



College Peer Mentoring - Volunteer Policies and Procedures

Thank you for choosing to volunteer with Partnership 4 Kids! Your time and commitment means so much to the students we serve. Our program depends upon volunteers like you to be successful.

We seek to have a relationship with each volunteer that is based on mutual respect for individual rights and responsibilities. We expect each to perform his/her duties with excellence. We encourage and expect you to contribute ideas or suggestions and you can expect us to give them appropriate consideration.

Whether you are a new volunteer or have been with Partnership 4 Kids for some time, these materials should answer any questions you have concerning Partnership 4 Kids and its policies. Please read it thoroughly. Know that the policies and procedures herein are subject to change at the sole discretion of the organization.

If, after reading, you have additional questions, please contact Partnership 4 Kids at (402) 930-3000.

Table of Contents

Section 1 – Overview and Volunteer Policies	Pages 1
1. Overall Policy on Utilization of Volunteers	
2. Purpose of Volunteer Policies	
3. Service at Discretion of the Organization	
4. Reporting Volunteer Information	
Section 2 – General Policies and Procedures	Pages 1-5
1. Criminal Background Screening	
2. Fair Credit Reporting Act	
3. Concerns or Grievances	
4. Equal Opportunity Policy	
5. Social Media Policies	
6. Representation of the Organization	
7. Confidentiality	
8. Insurance	
Section 3 – Student Health and Welfare	Pages 5-8
1. Boundaries for Interactions/Activities with Youth	
2. Student Injuries	
3. Mandatory Reporting	
4. Financial Responsibility	
5. Reporting Student Activities or Events	
6. Transportation of Students	
Section 4 – Supervision and Exit Process	Pages 8
1. Supervision of Volunteers	
2. Resignation of Volunteers	
3. Dismissal & Reasons for Dismissal	
4. Year End Program Evaluation	
Section 5 – Orientation and Training	Page 9
1. Orientation and Pre-Service Training	
2. Volunteer Training	
3. Ongoing Training	
Student Injury Reporting Form	Page 10

SECTION 1 – Overview and Volunteer Policies

1. Overall Policy on Utilization of Volunteers

The achievement of the goals of Partnership 4 Kids is best served by the active participation of citizens of the community. To this end, Partnership 4 Kids encourages the involvement of volunteers.

2. Purpose of Volunteer Policies

The purpose of these policies is to provide overall guidance and direction to staff and volunteers. These policies are intended for internal management guidance only, and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The organization reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. Changes to or exceptions from these policies may only be granted by the Director of Volunteer Resources, and must be obtained in advance and in writing. Areas not specifically covered by these policies shall be determined by the Director of Volunteer Services.

3. Service at Discretion of the Organization

Partnership 4 Kids accepts the service of all volunteers with the understanding that such service is at the sole discretion of the organization. Volunteers agree that the organization may at anytime, for whatever reason, decide to terminate the volunteer's relationship with the organization.

4. Reporting Volunteer Information

Volunteers must report events that could interfere or otherwise impact the volunteer's service to the organization and/or student. Volunteers need to contact the staff as soon as the volunteer becomes aware of any of the following:

- Change of Address
- Change of Phone Number
- Change in Employment
- Change in Ability to Perform Duties
- Arrest or any Criminal Charges

SECTION 2 – General Policies and Procedures

1. Criminal Background Screening (See Background Check Policy Appendix)

It is the policy of Partnership 4 Kids to conduct criminal and civil background reports prior to selecting volunteers and then on an annual basis. This screening is a part of the volunteer's continued placement with the program; therefore, the volunteer is requested to complete the online application. Background checks will include, but may not be limited to the Multi – Court Jurisdictional Database, Global Watch, County and Federal Criminal, Motor Vehicle Record, and the National Sex Offender Registry.

Applicants that have not lived in Nebraska for more than seven years will need to furnish all previous addresses so that the proper state law enforcement agencies can be contacted for background checks.

