
Volunteer Handbook

Flying With Phoenix

Phoenix Education Foundation



August 2022



WELCOME

Volunteers are an integral part of our school. You add so much to the educational experiences that students have at Phoenix! We appreciate your help in creating a positive learning environment that teaches children how to be respectful and responsible global citizens, as well as thinkers, inquirers, and discoverers.

This handbook was written as a guide for Phoenix volunteers.

FREQUENTLY ASKED QUESTIONS

Who is a school volunteer?

A school volunteer is someone who likes children and who is willing to give their time, talent, and service to the school.

Who can become a school volunteer?

Parents, grandparents, business professionals, care givers, and retirees can be volunteers. All volunteers must complete a Volunteer Application Form and successfully complete a Police Security Clearance/VSC. This police security clearance must be approved before volunteering in the school.

What are the rewards for volunteering?

Your rewards for volunteering in the school are numerous: you will make new friends, learn new skills, enjoy helping others, and you will gain an opportunity to learn more about your school and community and see the happiness that your volunteering brings to the children.

Will the school provide training?

Yes, you will receive training depending on your volunteer tasks. The school will be offering opportunities for you to become acquainted with the school and the use of equipment. If you are unsure of something, please feel free to ask.

To whom is a volunteer responsible?

Although the principal ultimately has the responsibility for the total volunteer program, volunteers are responsible to the teacher or school personnel to whom they are working with.

What does a volunteer do when they arrive at school?

All volunteers are required to sign in and to wear a nametag. The Sign-In binder and nametags are located in the Office. Please wear your nametag for easy identification by staff and students. Volunteers are encouraged to keep their purses with them at all times as we do not have a lock-up area to secure personal items. The school cannot be responsible for lost or stolen items. When you leave the school, please remember to return your nametag to the main office.



What if I am unable to volunteer as planned?

As you are very important to the students and staff and they depend on seeing you at your appointed time, if you discover you are unable to volunteer for a scheduled event, please notify the school office as soon as possible and we will relay the message to the appropriate teacher.

Where do I park?

We have parking stalls on the south side of the building.

Can I bring my young children with me when I volunteer?

No.

What happens if the teacher's schedule has changed?

Every attempt will be made to notify you if your services are not required at your scheduled time.

Will I be able to work with my own child?

In most cases you will be working with many different children, depending on the volunteer role you are filling. However, on occasion you may work with your child.

Who is responsible for discipline?

The teacher is responsible for maintaining classroom control even when volunteers are working with children in the room.

With whom do you discuss your concerns?

If you have concerns you should talk directly to the school personnel with whom you are working or the Principal.

What do I do during a fire drill or a lockdown?

Volunteers who are in the school during a Fire Drill or a Lock Down must participate. Please familiarize yourself with the emergency procedures that are in place. These procedures will be explained.



VOLUNTEER CONDITIONS

1. School volunteer service is permitted at the discretion of the principal.
2. Confidentiality is of the utmost importance in the school setting in order to ensure that the dignity and worth of students, parents, volunteers and school staff is honoured.
3. Any information collected, used, generated and stored by the Phoenix Foundation including student, instructional, financial or administrative information is strictly confidential and is to be used only in the performance of volunteer duties.
4. I may not disclose, communicate, publish, take, alter, copy, interfere with or destroy any information unless I am specifically authorized to do so by the teacher or principal.
5. Teaching and administration staff are responsible for student learning and discipline and I will refer students who misbehave to the teacher in charge.
6. School administration, teaching and support staff have specific roles to play and it is important that the staff of a school operate as a team. I will work positively and cooperatively with the school team.
7. I must review the Volunteer Handbook, Volunteer Policy and Child Welfare Policy each and every year that I volunteer.
8. I will not bring my additional, non-registered children with me when I volunteer.
9. When volunteering, I agree to be fully present and attentive to the students in my care.
10. When I am unsure about instructions, activities or procedures, I will ask questions.
11. Volunteer time will not be used to discuss my child's behavior or progress. I will book an appointment with the teacher to discuss these matters.
12. I must complete a Police Information Check or Vulnerable Sector Screening in accordance with the Volunteer Policy before I will be accepted as a volunteer. This will be at my own expense and can be done through the school (ePIC) or through the CPS or RCMP (PRC or VSS).
13. Any failure to comply with these conditions or Phoenix Foundation policies may result in termination of my position as a volunteer.



