



Creating lasting success with people who care

Volunteer Handbook

**2225 Green Vista
Sparks, NV 89431
Suite #306
(775) 324-2583
www.360blueprint.org**

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I. GENERAL INFORMATION

History

The 360 Blueprint program was established in 2013 to provide programs that simultaneously address the educational, physical, social, and spiritual needs of urban youth and families in a coordinated way.

The 360 Blueprint Agenda's program initiatives focuses on the critical needs of at-risk youth and families by providing an array of services that include: public schools outreach in mentoring, tutoring, life skills development; family support services of food, clothing, pregnancy education services and a summer youth program.

Mission Statement

The mission of 360 Blueprint is to rebuild communities from the inside out with a comprehensive, mentoring based program designed to improve and enrich the lives of urban youth and families.

Governing Body

The 360 Blueprint Board of Directors is the governing authority that is legally responsible for the programmatic management of 360 Blueprint. The Board of Directors is comprised of representatives from the Reno Police Department, Washoe County School District, Community Service Agency, and Encounter Church. As the governing authority, the Board of Directors shall be a separate business entity with the legal authority to operate in the State of Nevada. Policies shall be approved by the board, reviewed annually, and revised as needed.

The program director is responsible for the day-to-day operations of the organization and ensures that the organization has the programmatic, managerial, and financial capability to ensure proper planning, management, and delivery of services.

II. 360 Blueprint PROGRAMS

Public Schools Outreach

Serves as the primary vehicle for the delivery of social services to urban youth and families. The core of the program is promoting healthy school and home environments to maximize student success, providing a myriad of services designed to bridge the gap between the school, students and parents. The thrust of the program is to find solutions to the individual needs of high-risk students. As such, mentors are placed in schools to supplement the education process and family support structures, addressing the academic and social development of public school youngsters. The program offers a variety of activities for public school youth that include:

- **Mentoring** that offers an array of activities for character development and creating a sense of belonging among family, community and peers.
- **Tutoring** in reading comprehension and vocabulary development
- **Back-to-School Rallies** that bring together many students for entertainment, promoting a stay-in-school message.
- **Parenting Education** that provides parents of participating public school youth with information and skills that promote family bonding and support systems.

Human Needs Assistance

Addresses pressing issues such as inadequate nutrition, housing, and clothing that often prevent individuals from taking advantage of life-changing opportunities that can impact their welfare. As such, basic physical needs must be met before people can move beyond their present circumstances to act on decisions that will improve their futures. To help in this process, 360 Blueprint has established relationships with a food pantry, clothing thrift shop, and a housing assistance program that assist individuals and families whose basic needs are challenged. These services include:

- **Food Pantry**
- **Clothing Thrift Shop**
- **Utility Bill Payment Assistance**
- **Homeless Assistance**

III. VOLUNTEERISM

Why Volunteer?

In our fast paced, time-sensitive society, people have very specific reasons as to why they volunteer. These “reasons” vary, but primarily fall into four categories:

- Social—meet new people; build a network of friends; something to do; receive public recognition
- Professional—acquire new skills; sharpen existing skills; create a competitive resume; introduce to a new career; become a better employee
- Charitable—address a community need from a personal experience; has a responsibility to give back; create a better, safer community
- Spiritual—serve in a ministry; identify spiritual gifts; use spiritual gifts

Winston Churchill once said, “we make a living by what we get, we make a life by what we give.”

Important Qualities of Volunteers

Punctuality—Always arrive on time for any volunteer activity. There are set times for regular 360 programming. Arriving late can have a negative impact on class flow, the participants and employees.

Dependability—Employees and participants rely on the services performed by volunteers. If you are unable to volunteer on your scheduled day, please contact a 360 Blueprint supervisor or coordinator early enough so that other arrangements can be made.

Confidentiality—Volunteers must protect the employees and students’ right to privacy. You may not disclose 360 Blueprint affairs or personal matters which have come to your attention while at 360. Discuss participant/client problems only with staff with whom you are working.