Whenever it is found that an applicant/employee has committed a crime against a child or a dependent adult, has been convicted of driving while intoxicated or under the influence in the past 3 years or more, three or more total DUI's, has been convicted for any crime involving violence, theft, drugs, terroristic threats, crimes against

nature, weapons, or relating to the welfare of a child, the Organization reserves the right to take appropriate actions, up to and including immediate termination.

The Organization reserves the right to use its discretion to take appropriate actions with regard to any other crimes and/or questionable behavior discovered or disclosed, with incidents evaluated on a case by case basis after consultation with appropriate professionals and the consideration of the following factors:

- The relationship between the incident and the type of employment or service that the applicant will provide.
- The applicant's employment or volunteer history before and after the incident.
- The applicant's efforts and success at rehabilitation.
- The likelihood that the incident would prevent the applicant from performing his or her responsibilities in a manner consistent with the safety and welfare of the clients served by the organization.
- The circumstances and/or factors indicating the incident is likely to be repeated.
- The nature, severity, number, and consequences of the incidents disclosed.
- The circumstances surrounding each incident, including contributing societal or environmental conditions.
- The age of the individual at the time of the incident.
- The amount of time elapsed since the incident occurred.

All background reports are reviewed annually with for compliance with this policy and kept in volunteer files.

2. Fair Credit Reporting Act (FCRA Compliance)

Partnership 4 Kids complies with the Fair Credit Reporting Act (FCRA) for its background screening; therefore, in the event information from the report is utilized in whole, or in part, in making an adverse volunteer placement decision, Partnership 4 Kids can provide the volunteer with a copy of the report, in writing of the volunteer's rights under the FCRA.

3. Concerns or Grievances

Under this policy, a grievance is defined as any event, condition, rule, or practice which the volunteer believes violates his or her civil rights, treats him or her unfairly, or causes him or her any degree of unpleasantness or unhappiness on the job. A grievance may also deal with an attitude, or an opinion or statement held by a staff member or fellow volunteer.

Volunteer grievances are of great concern to P4K, regardless of whether the problem is large or small. To provide prompt and efficient evaluation of, and response to grievances, P4K has established a procedure for all volunteers. It is P4K's policy to give full consideration to every volunteer's opinion. There will be no discrimination against or toward anyone for his or her part in presenting a grievance. All grievances are handled confidentially.

Please Note: If urgent action is needed, please notify a staff member immediately.

1. First Step – Volunteers may present any matter verbally or in writing to their Program Coordinator or Program Director within 5 working days of the event causing the grievance. If no answer is received from your Program Coordinator or Director within 3 working days, or if the answer is not satisfactory, the volunteer may proceed to the second step.

2. **Second Step** – Employees may submit the grievance, in writing, to the next level of management which is our VP of Administration, explaining the reason for the grievance and the requested remedy. If no answer is received within 3 working days, or if the answer is not satisfactory, volunteers may proceed to the third step.
3. **Third Step** – If a satisfactory resolution is not reached at the first or second step, volunteers may present the written grievance to the Partnership President, within 3 working days. If the grievance is with the agency President, the employee may go to P4K’s Board of Directors’ Chairman. The Chairman’s decision is final.

Contact Information

It is important that you contact the appropriate Partnership 4 Kids' staff member to resolve a conflict efficiently and effectively. Please use the following as a guide:

1. Program Directors
High School/College Molly Verble 402-557-6394 or mverble@p4k.org
2. President of Partnership 4 Kids
Deb Denbeck 402-930-3003 or ddenbeck@p4k.org
3. Chairman of Partnership 4 Kids' Board of Directors
Ward Chambers 402-559-3596 or wchamber@unmc.edu

4. Equal Opportunity Policy

Partnership 4 Kids promotes equal opportunities to its volunteers and applicants without regard to race, religion, creed, color, sex, age, disability, national origin, status as a disabled veteran or veteran of the Vietnam era, marital status or political affiliation. This policy applies to all terms and conditions of volunteering.

