



Communities In Schools

Rowan County

VOLUNTEER POLICIES AND PROCEDURES MANUAL

Mission: The mission of Communities In Schools is to surround students with a community of support, empowering them to stay in school and achieve in life.

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**COMMUNITIES IN SCHOOLS OF ROWAN COUNTY (CISRC)
VOLUNTEER POLICIES AND PROCEDURES
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PLANNING AND PURPOSE

1.0 Value of Volunteers

Communities In Schools of Rowan County (CISRC) relies on the efforts of volunteers to provide our services and support our mission statement. We value their involvement and appreciate their hard work. Volunteers have a right to be treated respectfully and with sensitivity to their particular strengths, capabilities, limitations and needs.

2.0 Purpose of Volunteer Program

The volunteer program empowers volunteers, ensures their effectiveness and provides appropriate recognition to them in exchange for their time, talents and skills. The volunteer program provides volunteers with the skills needed to perform their duties.

3.0 Orientation Standards

- To ensure a mutually beneficial experience for volunteers and the organization and the safety of participants, all potential volunteers will be oriented at the assigned school. Ongoing evaluation through supervision and feedback ensures high standards in our volunteer program. Specific orientation procedures, including implementation procedures for recurring volunteers, will be dependent on the particular position and will be completed based on the needs of Communities In Schools of Rowan County.
- Any volunteer who is deemed unsuitable, or for whom there isn't a match may not be placed or may be referred to a more appropriate placement.
- Records will be maintained in the volunteer's personal file.

4.0 Harassment and Abuse Prohibited

- Harassment and/or abuse is unacceptable conduct and will not be tolerated. All volunteers are responsible for ensuring that the environment is free from all forms of harassment.
- Any volunteer who is determined to have engaged in either harassment or abuse deemed in violation of this policy will be subject to disciplinary action, up to and including termination as a volunteer.

APPLICATION PROCESS

5.0 Health and Wellness Statement

- CISRC acknowledges its obligation to provide a safe environment for all volunteers, participants and staff. A volunteer who cannot carry out regular duties effectively or safely may be (1) temporarily or permanently reassigned until other work is available or (2) temporarily or permanently suspended from his/her volunteer duties.
- CISRC recognizes that persons with a chronic illness or disability may wish to engage in as many pursuits as their condition allows, including volunteer work.
- Consistent with CISRC performance standards, volunteers with chronic illness or disabilities are welcome in our organization, so long as medical evidence indicates that the volunteer's condition is not a threat to the volunteer or others.
- CISRC will treat all health information confidentially and will only disclose information about a volunteer's health status where there is informed consent from the volunteer, or if CISRC has a legal obligation to do so.
- Volunteers may be requested to submit a written medical statement acceptable to CISRC attesting to their ability to carry out their volunteer duties prior to acceptance as a volunteer or at any time after acceptance at the request of CISRC.

6.0 Term of Service

- All volunteer positions have a designated term of service lasting one school year. Extensions or renewals of terms of service will be reviewed and discussed with volunteer and staff at the conclusion of the term of service.
- At the discretion of the CISRC Site Coordinator or assigned school administration, volunteer status can be extended to the date the "Certified Volunteer" card expires (3 years from issue):

1. At that time inactive volunteers (those having not volunteered in 3 years) will be subject to re-training instruction and new background check.
2. At that time active volunteers are subject to a new background check only.

7.0 Criminal Background Checks

A background check is used as a screening tool. Applicants will be asked to complete a background check in order to be considered for a volunteer position. A full criminal background check will be conducted, including national sex registry databases, national criminal *and driving records*. Applicants may also be screened for offenses that occurred outside of North Carolina, which would be considered an indictable offense in the state of North Carolina. CISRC may use a third party screening company to conduct and verify all background checks in accordance with the Background Investigation Policy. This background check expires 3 years from issue.

8.0 Minors

Applicants under the age of 18 must provide a signed letter of consent from a parent or legal guardian, before undergoing certain screening measures.

