

Dear Youth Education Department Volunteer:

Welcome to the Confederated Tribes of Grand Ronde Youth Education Department. Your generousities in giving of your time, energy, skills are deeply appreciated.

Your support as a volunteer will help YED provide services to the Grand Ronde community youth that we might not otherwise be able to provide. As a YED volunteer, your efforts and time will significantly contribute to the youth that participate in our programs.

The Youth Education Department is an education based service that is available to tribal and other native youth for tutorial services and a wide variety of programs and activities that are educational, challenging and fun year round.

Thank you for offering your time and leadership by volunteering at the Youth Education Department. We look forward to working with you.

Sincerely,

Tim Barry
Program Manager

VOLUNTEER PROGRAM POLICY AND PROCEDURES

PURPOSE OF THE VOLUNTEER PROGRAM

The Youth Education Department believes that volunteers serve as an important link between the Youth Education Department and the community. Volunteers bring ability, talent, time, allow staff to provide enhanced services, and embark upon special projects. Volunteers provide valuable support and assistance in a variety of ways.

The Youth Education Department recruits volunteers to:

1. Work on one-time large projects that require more time than staff has available
2. Establish a pool of volunteers willing to be on call for work that needs to be done on an intermittent basis.
3. Work on special projects that make use of a volunteer's unique expertise or knowledge.

VOLUNTEER CRITERIA

To be considered for a volunteer position, individuals must meet the following criteria:

1. Be at least eighteen (18) years of age.
2. Voluntarily agree to perform services without payment of wages or promise of employment.
3. Not displace a regular employee by performing such services.
4. Not reduce the hours, wages, or employment benefits of a regular employee by performing such services.
5. Agree to comply with the Tribe's workplace policies.
6. Complete a criminal and character background check, fingerprinting, drug screen and may be subject to a driving record check.
7. Be subject to the Tribal Youth Education Department's policies and procedures in addition to the overall Tribal workplace policies and procedures.

Each volunteer will be required to sign a Volunteer Agreement that documents their volunteer status with the Tribe and a confidentiality statement.

ROLE OF STAFF

Youth Education Department staff and/or Education Division staff serve as direct supervisors for volunteers. They provide orientation and training for volunteers and work with the volunteers to match the volunteer's interest with the Youth Education Department's services.

DRUG FREE WORKPLACE

Use of alcohol or illegal drugs in the workplace is prohibited as is the abuse of any drug or alcohol or reporting for duty under the influence of drugs or alcohol. Volunteers will be required to complete and pass a drug screen prior to starting volunteer assignment.

HEALTH AND SAFETY

As a volunteer you are responsible for being alert at all times to safety hazards. Unsafe acts or conditions should be reported to your supervisor. Please tell your supervisor if any assignment causes you physical discomfort so that you can be transferred to a more suitable assignment. All injuries, whether minor or serious, need to be reported directly to your supervisor immediately.

Please be aware of Youth Education Department customers and what is going on around you while volunteering. You are encouraged to leave valuables at home and do not leave your personal belongings unattended.

SEXUAL HARASSMENT POLICY

Sexual harassment in the Youth Education Department will not be tolerated. Sexual harassment includes sexual advances, request for sexual favors, slurs, jokes and other verbal, visual or physical conduct of a sexual or demeaning nature. If you believe sexual harassment has occurred, please report it immediately to your supervisor so it can be dealt with appropriately. All volunteers will be required to read and sign the Tribe's Harassment-Free Workplace Policy.

PUBLIC IMAGE

As a volunteer you are an ambassador for the Youth Education Department and you need to present a positive image to the public. You are expected to dress appropriately and in keeping with your work assignment. Clothing and accessories must be neat and clean.

SMOKE-FREE POLICY

This policy was created to provide a smoke-free environment at Youth Education facilities and while on outings, and to prevent students, staff, and others from being exposed to the many health hazards from second-hand tobacco smoke.

High school interns and any staff or volunteers under the age of 18 will not be permitted to smoke on the program property.

Volunteers and staff will need to refrain from smoking when Youth Education activities are taking place. Adults are not to smoke in front of the students or in areas used for staff. This includes classrooms, offices, kitchens, restrooms, meeting rooms, outdoor play areas, and in vehicles used for transporting children. This policy does not include family homes during home visits, but it does apply to socialization activities such as field trips, neighborhood walks and other outdoor group activities. Staff and volunteers should recognize that they serve as role models to the children and should not smoke in front of them.

When buildings are shared with a Youth Education classroom, we will take steps to decrease student's exposure to tobacco smoke from other occupants. This can include altering traffic patterns and/or establishing a "Smoke-Free Zone" around the Youth Education site. It does not apply during a presentation or field trip related to American Indian cultural customs in which tobacco is utilized.

SIGN IN AND OUT

Records of the times and date you've volunteered will be kept. The volunteer sign-in sheet is located at the front desk. All volunteers are required to sign in upon arrival at the Youth Education Department and to sign out at the time of their departure.

ATTENDANCE

Volunteers are expected to report for assignment at agreed upon time and complete their assignment for the day unless you become ill or have a family emergency. We encourage you to keep your time commitments. The Youth Education Department needs you and the staff is counting on your support and participation. If you are sick or unable to volunteer due to a planned vacation please notify your supervisor as soon as possible.

If you have an assignment that does not require a set schedule we recommend that you set aside a particular day of the week and time of day to perform your duties. This will help you remember your commitment to the Youth Education Department and will help the Youth Education Department staff in planning.

TELEPHONE USE

The Youth Education Department is a place of business. If you need to make a telephone call, please keep it brief. Use of personal cell phones must be kept to a minimum during your assignment. Please keep all calls brief and quiet. Long distant phone calls are not allowed, unless required to complete the assigned task(s) and/or previously approved by your supervisor.

CUSTOMER SERVICE

Volunteers are often the first official contact a visitor/parent has with the Youth Education Department. It is important that volunteers maintain a professional, friendly demeanor at all times. Greet visitor/parent as they come into the Youth Education Department.

Please direct all reference questions or questions about policies to the Youth Education Department staff.

CONFIDENTIALITY

All transactions between Youth Education Department visitors/parents and staff or volunteers are strictly confidential. Volunteers are required to read and sign a Confidentiality Statement upon start of assignment.

COMMUNICATION

The Youth Education Department staff will keep you informed of any changes in policies and procedures. Each time you come in please take a few minutes to read any posted memos or flyers at the sign-in area. This will ensure that you are aware of announcements or changes that may affect you. Sometimes important information may have to be communicated on short notice. Please be sure to promptly report changes in your personal information (i.e., address, phone number, etc.) to the Youth Education Department staff.

SUPERVISION

Each volunteer will have a Youth Education Department contact and supervisor. You are expected to follow the procedures established by your supervisor. Your supervisor is responsible for the day-to-day management and guidance of your volunteer assignment and will be available to help you and answer your questions according to their schedule. Your supervisor will give you ongoing feedback on your performance. Please feel free to ask any questions or report any problems or concerns you may have about your assignment. If you are not able to speak to your supervisor in person, please leave a message for him/her and they will call you when they are available. Any disagreements you may have with Youth Education Department staff or your supervisor

should not be discussed in public. They should be resolved in private between the two of you. Unresolved disputes will be referred to the YED Program Manager.

TERMS OF VOLUNTEER AGREEMENT

Volunteers are expected to meet the same standards of professional behavior as are required of staff. If a volunteer fails to meet the requirements of their volunteer agreement or violates the policies in this handbook, the volunteer assignment will end immediately. Problems will be discussed by the volunteer and their supervisor and must be reported to the YED Program Manager as soon as possible. Unresolved situations will be referred to the YED Program Manager for review and final decision.

When you have decided to end your volunteer experience with the Youth Education Department, we ask that you notify your supervisor two weeks in advance so that there is time to assign another volunteer. You will be asked to complete an Exit Survey. The information you provide will help the Youth Education Department develop and improve the volunteer program and provide a better experience for future volunteers. Responses can be kept anonymous.

You will be considered an inactive volunteer if you have not participated for two months unless you have notified the Youth Education Department in advance of a break in your scheduled duties.

THE KITCHEN

Volunteers have access to the kitchen. Volunteers are expected to follow the rules and procedure for using the lounge. Any leftover food is to be taken out of the refrigerator, and all dishes are to be cleaned and put up at the end of each day.

VISITORS

For the safety of our youth and staff, no visitors will be allowed unless approved by the Youth Education Program Manager.

HAVE FUN

We want your volunteer experience to be rewarding and enjoyable. Please contact your supervisor with any suggestions, comments, questions or concerns that you may have. If the volunteer assignment does not meet your expectations, please let your supervisor know. There may be another volunteer assignment that would be a better match for you.

YOUTH EDUCATION DEPARTMENT CODE OF EMPLOYEE CONDUCT

Volunteer Policy - If a parent / guardian or other community-member would like to volunteer at YED camp or activity acting as chaperone or assisting staff, that individual will need to complete a volunteer form, pass a drug screen urinalysis test, and authorize and complete a criminal background check before starting. Volunteer applications will need to be filled out once a year every September or when you volunteer for the first time.

Staffing/Volunteer to Children Ratio Policy – To ensure the safety and quality of our YED programs, the minimum staffing/volunteer to children ratios for YED programs are as follows:

- K/1 Immersion Program 1 to 10
- K-5 Program 1 to 15
- MS/HS Program 1 to 15
- Field Trip Ratio 1 to 10

Overnight field trips where both males and females will be present, both male and female chaperones will be available.

Food Handlers – When food is being prepared, staff and volunteers must have a valid copy of the Food Handlers card on file at the YED office. The cost is \$10 and you can take the test online at: <http://www.orfoodhandlers.com/eMain.aspx?State=OREGON> and print off your card and submit the YED staff.

GENERAL EMPLOYEE/VOLUNTEER CODE OF CONDUCT GUIDELINES

It is the desire of The Confederated Tribes of Grand Ronde Youth Education Program K-12 to provide the highest quality services available to our students. Our commitment as an organization is to create an environment for students that is safe, nurturing, empowering, and which promotes personal growth and academic achievement. To clarify our vision of creating a safe, nurturing environment for students all staff will abide by rules and program regulations.

The Code of Conduct outlines specific expectations of staff/volunteers ensuring that we strive to accomplish our mission together.

- Students will be treated with respect at all times.
- Students will be treated fairly regardless of race, sex, age, or religion.
- Employees/volunteers will not swear or tell off-color jokes.
- Employees/volunteers will not discuss their sexual encounters with students or include students in their personal problems or issues.
- Employees/volunteers will not use or be under the influence of alcohol in the presence of students.

- Employees/volunteers will not have sexually oriented materials, including pornography, in the presence of students.
- Employees/volunteers will not have secrets with students.
- Employees/volunteers will dress conservatively and modestly.
- Employees/volunteers will not stare or comment on a student's appearance or physical nature.
- Employees/volunteers will attempt to work with two or more students at one time, and if they are working one-on-one with a student they will follow the procedure for working one-on-one with a student.

Procedure for Managing the Risk When Working One-on-One with Youth

- Avoid physical affection that can be misinterpreted. Limit affection to pats on the shoulder, high-fives, and handshakes.
- Document any unusual incident, including (but not limited to) disclosures of abuse or maltreatment, behavior problems and how they were handled, injuries, or any interactions that might be misinterpreted.
- Do not place yourself in a position where you are alone with a youth.

Code of Conduct for Employees/Volunteers

Appropriate and Inappropriate Affection between Employees/Volunteers and Students

Appropriate displays of affection:

- Side hugs.
- Shoulder to shoulder or "temple" hugs.
- Pats on the shoulder or back.
- Handshakes.
- "High-fives" and hand slapping.
- Verbal praise.
- Pats on the head when culturally appropriate.
- Touching hands, faces, shoulders, and arms.
- Arms around shoulders.
- Holding hands (with smaller children in escorting situations).

Inappropriate displays of affection (non-exclusive list):

- Full frontal hugs.
- Kisses on the mouth.
- Touching bottoms, chests, or genital areas.
- Showing affection in isolated areas of the building, such as closets, employee's only areas, or other private rooms.
- Employees sleeping in bed with a student.
- Touching knees or legs.

- Wrestling with youth.
- Piggyback rides.
- Tickling.
- Allowing a youth to cling to an employee's leg.
- Any type of massage given by a student to an employee.
- Any type of massage given by an employee to a student.
- Any form of affection that is unwanted by the student or the employees.
- Compliments that relate to physique or body development.

Appropriate and Inappropriate Verbal Interactions between Employees/Volunteers and Students

Appropriate Verbal Interaction:

- Positive reinforcement and teaching.
- Encouragement.
- Praise.

Inappropriate Verbal Interactions (non-exclusive list):

- Name calling.
- Discussing sexual encounters or in any way involves adult clients or students in the personal problems or issues of employees.
- Telling secrets.
- Cursing.
- Telling off color or sexualized jokes.
- Shaming.
- Belittling.
- Derogatory remarks.
- Harsh language that may frighten, threaten, or humiliate students.
- Making derogatory remarks about the adult client or student or about their family.

Inappropriate Behavior Management Practices (non-exclusive list):

- Hitting.
- Spanking.
- Shaking.
- Slapping.
- Withholding food, light, or medical care.
- Name calling.
- Shoving.
- Hair and ear pulling.
- Biting.
- Pinching.
- Shaming.
- Derogatory remarks.
- Ostracism.
- Restraint of children (i.e., mechanical, tape, rope).

- Punishment as a result of toileting accidents.

Procedure for Responding to Reports of Suspicious or Inappropriate Behaviors

- Respond to all worries of inappropriate or suspicious behavior.
- Discuss suspicious or inappropriate behavior with your supervisor or YED Program Manager and document in writing what you witnessed or heard.
- Supervisor/YED Program Manager will provide the employees with feedback and follow the progressive disciplinary procedure if necessary through the Human Resources Department.
- Document steps that were taken.
- Supervisor/YED Program Manager must review, sign, and date documentation.

VOLUNTEER RIGHTS AND RESPONSIBILITIES

As a volunteer it is your responsibility to:

- Accept a volunteer assignment that is worthwhile, challenging and suitable to your skills and ability.
- Fulfill your time commitment by reporting on time and staying for your scheduled shift.
- In cases of emergency or illness notify your supervisor early enough that a substitute can be found if needed.
- Use time wisely and do not interfere with the work of others.
- Dress appropriately and be well groomed.
- Be considerate and respect the skills and abilities of Youth Education Department staff and other volunteers.
- Sign in and out and accurately record the total hours you have volunteered on the sign-in sheet.
- Follow Youth Education Department rules and procedures.
- Keep busy and show enthusiasm.
- Notify your supervisor if you plan to resign as a volunteer.
- Perform the duties you have been assigned to the best of your ability

As a volunteer it is your right to:

- Be provided orientation, training and staff support for the assignment you accept and to know why you are being asked to do a particular task.
- Expect that your time will not be wasted by lack of planning or coordination.
- Know whether your contribution is effective and how it can be improved.
- Be given appropriate recognition of your contributions.

The Youth Education Department has the responsibility to:

- Use volunteers to extend services so more can be done to serve the community.
- Define jobs that are meaningful to you and in keeping with your abilities.
- Give you the same careful attention as a paid employee and assign you a staff supervisor.
- Give volunteers the same courtesy as other staff members.
- Provide orientation and appropriate training to increase your skills.
- Provide information and updates on new procedures or changes that affect you.

The Youth Education Department has the right to:

- Decline a volunteer if the person is not suitable for the position.
- Know that you will fulfill your assignment as agreed upon or that you will notify staff in advance if you cannot.
- Expect you to ask for a change if the assignment you were assigned is too demanding or not meeting your expectations.
- Release a volunteer who is unacceptable or whose skills do not fill a need in the Youth Education Department.

STEPS TO BECOMING A VOLUNTEER

Volunteer Application

If you are interested in volunteering you must complete a Volunteer Application form available at the Tribe's Human Resources office or Youth Education Department. You must have the necessary skills and abilities to perform the assigned tasks.

Interview

The Youth Education Program Manager or the Education Department Manager will hold an initial interview with you to determine if there is a match between your interests, skills and abilities and the volunteer assignments available.

Orientation

When you have been accepted as a volunteer you will be given an orientation to welcome you to the Youth Education Program and to help you learn about the program and its policies and procedures. The orientation will include a tour of the Education facilities.

Training

You may receive training specific to your assignment. The Youth Education Program staff will be available to help you. Be sure to ask questions. We want you to be successful and to enjoy your volunteer assignment.

Evaluations

Once a year you will have an opportunity to evaluate your experience as a volunteer. The evaluation will help us determine if you are satisfied with the assignment you have been given and the level of supervision and training you have received. You will also have the opportunity to make comments and suggestions on how we can improve the Youth Education Program and its services.

Application for Volunteer Service

Please return this application to: Youth Education Department Volunteer Program
Confederated Tribes of the Grand Ronde Community of Oregon
9615 Grand Ronde Rd. Grand Ronde, OR 97347
(503) 879-2101

Name _____ Date _____
Address _____
City _____ State _____ Zip _____

Availability *(circle all that apply)*

Mon. Tues. Wed. Thurs. Fri. Sat. Sun. Time available _____

Work Experience *(include volunteer and military service)*

1. Last or present position
Employer _____ City and State _____

Phone Number: _____

2. Previous position
Employer _____ City and State _____

Phone Number: _____

Education *(check highest level)*

Elementary
 High School
 Technical School
 Some College
 College degree or professional training in _____

Personal References *(Give two references, preferably from the local community, who are not your present employer or a relative)*

Name	Daytime phone #	Relationship
1. _____		
2. _____		

I certify that the answers contained in this application are true and complete to the best of my knowledge. My volunteer service is conditional upon completion of the application and verification of the references found on this application. I am offering my services as a volunteer. If my offer is accepted, I will not be entitled to compensation for any services I provide.

Signature _____ Date _____

