

WELCOME TO THE ALBUQUERQUE PUBLIC SCHOOLS

Albuquerque Public Schools (APS) welcomes you as a volunteer. You will be contributing to and sharing in the District's efforts to provide the highest standards in instruction, academic achievement and an ongoing reputation for quality. Every volunteer plays an important role in the overall development of a child and I appreciate your interest and dedication to APS. Thank you for your willingness to help APS achieve Goal Three: Family and Community Involvement: APS will meaningfully engage families and enhance partnerships with the community to maximize student achievement.

Please read your Handbook carefully and keep it for future reference.

INTRODUCTION

This Volunteer Handbook provides a summary of guidelines with respect to your volunteer status. You are responsible for reading and understanding this Handbook.

Schools or departments may establish additional guidelines and procedures appropriate to their school or department. Please learn those guidelines and observe them at all times. They are established for your benefit and that of the school or department and our students.

This Handbook may be revised from time to time, as needed, without prior notice as business, employment, legislative and/or economic conditions dictate. Any such revisions apply to existing as well as future volunteers. Revisions will be made as they are approved.

This Handbook is not a contract or any part of a contract of employment, express or implied. This is a general publication prepared for all APS volunteers.

WELCOME TO THE ALBUQUERQUE PUBLIC SCHOOLS	1
INTRODUCTION.....	1
Open Communication Policy.....	3
Customer and Community Relations	3

Equal Opportunity.....	3
Harassment and Discrimination.....	3
Reporting Harassment or Discrimination	4
Drug Free Workplace	5
Violence in the Workplace.....	5
Weapons	5
Smoking.....	6
Volunteer Technology Acceptable Use.....	6
Gifts.....	6
Dress Code and Personal Appearance.....	6
Solicitations and Distributions	6
STANDARDS OF CONDUCT.....	7
Volunteer Standards of Conduct.....	7
Volunteer Conduct with Students.....	7
Conflict of Interest	7
Unacceptable Activities.....	7
VOLUNTEER MATTERS	9
Volunteer Background Check.....	9
Conflict of interest/Supervision of Relatives	9
Social Networking Policy.....	9
VOLUNTEER CLASSIFICATION.....	Error! Bookmark not defined.
General Safety.....	10
Reporting Safety Issues.....	10
Non-Life-Threatening Injuries	Error! Bookmark not defined.
Life-Threatening Emergencies	Error! Bookmark not defined.

Workers' Compensation Insurance.....	10
Parking Areas	11
PERFORMANCE REVIEWS.....	11
HOLIDAYS	11
SEPARATION OF EMPLOYMENT	11
Voluntary Termination.....	11
Involuntary Termination	12
Return of District Property.....	12

Open Communication Policy

APS encourages you to discuss any issue you may have with a co-worker directly with that person. If a resolution is not reached, please arrange a meeting with the volunteer coordinator to discuss any concern, problem or issue that arises. Retaliation against any one for the appropriate use of communication channels is unacceptable. Please remember it is counterproductive for volunteers to create or repeat rumors or gossip.

Customer and Community Relations

The success of APS depends upon the quality of the relationships between APS, our employees, customers and community. Our customers' impressions of APS and their interest and willingness to send their children to our schools are greatly influenced by the people who serve them. You are an ambassador of APS. The more good will you promote, the more our customers will respect and appreciate you, APS and the programs we offer to students.

Equal Opportunity

APS is an equal opportunity employer. The District prohibits discrimination on the basis of disability, race, ethnicity, color, sex, sexual orientation, national origin or ancestry, religion, age, veteran status and/or any other protected status as defined by law. Discriminatory behavior violates state and federal laws and regulations.