Partnership 4 Kids expects its volunteers to adhere to a similar equal opportunity policy regarding all aspects of this Volunteer Policies and Procedures Manual.

5. Social Media Policies

Personal Social Media Policy

Social media (including personal and professional Web sites, blogs, chat rooms and bulletin boards; social networks, such as Facebook, MySpace, LinkedIn, Twitter, Pinterest, Tumblr, Google+ and Wordpress, video-sharing sites such as YouTube, and e-mail) are a common means of communication and self-expression. Because online postings can conflict with the interests of P4K and its students, P4K has adopted the following policy.

Confidentiality and Privacy

You should not disclose any confidential or proprietary information of P4K, or personal identifying information of any employee, volunteer or student involved with P4K, in online postings or publications. Sharing these types of information, even unintentionally, could result in harm to P4K and legal action against you or the Company.

Your Identity Online

If you choose to disclose your affiliation with P4K in an online communication, then you must treat all communications associated with the disclosure as professional communications governed by this and other P4K policies.

Limitations on Online Publications

- P4K will never identify a student, or volunteer in an online posting without his or her prior written permission.
- Obey the law. Do not post any information or engage in any online activity that violates applicable local, state, or federal laws.
- Identify all copyrighted or borrowed material with citations and links. When publishing direct or paraphrased quotes, thoughts, ideas, photos, or videos, give credit to the original publisher or author.

P4K Social Media Policy

Partnership 4 Kids agency employees and mentors must use caution and comply with this social media policy when communicating with students/mentees via social networking sites, blogging or other forms of internet communication.

Company media may be used by employees, mentors and/or students for purposes of education or program-related communication. When company media and/or social networking is used by P4K employees to communicate with students, the primary purpose must be P4K related communication, rather than befriending or socializing. Every effort must be made to provide a safe and secure environment and to avoid impropriety and the appearance of impropriety when using the Internet as an educational tool. Thus, employees and mentors should keep the following guidelines in mind when considering the use of social networking sites for programs that involve youths under the age of 18:

- Agency staff and mentors should not use a social networking profile, group page, blog, or other Internet medium to discuss behavior that is prohibited by agency policy or the Code of Conduct, including, but not limited to, alcohol or drug use, sexual behavior, delinquent behavior, etc.
- Agency staff and mentors should not post any material regarding any mentee's educational record, or other confidential information regarding any student, whether the mentee is identified or not, this may violate the Family Educational Rights and Privacy Act (FERPA) and may result in discipline and/or discharge.
- Whenever possible, employees and mentors should keep copies of any communications sent to students. Consider sending copies of all communications to parents as well as students.
- Any postings or contributions to a P4K site should promote our mission and vision, be appropriate, and program related.

Should an agency staff member or mentor choose to maintain a virtual presence and see something on a mentee's profile that is illegal or questionable in nature, it is the responsibility of the adult to notify the Program Director. The Program Director will provide guidance on any next steps (to possibly include notifying the online community, the mentee's parents/guardians, appropriate state agency, and/or law enforcement). Representatives of Partnership 4 Kids have a legal and moral obligation to protect program mentees and acts of omission, in this case, are considered far more detrimental than acts of commission.

6. Representation of the Organization

Prior to any action or statement which might significantly affect or obligate the agency, volunteers should seek prior consultation and approval from appropriate staff. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving

contractual or other financial obligations. Volunteers are authorized to act as representatives of the agency as specifically indicated within their role descriptions and only to the extent of such written specifications.

7. Confidentiality

Employees, volunteers and contractors of Partnership 4 Kids may be exposed to information which is confidential and/or privileged and proprietary in nature (“Confidential Information”). Confidential information includes, but is no limited to, financial and business planning information, curriculum information and documents, donor information, personal information of students, mentors and volunteers, and any other non-public information designated by the Organization as confidential and /or privileged and proprietary information. This includes information viewed on-line, in any electronic format, in print/hard copy, in other media, or received verbally.

