.

VII. Health, Safety, and Emergencies

Harassment or bullying

SCCOE is committed to providing its students, employees, and guests with an environment that is free from discrimination and unlawful harassment. We strive to create a safe learning and working environment for all students and employees and to protect all students and employees from all forms of bullying, harassment, hazing, discrimination, or intimidation of any type for any reason.

The SCCOE prohibits any form of bullying, harassment, hazing, discrimination, or intimidation; any such behavior shall be just cause for dismissal and/or disciplinary action. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated. Bullying or harassment of students or staff includes, but is not limited to: cyberbullying, intimidation, hazing or initiating activity, extortion, or any other verbal, written, or physical conduct that causes, is perceived to cause, threatens, or is perceived to threaten violence, bodily harm, or substantial disruption in accordance with the following section. For further explanation, please reference SCCOE *Board Policy 5131.2(a)*.



SCCOE encourages volunteers to bring any incidents of harassment or bullying to the immediate attention of the school principal, supervisor, or the Director of Human Resources at SCCOE.

Health

We ask that volunteers not come to a SCCOE site if they are ill. This includes a cold, earache, sore throat, influenza, fever or cough. We do not wish to expose our students to anything that might keep them home and away from learning. Students learn by example and we ask that our volunteers act as a model by using good health habits when they are at a SCCOE site. Volunteers should notify their site liaison if they are unable to be present for their scheduled day or activity.

Drug-Free Environment

SCCOE provides a drug-free, healthy, and safe environment for our employees, students, guests, and volunteers. While on SCCOE premises and while conducting SCCOE related activities off SCCOE premises, a volunteer may not use, possess, distribute, sell or be under the influence of alcohol or illegal drugs.

The legal use of prescribed drugs is permitted during a volunteer activity only if it does not impair a volunteer's ability to perform the essential functions of the volunteer position effectively and in a safe manner, nor does it endanger other individuals. It is requested that the volunteer notify their site liaison if they are taking any prescription or over-the-counter drug which could adversely affect safety or performance.

Smoking

SCCOE intends to provide a safe and healthy environment. Smoking on all SCCOE sites is prohibited. This includes outside facilities and parking lots.

Safety

SCCOE strives to provide a safe and healthy environment for our students, staff members, guests and volunteers.

Volunteers are responsible for helping to ensure a safe environment

- Be aware of any unknown person(s) entering the site not accompanied by a staff member.
- Keep your wallet or purse with you at all times or keep them in a secure drawer or cabinet. Avoid carrying large sums of money. Desks, lockers, and other storage devices may be provided for a volunteer's convenience but remains the sole property of SCCOE and can be inspected by any agent or representative of SCCOE at any time, either with or without prior notice. SCCOE is not responsible for lost or stolen personal property. SCCOE will not reimburse a volunteer for any personal property that disappears from a volunteer site or which is damaged.



Injury

If a volunteer is injured during a SCCOE volunteer activity, the volunteer is required to notify the SCCOE site staff or Workforce and Organization Development immediately and complete an accident report.

SCCOE's workers compensation covers some injuries to volunteers while performing volunteer activities on behalf of SCCOE. In some instances, volunteers must sign a release absolving SCCOE of liability when SCCOE volunteers do knowingly and voluntarily subject themselves to certain risks while performing volunteer activities on behalf of SCCOE. Contact the SCCOE Workforce and Organization Development staff with questions or for more information about insurance and liability.

If there is blood on a student, guest, volunteer or any other surface, immediately bring this situation to the attention of a SCCOE staff member. Please do not handle the situation yourself. SCCOE staff is trained in these areas.

Emergency Procedures

SCCOE strives to ensure the safety of all students, volunteers, staff members, and guests. In the event of an emergency, volunteers will be responsible for following the SCCOE site's directions. Please be certain that you are familiar with the fire, shelter in place, lock down, and disaster drill procedures for your site and classroom. Practice drills are scheduled throughout the school year. Please ask your site liaison for a schedule of these days and times.

VIII. General Business Information

Equipment

Please report any office equipment, machine, or tool. That appears to be damaged, defective, or in need of repair to your site liaison. Promptly reporting damaged equipment could prevent a possible injury. SCCOE owned or leased equipment is to be used for SCCOE's business purposes only and may not be borrowed or otherwise used for personal use. This includes but is not limited to copying and faxing for personal use.

