



**MILWAUKEE  
PUBLIC SCHOOLS**



# Volunteer Handbook

Informational resource for MPS volunteers

Milwaukee Public Schools - Department of Strategic Partnerships and Customer Service

## TABLE OF CONTENTS

<b>GREETINGS</b>	<b>2</b>
<b>OVERVIEW</b>	<b>3</b>
Purpose	3
Definition of an MPS Volunteer	3
Volunteer Staff Supervision	3
<b>VOLUNTEER APPLICATION PROCESS</b>	<b>3</b>
Application Process	3-4
Volunteers Not Approved	4
Volunteer Application Renewal	4
<b>VOLUNTEER RESPONSIBILITIES</b>	<b>4</b>
<b>EXPECTATIONS &amp; STANDARDS</b>	<b>4</b>
Communication	5
School Rules	5-6
Confidentiality, Reporting and Boundaries	6-7
Volunteer Dismissal	7-8
Volunteer Grievance Procedure	8
<b>VOLUNTEER MANAGEMENT SYSTEM</b>	<b>8</b>
Volgistics	8
VicNet	8
<b>IMPORTANT INFORMATION FOR VOLUNTEERS</b>	<b>9</b>
<b>VOLUNTEER AGREEMENT FORM</b>	<b>10</b>

This information is current as of 2018. Please consult the volunteer section of the MPS website, for the most up to date information.

## GREETINGS!

Dear Milwaukee Public Schools Volunteer:

Thank you for deciding to be a volunteer in Milwaukee Public Schools. We truly appreciate that you choose to set aside some of your time to help our students succeed.

Your commitment will help our efforts to create positive outcomes for all MPS students. Only through collaboration with parents, stakeholders and community partners can this goal be achieved. Our volunteers take on a variety of tasks from reading books to children to overseeing playground activities. Your contributions play an important role in creating an engaging educational environment where students are eager to learn every day!



It takes a community to provide our children with high-quality educational opportunities that foster life-long learning. With your help, we can provide that extra support to our educators, so our students can reach their educational goals.



If you know someone who would be a great MPS volunteer or would like more information about volunteer opportunities that are available, please contact the district's Volunteer Services Associate at 414-773-9823 or [volunteer@milwaukee.k12.wi.us](mailto:volunteer@milwaukee.k12.wi.us).

You will find your volunteer experience fulfilling and rewarding, knowing the time you provide is making a difference in students' lives.

Best,

A handwritten signature in black ink that reads "Keith P. Posley". The signature is written in a cursive, flowing style.

Keith P. Posley, Ed.D.  
Interim Superintendent of Schools

## OVERVIEW

### Purpose

This volunteer handbook has been prepared to provide guidance and direction to volunteers serving the students of Milwaukee Public Schools.

The purpose of using volunteers in MPS is **to maximize the academic learning and personal growth for all students by having volunteers assist teachers, provide enriching experiences and contribute to creating safe and welcoming learning environments.**

### Definition of an MPS Volunteer

Milwaukee Public Schools has traditionally supported the work of volunteers in the district and appreciates the valuable resources volunteers provide to the district. Under Milwaukee Public Schools Administrative Policy 7.31:

- A volunteer is a non-paid individual serving under an MPS staff member.
- A volunteer provides services on a regular and on-going basis or more than five hours a week.
- Those interested in becoming a volunteer for an assignment that is more than 5 hours/week or is a regular or on-going opportunity, must complete an online application and are subject to a criminal background check prior to serving as a volunteer.



### Volunteer Staff Supervision

Each school has a designated staff member who interviews, places, advocates for and leads recognition efforts for the school's volunteers. This is an MPS employee (e.g. assistant principal, parent coordinator or other employee) selected by the principal. Volunteers will be assigned to a supervising staff member by the volunteer point person.

The MPS Volunteer Services Associate coordinates and manages volunteer services for the entire school district.

