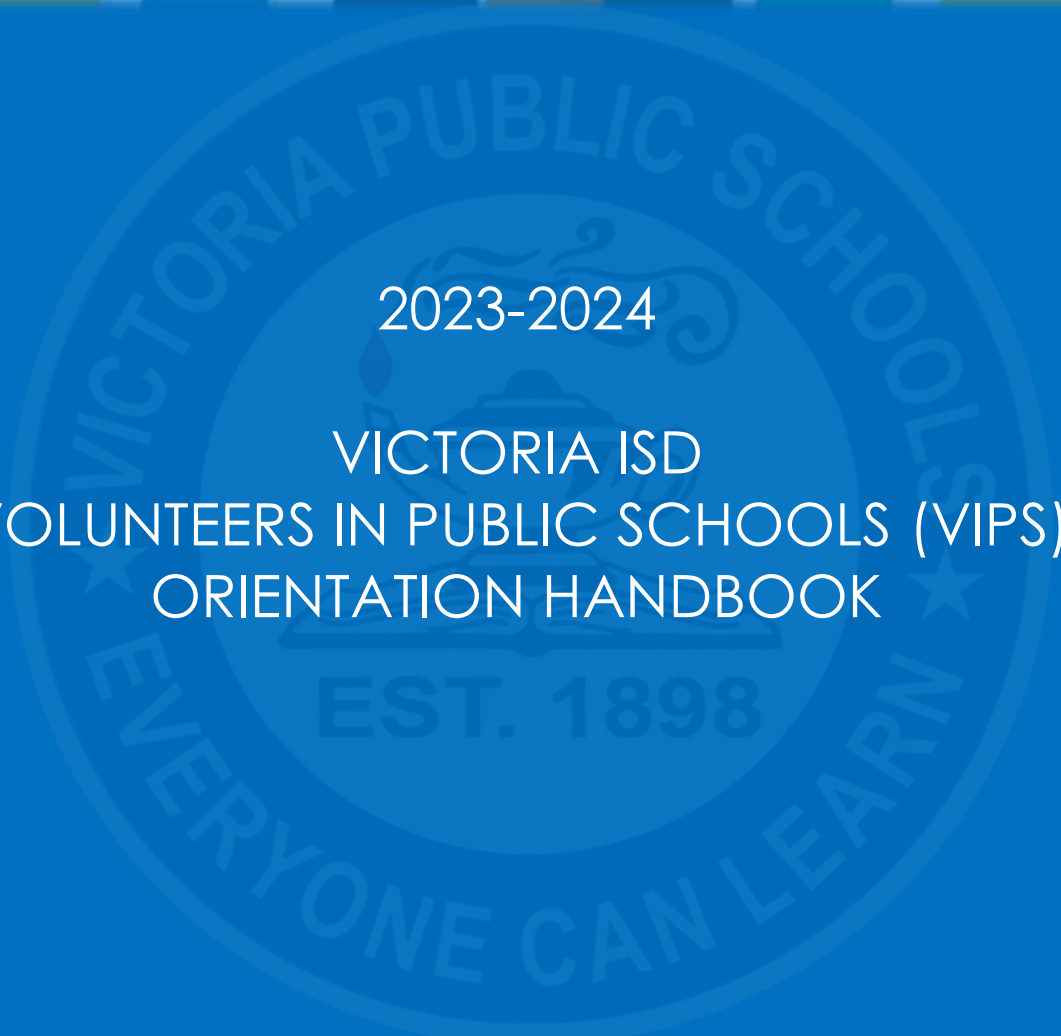




2023-2024

VICTORIA ISD
VOLUNTEERS IN PUBLIC SCHOOLS (VIPS)
ORIENTATION HANDBOOK



INTRODUCTION

Welcome to your volunteer experience with VISD schools and programs. We appreciate your interest in supporting our students and thank you for your investment in time and care. As a new or continuing volunteer, you will have support throughout your service from a district VIPS Liaison as well as other staff to help you carry out your volunteer assignment.

When you volunteer, you support the district's main goal "to positively impact student outcomes." By serving as a mentor, tutor, chaperone, and role model, you are supporting VISD students, parents, and future generations of the Victoria community. Your work has special significance for our school communities and can be life-changing for our students.

