

VOLUNTEER TRAINING



GreatHearts[®]
Lakeside

A decorative graphic on the left side of the image consisting of two parallel, wavy lines. The inner line is a vibrant blue, and the outer line is a lighter, sky-blue color. They follow a similar undulating path from the top to the bottom of the frame.

We are so grateful that you
are willing to share your
time and talents
with GHLS.



GreatHearts[®]
Lakeside

CORE PRINCIPLES



WE

affirm the *goodness and dignity* of every human person.

avoid gossip and negativity.

face challenges with confidence and hope.

work from a place of *relentless goodwill*.

TO BECOME A VOLUNTEER...

1

Fill out and submit
the Consent to
Background Check

2

Watch / Participate
in this Volunteer
Training

3

Sign and submit the
FERPA
Acknowledgement
Form

4

Submit both forms
to
Info@
GreatHeartsLakeside
.org

SUPERVISION AND RIGHT OF REFUSAL

Volunteers always work under the direct supervision of the professional staff at Great Hearts Lakeside.

SUPERVISION AND RIGHT OF REFUSAL

GHLS is responsible for the education, safety and well-being of each scholar and staff member.

For this reason, please understand that a staff member may request the ***reassignment*** of a volunteer whose actions may not be in the best interest of the school.

REGISTRATION and NAME BADGES



When volunteering, please sign-in at the front desk.



All volunteers must get a name tag from the Receptionist.

The left side of the slide features a light blue background with two wavy, vertical lines in a darker blue color, creating a decorative border.

What Is Confidentiality?

Confidential Information includes...



Discussions about a
scholar



A scholar's records



Staff members'
information

The left side of the slide features a light blue background with two wavy, vertical lines in a darker blue color. These lines are positioned on the far left, creating a decorative border.

What Is Personally Identifiable Data?

Personally Identifiable Data includes...

Names of a scholar, parent, guardian or other family members

Address of a scholar

Personal ID Number (SSN or student number)

Personal characteristics or other information to identify a scholar (wears glasses, has brown hair, is a SPED student, etc.)

Additional Data includes...

Scholars' academic information (grades, test scores, transcripts)

Scholars' discipline and/or behavior (detentions or suspensions)

Scholars' health (trips to the nurse or medications)

Scholars' family information (parents' marital status and/or employment)

This includes...



Any staff members' discussions and comments about scholars



Any other information you hear or see about individual scholars or professional staff



Family Educational Rights and Privacy Act

FERPA

FERPA requires...

Teachers, staff, and volunteers are bound by a Code of Ethics to keep confidential matters within the school.

DO NOT discuss information about a student with anyone other than his/her teacher, staff, or school administration that have a vested interest with the student.

OUR LEGAL RESPONSIBILITY: CONFIDENTIALITY

The implications of FERPA and HIPPA for educators is that...


scholars' information be kept out of general discussion
(lunchroom, grocery stores, etc.)

scholars' records should never be provided to anyone
without an educational interest or need

information can be compromised orally, electronically, and
in writing

Confidentiality in a nutshell...

During your volunteer time at GHLS or at a school function, you may see or hear information about a teacher, scholar or a scholar's family.



As a GHLS volunteer, you agree to keep all scholar, family, and/or teacher information **completely confidential**.

The left side of the slide features a light blue background with two wavy, vertical lines in a darker blue color, creating a stylized, abstract shape.

Harassment and Discrimination Policy

Harassment and discrimination is always prohibited on school property and off school grounds during school-sponsored activities.

This prohibition also applies to visitors to the school who may encounter employees and students.

Harassment and Discrimination Policy

When You Witness a Problem

Never assume that a problem has been reported by someone else. (If you see water on the floor, report it to the front desk.)

Volunteers are expected to act as reasonably prudent persons would in the same circumstances.



SCENARIO #1

While shopping at Albertsons, an adult in the community says...

“My child will be in third grade next year and I’ve heard Mrs. Brown is a bad teacher. You volunteer at that school, what do you know about her?”

SCENARIO #1 ANSWER:

No information may be released to the community member concerning this teacher.

As a volunteer, an appropriate response would be...

“I can’t speak to that. However, you can make an appointment with the Headmaster to talk through your concerns.”



SCENARIO #2

You are a regular volunteer in the office and a parent says to you...

“I came to pick up my child at school today and there was a police car outside. What happened?”

SCENARIO #2 ANSWER:

No information may be released to the parent concerning this situation.

As a volunteer, an appropriate response would be...

“I can’t talk about anything that happened at the school, but I know the school will send out an email if we need to know what happened.”



SCENARIO #3

Parent: “My son says he’s being picked on by a boy in Miss Wiggle’s math class. Do you know this kid?”

Volunteer: “Yes, I know him. He has red hair and glasses.”

Has the volunteer broken confidentiality?

SCENARIO #3 ANSWER:

Yes, the volunteer gave personally identifiable information concerning a scholar.

An appropriate response would be...

“I’m sorry to hear that. Have you reached out to Miss Wiggle yet? Discussing it with her directly would be the best thing to do.”

The left side of the slide features a light blue background with two wavy, vertical lines in a darker blue color. These lines are positioned on the far left, creating a decorative border.

General Guidelines

GENERAL GUIDELINES



Dress appropriately for the school setting.

modest clothing, no pop culture



Become familiar with behavior expectations

hallway hands, sitting scholarly



Be fully present while on campus.

GENERAL GUIDELINES continued...



Review emergency / crisis procedures.

fire, tornado, earthquake, lock down, etc.



Do not make requests of the custodial staff. If there's a need, notify the front desk.



Classrooms are sacred spaces.

GENERAL GUIDELINES continued...



Help scholars follow rules and routines by modeling them

don't talk to scholars during silent eating time
speak quietly in the hallways



Remain in the area to which you have been assigned.

lunchroom volunteers should not be on the playground



Only use Faculty restrooms

GENERAL GUIDELINES continued...



If you have a complaint / suggestion that is **not** an emergency, inform the committee lead / any member of the administration after your volunteer time.



Avoid discipling scholars

alert a nearby teacher of apprentice teacher



Be a positive representative of GHLS to our community

When you see a concern bring it to the administration that day, not to the FB pages.

GENERAL GUIDELINES continued...



Please do not approach your scholar's teacher to get updates on his/her progress.

CONGRATULATIONS!

You have completed the volunteer training
required for Great Hearts-Texas!



GreatHearts[®]
Lakeside

CHECKLIST and NEXT STEPS

- Fill out the Consent to Background Check.
- Sign the FERPA Acknowledgement Form.
- Submit **both** forms to Info@GreatHeartsLakeside.org or the front desk.
- Read the weekly newsletter for volunteer opportunities.
- Email psolakesidevolcoordinator@gmail.com with questions regarding specific opportunities.

Thank you for your willingness to serve
GHLS and your scholars.