Harassment and Discrimination

APS intends to provide a work environment that is pleasant, professional, and free from intimidation, hostility or inappropriate behavior which might interfere with work performance. Harassment or discrimination of any sort - whether verbal, physical, or visual based upon race, color, religion, gender, age, sexual orientation, gender identity, national origin or ancestry, disability, veteran status, or other protected status defined by law, will not be tolerated. Workplace harassment can take many forms. It may be, but is

not limited to, words, signs, offensive jokes, cartoons, pictures, posters, e-mail jokes or statements, pranks, intimidation, physical assaults or contact, or violence. Harassment is not necessarily sexual in nature. It may also take the form of other vocal activity including derogatory statements not directed to the targeted individual but taking place within their hearing. Other prohibited conduct includes written material such as notes, photographs, cartoons, articles of a harassing or offensive nature, and retaliatory action against a volunteer for discussing or making a harassment complaint. Sexual harassment may include unwelcome sexual advances, requests for sexual favors, or other verbal or physical contact of a sexual nature when such conduct creates an offensive, hostile and intimidating working environment and prevents volunteers from effectively performing the duties of their position. It is important to note that sexual harassment crosses age and gender boundaries and cannot be stereotyped. In some situations, sexual harassment may even involve two women or two men.

Responsibility: All APS volunteers have a responsibility for keeping our work environment free of harassment and discrimination. Any volunteer, who becomes aware of an incident of harassment or discrimination, whether by witnessing the incident or being told of it, must report it to their volunteer coordinator or the Office of Equal Opportunity Services (OEOS) at APS. When the District becomes aware of the existence of harassment or discrimination, it is obligated by law to take prompt and appropriate action, whether or not the victim wants the District to do so.

Reporting Harassment or Discrimination

If there is no threat of violence, APS encourages you to communicate directly with the alleged harasser and make it clear that the harasser's behavior is unacceptable, offensive or inappropriate, although you are not required to do so. In addition, if you believe you have been subject to harassment or discrimination, you are required to immediately notify your volunteer coordinator and/or [Office of Equal Opportunity Services \(OEOS\)](#) at APS.

All complaints will be investigated promptly and as discreetly and confidentially as is reasonably possible. If harassment or discrimination by a volunteer is established, APS will take appropriate disciplinary action against the offender. Disciplinary action can range from verbal warnings to discharge, depending on the circumstances. APS will also take any additional action necessary to appropriately remedy the situation. Retaliation of any sort will not be permitted. No adverse action will be taken for any volunteer making a good faith report of alleged harassment. APS accepts no liability for harassment or discrimination of one volunteer by another volunteer.

The individual who makes unwelcome advances, threatens or in any way harasses or discriminates against another volunteer is personally liable for their actions and the consequences. APS prohibits any volunteer from retaliating in any way against anyone who has raised any concern about harassment or discrimination against another individual.

Drug Free Workplace

APS has adopted a Drug Free Workplace Policy. The unlawful possession, dispensing, distribution, manufacture, sale or use of controlled substances and alcohol in the workplace by an APS volunteer is prohibited on school premises or as part of any APS activity. Being under the influence of controlled substances and/or alcohol by a volunteer is prohibited in the workplace, on the school premises or any part of an APS activity. Volunteers are required to notify their volunteer coordinator within five (5) days if they are convicted of a criminal controlled-drug statute violation occurring in the workplace. Failure by a volunteer to report such a conviction may be grounds for disciplinary action. Volunteer coordinators who become aware of a conviction of a volunteer for a criminal controlled-drug statute violation occurring in the workplace should immediately notify the Human Resources Department. Violation of this policy will result in disciplinary action, up to and including discharge, and referral to law enforcement. APS reserves the right to search and inspect for the maintenance of a safe drug-free workplace.

Violence in the Workplace

APS prohibits violence in the workplace. Acts or threats of physical violence, including intimidation, harassment and/or coercion which involve or affect APS, its employees/volunteers or which occur on APS property will not be tolerated. This applies to all persons involved in APS' operation, including personnel/volunteers, contract and temporary employees and anyone else on APS property. Any act or threat of violence will result in disciplinary action, up to and including discharge, and referral to law enforcement.

