

**Volunteer Confidentiality Statement, Policies & Protocol, and
Handbook Acknowledgment (Signed Agreement)**

- I shall respect the privacy concerns of students and staff, and I shall hold in confidence all information learned in the course of my volunteer service, whether that information is obtained through written records or daily interaction.
- **I will not disclose an individual’s confidences to anyone, except: 1) as mandated by SCSD; 2) to prevent a clear and immediate danger to a person or persons.**
- I shall store or dispose of records in ways that maintain confidentiality.
- I shall possess a professional attitude, which upholds confidentiality, and hold confidential any information about sensitive situations within this school.
- I understand that violation of this confidentiality statement may be grounds for immediate dismissal.
- **I have received a copy of the volunteer handbook for this school and have either read it or had it read to me carefully.** I understand that the manual is intended to cover the procedures, rules and policies most often applied to day-to-day volunteer activities, and that some of the information will change from time to time as procedures evolve.
- I understand that I am a volunteer and respect the privilege afforded me to serve in that capacity is at the direction and decision of the staff and administrators.
- **I have received and reviewed the following Stanwood-Camano School District policies/protocols:**
 - *Personnel Policy 5253/Procedure 5253P –Maintaining Professional Staff/Student Boundaries
 - *Personnel Policy 3027/Procedure 3207P –Harassment, Intimidation & Bullying (HIB)
- I understand **there are two kinds of boundary invasions** – those that are **appropriate** because they have educational or health reasons and those that are **inappropriate**.
- I understand that **I am responsible for following SCSD procedures regarding maintaining professional staff/student boundaries, incident reporting, and consequences of engaging in boundary invasions.**
- I understand that, while school volunteers are not legally mandated reporters of suspected child abuse, the **SCSD’s expectation is that volunteers promptly disclose and report any inappropriate incident, conduct, or behavior to an administrator** (e.g. building principal, teacher or counselor) (RCW 28A.400.301)
- **I will adhere to these guidelines and acknowledge my role in protecting children from inappropriate conduct by adults.**

Volunteer’s Name **PLEASE PRINT**

Location/School

Volunteer’s Signature

Date

SHS Radio Protocol and Volunteer Handbook Acknowledgement Agreement

- ABSOLUTELY CALL FOR HELP on the radio to report any dangerous, illegal, or suspicious behaviors. Follow this list to call for help:
 - ***Kay Adams** (Security Officer)
 - *Call for a specific administrator based on the last name of the student (last name **A – K** call **Carolyn Coombs**, last name **L-Z** call **Tom Wilfong**)
 - *If the staff listed above is not available, call **Christine Del Pozo, Ross Short, or Denise Eichler**
 - *If no security officer or administrator is available, call for **Carol Upton** or **Wendy Fox**
- When in doubt...CALL FOR ADMINISTRATIVE BACK UP! We would rather hear too much than create a safety issue for either students or volunteers. **Remember: HOLD DOWN SPEAKER BUTTON, count to 3, THEN SPEAK into radio (otherwise, the first part of your transmission will “cut out.”).**
- When calling for back up over the radio, simply ask the student to wait with you for administrative response/arrival. Most students will do this and the issue can be resolved quickly. However, if student leaves before an administrator can respond, write down location and any identifying information about student (e.g. clothing, height, hair color, etc.).
- **NEVER use student name over the radio** (this relates to privacy laws and confidentiality issues **as the radio band is broadcast over PUBLIC AREAS of SHS**).
- Should sharing of identifying information be required in communicating with administration/office, “land lines” or cell phones (in emergency situations only) can be used to relay student name and information.
- For questions or information that does not require immediate attention, note your concerns on paper and address them with the appropriate supervisor at the end of your shift.
- **I have received a copy of the volunteer handbook for this school and have either read it or had it read to me carefully.** I understand that the manual is intended to cover the procedures, rules and policies most often applied to day-to-day volunteer activities, and that some of the information will change from time to time as procedures evolve.
- I understand that **I am responsible for following SCSD procedures regarding maintaining professional staff/student boundaries, incident reporting, and consequences of engaging in boundary invasions.**
- **I will adhere to the SHS Radio Protocol Guidelines** and acknowledge my role in protecting student privacy and confidentiality issues by NOT broadcasting identifying student information (i.e. student name) over radio.
- **I understand that privacy and confidentiality laws prevent me from sharing identifying student information via text or e-mails** as well.
- **Should the sharing of identifying student information be required** in order to resolve a potentially dangerous or suspicious situation, **I will share with SHS School Administrators or staff via secure land lines or** (in emergencies only) **via cell phone call.** I understand this is necessary in order to protect student’s rights.

Volunteer’s Name **PLEASE PRINT**

Location/School

Volunteer’s Signature

Date

SHS Guidelines for Front Office Volunteers

Thank you for volunteering your time to assist Stanwood High School with its daily operations of the front office. The following information provides guidance regarding some key points to remember as you carry out this responsibility. Additionally, front office staff will be available to assist you as you work.

Greeting People:

When you work in the front office you become part of the “face of Stanwood High School,” since you may be the first person to greet a visitor either in person or on the phone. Please use the following practices.

Always introduce and identify yourself as a volunteer – in person and when you answer the phone. “Hello, Stanwood High School volunteer _____ (your name) speaking. How may I help?”, or some version of that will suffice.

Some visitors/callers are agitated or disgruntled and require assistance from school staff. There is no expectation that you attempt to diffuse such situations. Please do not hesitate to seek assistance from school staff as needed.

Confidentiality:

You have unique access to confidential information as a front office volunteer. You may hear about an unusual illness or have information about a student’s family circumstances that is necessary to keep confidential. No matter how important you might think it is to act on information you learn, please rely on school system procedures and supports that are in place to handle and disseminate such information to those who need to know it.

Please immediately share any information that concerns you with a school administrator so that it can be acted upon if necessary and maintain the confidentiality of all information that you learn as part of your time spent working in the front office. **Your signature at the bottom of this page indicates your agreement to maintain this required confidentiality.**

General procedures:

Front office staff will assist you with technical and practical aspects of the volunteer positions such as how to use the phones, sign in and sign out procedures for school visitors, etc. Please feel free to ask about anything you do not understand.

I have read, understand, and agree to the information as presented above.

Volunteer’s Name **PLEASE PRINT**

Location/School

Volunteer’s Signature

Date