



Volunteer Handbook

TABLE OF CONTENTS

	Page
OUR PHILOSOPHY -----	2
VOLUNTEER HANDBOOK -----	2
Introduction -----	2
Board Members -----	2
Contact Information -----	2
Projects -----	2
Mission Statement -----	3
Outside the Box Dropout Prevention 101 -----	3
Service-Learning -----	3
Volunteer Relationship -----	3
Volunteer Interview and Orientation -----	3
Criminal History -----	4
Absence and Lateness -----	4
Cell Phone Use in the Workplace -----	4
Sign In Sheets -----	4
Volunteer Standards of Conduct -----	4
Volunteer Termination and Feedback -----	5
Immediate Removal -----	5
Dress Code -----	5
Job Safety -----	5
Confidential Information -----	6
Emergency Management Plan -----	6
Harassment and Discrimination -----	6
Grievances -----	6



OUR PHILOSOPHY

Volunteers are the strength of our organization. We use volunteers to develop, deliver and support effective tutoring and mentoring projects to reduce Austin's dropout rates.

VOLUNTEER HANDBOOK

Introduction

Welcome! We are excited to have you as a volunteer. This handbook will provide you with general policies and procedures. You are encouraged to familiarize yourself with the contents of this handbook. It will answer many common questions concerning your volunteer experience. To retain the necessary flexibility in the administration of policies and procedures, Outside the Box Dropout Prevention reserves the right to change, add or eliminate any of the policies and procedures described in this handbook. We strive to make your volunteer experience enjoyable, successful and fulfilling.

Board Members

Dan Sifuentes, the Lead Director, has over 20-years of experience developing, implementing and administering educational improvement projects and community partnership initiatives in a school district and community setting. Mr. Sifuentes is responsible for the day-to-day operations of all projects and services.

Yesenia Zecca, Director, is a certified bilingual teacher with over 20-years of teaching experience in a school district setting. Mrs. Zecca provides leads to establish community and educational partnerships.

Nora Sifuentes, Director, is a life-long resident of Austin, Texas. She is an established resident of the Montopolis Neighborhood and graduated 8-kids from the Austin Independent School District. She provides leads to establish community and educational partnerships.

Contact Information

Outside the Box Dropout Prevention
PO Box 150275
Austin, Texas 78715
512-300-5514
outsidetheboxdropoutprevention.com
outsidetheboxdp@austin.rr.com

Projects

We administer the Students Using College and Career Exploration to Solidify Success, SUCCESS, Million Second Reading, Million Minute Learning and eSTEMos Projects.



Mission Statement

Build it and they will come. Providing students, families and volunteers a strong educational partner outside the school environment to academically empower, advance and prepare all students, regardless of ethnicity, socioeconomic status and educational challenges for college, career and a global economy.

Outside the Box Dropout Prevention 101

Since 2013, a growing number of families from Montopolis, our targeted service area, have discovered academic, social and personal success with Outside the Box Dropout Prevention. We are a charitable 501(c)(3) founded for the purpose of combating the day-to-day educational challenges facing children living and growing up in Montopolis, a community segregated by educational, occupational and economic inequality.

Service-Learning

We welcome students and organizations from the University of Texas needing to fulfill service-learning requirements. Service learning is structured time that fosters student learning, development and reflection through active participation in an organized service that is conducted in and meets the needs of a community.

Volunteer Relationship

We thank you for your time and talent. The Outside the Box Dropout Prevention and you will work together to effectively carry out volunteer duties in a manner that is consistent with the organization's mission and operational standards. Volunteers are matched based on qualifications, experience, career and personal interests. We train, supervise and support our volunteers and place a high priority on exercising fair and equitable practices, open communication and workplace cooperation that attract and retain qualified volunteers.

Volunteer Interview and Orientation

The Volunteer Recruitment Director is responsible for recruiting all volunteers. The Volunteer Recruitment Director screens the applications, interviews the applicants, conducts criminal history background and reference checks and conducts an in-person one-to-one or small group orientation. The orientation highlights the mission, gives examples of how the mission is fulfilled on a day-to-day basis and features expectations and expected volunteer code of conduct. Our history is chronicled and a description of key responsibilities is discussed. The orientation covers general safety and emergency preparedness procedures and covers what the volunteer can expect in the way of guidance, supervision and expectations.



Criminal History

The Outside the Box Dropout Prevention conducts background and criminal history checks and reserves the right to randomly request criminal history reports throughout the volunteer period. All volunteers must have a background check prior to volunteering. All information including applications, references and background checks are kept in secure, protected files accessible only by those with administrative rights.

Absence and Lateness

Every volunteer is essential to Outside the Box Dropout Prevention. Honor your commitment and be on time for scheduled work assignments. Notify the Project Director in advance or as early as possible in the event that you must be absent or late.

Cell Phone Use in the Workplace

Please refrain from taking any personal calls, text messages, e-mails or social media communications during volunteer hours. We respect the need for volunteers to keep in contact with family, friends and colleagues. If you need an exception granted, please receive permission from the on-site project director. Your focus and attention is needed when conducting one-to-one tutoring and mentoring sessions.

Sign-in Sheets

Volunteer sign-in sheets are extremely important to the organization. Volunteers are responsible for maintaining an accurate timesheet. The Project Director signs the timesheet at the end of each volunteer day. Volunteers must also sign in and out on the Outside the Box Dropout Prevention's volunteer sign-in sheet. Only actual volunteered time will be credited for service learning.

