



## **CISHOT Volunteer Program Policies & Procedures Manual**

### **GENERAL POLICIES & PROCEDURES FOR VOLUNTEERS**

**CONFIDENTIALITY:** Any information regarding the students and families CIS serves is to be kept strictly confidential. A known violation of confidentiality by a volunteer may result in a written warning or disciplinary action such as suspension or termination from the program.

**SOCIAL MEDIA:** Volunteers are not permitted to connect with CISHOT students via any social network platform or post pictures of students under any circumstances whatsoever.

**MANDATORY REPORTING:** All volunteers must report any suspected child abuse and/or neglect to his or her Site Coordinator immediately. All volunteers must also report any suspicion of child being a danger to self and/or other to his or her Site Coordinator immediately. All such suspected reports must be made to appropriate state and/or local authorities.

**ABSENCE NOTIFICATION:** Please contact us as soon as possible if you are not able to fulfill your volunteer service for any reason – illness, scheduling conflict, etc.

**APPROPRIATE BOUNDARIES WITH STUDENTS:** Volunteers are expected to maintain appropriate boundaries with the students they serve. In a volunteer/student relationship, volunteers maintain boundaries that are consistent with the legal and ethical duty of care that exist for students. A boundary invasion is an act or omission by a volunteer that violates volunteer/student boundaries and has the potential to abuse the volunteer/student relationship. An inappropriate boundary invasion means an act, omission, or pattern of such behavior by a volunteer that does not have an educational purpose and results in abuse of the volunteer/student professional relationship.

**TRANSPORTATION OF STUDENTS:** Mentors are the only CISHOT volunteers who are permitted to transport students in their own personal vehicle. The only instance a mentor is permitted to transport a student in his/her own private vehicle is for the purpose of transporting him/her to an approved CISHOT sponsored activity. In this case there needs to be another mentor/mentee present.

**SPECIAL EVENTS POLICY:** Mentor matches may meet in the community only during approved, sponsored CISHOT Mentoring events. For a match to attend one of these events they must have the mandatory paperwork completed, signed and submitted to the CIS Program Director. The paperwork includes the Mentor Chaperone Agreement Form signed by the mentor, and the Mentoring Program Event Permission Slip signed by their mentee's parent/guardian. Matches must remain on the approved

premises for the duration of the scheduled event and are not permitted to leave the premises for any reason. Additionally, mentors and mentees may not be alone together at any time during the course of the event. Mentors and mentees will be required to stay together in the large group at all events.

**GIFT GIVING POLICY:** Mentors are not expected to give gifts to their mentees. Gifts are permitted for birthdays, winter break or graduation. No more than \$25 should be spent on a gift for a mentee.

**APPROPRIATE MEETING SPACES POLICY:** Mentors and mentees may only meet in approved, public spaces on the school campus during their weekly scheduled meeting time. The following places are appropriate for mentors/mentees to meet: School cafeteria, Campus CIS office, Library, other public spaces monitored and frequented by other school personnel.

**TABOO COMMUNICATION POLICY:** Taboo communication includes, but is not limited to, topics such as unprotected sexual activity, sexual relationships, abortion, incest, religion, negative racial remarks, etc. Mentors will abide by the rules and regulations of the school at which he/she serves regarding taboo communication. It is expected that they will use tact and caution in the case of discussing taboo topics with students.

**SCHOOL EVENTS:** Mentors are permitted to attend school-sponsored events (sports games, theatrical productions, etc.) in which his/her mentee is participating. Mentors are prohibited from being alone with mentees at any time and are not permitted to transport them to and/or from the event.

**POST-MATCH COMMUNICATION POLICY:** All parties involved will operate within the understanding that any post-match communication between mentors, mentees, and the parents/guardians will not be under the jurisdiction of CISHOT. Therefore, the CISHOT Mentoring Program will not be responsible for monitoring and supporting the match after the match has ended. All mentors, mentees, and the parents/guardians must collaboratively decide the extent of post-match communication in the best interest and safety of all parties involved.