Interest—As a volunteer, you will gain a feeling of satisfaction from your work because you bring with you a genuine interest in helping others. The ideal volunteer believes in the dignity of all people and given the chance, anyone can learn, grow and achieve.

Desire—The ideal volunteer has a desire to teach, to learn and to help. The volunteer has the time and willingness to serve and support 360 Blueprint’s efforts to improve and enrich the lives of youth and families in need.

Volunteer Opportunities and Descriptions

Public Schools Outreach

360 Blueprint Mentor: Builds and cultivates a relationship with an assigned group of youngsters through a variety of activities that promote character development and the prevention of substance use/abuse, violence, and school drop-out.

Special Events: Works closely with the In-school Mentor Coordinators in planning and implementing large events, including the annual 360 Back-to-School Rallies, which bring students and/or parents together for health, social and entertainment activities.

Recruitment, Orientation and Training

Volunteers for 360 Blueprint programs are primarily students from UNR, Reno Police Department Officers, Sparks Police Department Officers, community members, and local partnership churches. Although the majority of the applicants will be drawn from these different participating programs, 360 Blueprint is non-exclusive. 360 Blueprint encourages any and all other groups or persons to apply and come join to be a part of this new initiative in our local community. 360 recruits volunteers in several ways: through meetings with local community churches, student events such as club fairs, our website at www.360blueprint.org and etc. Interested individuals can sign up and fill out an application that will either be handed to them via hardcopy or they can find a copy on the organization website. A list of names is given to the appropriate person for contact via phone to schedule an interview. Once the volunteer is cleared through the screening and selection process, he/she is assigned to the department for that specific position and will receive the necessary training to fulfill his/her volunteer duties. Volunteers that serve as school-based mentors will be assigned badges for them to have on during their visits to the schools. Subsequently, if the candidate meets the qualifications to become a mentor, candidates will be sent a follow-up letter asking them to attend a mandatory orientation.

At the orientation, volunteers will complete supplementary paperwork agreeing to the terms and conditions of the program. A position description and a Volunteer Handbook will be

provided for each volunteer. Orientations are scheduled for new volunteers on Saturdays, covering the mission, programs, policies and the overall operations of 360.

Guidelines and Expectations

The following is a list of general guidelines and expectations for volunteers to become familiar with, prior to volunteering:

- Volunteers may be asked to park in the area designated for them at specific events.
- Upon arrival, please sign in at a designated location.
- Please remember to keep track of your volunteer hours and record them on the volunteer log
- If you are unable to show up, please call the 360 Blueprint office before the start of programs and the proper person will be notified.
- Volunteers must perform assigned duties based on job descriptions.
- Please share with the 360 staff any observations or concerns you may have about the participants and/or their work.
- If you are uncomfortable working with participants and/or have concerns about your volunteer assignment, please contact your program director.
- Volunteers are role models and must use proper language and exhibit a professional demeanor at all times.
- Volunteers must refer disruptive participants to the school staff or 360 staff.
- Volunteers can help participants by learning their names and using them often; listening carefully; being patient, sincere and honest; praising and showing a genuine interest in participants.

Recognition and Appreciation

Our volunteers are important to us! Without the support of dedicated, hardworking volunteers, our work would not be possible. To honor outstanding volunteerism and participation, 360 Blueprint will hold an end of program celebration banquet that everyone will be invited to, in honor of a successful program term.

Record Keeping

360 Blueprint asks for your cooperation in providing some basic personal information for our records. Information gathered about volunteers is useful in identifying volunteer opportunities that will be both satisfying to the volunteer and helpful to the 360 Blueprint staff and program participants.

360 Blueprint asks that you please inform us of any change of address, email and/or telephone numbers. If you do not, we will be unable to contact you to keep you informed of upcoming events, new volunteer opportunities with 360 and other important information that may affect your involvement with 360 Blueprint.