9.0 Application Form

All applicants must complete an Application Form prior to being considered for a volunteer position.

10.0 References

- All potential volunteers may be asked to submit personal and/or professional references as part of the application form process prior to acceptance as a volunteer. Applicants are requested to provide signed consent giving the organization permission to contact the provided references.
- A trained person will conduct reference checks in accordance with the Reference Check procedures.
- If requested, CISRC may provide a reference on behalf of a volunteer. Volunteers who leave CISRC may request a letter of reference upon their departure.

11.0 Interview Process

As part of our organization's comprehensive screening program, all applicants may be screened prior to scheduling interviews. Applicants may then be interviewed to determine suitability and interest for the position sought. Interviews may be conducted by a designated person or persons and may be conducted by volunteers and/or staff.

12.0 Volunteer Unsuitability

- CISRC practices a fair and respectful selection process. Volunteers are assessed on their suitability for a placement within the organization. CISRC reserves the right to refuse an applicant's services if there is not a suitable placement.
- If an applicant is not suitable for a placement within the organization, a CISRC staff person will notify the potential volunteer in writing, e-mail or by phone call.

VOLUNTEER ACCOUNTABILITY

13.0 Code of Conduct

All volunteers are required to agree to be bound by the applicable volunteer code of conduct and abide by the letter and spirit of the organization's policies.

14.0 Accountability / Lines of Communication

- Each CISRC volunteer assigned to a position has a volunteer or staff supervisor. The supervisor is responsible for day-to-day management and communicating all relevant events and information relating to the volunteer's position, program or CISRC as a whole.
- If a CISRC volunteer has a concern regarding his/her CISRC staff member supervisor or the flow of information, the volunteer can bring this to the attention of the Executive Director or a member of the Board of Directors.

- Volunteers located at a non-CISRC school are to communicate concerns with their assigned school administration.

15.0 Authority

- Prior to any action or statement that might significantly affect or obligate the organization, volunteers must obtain prior consultation and approval from the appropriate staff or supervisor. These actions may include, but are not limited to, public statements to the media, lobbying efforts, collaborations or joint initiatives with other organizations, or any agreements involving legal, financial or contractual obligations.
- Personal opinions expressed by volunteers that are not endorsed by CISRC shall not appear on official letterhead, and must not be presented in such manner that appears to represent the organization's opinion.

16.0 Absenteeism, Leave of Absence, Substitution

- Volunteers are expected to perform their duties on a scheduled, punctual and reliable basis. When unable to meet their commitments, volunteers need to inform their supervisor as far in advance as possible so that alternate arrangements can be made.
- Volunteers may request a fellow volunteer to substitute, provided this volunteer has been screened and trained for the same position. Prior approval of the coordinator of volunteers is required.
- Volunteers who take a leave of absence of more than three (3) months may be re-oriented conforming to the current orientation guidelines for new volunteers.

17.0 Transporting Students

- Under NO CIRCUMSTANCES, regardless of the perceived nobility of the cause, are volunteers of CISRC to transport students or their families in the volunteer's personal vehicle.
- All field trips must be approved by, and take place under the auspices of, the Rowan-Salisbury School System. Field trips must follow proper procedures as defined by the Rowan-Salisbury School System. At no time will a field trip be sponsored by CISRC without the approval of the Rowan-Salisbury School System.

18.0 Confidentiality

- Volunteers are expected to respect and maintain confidentiality of information about participants, other volunteers, and CISRC staff gained through the role or presence as a volunteer within our organization.
- Information gained through the volunteer role within our organization is strictly confidential except under the following circumstances:
 - a) There is a legal obligation for staff/volunteers to provide information when required to do so.
 - b) There is an obligation for staff/volunteers to inform the appropriate authorities if there is reason to believe that the safety or well-being of participants is at risk.
 - c) Staff/volunteers are required to inform the organization and/or appropriate authorities if there is potential for danger to self or others.
 - d) Refer to pages 6-7 regarding Child Protection and reporting procedure and requirements.