PHOENIX VOLUNTEER POLICY

References:

- Personal Information Protection Act

Definition of Terms:

- **Volunteer** - means any individual who, without compensation, assists in the school or helps students during a school-related activity, including a field trip, either in groups or on a one-on-one basis, and includes a volunteer driver that transports students, but does not include a guest speaker, a guest presenter, a visitor to the school, a parent assisting their own child, a post-secondary institution practicum student, a member of the Board of Directors.
- **Fieldtrip** - means any planned excursion away from the school taken by students under the direction and/or supervision of a certificated teacher, instructor, staff member or volunteer.
- **Student** – means student or child under the age of 21 who participates in a class, activity or field trip with the Phoenix Education Foundation.

Background:

The Phoenix Education Foundation (Phoenix) appreciates the services of all of its volunteers. Volunteers receive the trust of the students, parents, teachers and administrators of the schools in which they work. Volunteers enhance student learning by working positively and cooperatively with the school team. Phoenix is committed to ensuring a safe and caring and abuse-free environment for its students, volunteers and staff.

Requirements:

1. Principals are responsible for volunteers in their schools and are responsible for ensuring that volunteers work under the direction or supervision of Phoenix staff.
2. All volunteers at Phoenix shall submit to the principal or Head of School, annually:
 - a. a Volunteer Application Form; and,
 - b. a deed of confidentiality; and,
 - c. a Police Record Check (PRC), Enhanced Police Information Check (ePIC) or Vulnerable Sector Check (VSS) in accordance with this Policy.
3. Volunteers that accompany students and staff on overnight trips and travel out of province shall require a Vulnerable Sector Check (VSS).
4. Volunteers that assist in on-site classes and events and local field trips shall require a Police Record Check (PRC) or Enhanced Police Information Check (ePIC).



5. Volunteers will be informed of the requirement for police records check results prior to performing these volunteer duties.
6. Costs associated with securing required police records checks shall be the responsibility of the volunteer.
7. Volunteers have the same duties and responsibilities as Phoenix employees with regard to sexual, physical and psychological harassment or abuse.
8. Volunteers have the same duties and responsibilities as Phoenix employees with regard to confidentiality and privacy issues.
9. Volunteer application forms and deeds of confidentiality shall be retained by the school for the current and subsequent school year.
10. The Principal or Head of School shall ensure that volunteers have received and reviewed the:
 - a. Volunteer Handbook, which will include a description of volunteer duties, expectations and emergency procedures; and,
 - b. Volunteer Policy; and,
 - c. Child Welfare Policy
11. The collection and use of personal information related to a required police records check shall be for the stated purpose of determining the suitability of an individual to volunteer at Phoenix and will be in accordance with the requirements of PIPA.
12. All police check documents and results shall be securely stored electronically and retained indefinitely.
13. Candidates for volunteer positions **will not be considered** if:
 - a. They are registered on the Vulnerable Sector Screening;
 - b. There is criminal conviction of any kind in the past five years; or,
 - c. If there is a conviction of a crime involving: the victimization of children and youth, violence toward another person, trafficking of illegal substances, criminal activity involving children and youth, and other activity that would impair the person's ability to be presented as a positive role model.
 - d. If there is a conviction for a crime other than those listed in the previous point that is older than five years, the Head of School and board chair will consider its relevance to the work of the individual and its potential impact on the organization and make a determination whether to decline engagement of the individual with the work of the organization.



VOLUNTEER APPLICATION FORM

The Phoenix Education Foundation appreciates the services of all of its volunteers. Volunteers receive the trust of the students, parents, teachers and administrators of the schools in which they work. Volunteers enhance student learning by working positively and cooperatively with the school team.

In order to ensure the safety of staff and students, all volunteers in our school need to apply annually and be accepted by the principal.

A volunteer is someone who assists school and/or students either in on-site or field trip activities.

Guest speakers, presenters, parents assisting with their own children, visitors to the school and members of the Board of Directors are not considered volunteers.