Examples of workplace violence include, but are not limited to:

- a. All threats or acts of violence occurring on APS property, regardless of the relationship between APS and the parties involved.
- b. All threats or acts of violence occurring off APS property involving someone who is acting as a representative of APS.
- c. Grabbing, hitting or shoving an individual.
- d. Threatening an individual or his/her family, friends, associates or property with harm.
- e. Intentional destruction of or threats to destroy APS property.
- f. Making harassing or threatening phone calls.
- g. Harassing surveillance or stalking.
- h. Unauthorized possession or inappropriate use of firearms or weapons.
- i. Intimidating or harassing students, staff or parents.

Weapons

APS prohibits all persons who enter District property from carrying a handgun, firearm, knife or other weapon of any kind regardless of whether the person is licensed to do so. APS also prohibits all employees/volunteers from having a handgun, firearm, knife or other weapon of any kind in their personal vehicle when that vehicle is being used on APS business. The only exceptions to this policy are police officers, security guards or

other persons who have been given written consent by APS to carry a weapon on the property or in their vehicle.

Smoking

Use of tobacco or tobacco products at all District sites is prohibited.

Volunteer Technology Acceptable Use

The use of district technology resources is a privilege granted to volunteers for the enhancement of job-related functions. Volunteers may have limited access to these resources for personal use, if they comply with the professional standards and the district's acceptable use policies. Violations of this policy may result in the revocation of this privilege. Volunteers may also face disciplinary action up to and including discharge, civil litigation, and/or criminal prosecution for misuse of these resources. APS does not attempt to articulate all possible violations of this policy. In general, users are expected to use District computers and computer networks in a responsible, polite, and professional manner. View the APS Employee/Volunteer Technology Acceptable Use [Policy](#) and [Procedural Directive](#).

Gifts

Advance approval from the Human Resources Department is required before a volunteer may accept or solicit a gift of any kind from a customer, supplier or vendor representative.

Dress Code and Personal Appearance

You are expected to be suitably attired and groomed during working hours and when representing APS. If your volunteer coordinator determines that your attire and/or grooming is out of place, you may be asked to leave the workplace until you are properly attired and/or groomed. In no case shall the standards for volunteers be less than those prescribed for students in the district Student Behavior Handbook. Principals/volunteer coordinators are expected to counsel staff assigned to their location on appearance and conduct. Volunteers who violate dress code standard may be subject to disciplinary action up to and including discharge.

Solicitations and Distributions

Solicitation for any cause during working time and in working areas is not permitted. You are not permitted to distribute non-District literature in work areas at any time during working time. Working time is defined as the time assigned for the performance of your job and does not apply to break periods and meal times. Volunteers are not permitted to sell raffle chances, merchandise, or otherwise solicit or distribute literature without management approval.

STANDARDS OF CONDUCT

Whenever people gather together to achieve goals, some rules of conduct are needed to help everyone work together efficiently, effectively, and congenially. By volunteering with us, you have a responsibility to APS and to your colleagues to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary.

Volunteer Standards of Conduct

APS volunteers serve as positive role models for students and set good examples in conduct, manners, dress and grooming. APS expects each volunteer to maintain the highest standards of conduct and act in a mature and responsible manner at all times. Volunteers must not engage in activities which violate federal, state or local laws or which, in any way, diminish the integrity, efficiency or discipline of the District.

Volunteer Conduct with Students

Volunteers will follow the same code of conduct with students as is required for all APS staff. The link below will take you to the current procedural directive.

[Staff members will maintain appropriate professional behavior while working with students and refrain from harassment, malicious or prejudicial treatment, and abridgement of student rights.](#)

Conflict of Interest

Volunteers are prohibited from using confidential information acquired by virtue of their associations with the District for their individual or another's private gain. Volunteers are prohibited from requesting, receiving or accepting a gift or loan for themselves or another that tends to influence them or appear to influence them in the discharge of their duties as volunteers.

Unacceptable Activities

APS expects each volunteer to act in a mature and responsible way at all times. If you have any questions concerning any work or safety rule, or any of the unacceptable activities listed below, please see your supervisor. Note that the following list of unacceptable activities does not include all types of conduct that can result in disciplinary action, up to and including discharge. Nothing in this list alters the at-will nature of employment for some volunteers of the District.