Employees, volunteers and contractors are responsible for maintaining the confidentiality of all Confidential Information to which they are exposed, both during and after employment, volunteer service or contractual work, whether this information involves an employee, volunteer, student, mentor, or other person or involves overall Organization business. Discussing Confidential Information with anyone outside of the Organization or with an unauthorized employee or volunteer is considered breach of confidentiality. In addition, internal information about our Organization and your co-workers or fellow volunteers should be held in strict confidence. Confidential Information should not be disclosed to others, except employees and others affiliated with the Organization whose knowledge of the information is required in the normal course of business.

Employees, volunteers and contractors are expected to return all materials containing Confidential Information at the time of separation from employment or expiration of service.

8. Insurance

The volunteer’s personal automobile policy is the primary policy for claims of personal property damage or medical claims of passengers, including program participants or other parties involved in such accident occurring while carrying out agency business. The Agency is unable to provide primary auto coverage for automobiles not owned by the Agency.

Hired and Non-Owned Coverage

Hired and Non-Owned Coverage specifically applies to vehicles owned by employees and/or volunteers and used for company business. An employee/volunteer’s personal automobile insurance will provide primary insurance, however, should the charges exceed the employee/volunteer’s policy limit, the Organization’s Hired and Non-Owned Coverage will take over and cover the remaining charges.

Volunteers are not covered by Worker's Compensation insurance.

SECTION 3 – Student Health & Welfare

1. Boundaries for Interactions / Activities with Youth

- Alcohol or illegal substances may not be consumed or used before or during any mentor/mentee activities.
- Meeting in private residences is allowed, while public meetings are preferable.
- Overnight activities between volunteers and students are not allowed, with the exclusion of P4K sponsored events.

2. Student Injuries

If at any time a student sustains an injury while under the supervision of a volunteer, the volunteer is to take any and all necessary steps to ensure the student receives medical attention. This may include providing first aid, transporting the student to a hospital or calling emergency services (911). Volunteers must contact the Program Coordinator or school staff immediately in the event of an injury.

In the event that a student is injured while under the supervision of a volunteer, that volunteer will complete a written "Injury Reporting Form" and submit it to Partnership 4 Kids as soon as possible.

****A copy of the "Injury Reporting Form" can be found on the last page of this document.**

3. Mandatory Reporting

Any person who suspects that a child has been, or is being, physically or sexually abused or neglected is required by Nebraska laws to report it promptly to the Abuse/Neglect Hotline **(1-800-652-1999)**. This Hotline is operated 24 hours a day, 7 days a week.

Nebraska law (Child Abuse Mandatory Reporting Provisions 28-710[3]) defines child abuse as:

"Abuse or neglect shall mean knowingly, intentionally, or negligently causing or permitting a minor child to be: (a) placed in a situation that endangers his or her life or physical or mental health; (b) cruelly confined or cruelly punished; (c) deprived of necessary food, clothing, shelter, or care; (d) left unattended in a motor vehicle if such minor child is six years of age or younger; (e) sexually abused; or (f) sexually exploited by allowing, encouraging, or forcing such person to solicit for or engage in prostitution, debauchery, public indecency, or obscene or pornographic photography, films or depictions."

The law requires that you only have suspicion of abuse, not that you investigate or are 100% sure the abuse occurred.

4. Financial Responsibility

Volunteers are discouraged from assuming any financial responsibilities on behalf of students. The volunteer's financial commitment shall be limited to the cost of participation on activities with the student in which the volunteer voluntarily elects to participate. Furthermore, in planning activities with students, volunteers should fully consider the financial aspects of the activity and the student's willingness and ability to fulfill these financial obligations. The agency recommends that volunteers choose activities that require little to no financial costs.

In lieu of providing financial assistance, the protocol for assisting with any requests is to connect the participant and their family to community resources.