19.0 Conflict of Interest

When a conflict of interest occurs, the volunteer shall report the perceived situation to the volunteer's designated staff person or supervisor for further consultation.

20.0 Compliance with all Applicable Policies and Procedures

Volunteers must be aware of and adhere to the regulations or restrictions imposed on the organization, including but not limited to the policies and procedures set forth herein.

21.0 Grand Parenting of New Measures

At any time and without prior notice, CISRC may introduce new policies or amendments to existing policies or procedures that may affect all volunteers. CISRC will promptly inform volunteers of any such changes and will explain how to comply with any new policies or procedures.

22.0 Training

Depending on the position, volunteers will receive training to carry out the responsibilities of their position. Training will provide the volunteer with specific knowledge, skills and support to perform their role effectively.

23.0 Reporting Obligations

- Accidents, injuries, and/or hazards must be reported immediately to volunteer's designated supervisor or staff person, and a Rowan-Salisbury School System accident report form must be completed by the volunteer and submitted to the volunteer's supervisor or appropriate School System employee. Incidents include but are not limited to: violence, theft, inappropriate behavior, harassment, abuse or any potentially unsafe situation.
- Refer to pages 6-7 regarding Child Protection and reporting procedure and requirements.

DISCIPLINARY AND DISMISSAL PROCEDURES

24.0 Grounds for Disciplinary Action or Dismissal

- CISRC believes in fairness and openness. Volunteers can expect a commitment to resolving conflict and receiving supportive and constructive criticism. If CISRC finds it necessary to use formal disciplinary measures, it is intended that the discipline be administered fairly, without prejudice, and only for cause.
- Volunteers who fail to adhere to the policies and procedures of the organization may face disciplinary action, including dismissal.

25.0 Disciplinary Action

- Disciplinary action includes oral and written warnings, disciplinary probation, suspension and termination. The frequency and/or severity of misconduct determine which form of disciplinary action is required.
- CISRC reserves the right to terminate a volunteer for commission of serious infractions, regardless of progressive discipline guidelines or counseling.

26.0 Immediate Dismissal

- CISRC values a collaborative work environment and will attempt to respectfully resolve conflict or problem situations. However, our priorities are the safety and well-being of our participants, volunteers and staff, as well as the integrity of the organization. If a volunteer commits a dangerous or harmful act, he/she may be dismissed immediately and without warning.
- Grounds for immediate dismissal may include but are not limited to:
 - a) Gross misconduct or insubordination;
 - b) Committing a criminal offense (theft, assault, vandalism, etc.);
 - c) Acts of abuse, mistreatment or violence; and/or
 - d) Being under the influence of alcohol or drugs.

EVALUATION

27.0 Evaluation Process

- Evaluation is an important part of improving the services of Communities In Schools of Rowan County (CISRC). The organization utilizes a systematic and objective evaluation process for all volunteers and staff.
- CISRC has the right to regularly monitor and evaluate the work performance of volunteers. Volunteers have the right to request regular feedback and evaluation on their work assignments.
- Evaluations may be conducted by the staff or Volunteer Coordinator and may be conducted one-on-one. Other formats such as participant surveys may also be conducted.
- All volunteers may be given the opportunity to discuss their performance evaluations/reviews when one is conducted. Volunteers who disagree with appraisals or reviews are encouraged to discuss areas of disagreement with their evaluator, the Volunteer Coordinator, or the designated person.

- Performance evaluations become a permanent part of the volunteer's file. This information will be held in strict confidentiality, and may only be released to a third party with the prior written approval of the volunteer.

28.0 CISRC School Grievance / Complaint Procedure

- Every effort will be made to resolve conflict amicably and cooperatively. Volunteers have the right to address concerns with their supervisor or, (in the case of conflict with supervisor's supervisor or other staff person,) with a designated person within the organization. Where possible, confidentiality shall be maintained.
- No volunteer will be discriminated against, harassed, intimidated, or suffer any reprisal as a result of filing a grievance or participating in the investigation of a grievance. If a volunteer feels that he/she is being subjected to any of the above, the volunteer has the right to appeal directly to the Volunteer Coordinator.
- Volunteers should attempt to resolve the problem with their immediate supervisor as soon as possible. If a solution cannot be reached, a volunteer should contact the designated staff person.
- A complaint must be made in writing. All complaints will be handled in a timely manner. As a goal, CISRC attempts to resolve a complaint within thirty (30) business days of its initiation. If an extension of the time limit becomes necessary, all parties involved will be notified.
- Any grievance at a non-CISC school should be made with appropriate administration of that school.