Even though volunteers are not part of the staff, you share the same responsibilities of keeping students safe. School volunteers may be parents, grandparents, guardians, or community members. Volunteers can be utilized in a variety of situations in schools ranging from one-time only events to monthly, weekly, or daily commitments.

This guide and the accompanying online volunteer orientation are designed to ensure that volunteers are aware of their role and in addition, how they should work with VISD students and staff to maintain safety and confidentiality. In addition, volunteers will learn what to expect from the VIPS Liaison so that they are prepared to do their best for students.

Thank you for all that you are doing to support VISD and our students!



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VICTORIA INDEPENDENT SCHOOL DISTRICT



MISSION

The mission of Victoria ISD is to provide rigorous, relevant learning and life experiences so that all students contribute positively to society.

VISION

Everyone can learn.

VISD BELIEVES...

...that a culture of voice, choice, and advocacy will inspire teaching and empower learning.

... teaching and learning is enhanced by equitable access to technology-rich environments.

... effective two-way communication is the life blood that builds trust and ownership with our community.

... all VISD students will find their "AND". They will leave us prepared for their successful launch into career, military, college, and life in order to be contributing members of society.

... a robust community-based accountability system is essential to our success.

... exceptional staff are what makes students' success possible. We believe we will become an everyone culture where everyone feels they belong.

... there are no lesser paths, but there are different paths to a successful launch.

... a socially and emotionally healthy community is essential. We believe students and teachers must be seen first as people before they are seen as earner and professionals.

... facilities play an integral role to inspire teaching and empower learning. We believe safe and secure facilities and processes are vital to creating a healthy, productive environment for our students and staff. We believe having well-maintained facilities creates pride in our district and honors our commitment to our community.

...community partnerships and shared resources are foundations to creating a premier district.

OVERVIEW OF VISD BOARD POLICY GKG (LEGAL)

The Community Relations School Volunteer Program Policy GKG (LEGAL) outlines the requirements for the VISD Volunteers in Public Schools program.

For more information and to read the policy, click the link below.

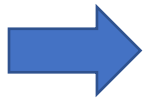


<https://pol.tasb.org/Policy/Code/1191?filter=GKG>

BECOMING A VISD VOLUNTEER

HOW TO BECOME A VISD VOLUNTEER

1. Complete the online volunteer application. The application link can be found below or on the VISD website under VISD CONNECTIONS - Volunteer. Included in the volunteer application is an orientation video and handbook. You will be asked to acknowledge that you have viewed the orientation video and read through the handbook at the end of the volunteer application.
2. Completing the online volunteer application allows VISD to conduct a background check on prospective applicants.



<https://apps.raptortech.com/Apply/MjY1Njplbi1VUw==#>

3. Once your application has been approved, complete your Volunteer Portal profile.
4. Sign in and out on campuses and district buildings using the RAPTOR volunteer management system.
5. Log your own volunteer hours in the Volunteer Portal.



Volunteers will complete these steps each school year to become an approved VISD volunteer.

Any additional volunteer trainings requested by the campus will be provided on an as-needed basis.



USING THE RAPTOR VOLUNTEER MANAGEMENT SYSTEM

THE **GOLD STANDARD** IN SCHOOL SAFETY

VISD will utilize the RAPTOR Volunteer Management system to track volunteers who are regularly providing services for, or on behalf of, the school district. Prospective volunteers will complete their volunteer application through the RAPTOR system, and once approved, volunteers will need to create their personal Volunteer Portal. More information on the Volunteer Portal can be found below.

Prospective volunteers are required to comply with all trainings and applications each school year. All volunteers must pass an annual background check before volunteering at any VISD campus. VISD reserves the right, in its sole discretion, to refuse and/or restrict an individual's access as a VISD volunteer based on an individual's criminal history in accordance with applicable law and VISD policy.

RAPTOR VOLUNTEER PORTAL

The Volunteer Portal allows volunteers to easily manage their volunteer activities – sign up for events, track hours, view and update their profile, change their password, and communicate with other volunteers. Upon approval as a volunteer, you will be sent an email providing instruction to access the portal.

Please follow the steps below to use the Volunteer Portal.