1. Violation of any APS policy or Procedural Directive.
2. Violation of security or safety rules or failure to observe safety rules or APS safety practices; failure to wear required safety equipment; tampering with APS equipment or safety equipment.
3. Negligence or any careless action which may endanger the health, safety or well being of another person.

4. Being intoxicated or under the influence of a controlled substance, including alcohol, while at work; use, possession or sale of a controlled substance in any quantity while on District premises, except medications prescribed by a physician which do not impair work performance.
5. Possession of dangerous or illegal firearms, weapons or explosives on District property or while on duty.
6. Engaging in criminal conduct or acts of violence, or making threats of violence toward anyone on District premises or when representing APS; fighting, or provoking a fight on District property, or negligent damage to property.
7. Insubordination or refusing to obey instructions properly issued by your supervisor pertaining to your work; refusal to help out on a special assignment.
8. Threatening, intimidating or coercing employees/volunteers on or off the premises at any time, for any purpose.
9. Engaging in an act of sabotage; negligently causing the destruction or damage of District property, or the property of employees/volunteers, customers, suppliers, or visitors in any manner.
10. Theft or unauthorized possession of District property or the property of employees/volunteers; unauthorized possession or removal of any District property, including documents, from the premises without prior permission from management; unauthorized use of District equipment or property for personal reasons; using District equipment for profit.
11. Dishonesty; falsification or misrepresentation on your volunteer application; unauthorized alteration of District records or other documents.
12. Spreading malicious gossip and/or rumors; engaging in behavior which creates discord and lack of harmony; interfering with others on the job; restricting work output or encouraging others to do the same.
13. Immoral conduct or indecency on District property.
14. Conducting a lottery or gambling on District premises.
15. Unsatisfactory or careless work, failure to meet work productivity or work quality standards.
16. Any act of harassment including but not limited to sexual, racial, religious, telling sexist or racist jokes, making racial or ethnic slurs.
17. Sleeping or loitering during working hours.
18. Excessive use of telephones for personal calls, text messaging, and cell phone plan features.
19. Smoking on District property or in District vehicles.
20. Creating or contributing to unsanitary conditions.
21. Failure to notify regarding missed work days.
22. Obscene or abusive language toward any supervisor, employee, parent, or student; indifference or rudeness; any disorderly/antagonistic conduct on District premises.
23. Failure to immediately report damage to, or an accident involving, District equipment.
24. Unauthorized soliciting during working hours and/or in working areas; selling merchandise or collecting funds of any kind for charities or others without

authorization during business hours, or at a time or place that interferes with the work of another employee/volunteer on District premises.

25. Any other act or omission which impairs or restricts the ability of the District to provide a safe and healthy environment for employees/volunteers and students.
26. Sharing or disseminating personal or confidential information about students or employees.
27. Negligence or any careless action which allows others access to personal or confidential information about employees or students. Willfully providing someone access to personal or confidential information about employees or students.

Leave Pending Possible Disciplinary Action

If you are suspected of violating the District's policies, procedures, or work rules, you may be removed from your volunteer status pending an investigation of the situation.

VOLUNTEER MATTERS

Volunteer Background Check

APS will conduct [background checks](#) of all prospective volunteers who have unsupervised or supervised access to students.

Conflict of interest/Supervision of Relatives

The relative of an APS administrator, volunteer coordinator, or employee may not be assigned to any position in which the administrator, volunteer coordinator, or employee may be able to directly or indirectly supervise, evaluate, or control the work of the relative except with the specific written approval of the Superintendent. The same rules apply for volunteers as they do for employees.