## APPLICATION PROCESS

### Application Process

Before being placed, applicants must do the following:

1. Complete an online volunteer application found on the MPS website.  
(Applicants under 18 must submit an online application signed by their parent or legal guardian.)

2. Undergo a criminal background check and await email notification for approval.
3. Create an online account on VicNet.
4. Contact the volunteer point person at their desired school to determine their volunteer assignment and start date.

### **Volunteers Not Approved**

Applicants who do not pass the criminal background check will receive an email notification informing them they have not passed the criminal background check. An official letter will also be sent to the applicant from Truescreen. Volunteers who wish to appeal must follow the instructions in the letter.

### **Volunteer Application Renewal**

Volunteer background checks are good for one year. Volunteers will receive an email notification when they need to renew their background check. If the volunteer would like to continue volunteering, they do not need to do anything. A screening will be automatically processed for them.

Volunteers who do not wish to renew their application should complete an [MPS Exit Survey](#). Completion of this survey will automatically remove their volunteer application from the volunteer system.

## **VOLUNTEER RESPONSIBILITIES**

### **Volunteers are to:**

1. Share their interests, skills, expectations, preferences and availability during the initial interview.
2. Accept the volunteer job with the intention of following through in a dependable manner, and to seek the assistance of the supervisor when needed.
3. Make necessary arrangements when unable to carry out their volunteer duties.
4. Participate in orientation and job specific training provided by the school.
5. Follow all policies and procedures of the volunteer program contained in this handbook.
6. Maintain confidentiality of students, staff, volunteers and school.
7. Discuss suggestions and concerns regarding their volunteer role.
8. Be a team player.

## **EXPECTATIONS & STANDARDS**

Each volunteer is responsible for his/her conduct. Volunteers are expected to act in a professional manner at all times when serving. Following is a list of expectations:

## Communication

- **Attendance and Tardiness**  
Punctuality is important. Volunteers should contact their supervisor if they will miss an assignment due to vacation, travel, work etc. Notice one week in advance is preferable. Volunteers must ensure that their contact information is current with the school and Central Service.
- **Illness**  
If a volunteer is ill prior to their scheduled volunteer session, they should not volunteer. If illness occurs during the volunteer assignment, the volunteer should notify their supervisor and sign out in the school office.
- **Change of Background Status**  
Volunteers are to notify the Volunteer Services Associate of any criminal information background status changes.
- **Attendance**  
Volunteers will arrange their schedules with their supervisor. If an emergency arises, volunteers must contact their supervisor immediately. Volunteers are depended upon and are responsible for fulfilling promised time commitments.

## School Rules

- **School Sign-In**  
Volunteers must log their volunteer hours by signing the visitor log in the school office or other designated school location and in VicNet. Volunteers must wear a visitor badge at all times. Badges are provided by the school office and should be returned after the volunteer session has ended.
- **Visitors**  
Volunteers may not have guests or visitors when on assignment.
- **Alcohol, Controlled Substances, Illegal Drugs, Pepper Spray & Firearms**  
Volunteers are to be role models. The possession, sale or use of alcohol, controlled substances, illegal drugs, pepper spray or firearms while on Board premises is prohibited. **(Reference Administrative Policies 6.07, 6.32 and 8.23)**  
  
Volunteers are not to be under the influence of alcohol, controlled substances or illegal drugs while on Board premises. Reporting to work while under the influence of alcohol or illegal drugs is prohibited and is grounds for termination. **(Reference Administrative Policy 6.07)**
- **Tobacco Products**  
Volunteers must obey all non-smoking regulations/signage. The use of tobacco products is prohibited at all times on Board premises. **(Reference Administrative Policy 6.11)**

- **Appearance/Demeanor**  
Volunteers contribute to the reputation of Milwaukee Public Schools and therefore are expected to dress in a professional manner. Attire should be consistent with the responsibilities and duties of their assignment. The District has established the following guidelines for volunteers:
  - No sleepwear or loungewear
  - No inappropriate length clothing (shorts, skirts, midriff shirts, sagging pants)
  - No torn, worn, faded distressed or ripped clothing
- **Cell Phone/Electronics**  
Volunteers must follow policies on cell phone use and should refrain from using cell phones or electronic devices while on duty. Cell phone use during breaks is acceptable.
- **School Closings and Changes in Hours of Operations**  
Volunteer Supervisors will notify or remind volunteers of any impending dates of school closures. Volunteers should also pay attention to flyers or posted announcements around the school that informs them of days the school will be closed.