1 Access Volunteer Portal

- Locate your volunteer approval email and click the link to access the Volunteer Portal.
- Create a new password and then log in with your email address and new password.
- Bookmark the Raptor Volunteer Portal website for future access.

2 View your volunteer hours

- Click the **Hours** tab and view a history of the hours you've volunteered.
- Click **Details** to view specific information about the logged hours.
- Click **Add Hours** to report the hours you worked and optionally associate them to an event.

Details	Function	Building	Start Date/Time	End Date/Time	Total Time	Self Entered	Options
Details	School Event	Raptor Elementary	12/19/16 4:29 PM	12/19/16 6:00 PM	01 hrs 32 mins	No	
Details	Classroom Helper	Raptor High School	12/16/16 8:00 AM	12/16/16 11:20 AM	03 hrs 20 mins	No	
Details	School Event	Raptor High School	12/15/16 11:00 AM	12/15/16 2:10 PM	03 hrs 10 mins	No	

3 Manage your events

- Click the **Events** tab to view upcoming events.
- Click **Details** to view specific information about an event.

Details	Event	Start Date/Time	End Date/Time	Sign Up
Details	Sale Sale	12/23/16 1:11 PM	12/23/16 1:11 PM	Sign Up
Details	Special event meeting	12/22/16 1:12 PM	12/22/16 1:12 PM	Sign Up

Details	Event	Start Date/Time	End Date/Time	Remove
Details	After School Event	12/30/16 1:12 PM	12/30/16 1:12 PM	Remove

4 Email other volunteers

- Click the **Community** tab and select the volunteers you want to send an email.
- Create the email and click **Send**.

Select	First Name	Last Name	Email Address	Primary Phone	Second Phone
<input checked="" type="checkbox"/>	Susan	Doyle	susandoyle@raptor6.com	(281) 480-3003	
<input checked="" type="checkbox"/>	Mary	Black	maryblack@raptor6.com	(222) 222-2222	

5 Allow other volunteers to contact you

- Click the **Preferences** tab to specify how other volunteers can contact you.

6 Change your password

- Click **Profile** and select **Change Password**, as needed.



VOLUNTEER GUIDELINES AND EXPECTATIONS



The following guidelines have been developed by the VISD VIPS program. They are designed to protect students, staff, and volunteers from harm and to prevent the appearance of impropriety on the part of the individual mentors, volunteers, students, and schools participating in volunteer programs. Acceptance of and adherence to these guidelines is mandatory to participate as a volunteer in VISD.

If you have additional questions, please ask your campus principal or VIPS Liaison. Following these guidelines and expectations will help you to have a successful volunteer experience.

- **Complete the required application.**
- **Be prompt and dependable.** Please notify your campus point of contact or the VIPS Liaison if you are unable to come at your scheduled time.

- **Be sure to sign in and out of the campus/building and wear the required volunteer badge according to campus/district procedures.**
- **Be a positive role model by acting professionally and respectfully through your attitude, behavior, and language.** Let your conversations demonstrate respect for others and avoid language that may be perceived as discriminatory, sexist, or offensive.
- **Dress appropriately.** If you are unsure of the dress code, please ask your campus point of contact or your VIPS Liaison.
- **Be familiar with all school policies.** These may include use of office machines, parking regulations, and emergency procedures.
- **Remember that it is principal's decision to allow volunteers in to the building and what tasks the volunteers are allowed to do.** This is determined based on the needs of the school and may differ from campus to campus.
- **Maintain confidentiality.** Remember that all school staff and student information is confidential per the Family Educational Rights and Privacy Act (FERPA).
- **Keep conversations with students appropriate.** Discussions with students should remain on-topic, be school and age-appropriate, and stay within the context of the assignment.