<http://www.aps.edu/about-us/policies-and-procedural-directives/procedural-directives/g.-personnel/conflict-of-interest>; <http://www.aps.edu/about-us/policies-and-procedural-directives/procedural-directives/g.-personnel/nepotism-procedural-directive>

Social Networking Policy

“Social networking” includes all types of postings on the internet, including but not limited to, social networking sites, (such as Facebook, MySpace or LinkedIn); blogs and other online journals and diaries; bulletin boards and chat rooms; micro blogging, such as Twitter; and the posting of video on YouTube and similar media. Volunteers need to be mindful of their internet website postings even if done off duty and off District property. Do not engage in social networking during the duty day. Do not disclose personal or contact information, or post photographs of employees/volunteers without their permission. Never post a photograph and/or information about an APS student.

General Safety

APS is committed to the safety and health of all employees/volunteers and recognizes the need to comply with regulations governing injury and accident prevention and employee/volunteer safety. Maintaining a safe work environment, however, requires the continuous cooperation of everyone. APS will maintain safety and health practices consistent with the needs of our industry. If you are ever in doubt about how to safely perform a job, it is your responsibility to ask your volunteer coordinator for assistance. Any suspected unsafe conditions and all injuries that occur on the job must be reported immediately. It is the responsibility of each employee/volunteer to accept and follow established [safety regulations and procedures](#). Communicate with your volunteer coordinator or other administrative personnel regarding safety.

Reporting Safety Issues

All accidents, injuries, potential safety hazards, safety suggestions and health and safety related issues must be reported immediately to your volunteer coordinator.

Non-Life-Threatening Injuries

Notify your supervisor and call the APS Risk Management Injury Reporting Hotline at (505) 830-8466

Submit completed New Mexico Worker's Compensation Administration Notice of Accident Form to your supervisor within fifteen (15) days of the accident or injury. If an injury does not require medical attention, a Supervisor and Employee Report of Accident Form must still be completed in case medical treatment is later needed and to ensure that any safety hazards are corrected.

Life-Threatening Emergencies

Call 911 or seek immediate attention at the nearest hospital emergency facility

Federal law requires that we keep records of all illnesses and accidents that occur during the workday. The New Mexico State Workers' Compensation Act also requires that you report any workplace illness or injury, no matter how slight. If you fail to report an injury, you may jeopardize your right to collect workers' compensation payments as well as health benefits.

Workers' Compensation Insurance

Worker's compensation fraud costs everyone. It is against state law.

To report Worker's compensation fraud: If you are aware of a potential fraud or abuse of the workers' compensation system, please report it using the [Fraud Report Form](#).

Parking Areas

You are encouraged to use the parking areas designated for you by your site coordinators. Remember to lock your car every day and park within the specified areas. APS is not responsible for any loss, theft or damage to your private vehicle or any personal property. Courtesy and common sense in parking will help eliminate accidents, personal injuries, and damage to your vehicle and to the vehicles of other employees/volunteers. If you should damage another car while parking or leaving, immediately report the incident, along with the license numbers of both vehicles and any other pertinent information you may have, to your volunteer coordinator.

PERFORMANCE REVIEWS

APS periodically conducts an informal review for each volunteer. APS' goal is to conduct this review on an annual basis. Your review provides an opportunity for collaborative, two-way communication between you and your volunteer coordinator. This is a good time to discuss your interests and future goals.

HOLIDAYS

The following holidays are recognized by APS:

- New Year's Day
- Presidents' Day
- Vernal Holiday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Eve Day
- Christmas Day

All national holidays are scheduled on the day designated by common business practice.

SEPARATION OF EMPLOYMENT

Voluntary Termination

APS will consider you to have voluntarily terminated your volunteer status if you:

a. *Resign from APS*

A letter of resignation from your assignment with APS is given to your volunteer coordinator. A verbal resignation or other form of communication will be accepted.

b. *Fail to report for duty or call in for three (3) or more consecutive work days.*

Involuntary Termination

APS may discharge you from your volunteer status for poor performance, misconduct, excessive absences, tardiness, discrimination or other violations of APS policies.

Return of District Property

Any property APS issues to you, such as keys, uniforms, computer equipment, parking passes, etc., must be returned at the time of termination. You will be responsible for any lost or damaged items.

For Further Information Contact
Albuquerque Public Schools
Student, Family & Community Support

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