STANDARDS FOR VOLUNTEER INVOLVEMENT

VOLUNTEER AGREEMENT AND CODE OF CONDUCT

- I will sign IN and OUT with the office every time I come to the school
- I will wear and show volunteer identification while I am on school premises
- I will not bring my children with me when volunteering
- I will not be involved with any other students other than those assigned to me
- I agree to never be alone with individual students who are not under the supervision of teachers or school authorities
- I will not provide gifts to anyone without previously discussing it with Communities in Schools staff and receiving written permission to do so with contract given to all parties involved
- I understand my work with students is always confidential and will not discuss any information shared with me to others outside of the school at any time
- I understand that I have a legal obligation to report to DSS any suspected abuse or neglect that is revealed to me by a child and I will contact the principal and report any concerns that I may have related to student welfare or safety
- I will not contact any student outside of school hours or remove him/her from school at any time without written permission from the student's parents or legal guardian
- I will never take pictures of students with my cell phone/camera or show students' pictures/videos on my phone or any social media website
- I will not interrupt instruction occurring while service as a volunteer
- I will maintain professional boundaries at all times and avoid unwarranted and/or inappropriate touching of a student
- I will not attempt to discipline any student: instead, I will immediately tell the student's teacher or a school administrator if discipline is needed
- I will treat everyone fairly within the context of their activity, regardless of gender, ethnic background, color, sexual orientation, religion, political belief or economic status
- I will refrain from the use of profane, insulting, harassing or otherwise offensive language while volunteering

- I will follow the school’s dress code for employees and will maintain a professional appearance at all times
- I will never use or be under the influence of drugs, alcohol, or tobacco products while performing volunteer services, regardless of location
- I will never ask a student to use his/her login and password to access the internet
- I agree that my time will be spent in a volunteer capacity
- I will follow RSSS and CIS Rowan Policies regarding Volunteer practices

Communities In Schools strives to protect the children involved in our programs. Terms are given to volunteers to protect our clients in all ways possible. These terms are to be adhered to at all times.

CONFIDENTIALITY CONTRACT FOR VOLUNTEERS

I, as a volunteer for CISRC, am aware that as a result of my relationship with Communities In Schools of Rowan County, Inc., I will be entrusted with confidential material and information that should only be used within the role/position for which I am entrusted. Any violation of this confidentiality contract will result in termination from my placement with the agency.

I also acknowledge that the agency’s and Rowan-Salisbury Schools’ policies and procedures are available to me and it is my responsibility to read them and ask questions of those I do not understand.

CHILD PROTECTION POLICY

Communities In Schools of Rowan County (CISRC) seeks to provide a safe and secure environment for all children participating in our programs and activities. By implementing the following practices, our goal is to protect children participating with our staff or volunteers from incidents of misconduct and to protect them if there is a suspicion that such incidents have taken place. CISRC will address Child Protection through:

Screening and Training Process

- Criminal background checks will be conducted to include; local, state and national sex registry data bases.
- Personal interviews will be conducted.
- Volunteer training is required and includes policies and procedures to include appropriate conduct when working with children, signs of child neglect or abuse, and the procedures for reporting suspected neglect or abuse.
- All volunteers are required to sign this child protection policy and a copy will be maintained in their volunteer file.

Supervision

To protect children from abuse, neglect, dependency and exploitation CISRC will:

- Obtain written consent from a parent or guardian prior to enrolling in our local program’s case management system.
- Require that volunteers will not meet with students off campus while under the direction of the CISRC program.
- Require that volunteers meet with student on campus only and in designated areas, such as the classroom, media center, cafeteria or approved meeting rooms in full view of other program participants or school personnel.
- Require staff and volunteers to report any unusual activities or behaviors of participants or other volunteers to the designated CIS or school personnel.