Performance Evaluation

New volunteers will be asked to complete a one-month evaluation assessing their experiences with 360 Blueprint employees, participants and assigned duties. All volunteers will receive an annual evaluation of their performance.

Complaint Resolution

If at any time a volunteer has a complaint regarding his/her experience at 360 or has concerns regarding the services provided by 360, he/she should direct such complaints to their program director or assigned 360 personnel. All complaints and concerns will be taken very seriously and the program director will attempt to resolve them and/or take them to the appropriate staff. All reasonable efforts will be made to respect the confidentiality of volunteers who come forward with complaints or concerns.

Service Termination

360 Blueprint acknowledges the service of all volunteers with the understanding that the agreement may be terminated at any time and for any reason. Volunteers should notify their assigned program directors in a timely manner of their intent to terminate their relationship to the organization.

IV. 360 BLUEPRINT POLICIES AND PROCEDURES

Kindle, Computer, Email, and Internet Usage

Policy: Kindles, computers, computer files, the email system, or any other electronic devices issued to volunteers are the property of 360. Volunteers shall use kindles, computers, computer files, computer software, email, internet-related systems, or any other electronic devices issued to volunteers for official 360 business only. 360 prohibits the use of computers and the email system in ways that are disruptive, offensive, or harmful to others.

Procedures:

1. Volunteers must be granted proper authorization to use a password, access a file, or retrieve any stored communication.
2. 360 Blueprint purchases and licenses the use of various computer software for business purposes and does not own the copyright to the software or its related documentation.
3. Volunteers may only use software on local area networks or on multiple machines according to the software license agreement.
4. 360 prohibits the illegal duplication of software for use on more than one computer.
5. All email distribution lists shall be kept on 360 property.
6. 360 Blueprint owns all email sent and received and can limit and restrict access to the organization's email system.
7. All Internet data that is composed, transmitted, or received via 360 Blueprint computer communication systems is considered to be part of the official records of 360 and, as such, is subject to the disclosure to law enforcement or other third parties.
8. The following behaviors are examples of activities that are prohibited and can result in disciplinary action:
 - Sending or posting discriminatory, harassing, or threatening messages or images
 - Using the organization's time and resources for personal gain
 - Stealing, using, or disclosing someone else's code or password without authorization
 - Copying, pirating, or downloading software and electronic files without permission
 - Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
 - Violating copyright law
 - Failing to observe licensing agreements
 - Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
 - Sending or posting messages or material that could damage the organization's image or reputation
 - Participating in the viewing or exchange of pornography or obscene materials
 - Sending or posting messages that defame or slander other individuals
 - Attempting to break into the computer system of another organization or person
 - Refusing to cooperate with a security investigation
 - Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
 - Using the Internet for political causes or activities, religious activities, or any sort of gambling
 - Jeopardizing the security of the organization's electronic communications systems
 - Sending or posting messages that disparage another organization's products or

services

- Passing off personal views as representing those of the organization
- Sending anonymous email messages
- Engaging in any other illegal activities

Confidentiality

Policy: Volunteers shall, to the best of their ability, ensure confidentiality and privacy in regard to history, records and discussions about the organization's clients. The very fact that an individual is served by the organization must be kept private or confidential. This means that volunteers shall not disclose any information about a person, including the fact that he or she is or is not served by the organization to anyone outside this organization unless authorized by the program director or other authorized personnel. The principle of confidentiality must be maintained in all programs, departments, functions and activities. Failure to comply with the confidentiality requirement can result in immediate termination.

Dress Code

Policy: 360 Blueprint volunteers shall consistently present a positive image to participants and the general public. As representatives of the organization, volunteers are expected to exhibit a neat, well-groomed appearance. Volunteers are required to wear official, issued program t-shirts and badges for ALL campus visits or related 360 Blueprint events.