**OUTSIDE COMMUNICATION POLICY:** Communication between mentors and mentees outside of the scheduled meeting time may occur only if permission has been granted by the parent/legal guardian of the mentee prior to any such communication. The parent/guardian, mentor, mentee, and Site Coordinator are required to sign the Phone Permissions Signature Sheet acknowledging that an exchange of contact information has taken place.

**ADDITIONAL GUIDELINES:** No communication is allowed between the hours of 9 PM and 9 AM. All mentors/mentees are prohibited from sending any inappropriate pictures/texts (including but not limited to language, inappropriate outfits/covering, etc.)

**NON-DISCRIMINATION POLICY:** It is the policy of CISHOT that there will be no discrimination or harassment in its programs, activities or employment. Paid staff and volunteers need to treat people with dignity and respect.

**RESIGNATION:** Volunteers are requested to notify their Site Coordinator two weeks before leaving when at all possible. The staff appreciates your time, talents and interests, but must prepare for changes, as students rely on their mentors and tutor.

**DISMISSAL:** A dismissal of a volunteer is a serious consideration. A meeting between staff, the volunteer and the CIS Program Director will occur before dismissal, in an effort to reach a resolution. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, disruptive, demonstrating inappropriate behavior or failing to adhere to the policies and procedures of CISHOT and its programs.

**Dress Code:** All CIS mentors are required to follow CISHOT Volunteer dress code (see assigned school dress code)

### Unacceptable Behavior Policy

It is the policy of the CISHOT Mentoring Program that unacceptable behaviors will not be tolerated on the part of mentors or mentees while participating in the program. This policy is in addition to behavioral requirements stipulated in other policies and procedures within this manual.

A number of behaviors are regarded as incompatible with CISHOT Mentoring Program goals, values, and program standards and therefore are considered unacceptable and prohibited while participants are engaged in mentoring activities:

- Unwelcome physical contact, such as inappropriate touching, patting, pinching, and physical assault
- Unwelcome physical, verbal, visual, or behavioral mannerisms or conduct that denigrates, shows hostility, or aversion toward any individual
- Demeaning or exploitive behavior of either a sexual or nonsexual nature, including threats of such behavior
- Display of demeaning, suggestive, or pornographic material
- Known sexual abuse or neglect of a child
- Denigration, public or private, of any mentee parent/guardian or family member
- Denigration, public or private, of political or religious institutions or their leaders
- Intentional violation of any local, state, or federal law
- Drinking while driving under the influence of alcohol
- Attending a mentoring event/session under the influence of narcotics or alcohol
- Attending a mentoring event/session with any form of weapon
- Possession of illegal substances

Any unacceptable behavior, as specified but not limited to the above, will result in a warning and/or disciplinary action including suspension or termination from participation in the mentoring program.

**GRIEVANCE PROCEDURE:** Volunteers dismissed from their volunteer position may appeal the decision. Such appeal must be in writing to the CIS Program Director and received within 10 working days of receiving notice of their dismissal. The written appeal is to outline why the volunteer feels he/she should not be dismissed and any other pertinent information that may prove helpful in reviewing the dismissal. The CIS Program Director will determine steps necessary to review the decision to dismiss, and will determine if the decision to dismiss will stand or be overturned. Such decision will be reported to the volunteer.

**CLOSURE POLICY:** All mentors and mentees must participate in closure procedures when their match ends. During your last visit with your mentee, you will complete a Closure Packet. Instructions for completing the packet will be provided there within.

**EARLY TERMINATION OF MENTOR RELATIONSHIP:** If you must terminate the mentoring relationship earlier than the end of the school year due to extenuating circumstances, it is requested that you let the Site Coordinator know at least one month in advance. This will give you and your mentee a chance to have a healthy closure. Please do not just stop showing up to mentoring meetings without communicating about it with your mentee and Site Coordinator; this is very devastating to your mentee and can cause a number of problems for him/her.

#### **A. CONTACT INFORMATION**



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