Code of Conduct

Code of conduct is referenced in Volunteer Policy and Procedures manual for Volunteers under “Code of Conduct” pages 5-6. All CISRC volunteers sign and maintain as part of their volunteer file the “Volunteer Agreement and Code of Conduct” which includes:

- Agreement to conduct yourself in a manner consistent with the position as a positive role model.
- Following By-Laws and or operating rules of CISRC.
- Consistently displaying high personal standards.
- Discouraging the use of drugs, alcohol and tobacco products.
- Refraining from the use of profane, insulting, harassing or otherwise offensive language while in the presence of children or other school personnel.
- Ensuring the safety of students with whom you work.
- Respecting other’s dignity; verbal or physical behaviors that constitute harassment or abuse are unacceptable.
- Never advocating or condoning the use of drugs or other banned substances.

Allegation of Child Maltreatment

Refer to page 8, “COORDINATED COMMUNITY RESPONSE FOR PREVENTION OF CHILD MALTREATMENT”

- All persons interacting with children on behalf of CIS at a school site will have read and will follow the school district policy for reporting suspected child abuse.
- Specifics of this policy will be included in training provided to everyone who is in direct contact with children.
- It is also important to note that in the state of North Carolina every individual is responsible for reporting any suspected child abuse or neglect. State and Federal laws overrules the policy of any workplace or school.
- Copies of the Rowan Salisbury School System policies is available in each school and on the systems’ website; www.rss.k12.nc.us

Training for Reporting Suspected Child Neglect or Abuse

All new CISRC volunteers will participate in an on-line training offered by Prevent Child Abuse North Carolina (www.preventchildabusenc.org) or as administered by CISRC personnel before volunteering.

Reporting

- All CISRC volunteers will report without delay to Rowan County Department of Social Services of suspected child neglect or abuse of a minor at:
 - 704-216-8498/9 Monday – Friday 8am to 5pm closed for Holidays
 - After 5pm and Holidays 704-216-8500 (will answer as 911); Ask for an intake worker.
- If in doubt whether a situation warrants Child Protective Services, call the intake worker as they are still required to take the information and those professionals will determine the level of involvement of DSS.
- In addition the CISRC volunteer may notify the CISRC staff at their designated school that a report has been made. CISRC staff will notify their school site’s principal or designee that a report has been made. The volunteer and staff are under no obligation to give names or details to other parties other than law enforcement and DSS. All DSS reports can be made anonymously; if reports are given anonymously then no follow up will be sent to CIS Rowan or the reporting volunteer.

This policy was adopted by the Board of Directors and is included in the Policy and Procedures manual for Board Members and Employees as well as the Volunteer Policies and Procedures Manual.

Board Voted and approved on: December 17, 2014

COORDINATED COMMUNITY RESPONSE FOR PREVENTION OF CHILD MALTREATMENT

Should I Get Involved?

Child neglect or abuse has become a major problem in our community. If you suspect a child is being mistreated or abused, it is your responsibility to call Rowan County Department of Social Services and report your concerns immediately. Professionals are responsible for making decisions concerning what actions should be taken. They, however, cannot protect our community's children unless you take the time to call.

If you feel a child is in immediate risk of harm or death, in addition to calling Rowan County Department of Social Services, please call 911 and report your concerns. The appropriate law enforcement agency will be notified and a police officer or sheriff deputy will be dispatched immediately.

According to the North Carolina Division of Social Services:

The following signs may signal the presence of child neglect or abuse. It is important to note that any one of these things could mean anything or nothing. For example, there are many reasons a child may not want to go home on any particular day, or a child may be overly compliant when they are trying to please a favorite teacher. However, when you have a cluster of two or more of these, this should raise a red flag to at least talk to the child and/or parent, and at most call your local Child Protective Services. It is also important to remember that issues related solely to poverty are not considered child maltreatment issues.