Procedures:

1. 360 volunteers must comply with the dress code guidelines
2. Radical departure from conventional dress or personal grooming includes, but is not limited to:

Females

- No see-through clothing worn under any circumstances.
- Excessive short dresses, or skirts are not acceptable attire.
- Blouses that show excessive women's cleavage are not acceptable.
- Tank tops, tube or halter-tops, or shorts are not acceptable attire.
- No excessive body piercings (nose, eyebrows, lip etc.)

- Offensive body odor and poor personal hygiene is not acceptable.

Males

- No excessively long hair or excessively untrimmed facial hair on males.
 - No sagging pants
 - No excessive body piercings (nose, eyebrows, lip etc.)
 - Offensive body odor and poor personal hygiene is not acceptable.
3. Volunteers working with children in recreational and athletic activities may wear befitting shorts, warm-ups and other appropriate attire during these programs.
 4. Volunteers that serve as mentors in the public schools must adhere to 360's dress code for public schools, which is aligned with the public schools dress code policy.
 5. The organization will not be held liable for damage to clothing or accessories while you are on duty.

Drug-Free Workplace

Policy: 360 Blueprint shall maintain a workplace that is free of drugs and alcohol and prohibit the use of drugs and alcohol by its employees and volunteers during 360 business. Volunteers who work under the influence of drugs or alcohol endanger their own health and safety and the health and safety of others, and can cause a loss of efficiency and productivity, or a disruptive working environment.

Definitions

- A. "Legal drugs" means any drug, including prescription drugs and over-the-counter drugs, that has been legally obtained and that is not unlawfully sold or distributed.
- B. "Illegal drugs" hereafter referred to as "drugs" means any drug or substance that (a) is not legally obtainable; or (b) is legally obtainable but has not been legally obtained; or (c) has been legally obtained but is being sold or distributed unlawfully. The term includes, but is not limited to, marijuana, cocaine, opiates, amphetamines, and phencyclidine.
- C. "Abuse of any legal drug" means the use of any legal drug (a) for any purpose other than the purpose for which it was prescribed or manufactured; or (b) in a quantity, frequency, or manner that is contrary to the instructions or recommendations of the prescribing physician or manufacturer.

Prohibited Behavior

- A. The unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance by volunteers while on 360 Blueprint premises or on 360 business shall be prohibited.

- B. Reporting to volunteer duty with alcohol or illegal drugs in the body shall be prohibited.
- C. Conducting business, which includes driving vehicles or operating 360 equipment while under the influence of alcohol or drugs shall be prohibited.
- D. Engaging in the use of alcoholic beverages on or off 360 premises during business/program hours shall be prohibited.
- E. Engaging in any of these prohibited activities will result in disciplinary action up to termination.

Email Distribution Lists

Policy: E-mail distribution lists shall only be used for approved 360 business. In other words, there is to be no personal or non-official use or reproduction of e-mail distribution lists.

Procedures:

1. 360's administrative assistant keeps and manages all e-mail distribution lists related to the organization. The administrative assistant maintains updated email information on 360 volunteers, 360 participants, special guests and visitors.
2. All group email correspondence to distribution lists must have the prior approval of the program director before dissemination.
3. Email distribution lists must not be shared with persons, organizations or companies outside of 360 Blueprint without the approval of the program director. If such an approval is ever granted, only authorized staff will be permitted to share email addresses.
4. Volunteers will not have access to e-mail distribution lists. All emails sent on behalf of mentor coordinators must be approved by the administrative assistant and sent to distribution lists by 360 personnel. Emails must be sent by blind copy (BCC) to distribution lists.
5. Volunteers should notify a program director or any member of management upon learning of violations of this policy.

Inclement Weather

Policy: The executive director or his/her designee may close the organization due to inclement weather or due to an emergency on days other than regularly scheduled holidays. Should this occur, every attempt is made to notify volunteers using a telephone chain and/or announcements over the 360 Blueprint website or via e-mail.