- **Notify the teacher or principal if the student tells you something or you notice something that may indicate his/her safety is at risk or he/she is in emotional distress.**
- **Treat fellow volunteers, teachers, staff, students, administrators with respect and kindness.**
- **Support the work of the classroom teacher and school staff.**
- **Please remember the parent role is separate from the volunteer role.** Refrain from visiting your child's classroom or teacher during instructional hours.
- **Refrain from gift-giving.** Don't bring gifts or food treats for individual students. With teacher or campus leadership approval, volunteers may bring snacks for the entire class or group, or they may make a donation of books or supplies for the class or group.
- **Fundraising, solicitation of donations, and using volunteer placement for personal gain is prohibited.** Some program fundraising and solicitation of donations may be appropriate in collaboration with designated school and program staff. Only they are authorized to publicly represent the program and/or serve as spokespersons.
- **Promotion and/or solicitation on behalf of your own personal interests or those of your organizations or business is not allowed.**



- **Never arrive to your volunteer assignment while under the influence of alcohol, drugs, or use alcohol, drugs, or tobacco products during your assignment.** Never carry a weapon on school premises or other district sites.
- **Follow non-harassment and safe workplace rules and regulations.**
- **Adhere to all VISD policies and procedures.**
- **Discuss any concerns with the campus principal first.**

KEEPING STUDENT INFORMATION SAFE

All student information should be treated confidentially.

Both state and federal law protect the privacy of student information including the Family Educational Rights and Privacy Act (FERPA). FERPA is a federal law that governs the disclosure of school and personal records for students.

As a volunteer, you may find yourself having access to protected student information during the course of your service. We must keep all student data confidential pursuant to FERPA. Sharing student information to others may be a violation of the law. Confidential information includes any personally identifiable information regarding the student including but not limited to

- Student name
- Parent name(s)
- Name of family members
- Parent address
- Personal identifier (i.e. social security number)
- List of characteristics that make it possible to identify the student with reasonable certainty
- Academic and health records

- Test scores and grades
- Family information
- Discipline or behavioral incident information
- Status or accommodations given in academic or developmental special need areas

Volunteers must respect the confidential nature of the knowledge you may gain concerning the academic performance, behavior, and personal information of the student(s) with whom you work.

Discuss concerns with the teacher, principal, or VIPS Liaison, but not with other volunteers, parents/family members, or other acquaintances.

As a volunteer you must not disclose confidential information except as may be allowed and/or required by law or VISD policy. You further must exercise due diligence to safeguard against the negligent disclosure of confidential information by ensuring confidential information is not left unattended or unsecured in paper or digital format. If you have any questions whether certain information is confidential, ask campus administration for clarification.

For additional information about FERPA or to read the FERPA guidelines:



<https://studentprivacy.ed.gov/faq/what-ferpa>

STUDENT DISCLOSURES

As a consistent volunteer, you will potentially build trusting relationships with students. These relationships may lead to students sharing thoughts, experiences, and feelings with you. Resist the urge to promise a student that you may not reveal confidential information to a parent or school officials. It may be necessary to reveal information

to protect the welfare of the student and to protect you from violating the law.

Although the student is free to share confidential information with you, there are certain things you are required by law to tell the campus administrator. Any personal information learned from a student or student files should be held in the strictest confidence, except

- **If a student confides he/she is the victim of sexual, emotional, chemical, or physical abuse.**
- **If a student confides that he/she is involved in any illegal activity.**
- **If a student confides that he/she is considering homicide or suicide.**



Should one of these expectations arise, you are required to immediately notify the student's principal or appropriate school personnel and appropriate agencies (within 24-48 hours in the case of suspected child abuse or neglect) and in accordance with applicable law.

For your records, note when the information was reported and to whom it was given. Remember this information is extremely personal and capable of damaging lives. Do not share it with anyone except the appropriate authorities. If you have any questions, please ask a campus administrator.

IMPORTANT INFORMATION FOR VOLUNTEERS

APPROPRIATE INTERACTIONS WITH STUDENTS

As a volunteer you will be interacting with VISD students in a variety of settings over varied periods of time. Appropriate interactions as per VISD policies are outlined below.

PHYSICAL CONTACT

- Volunteers should practice appropriate touch – side hugs and high-fives are appropriate if students initiate them.
- Restrict other physical contact.
- Use common sense.
- Remember, what you see as simple, friendly affection between you and the student may be viewed as something entirely different by someone else.