## Confidentiality, Reporting and Boundaries

- **Student Supervision**  
Volunteers are not to be left to supervise students without an MPS staff member present.
- **Student Confidentiality**  
Volunteers are required by law to keep all student and staff information confidential. This includes all academic, medical and personal information. **(Reference Administrative Policy 8.42; Family Educational Rights and Privacy Act (FERPA))**
- **Student Discipline**  
Teachers or principals are responsible for disciplining students. Volunteers should discuss any discipline problems with the supervising teacher immediately.
- **Student and Volunteer Communication**  
Volunteers should not give out personal contact information (including a personal address, phone number, email or personal website address) to students. Contact outside of the volunteer's service at the school is not permitted. Volunteers should not engage with students on any social media site, email, texts or take or show pictures or show their picture or student's pictures/videos on their phone or other media devices.
- **Off-Site Student Contact and Transportation**  
Volunteers are not allowed to engage with students off-site unless they are on a school authorized and sponsored field trip accompanied by an MPS employee. Volunteers are not allowed to transport students in their personal vehicles at any time.

- **Sexual Harassment**  
The District does not tolerate sexual harassment. If a volunteer has a concern regarding sexual harassment, they should contact the District's EEO Compliance Officer at 414-773-9927 in the Office of Human Resources, Employee Rights Administration Division. **(Reference Administrative Policy 6.03)**
- **Child Abuse and Child Neglect**  
Volunteers should alert a teacher, principal or school staff member immediately if they suspect child abuse or neglect. Volunteers should not discuss these issues with the child.
- **Whistleblower**  
Volunteers are encouraged to share questions, concerns or complaints with the Director of the Office of Board Governance at 414-475-8284. Volunteers will not suffer harassment or retaliation for good-faith reporting and cooperation. **(Reference Administrative Policy 6.35)**
- **Non-fraternization**  
Volunteers are cautioned against engaging in intimate relationships with MPS employees or other volunteers. Volunteers may not engage in intimate relationships with MPS students. **(Reference Administrative Policy 6.36)**
- **Bullying**  
Bullying of students or MPS employees, by students or adults, is prohibited. This also includes bullying through electronic means of communication. **(Reference Administrative Policy 8.52)**
- **Media Authorization**  
Any unauthorized release of information or unauthorized release of information to the media is not allowed. Any request for information from the media should be directed to the volunteer's supervisor who will notify a member of the district communications team.

## Volunteer Dismissal

Volunteers who do not abide by the District or school policies, procedures and rules, state or federal laws and this volunteer handbook are subject to release from their volunteer assignment with the District. Depending on the situation, volunteers may have an opportunity to discuss the offending behavior with appropriate staff members.

Possible grounds for release may include:

- Gross misconduct or insubordination
- Being under the influence of drugs or alcohol
- Theft of property or misuse of district equipment or materials



- Abuse or mistreatment of students or staff
- Failure to meet physical or mental standards of performance
- Breach of confidentiality
- Failure to satisfactorily perform assigned duties
- Failure to comply with the guidelines contained within this handbook

### Volunteer Grievance Procedure

A grievance can be filed if policies and/or procedures related to a volunteer's job are not being administered properly. The grievance procedure provides a systematic process for objective and orderly handling of volunteer complaints and differences.

Any volunteer who feels he/she has a grievance is encouraged to make use of the procedure without fear of jeopardizing his/her volunteer job. The grievance procedure may be terminated at any time upon agreement of all persons involved. Confidentiality will be strictly observed throughout the process.