SCCOE Telephone Use

SCCOE telephones are for business purposes. Personal calls should be kept to a minimum and not interfere with the volunteer activity. In addition, long distance telephone calls resulting from a volunteer's personal use of a SCCOE telephone are prohibited.

Computer Use

Some SCCOE sites provide computers, e-mail, and internet access to assist volunteers in performing their activities. This access should be used for volunteer related purposes



only. Personal business should not be conducted during volunteer time or on SCCOE computers. Please refer to the *SCCOE technology agreement* for further detail.

Return of Property

Volunteers are responsible for SCCOE property which includes all materials, files or any other written or electronic information issued to volunteer or in volunteer's possession or control. All SCCOE property must be returned on or before the volunteer's last day. SCCOE may take all actions deemed appropriate to recover or protect its property.

Conflict of Interest

SCCOE is viewed, in part, by the individual and collective performance of its volunteers. Volunteers help preserve and strengthen public confidence. Therefore, SCCOE volunteers must act in a manner at all times that will safeguard the reputation, and integrity of the SCCOE. Likewise, volunteers must refrain from engaging in any transaction in which personal interests conflict, may potentially conflict, or appear to conflict with those of SCCOE. An actual or potential conflict of interest occurs when a volunteer is in a position to influence a decision that may result in a personal gain for the volunteer because of SCCOE's business dealings. Participation in any activity prohibited by this policy can result in the termination of volunteer activity.

Please consult the Workforce and Organization Development Staff if you have questions regarding potential conflict of interest situations. Some conflict of interest situations are easily identifiable, whereas others are more subtle. Some of the more common situations pertaining to volunteers are:

Improper Influence

Any volunteer or close relative should not, when acting on his or her own behalf or when acting on behalf of another person, business or organization, attempt to influence SCCOE's position on any issue, matter or transaction nor participate in any discussions pertaining to a related organization.

SCCOE Business Information

SCCOE's business information should not be used for the purposes of gaining advantage for one's self, a close relative, or another organization or for any other purpose not specifically approved by SCCOE.

Political Activities

It is the expectation that SCCOE volunteers not gain an advantage over other members of the public in terms of access to or utilization of business information of the SCCOE. Volunteers are encouraged to take an active interest and to participate in the political and governmental processes. However, except for those authorized to act on behalf of SCCOE, volunteers participating do so as individuals and not as representatives of SCCOE. To avoid any suggestion of support or sponsorship by SCCOE, a volunteer must never represent that his or her political donation, endorsement or other political activity



was made or engaged in with the approval, or on behalf, of SCCOE. Likewise, volunteers must not engage in political activities while volunteering on behalf of SCCOE and never in any form should these activities take place on SCCOE sites.

The Making of Statements

Volunteers should not discuss students, their conditions, abilities, education, or personal issues. Questions of this type should be referred to the student's teacher.

Volunteers may not misidentify themselves as an employee or representative of SCCOE or express an opinion on behalf of SCCOE to the media or any other non-SCCOE employee. In addition, volunteers may not use SCCOE stationery other than for specific pre-approved SCCOE administrative purposes.

X. Volunteer Site Information Checklist

Volunteers should be prepared to discuss the following during their first meeting at the SCCOE site:

1. The activity description for the site
2. Dates and location of any training that you are required to attend
3. Days and times you will be scheduled for your volunteer activity
4. Location of the activity
5. Site building layout and parking facilities
6. Procedures for the volunteer, site teacher and liaison to keep in touch (regular conferences, memos, meetings)
7. How and where to sign-in and how to keep a time log
8. Alternate plans for days when the teacher, site liaison, the student or the volunteer is absent
9. How the teacher or site liaison will inform the volunteer of the day's assignment (via folder, memo, etc.)
10. How the students will address the volunteer (school site or volunteer's preference of having students use first name or Mr., Ms., or Mrs.)
11. Materials, strategies or games to be used during the volunteer activity
12. Classroom and SCCOE site procedures and rules
13. If your activity involves an academic area you should discuss:
 - a. Pertinent background information about the student(s) the volunteer will work with (within the appropriate standards of student information confidentiality). Special strengths of the student(s). Special needs of the student(s).
14. Tips for understanding different learning styles and reinforcement techniques
15. Safety procedures regarding fire, shelter in place, lock down and disasters, including a drill schedule for your site, a copy of emergency procedures and safety precautions