PICTURE AND RECORDINGS

- Volunteers should not photograph or record any students who are not their own without prior permission from the teacher and/or campus administration.
- Volunteers should never post photos of students on social media.
- Both state and federal law protect the privacy of student information including pictures and recordings of the students.
- Volunteers should not photograph or record any students' work without prior permission.
- Volunteers should never post, distribute, or publish any photograph or recording of any student, not their own, even if the teacher or campus principal consents, **on any social media site.**

TRANSPORTATION

- Transporting a student in your personal vehicle as part of your volunteer activities is prohibited.
- DO NOT put yourself in the position of being alone with any student in any vehicle.
- Students must be transported in a school district vehicle for field trips or in the vehicle of a parent or legal guardian.
- Sometimes a parent may provide written consent for you to transport the parent's child. That consent may not protect you from liability because you are not acting within the scope of your duties as a volunteer.

POSITIVE, RESPECTFUL ROLE MODELING

- Do not criticize parents, teachers, school personnel, or district/campus guidelines publicly or with your student.
- If a problem arises, consult with the campus principal or the VIPS Liaison.
- Do not discuss your students and their problems publicly, or with others. If you need help with a student, discuss the matter professionally and confidentially with the teacher, counselor, or campus administration.
- Address the student directly and with sensitivity. Be honest and model attitude, behavior, and language in an appropriate manner.

RESPECTING BOUNDARIES



- Volunteers SHOULD never give any student personal contact information (email, phone, etc) or take student information.
- Volunteers and students should never meet outside of the program.

- Volunteers should never give students gifts, candy, or any other item. Opportunities may exist for student recognition but must be approved by the campus principal and/or designated staff.

IN CASE OF EMERGENCY

In case of an emergency on the campus, volunteers must follow the campus plans, policies, and procedures. The VIPS Liaison will provide this information for each campus. If there are safety drills, volunteers are expected to participate if they are on campus.

WHAT VOLUNTEERS SHOULD EXPECT FROM THE VIPS PROGRAM

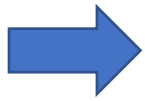
The volunteer point of contact on your campus has been designated by the campus principal to lead volunteer efforts. VISD also employs a district-wide VIPS Liaison. Both are actively coordinating with campus leadership, teachers, and the district VIPS program to provide volunteers with the support they need to impact student outcomes.

As a volunteer you can expect that the VIPS Liaison will...

1. Be able to assist volunteers with online registration and check to ensure the volunteers are cleared through the background check process.
2. Provide training to share campus norms, policies, and procedures which will include emergency plans.
3. Assist with job-specific training or connect volunteers with appropriate training depending on the program/duties.
4. Answer any questions or concerns the volunteer may have about their assignment and provide guidance on the next steps where necessary.
5. Provide an opportunity for regular feedback, assess the volunteer assignment, and make any required adjustments.
6. Support volunteer service including transitions and exits.
7. Be knowledgeable about how to get additional help.

VOLUNTEER OPPORTUNITIES

There are numerous opportunities in VISD to volunteer. Every VISD campus has a designated VIPS point of contact that will share with you the ways families and communities can support their schools. You can find a list of all campus VIPS contacts at the end of this document or on our website.



<https://www.visd.net/page/visd-connections>

Whether you would like to volunteer as a classroom/office assistant, tutor, field trip chaperone, or at a one-time event, you are encouraged to contact your school directly to learn about current opportunities.

VOLUNTEER CODE OF ETHICS

As a volunteer you are expected to adhere to the Code of Ethics (below).

As a volunteer I realize I am subject to the same high code of ethics as that of the paid professional. I expect to be held accountable for fulfilling my responsibilities. I promise to serve with an attitude of open-mindedness and willingness to be trained and to respect for confidential matters. My goal is dedicated service to the students of VISD.

Failure to follow the volunteer code of ethics and volunteer guidelines will result in the termination of my volunteer services.

CAMPUS POINTS OF CONTACT

Campus/Department	Volunteer Contact Name	Phone Number & Email Address
Aloe Elementary		
Chandler Elementary		
Crain Elementary		
DeLeon Elementary		
Dudley Elementary		
Hopkins Elementary		
Mission Valley Elementary		
O'Connor Elementary		
Rowland Elementary		
Schorlemmer Elementary		
Shields Elementary		
Smith STEM Elementary		
Torres Elementary		
Vickers Elementary		
HeadStart		
Cade Middle School		
Howell Middle School		
Patti Welder Middle School		
Stroman STEM Middle School		
Stroman Middle School		
Victoria East High School		
Victoria West High School		
CTI/CTE		
Liberty Academy		
P-TECH		
Special Services		