Recognizing Child Abuse

The Child:

- Shows sudden changes in behavior or school performance;
- Displays overt sexualized behavior or exhibits sexual knowledge that is inconsistent with their age;
- Has not received medical attention for a physical injury that has been brought to the parents' attention;
- Has learning problems that cannot be attributed to specific physical or psychological causes;
- Is always watchful, as though preparing for something bad to happen;
- Is overly compliant, an overachiever, or too responsible;
- Comes to school early, stays late, and does not want to go home; or
- Has unexplained burns, bites, bruises, broken bones, or black eyes;
- Has bruises or marks in non-prominent, "fleshy" areas of the body (for example, inside of biceps or behind the knees);
- Has fading bruises or other marks noticeable after an absence from school;
- Seems frightened of the parents and protests or cries when it is time to go home from school;
- Shrinks at the approach of adults.

The Parent or Other Adult Caregiver:

- Shows little concern for the child, rarely responding to the school's requests for information, for conferences, or for home visits; denies the existence of or blames the child for) the child's problems in school or at home; asks the classroom teacher to use harsh physical discipline if the child misbehaves; sees the child entirely bad, worthless, or burdensome;
- Demands perfection or a level of physical or academic performance the child cannot achieve;
- Offers conflicting, unconvincing, or no explanation for the child's injury;
- Describes the child as "evil," or in some other very negative way;
- Is abusing alcohol, prescription drugs or illegal drugs and that abuse is having an adverse impact on the child;
- Uses harsh physical discipline with the child; or
- Has a history of abuse as a child.

Recognizing Child Neglect

The Child:

- Begs or steals food or money from classmates;
- Lacks needed medical or dental care;
- Lacks age appropriate adult supervision ;
- Lacks clothing appropriate for the weather;
- Reports family violence in the home;
- Reports use of illegal substances or excessive use of alcohol by parents or caregivers (for example, to the point the parent passes out);
- Abuses alcohol or other drugs; or
- States there is no one at home to provide care.
-

The Parent or Other Adult Caregiver:

- Appears to be indifferent to the child;
- Seems apathetic or depressed;
- Is involved in an abusive domestic relationship;
- Behaves irrationally or in a bizarre manner; or
- Is abusing alcohol, prescription drugs or illegal drugs.

How Do I Make a Report?

Call the DSS intake unit at 704-216-8498/9. If the intake workers are on the phone taking other reports, your call will be forwarded to an Office Assistant who will assist in locating a social worker to take your report. There are On Call CPS Social Workers available to take intakes and to initiate cases during non-business hours including nights, weekends and holidays. You may reach these workers by calling Rowan Communications at 911.

ROWAN SALISBURY SCHOOL SYSTEM TECHNOLOGY USE POLICY

Policy Code: 3225/4312/7320 Technology Responsible Use

Expectations for use of School Technological Resources

The use of school system technological resources, including access to the Internet, is a privilege, not a right. Individual users of the school system's technological resources are responsible for their behavior and communications when using those resources. Responsible use of school system technological resources is use that is ethical, respectful, academically honest, and supportive of student learning. Each user has the responsibility to respect others in the school community and on the Internet. Users are expected to abide by the generally accepted rules of network etiquette. General student and employee behavior standards, including those prescribed in applicable board policies, the Code of Student Conduct, and other regulations and school rules, apply to use of the Internet and other school technological resources. In addition, anyone who uses school system computers or electronic devices or who accesses the school network or the Internet using school system resources must comply with the additional rules for responsible use listed in Section B, of the Rowan-Salisbury School System Policy. These rules are intended to clarify expectations for conduct but should not be construed as all-inclusive.

Volunteers

Volunteers are to maintain an appropriate relationship with students at all times. Volunteers are encouraged to block students from viewing personal information on volunteer personal websites or online networking profiles in order to prevent the possibility that students could view materials that are not age-appropriate. An individual volunteer's relationship with the school system may be terminated if the volunteer engages in inappropriate online interaction with students.