Volunteer Standards of Conduct

Volunteers are expected to maintain a high standard of conduct and behavior. Volunteers are expected to work together in a cooperative spirit to serve the best interests of Outside the Box Dropout Prevention. Volunteers are expected to recognize and respect the rights of students, parents, volunteers and members of the community. Volunteers are expected to be courteous, express concerns, complaints or criticism through appropriate channels, use volunteer time for authorized business and activities only, know and comply with policies and procedures, observe all safety rules and regulations and immediately report injuries or unsafe conditions to the Project Director.



Volunteer Termination and Feedback

The Outside the Box Dropout Prevention is an at-will agency and has the right to terminate a volunteer without cause, but will always consider the cause leading to the termination. Violations of policies, regulations or guidelines may result in disciplinary action, including release of volunteer duties. The following infractions or conduct is considered unacceptable and may result in the limitation and termination of the volunteer relationship. Theft or inappropriate removal of property, falsification of timekeeping records, volunteering under the influence of alcohol or illegal drugs, possession, distribution, sale, transfer, or use of alcoholic or illegal drugs, fighting or threatening violence, abuse or mistreatment of students, parents, or volunteers, sexual or other unlawful harassment or discrimination. When a volunteer performance presents a concern, the Project Director is expected to provide corrective feedback and take appropriate disciplinary action. Corrective actions should be designed to inform the volunteer of a problem and allow opportunity for the volunteer to demonstrate improvement. Actions may include but not limited to verbal warnings, written warnings, memoranda of concern, corrective discipline forms, written directives and formal written evaluations or appraisals.

Immediate Removal

The following incidents of misconduct, including any form of sexual or physical abuse of a minor or any other illegal conduct with a student warrants immediate disciplinary action, including the immediate physical removal of a volunteer from his or her volunteer site.

Dress Code

The dress and grooming of volunteers must be clean and neat. Jeans may be worn on all days. Outer garments shall fit properly and should be long enough not to distract and any garment that may appear to be an undergarment are unacceptable. Halters, tank tops, see-through garments, clothing with provocative necklines, bare backs, bare midriff or spaghetti straps are not permitted. Clothing with symbols, phrases or slogans advertising tobacco, alcohol products or any controlled substances are unacceptable. No hats, caps or any other head coverings shall be worn inside the building. Footwear shall exclude flip-flops and slippers. Jewelry shall not be worn in a visible pierced area other than the ear.

Job Safety

You and Outside the Box Dropout Prevention share the responsibility for establishing and maintaining a safe, healthy volunteering environment for students, parents, volunteers and the general public. Volunteers are responsible for learning the safest way to perform their volunteer duties. Volunteers are expected to obey safety rules and to exercise caution in all of their activities. Volunteers are expected to be aware of their surrounding and concentrate on doing their duties safely. If you do not think you know the safest way to do part of your job, ask the on-site Project Director. Any accident, which results in injury, regardless of how insignificant, must be reported promptly to the Project Director. A first aid kit is located with the Project Director.



Confidential information

The Outside the Box Dropout Prevention has an obligation to students, parents, volunteers and donors to maintain confidentiality and to respect privacy. Every person served by Outside the Box Dropout Prevention has the right to confidentiality. Every volunteer must maintain confidentiality in all matters relating to students, parents, volunteers and donors.

Emergency Management Plan

The Outside the Box Dropout Prevention is responsible for understanding and participating in the Emergency Management Plan established by the facility in the event of natural or man-made crises. The Project Director is to follow the evacuation, reverse evacuation, lockdown and shelter-in-place procedures established by the facility. If you have question regarding the emergency management plan, speak with the Project Director.

Harassment and Discrimination

The Outside the Box Dropout Prevention prohibits student and volunteer sexual harassment and harassment, based on a person's race, color, gender, national origin, disability, religion, or age. A substantiated charge of harassment, whether overt or subtle, which creates an offensive or hostile work environment is prohibited and will result in an immediate disciplinary action. A volunteer who believes that he or she has experienced prohibited harassment should immediately report the alleged acts to the Project Director. Reports of harassment shall be made as soon as possible after the alleged acts. A failure to promptly report alleged harassment may impair the ability to investigate and address the harassment.

Grievances

The Outside the Box Dropout Prevention has an open door policy to voice and express concerns and/or grievances. A volunteer should voice and report all concerns and/or grievances to the on-site Project Director. A grievance is defined as any event, condition, rule, or practice which the volunteer believes violates his or her civil rights, treats him or her unfairly, or causes him or her any degree of unpleasantness or unhappiness while conducting volunteering duties. All grievances require a prompt, efficient, evaluated response. The Outside the Box Dropout Prevention's policy is to give full consideration to every volunteer's opinion. There will be no discrimination against or toward anyone for his or her part in presenting a grievance. All grievances are handled confidentially. The grievance procedure is to notify the on-site Project Director immediately. Attempt to discuss your grievance with the Project Director to work out the problem. If you are unsatisfied, submit your complaint in writing to the Project Director. A response should be made within 5 business days. If you are not satisfied within 5 days of how your written complaint was handled, you may appeal by submitting your written complaint to a board member. The board member should respond within 5 business days. If you are unsatisfied, you may request a review by the executive committee. Within 30 days, the executive committee will act on your grievance, affirming or denying your request, choosing to investigate further, or choosing to take the matter to the entire board. The executive committee's decision is final.