In Nebraska you can dial 2-1-1 when looking for a particular service:

- Food pantries
- Counseling
- Utility assistance
- Other human services

The Nebraska Community Resource Directory includes but is not limited to the following categories:

- food assistance

- rent/ housing assistance
- legal assistance
- energy assistance
- behavioral health assistance
- medical assistance
- clothing assistance

The Nebraska Community Resource Directory website:

<http://dhhs.ne.gov/publichealth/Documents/HIV2013CommunityResourceDirectory.pdf>

5. Reporting Student Activities or Events

During a volunteer's interaction with students, the volunteer may hear or learn information from a student that requires staff notification and/or intervention.

A report to the Program Coordinator needs to be made immediately if the volunteer becomes aware of, or is suspicious of, any of the following activities of a student:

- Involvement or contact with Child Protective Services
- Death in the immediate family
- Contact with police/juvenile justice
- Hospitalization or severe injury of the student
- Running away from home
- Self-destructive behavior
- Suicide attempt or thoughts
- Victim of child abuse or neglect (See Section 3.3)

A report to the Program Director needs to be made on the first business day the volunteer becomes aware of, or is suspicious of, any of the following activities of a student:

- Change in address or phone number
- Death of a friend
- Expulsion or suspension from school
- Gang behaviors
- Perpetrator or victim of physical assault
- Possession of a weapon
- Pregnancy
- Stealing
- Substance abuse (Alcohol or Chemical)

If a student is currently engaged in any activity that would put them at physical danger, the volunteer should contact the police, or 911, immediately. For example, the student calls the volunteer and tells them they feel like hurting themselves; the volunteer should immediately contact 911 and then make a report to agency staff as soon as possible.

6. Transportation of Students

During the course of the mentoring relationship, there are times that volunteers transport students in their own vehicles. Transportation area includes the Omaha Metro area which includes Council Bluffs. For this reason, each volunteer must:

- Have a valid driver's license
- Have a safe driving record
- Maintain the State of Nebraska minimum automobile insurance
- Obey all traffic laws
- Utilize safety restraints for each person transported
- Avoid driving when tired
- Avoid driving when under the influence of any alcohol, medication or chemical that may impair judgment

Volunteers do not have agency approval to transport any youth or client not enrolled in the program. This includes siblings, friends and family members of students.

In the event of an accident, volunteers are encouraged to:

- Prevent further accidents
- Provide first aid if needed
- Not comment about liability or fault
- Contact the student's family
- Report the accident to Partnership 4 Kids staff as soon as reasonably possible after the accident
- Send a completed copy of the police accident report form to the office within 48 hours

Auto Insurance Coverage – Please refer to Section 2.8

SECTION 4 –Exit Process

1. Dismissal & Reasons for Dismissal

Volunteers who do not adhere to the rules and procedures of the organization, or who fail to satisfactorily maintain their commitment are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with program staff.

Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, being under the influence of alcohol or drugs, abuse or mistreatment of students, other volunteers or staff, failure to adhere to policies and procedures, attendance,

theft of property or misuse of organization property, and failure to satisfactorily perform assigned duties.

SECTION 5 – Orientation and Training

1. Orientation and Pre-Service Training

All volunteers will receive a general orientation on the nature and purpose of the agency, an orientation on the nature and operation of the program or activity for which they are recruited, and a specific training on the purposes and requirements of the position which they are accepting.

2. Volunteer Training

Volunteers will receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer assignment. The timing and methods for delivery of such training will be appropriate to the complexity and demands of the position and the capabilities of the volunteer.

3. Ongoing Training

Similar to staff expectations, volunteers should attempt to improve their levels of skill during their terms of service. Additional training and educational opportunities are made available to volunteers during their connection with the organization. This continuing education may include both additional information on performance of their current volunteer assignment, as well as more general information. This may be provided either by the agency or by assisting the volunteer to participate in educational programs provided by other groups.



Student Injury Reporting Form

Date of Injury: _____

Time: _____

Names of Individuals Involved: _____

Location: _____

Police or Ambulance Contact (Circle One): YES NO

Description of Injury:

FOR OFFICE USE ONLY

Parent Contact Made By:

Follow-Up Needed:
