



Communities
In Schools®

Nevada

Volunteer Handbook

Board of Directors Approval: 7/15/25

Dear Communities In Schools of Nevada Volunteer:

Welcome to Communities In Schools of Nevada! As a volunteer, you are an important member of our team. CIS of Nevada is committed to connecting schools with community resources to help young people successfully learn, stay in school and prepare for life.

One of our most important resources is a volunteer like you. Volunteers enable us to reach more students, which is vital in helping them become successful citizens of our community. Your time commitment helps to keep students in school!

Sincerely,

CIS of Nevada

About This Handbook

Thank you again for your willingness to volunteer. The donation of your time helps to make a difference in the lives of the youth we serve. This handbook was created to give you an overview of the mission and practices of Communities In Schools of Nevada, as well as valuable information about volunteer expectations and policies.

We hope that after reviewing this handbook and watching the CIS video, you will feel better equipped to volunteer with us. Please review this manual carefully. Since no handbook could contain answers to all questions, please do not hesitate to reach out to your Volunteer Coordinator with any additional questions.

About Communities In Schools of Nevada

Mission

The mission of Communities In Schools of Nevada is to surround students with a community of support, empowering them to stay in schools and achieve in life. CIS understands that dropping out is a process, not an event. To support children staying in school, CIS Site Coordinators deliver the following *five basics* that every child needs to be successful in school and in life:

1. A personal one on one caring relationship with an adult.
2. A safe place to learn and grow.
3. A healthy start and a healthy future.
4. A marketable skill to use upon graduation.
5. A chance to give back to peers and community.

Why it is Important

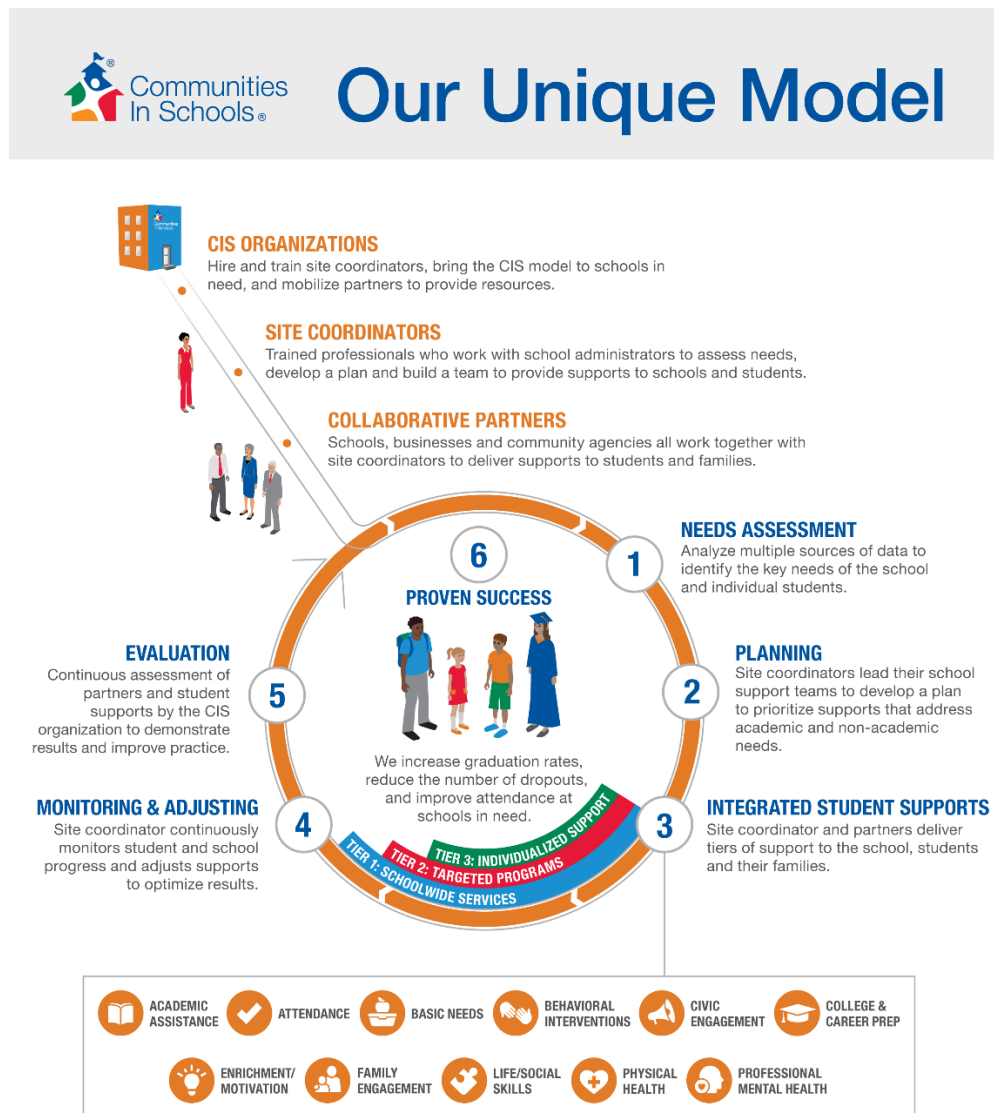
Across the country and in our region, vulnerable students face significant barriers to school success on a daily basis. These barriers prevent individual students from realizing their dreams for a bright future and create environments in our schools where teachers are not able to teach. When students can't overcome barriers alone, they lose their path to a better future. By helping students overcome these obstacles we are building a stronger America, where every person is capable of reaching his or her greatest potential. After all, each child is our child and our collective future.

How We Do What We Do

CIS of Nevada trains and places highly qualified Site Coordinators directly into schools. Once there, our job is to connect students and their families to basic and critical community resources, tailored to each student's specific needs.

At CIS of Nevada, we are **IN SCHOOLS FOR KIDS:**

- In schools to break barriers
- In schools to restore stability
- In schools to build trust
- In schools to shape futures
- In schools to help students succeed



Services

CIS of Nevada offers support to students to help them overcome obstacles they are faced with in life. Below are six key areas a CIS Site Coordinator provides to support students and their families.

- Counseling and Supportive Guidance (life skills, character development)
- Health and Human Services (eyeglasses, emergency rent or utility assistance)
- Parental and Family Involvement (parent/child activities, family events)
- Career Awareness (career groups, job shadowing)
- Enrichment (after-school groups, field trips, community service projects)
- Educational Enhancement (tutoring, homework assistance)

Volunteer Opportunities

As a volunteer, you help to provide these supports to our students. Listed below are several examples of services that our volunteers help to deliver to our students and families. Services may not be served in each affiliate.

- Mentoring
- Tutoring (individual or group)
- Organizing basic needs closet
- Packing food bags
- Motivational speaking
- Facilitating social groups
- Reading to students in the classroom or in small groups
- Assist in organizing off-site warehouse
- Pre, during and post event preparations.
- Host a table at resource fair or career fair or back to school night
- Work at a CIS booth
- Providing holiday food or gift assistance
- Providing social, life or enrichment skills

Volunteer Rights and Responsibilities

Volunteers are viewed as a valuable resource of this organization, its staff, and its students. Volunteers have the right to be given meaningful assignments, the right to be treated as equal co-workers, and the right to effective supervision. Volunteers have the right to full involvement and participation, and the right to be recognized for a job well done. In return, volunteers shall agree to perform their duties to the best of their abilities. They will remain loyal to the mission of the agency and operate according to its procedures.

Volunteer Recruitment

At CIS of Nevada, our Volunteer Recruitment Strategy works to ensure representation for the students we serve and community at large. Here is our process:

1. Define Target Volunteer Demographics

- We assess the demographics of our community and student body, including background, language, and lived experiences.
- We identify gaps in representation among current volunteers to guide recruitment efforts whenever possible.

2. Engage Community Networks

- We seek to partner with local organizations, cultural centers, and student groups that represent different backgrounds to recruit from.
- Our volunteer leads attend community events and student functions to promote volunteer opportunities and promote among various groups.

3. Outreach & Messaging

- We use images and testimonials that reflect our community in promotional materials and utilize them for volunteer recruitment.
- We work to ensure language accessibility in outreach, including translations where needed.
- We also highlight how volunteers' lived experiences will benefit the organization.

4. Strategic Recruitment Channels

- We leverage social media, local forums, and university platforms tailored to different communities.
- We use peer-to-peer recruitment by encouraging current volunteers to refer others.
- Lastly, we offer flexible opportunities where it fits with the needs of the organization (e.g., remote options, short-term roles etc.) to accommodate accessibility.

5. Fair Application & Selection Process

- We remove barriers to entry by simplifying applications and providing multiple ways to apply (online, in-person, etc.).
- We strive to conduct outreach in throughout our communities to ensure balanced participation.
- We provide training and onboarding support for volunteers who may be new to service roles.

6. Retention Through Support & Recognition

- We strive to recognize and celebrate volunteers from all backgrounds through events and spotlights.
- We commit to conducting regular check-ins to ensure volunteers feel valued and included.

Volunteer Policies and Procedures

Anti-Harassment

CIS of Nevada seeks to avoid harassment in its programs. Please inform your Site Coordinator/Volunteer Coordinator immediately if you witness or experience an incident of harassment. If you are not sure if an incident constitutes as harassment, please discuss it as soon as possible with your Volunteer Coordinator.

Attendance

Volunteers are expected to show up at scheduled times. If for any reason you are unable to attend your volunteer shift or will be more than 10 minutes late, please notify your Site Coordinator/Volunteer Coordinator as soon as possible.

Background Checks

If volunteers will maintain consistent and ongoing interaction with students, they must complete the required background checks in compliance with organizational standards and/or the governing School District as part of the onboarding process and no less than every three years thereafter.

These checks are either the CIS of Nevada background checks or the school district background checks, whichever is the most stringent. The CIS of Nevada background checks including the abuse/neglect, sex offender and state criminal background check form must be completed prior to working directly with youth. This generally includes volunteer services such as mentoring, tutoring, youth group leaders, etc.

For volunteer work that only occurs once or does not require interaction with youth, such as volunteering for: Fill The Bus, Today For Tomorrow, etc. there is no need for the volunteer to complete a background check.

Volunteers must also complete CIS volunteer orientation, be provided the volunteer handbook, sign a confidentiality agreement and receive training specific to their volunteer duties.

General Confidentiality for Volunteers

All volunteer records will be kept confidential. This includes volunteer applications, background checks, and references.

Volunteers are also expected to maintain the confidentiality of the organization and the students it serves. Respecting the privacy of the organization's clients, donors, members, staff, and volunteers of CIS of Nevada itself is a basic value of the organization. Care should be taken to ensure that unauthorized individuals do not overhear any discussion of confidential information and that documents containing confidential information are not left in the open or

inadvertently shared. Volunteers of the organization may be exposed to information which is confidential and/or privileged and proprietary in nature. It is the policy of the organization that such information must be kept confidential both during and after volunteer service. Volunteers are expected to return materials containing privileged or confidential information at the time of separation from the organization. Unauthorized disclosure of confidential or privileged information is a serious violation of this policy and will subject the person(s) who made the unauthorized disclosure to appropriate discipline, including removal/dismissal.

As a volunteer you will be asked to sign a confidentiality agreement.

Confidentiality of Client Records

CIS of Nevada will maintain confidentiality of client records. Parents of CIS of Nevada program participants sign a one-way consent form authorizing CIS of Nevada employees to release information about the student's grades, school attendance and other relevant factors to representatives of school districts and/or service providers. CIS of Nevada employees may share this information with school personnel and other persons who need it because of their work with the child as a part of an CIS of Nevada project.

Parents may sign a two-way release and exchange of confidential information to authorize the CIS of Nevada and the community agencies providing needed services to families to release/exchange verbal and/or written information concerning the families as needed. Official school records (Pupil Information Forms) should never leave school district grounds except to be transported between school buildings and/or administrative offices.

CIS of Nevada employees are required to ensure all field service-related and other appropriate data is entered into CISDM timely and accurately.

Minors Volunteering

CIS of Nevada provides volunteer opportunities for minors less than 18 years of age serving as volunteers with parent or guardian supervision. Volunteers under the age of 18 must always be accompanied by a chaperon and/or guardian while volunteering. Chaperon and/or guardians are welcomed to volunteer as well while their child is volunteering. A Volunteer Liability Waiver will need to be completed in advance of the volunteer opportunity.

Safety Procedures- Home Visits, Transporting Students

Description:

The following are procedures to ensure safety of volunteers, staff and students specifically in situations where staff and volunteers are supporting students outside the school setting.

The CIS model of services does provide opportunities for Volunteers, Interns and Site Coordinators to engage students and families outside of school grounds. These services may exist in the form of home visits, and/or meeting students away from home and school.

Home or off-site visits - Site Coordinators, Volunteers and Interns should always ensure they take another party (school staff, peer site coordinator, School Resource Officer or Director) with them when visiting a student at their home. At any time during the home visit, if a Site Coordinator, Volunteer or Intern feels threatened or that their safety is at risk, he/she should leave the home immediately and contact the police and affiliate management. If a Site Coordinator, Volunteer or Intern is unable to join a home visit and other staff are attending, another option is for the Site Coordinator, Volunteer or Intern to join the meeting via speaker phone.

Transporting students - Each Site Coordinator, Volunteer, Intern and Director must make themselves aware of the school and district's transportation policies and conditions. A school district may require the use of district vehicles when transporting students. CIS of Nevada staff cannot transport students in their own vehicles under any circumstances. At no time can a Site Coordinator, Volunteer or Intern transport a student.

Site Coordinators along with Volunteers and Interns should establish a safety system when conducting home/porch visits. This should include adding the location of your visit to your outlook calendar, notifying your Director, peer Site Coordinator or school staff each time you leave for a home visit/transportation as well as when you expect to return. Leave personal items locked in your vehicle and out of sight.

Child Abuse and Neglect

If a student reveals to you, or you suspect for any reason that they are the victim of physical, emotional, or sexual abuse or neglect, please report this to the Program Director/ Site Coordinator or Volunteer Coordinator immediately. Reporting is not optional but mandatory.

Discipline and Dismissal

Failure to comply with program guidelines and the volunteer code of conduct will result in a written warning. This warning will be accompanied by a discussion with the Program Director /Volunteer Coordinator on how the volunteer plans to prevent the action from reoccurring in the future. Any action that is a violation of state or federal law or endangers the health and safety of students will result in immediate dismissal. CIS of Nevada has the right to dismiss a volunteer at any time without notice.

Interaction with Students

Please review the volunteer code of conduct carefully for information on appropriate interactions with students. Any interaction that could result in harm to the health and/or safety of the student is cause for dismissal.

Acceptable behaviors

As staff, volunteers, interns, and any other member of CIS involved in child-related work individually, we are responsible for supporting and promoting the safety of children by:

- Treating students and families with respect both within the school environment and outside the school environment as part of normal social and community activities;
- Listening and responding to the views and concerns of students, particularly if they are telling you that they or another child has been abused or that they are worried about their safety/the safety of another child;
- Promoting the cultural safety, participation and empowerment of students;
- Reporting any allegations of child abuse or other child safety concerns to the school;
- Understanding and complying with all reporting or disclosure obligations (including mandatory reporting) as they relate to protecting children from harm or abuse.

Prohibited Actions

As a volunteer of CIS there must be no engagement of the following:

- Situations where an employee is in a room alone with a student without clear external visibility into that room through an open or glass door etc.
- Consumption of drugs/alcohol with any student at school site.
- Counsel students regarding personal matters or religion (staff are required to escalate personal matters to appropriate sources).
- Email students or respond to emails from non-CIS work related account for any purpose.
- Engage in sexual or improper relations with students.
- Engage with students utilizing social networking sites and technologies unrelated to CIS programs (e.g. personal Facebook, twitter, personal blogs, on-line gaming etc.).
- Photograph or video a child in a school environment except in accordance with CIS policy or where a release is provided by a parent.
- Fraternize with students in social situations outside the classroom i.e. smoking together, going out for coffee or lunch etc.
- Harass or threaten students.
- Engage in inappropriate behavior which may constitute discrimination, sexual harassment, bullying, victimization, and vilification of others (unfair / inappropriate behavior) in interactions with students and all stakeholders.
- Invite students to visit their place of residence.
- Make physical contact with a student in a way not necessarily other than for student safety.

- Offer students' privileges in a way that is not merited by the student, nor open and transparent for all to see.
- Omit to report to the Volunteer Coordinator any sexual or improper advances made by students and/or ignore behaviors by other adults towards students when they appear overly familiar or inappropriate.
- Influencing the religious or political views of students.
- Provide financial advice to students.
- Transportation of students for any reason.

Actions requiring approval

CIS volunteers must seek approval from the Affiliate management before engaging in any of the following:

- Engaging in interactions with students in social situations outside the classroom.
- Operating outside of the scope of program services.
- Providing their personal mobile phone number to students or sending text messages to students from their personal mobile phone.

Non-discrimination

CIS of Nevada does not discriminate based on age, race, gender, religion, sexual orientation, ability-level or socio-economic status. As a volunteer, you are expected to treat all students with dignity and respect as you will be treated as well.

Role Model

As a volunteer, you are a role model for our students, which should be reflected in your appearance, conduct, and interactions with students. Please review the code of conduct carefully.

School District Crisis Management Procedures

School-based volunteers should be given a copy of the school's crisis management procedures to be review (if applicable). The Site Coordinator/Volunteer Coordinator will inform you of what you should do if a crisis occurs.

Social Media

Volunteers represent CIS of Nevada through their service, and as such are expected to portray CIS of Nevada in a favorable light online. In addition, volunteers should not communicate with students through social media of any kind.

Volunteer Code of Conduct

I hereby certify that I agree to abide by the following Communities In Schools of Nevada Volunteer Guidelines:

Logistics:

1. I will be dependable and on time for my visits at the school. I will contact CIS of Nevada staff if I will be absent.
2. I will sign in and out at the front office of the school as well as with the Site Coordinator/Volunteer Coordinator (if applicable).
3. I will document each visit I have with the student on a sign in sheet.

Ethics:

4. I will treat all children of all races, religions, sexual orientation, abilities, socioeconomic status, and cultures with respect.
5. I will strive to focus on using positive reinforcement and encouragement rather than competition, comparison, or criticism.
6. Students must remain on campus in the area identified by Site Coordinator/Volunteer Coordinator. If a change of location is requested, I will first make arrangements with the Site Coordinator/Volunteer Coordinator.
7. I will not fraternize with CIS students away from the school campus. This includes in person and any online activity. Phone numbers, email addresses, physical address, social media invitations or personal invitations will not be shared with the student or accepted by the student.
8. If a student shares that s/he is a victim of physical, sexual, or emotional abuse or, if I have reason to suspect such, I will contact the CIS Site Coordinator/Volunteer Coordinator or Program Director immediately.
9. I will never give medication to a student.
10. I will treat all information about a child and their family as confidential.
11. I will check in with my supervisor regarding policies about gift giving.
12. I understand the use, possession, sale, transfer, purchase of or being under the influence of liquor, illegal drugs or other intoxicants is strictly prohibited. The use of any drug, narcotic, or controlled substance is not permitted. Volunteers must not report for duty or be on school property while under the influence of or have the above items in your possession.

Role Models:

13. I understand that I am a role model for students on the campus.
14. I will refrain from wearing clothing that is revealing or offensive to students, school personnel, or other employees.
15. I will respect school staff and policies (including cell phone policies of not being out while meeting with students.)
16. I will refrain from passing out literature that is not from CIS of Nevada.

- 17. I understand that while I may briefly answer questions about my personal background and beliefs (personal and religious), I am not to reward or condescend students for alternate beliefs.
- 18. I will contact the CIS Site Coordinator/Volunteer Coordinator before discussing anything concerning sex.
- 19. If I have difficulties working with the Site Coordinator, I will contact the Volunteer Coordinator/ Program Director.

***Failure to comply with these guidelines may result in termination of your service. ***

I have read and understood the Volunteer Guidelines and Code of Conduct including the confidentiality policies.

Volunteer Signature **Volunteer Printed Name** **Date**

Affiliate Representative Signature **Affiliate Representative Print Name** **Date**