If a volunteer would like to file a grievance, they should contact the Volunteer Services Associate at 414-773-9823 or email [volunteer@milwaukee.k12.wi.us](mailto:volunteer@milwaukee.k12.wi.us). The matter will be reviewed by the Associate and the Director of the Department of Strategic Partnerships and Customer Service.

## VOLUNTEER MANAGEMENT SYSTEM

### Volgistics

Volgistics is an online system for recruiting, tracking, and coordinating volunteers. All volunteer records are maintained in Volgistics for one year. Volunteers who complete an online application through Volgistics, are required to create a volunteer account through VicNet.

### VicNet

VicNet is an online system used by volunteers to do the following:

- Manage, view, and print their volunteer schedules
- Keep their personal information up-to-date
- Post their volunteer hours
- Receive news and messages from their Volunteer Supervisor
- Check their service records and print their own service reports

The school volunteer supervisor will assist volunteers in creating their VicNet account. Access to the VicNet login link and the VicNet Volunteers Guide is available through the Milwaukee Public Schools volunteer page at [www.mps.milwaukee.k12.wi.us](http://www.mps.milwaukee.k12.wi.us).

## IMPORTANT INFORMATION FOR VOLUNTEERS

### School/Volunteer Point Person Information

School Name	
School Phone Number	
Principal	
Volunteer Point Person	
Volunteer Point Person Phone Number	

### Staff Supervisor/Teacher Information

Name	
Room Number	
Work Phone	
Cell (Optional)	
Email (Optional)	
Best Way to Contact	
Volunteer Assignment	
Volunteer Start Date	
Volunteer Shift (Day(s), time, room #)	
Other Notes	

## VOLUNTEER AGREEMENT FORM

I, (print name) \_\_\_\_\_

have received a copy of, or access to, the Volunteer Handbook. I am aware that the following Administrative Policies apply to me as a volunteer and that the complete policies are available online:

Sexual Harassment Administrative Policy 6.03	Rules of Conduct Policy 6.07	Tobacco Product Use While on Board Property Administrative Policy 6.11
Pepper Spray: Use of Administrative Policy 6.32	Whistleblower Protections Administrative Policy 6.35	Student Non-Fraternization Administrative Policy 6.36
Weapons in the Schools (and Criminal Offences) Administrative Policy 8.23	Student Records Administrative Policy 8.42	Bullying Administrative Policy 8.52

I am aware that I must follow all FERPA regulations and have read, understand and agree to the terms outlined in the Volunteer Handbook. I have been provided with contact information for an individual who can help with any questions or concerns I may have.

**PERMISSION:** In the event of any injury requiring medical attention, I hereby grant permission to the MPS staff (including volunteers) to attend to my son/ daughter or myself including seeking medical attention.

**WAIVER:** I recognize that unanticipated situations and problems can arise during volunteer activities that are not reasonably within the control of the MPS staff (including volunteers). I therefore agree to release and hold harmless the Milwaukee Board of School Directors, its agents, officer, employees, and volunteers, from any and all liability, claims, suits, demands, judgments, costs, interest and expense (including attorneys' fees and costs) arising from such activities, including any accident or injury to myself or my child and the costs of medical services.

**PHOTO RELEASE:** I understand that there are times when the local media requests the opportunity to videotape, take photographs and/or interview children within MPS. I also give permission to MPS to make or use pictures, or videos of me, and of my minor child without compensation for MPS published, broadcast or electronic materials. I understand that by signing this, I am, on behalf of myself and my child, releasing MPS and its directors, officers, employees and agents, from any future claims as well as from any liability arising from the use of any photograph or other images. This form shall be valid for the duration of the 2018-2019 MPS academic school year.

Participant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Guardian Signature (if participant is under 18): \_\_\_\_\_ Date: \_\_\_\_\_

**Please sign and date this form and return to the volunteer supervisor at the school/MPS location you are volunteering.**