



VOLUNTEER POLICIES & PROCEDURES

Overview

Communities In Schools of Tennessee (CISTN) is part of the national CIS network with the mission to surround students with a community of support, empowering them to stay in school and achieve in life. We remove the non-academic barriers that prevent student success in the classroom. In partnership with Metro Nashville Public Schools (MNPS), we provide daily school-based interventions to students to address chronic absenteeism, academic failure, behavioral issues, and more. Volunteers play an important role in helping students be successful at school and in life.

Primary Point of Contact

Volunteers' initial point of contact will be CISTN's Development Manager. Volunteers' primary point of contact at the project will be the school-based CISTN Program Manager. They may contact the Development Manager with any questions about their assignment or updates to their volunteer availability in advance of the project, but should work with the Program Manager if anything comes up the day of the project.

Volunteer Assignment and Schedule

Volunteers will initially receive the schedule for their assignment and explanation of their roles and responsibilities from CISTN's Development Manager. If you must miss your volunteer assignment, please contact the Development Manager and/or the school's Program Manager as soon as possible.

Screening Process

All ongoing volunteers who work directly with students (e.g. in lunch buddy, reading clinic, and mentorship programs where the volunteer would be 1:1 with students) must complete, and pass, a background check to work with students through a CISTN program. The CISTN Program Manager will direct volunteers to initiate a background check via our partner organization, PENCIL if it is a MNPS school or through CISTN if it is a rural school. Satisfactory background check results must be obtained prior to volunteer service. The volunteer must also submit a volunteer agreement form, acknowledging that they have read and agree to adhere to CISTN volunteer policies and procedures.

For volunteer projects in which volunteers will be under the direct supervision of a CISTN Program Manager/ school staff or will not be in contact with students (e.g. Read Across America Day activities, field day, campus beautifications), there is no requirement to complete a background check, but volunteers will still be required to submit the volunteer agreement form prior to volunteer service.

Volunteers Under 18

CISTN welcomes volunteers under the age of 18 to participate in volunteer projects. If volunteers are under the age of 16, they are expected to be accompanied by a parent or guardian. Any volunteer under the age of 18 must have a parent or guardian sign their agreement form. Volunteers of any age may be subject to a background check where required.

Mandated Reporter

Volunteers with reasonable cause to believe a child is being abused or neglected must, under Tennessee state law, immediately report the incident. Volunteers should notify and consult with their CISTN Program Manager when they need to make a report. The Program Manager will assist in making a report to the Tennessee Department of Children's Services by calling the Child Abuse Hotline at 1-877-237-0004. Volunteers may remain anonymous when they give a report. For more information on mandated reporting, visit <https://www.tn.gov/dcs/program-areas/child-safety/reporting/faqs.html>.

Confidentiality and Media Usage

Volunteers may learn personal sensitive information about students, families, or school staff during their volunteer assignments. Information a volunteer may learn includes, but is not limited to, personal problems, financial status, medical records, sexual orientation, and academic performance. This information is not to be shared with anyone other than the CISTN Program Manager.



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This information is also not permitted to be shared on a volunteer's social media, or other public, channels. Additionally, volunteers should not take any photos that contain views of children's faces or post any photos of students they work with on an individual basis to their social media or other public channels.

Vehicle Use

Volunteers are not permitted to transport CISTN students or families in their personal vehicle for any reason.

Non-Discrimination

At CISTN, we are committed to cultivating an environment that fosters inclusion, belonging, and equity. There will be no discrimination or harassment in any CISTN programs, activities or employment. Volunteers are expected to treat all students, families, school staff and other volunteers with respect. Engaging in any kind of physical or emotional harassment, bullying, or micro-aggressive or otherwise hateful language will not be tolerated and will result in the volunteer being excluded from future projects. If any volunteer is on the receiving end of any of these behaviors, they should promptly report it to the CISTN Program Manager or Development Manager.

Recruitment

CISTN seeks to create a volunteer program consisting of varied, accessible volunteer opportunities and a base of diverse volunteers who are reflective of the communities being served. CISTN will offer volunteer opportunities with varied time commitments, locations, and physical activity to appeal to a broad base of potential volunteers. In addition, CISTN will recruit volunteers from diverse communities by promoting our volunteer activities through a variety of media including but not limited to partner volunteer registration portals, social media, and by manually sharing opportunities in the neighborhoods that our partner schools reside (e.g. churches, fraternities/sororities, local historically black colleges).



VOLUNTEER POLICY ACKNOWLEDGMENT

I acknowledge that I have received a copy of the Communities In Schools of Tennessee (CISTN) Volunteer Policies and Procedures, which describes important information about the expectations for my role as a volunteer. I understand that if I have questions about the Policies and Procedures, I should contact my CISTN Program Manager.

I understand that, as a volunteer with CISTN, I am not permitted to share any personal information about CISTN students, families, staff, school staff members or other volunteers with any individuals who are not current employees of CISTN or the CISTN partner school where I volunteer. I agree that I will not share any of the following:

- Any personally identifiable information about students, parents/guardians, staff and other CISTN volunteers
- Information pertaining to students, families and staff, including, but not limited to:
 - Names
 - Mailing and e-mail addresses
 - Phone numbers
- Academic, medical, physical or mental health information

As a volunteer with CISTN, I also understand and agree to the following:

- I am required by Tennessee state law to report suspected or known child abuse or neglect to the Tennessee Department of Children's Services. I should notify and consult with my CISTN Program Manager when I have to make these reports.
- I may have some access to the above information as part of my volunteer duties, but I agree to hold this information in confidence.
- I will not share this information with anyone outside of CISTN employees who have a need to know that information.
- I will not share photographs of students that I work with or any of their personal information on my social media channels, or any other public channels that I have.
- I will ensure that any information records I come across are kept safe and secure from unauthorized access, which includes preventing access to any computer files, paper files, or other media which may contain this information.
- I will not make or keep any electronic copies with any information about students, families, staff or other volunteers that I have learned or received as part of my volunteer work.
- I will not impose my personal, religious, or political views upon students.
- I understand that I will work as a volunteer under the supervision and/or direction of the CISTN Program Manager, and possibly, other CIS of Tennessee staff.

Signature

Date

Printed Name