Name: (first)	(last)
Phone: (cell)	Birthday:
Address:	
Do you have children or grandchildren enrolled at Phoenix? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Please list their names and grades:	
Do you have a preference for volunteer duties? Check all that apply <input type="checkbox"/> Field Trip <input type="checkbox"/> On-site	

As a volunteer, we would like to advise you of the following conditions:

1. School volunteer service is permitted at the discretion of the principal.
2. Confidentiality is of the utmost importance in the school setting in order to ensure that the dignity and worth of students, parents, volunteers and school staff is honored.
3. Any information collected, used, generated and stored by the Phoenix Foundation including student, instructional, financial or administrative information is strictly confidential and is to be used only in the performance of volunteer duties.
4. I may not disclose, communicate, publish, take, alter, copy, interfere with or destroy any information unless I am specifically authorized to do so by the teacher or principal.
5. Teaching and administration staff are responsible for student learning and discipline and I will refer students who misbehave to the teacher in charge.



6. School administration, teaching and support staff have specific roles to play and it is important that the staff of a school operate as a team. I will work positively and cooperatively with the school team.
7. I must review the Volunteer Handbook, Volunteer Policy and Child Welfare Policy each and every year that I volunteer.
8. I will not bring my additional, non-registered children with me when I volunteer.
9. When volunteering, I agree to be fully present and attentive to the students in my care.
10. When I am unsure about instructions, activities or procedures, I will ask questions.
11. Volunteer time will not be used to discuss my child's behavior or progress. I will book an appointment with the teacher to discuss these matters.
12. I must complete a Police Information Check or Vulnerable Sector Screening in accordance with the Volunteer Policy before I will be accepted as a volunteer. This will be at my own expense and can be done through the school (ePIC) or through the CPS or RCMP (PRC or VSS).
13. Any failure to comply with these conditions or Phoenix Foundation policies may result in termination of my position as a volunteer.

By signing this volunteer application form, if accepted by the principal, I agree to the conditions outlined.

Signature of Applicant

Date (YYYY-MM-DD)

The information we collect on this form is personal information. We collect it under PIPA (Personal Information Protection Act) because it relates directly to and is necessary for our operating programs and activities under the Alberta Education Act. If you have questions about this form or our collection, use, or disclosure of personal information, please contact Diana Stinn at 403-265-7701 or info@phoenixfoundation.ca.

Office use only:

- | | |
|--|--|
| <input type="checkbox"/> Police Check | <input type="checkbox"/> Handbook reviewed |
| <input type="checkbox"/> Deed of Confidentiality | <input type="checkbox"/> Volunteer Policy reviewed |



VOLUNTEER DEED OF CONFIDENTIALITY

This agreement is made this _____ day of _____, 20____ between the Phoenix Education Foundation ("Phoenix Foundation") of 320 19 Street SE, Calgary, Alberta, Canada, and _____ (“volunteer”) of _____ in the Province of Alberta.

Has been engaged to provide services to the Phoenix Foundation and as a direct result of this engagement, certain sensitive and confidential information, documents and materials belonging to or concerning the affairs of Phoenix Foundation and/or its students/clients ("Information") may become known to the volunteer in the course of performing tasks. The volunteer warrants that:

1. the term volunteer will include contract, volunteer and temporary personnel engaged by the Phoenix Foundation;
2. all Information given, made known, or revealed by the Phoenix Foundation, its employees, servants, subcontractors, agents or clients shall at all times be treated by the volunteer as Confidential and in accordance with this Deed of Confidentiality;
3. the volunteer shall only make use Information in the performance of authorised duties and for the benefit of the Phoenix Foundation, and for no other purpose;
4. no Information relating directly or indirectly to the affairs of the Phoenix Foundation or its clients shall be conveyed to any third person or party, without the prior written consent of the Phoenix Foundation Administration;
5. the volunteer shall not disclose or otherwise make public or divulge to any third person or party any Information or matter acquired, or in relation to any task undertaken as part of the engagement, without the prior written permission of the Phoenix Foundation;
6. the volunteer shall not copy, reproduce nor transmit Information by any means, for any purpose, unless authorised to do so by the Phoenix Foundation; and
7. upon cessation of the engagement, or upon request, all Information relating to the Phoenix Foundation or any of its clients, including files, reports, manuals, course and all other materials relating in any way to the affairs of the Phoenix Foundation, its clients, or produced by the volunteer during the engagement shall be returned to the Phoenix Foundation, forthwith.

This promise of confidentiality shall continue notwithstanding the cessation or termination of the engagement by the Phoenix Foundation. This Deed of Confidentiality shall be governed by and construed in accordance with the laws for the time being in force in the Province of Alberta.

Signed by the volunteer
Foundation

Signed for and on behalf of the Phoenix

(Print Name)

(Print Name)