Mandatory Reporting of Child Abuse and Neglect

Policy: Volunteers working with children "having cause to believe that a child's physical or mental health or welfare has been or may be adversely affected by abuse or neglect" shall report the case immediately to 360 personnel, i.e. director or program coordinator on duty.

360 personnel shall immediately report suspected child abuse and neglect to a law enforcement agency or to the Nevada Child Protective Services (CPS). Failure to report suspected child abuse or neglect is punishable by law.

Procedures:

1. A mentor will notify his/her in-school mentor coordinator or school personnel of suspected child abuse and neglect. All other volunteers working with children will notify a director or program coordinator on duty.
2. The mentor should meet with the in-school mentor coordinator or school personnel in the absence of the in-school mentor coordinator to begin the paperwork in the reporting process. The mentor can complete the mentoring session a little early and then proceed with reporting suspected abuse or neglect.
3. The in-school mentor coordinator and volunteer must fill out the Incident/Accident Report form detailing critical information about the alleged incident of abuse or neglect. Once completed and reported, this form will be kept in the mentee's file folder.
4. The in-school mentor coordinator or 360 program director must then file a report within 24 hours to a law enforcement agency or Child Protective Services (CPS)
5. In some cases, the agency may require the mentor to be interviewed or make contact with them directly. In such cases, a 360 director will accompany the mentor as allowed by procedure or law.
6. The same procedures outlined above will be followed for any suspected child abuse and neglect by any staff person, program representative, or volunteer.
7. In addition, the alleged abuser will be investigated by 360 Blueprint executive staff and board members.
8. During such an investigation, the alleged abuser will be immediately restricted from contact with youth, suspended from participation in the program or terminated.
9. In the case of suspicion of a mentor, the parent/guardian and school will be immediately informed of the suspicion.
10. All program staff, agency representatives, and volunteers must be trained on state statutes of child abuse and neglect laws, and the agency's mandatory reporting policy and procedures prior to working with youth or participating in the 360 Blueprint school-based mentoring program or any program involving children.

360 Blueprint Holidays

Policy: 360 Blueprint observes the following holidays:

<i>New Year's Day</i>	<i>Independence Day</i>	<i>Christmas Eve-</i>
<i>Martin Luther King Day</i>	<i>Labor Day</i>	<i>New Year's Eve</i>
<i>Good Friday</i>	<i>Thanksgiving Day</i>	
<i>Memorial Day</i>	<i>Day after Thanksgiving</i>	

Safety Standards

Policy: Since 360 strives to ensure a safe workplace, it shall be the responsibility of each volunteer to adhere to the safety standards and emergency procedures established by the organization.

Procedures:

1. Volunteers must adhere to good safety practices as posted, instructed and discussed.
2. Volunteers must refrain from any unsafe act that might endanger oneself, the people 360 Blueprint serves or fellow workers.
3. Volunteers should use all safety devices provided for his or her protection and report any unsafe situation or acts immediately to the supervisor.
4. Electrical equipment should be turned off when not in use.
5. Volunteers should notify the supervisor of any equipment that has cracked, exposed wiring, is causing a shock, or emitting sparks, or appears to be a potential fire hazard.
6. 360 Blueprint should have written fire emergency procedures posted in plain site.
7. Volunteers should follow all fire prevention measures established by the organization.
8. Volunteers should familiarize themselves with the location of fire exits, alarms and extinguishers.
9. First aid supplies are located in the supply closet. Volunteers should familiarize themselves with their location.
10. Volunteers must assume his or her share of the responsibility for thoughtless or deliberate acts that cause injury to oneself, fellow workers and/or participants.
11. Failure to comply with safety requirements can result in immediate termination.

School-based Mentors

Policy: Volunteers that are interested in 360's school-based mentoring shall undergo an extensive background check and must be approved by 360 and the school before serving as mentors in 360's participating public schools. To ensure the protection and wellbeing of the child, school, mentor and 360, mentors shall adhere to the following procedures.

Procedures:

School Rules

1. The school has rules to ensure compliance with a myriad of federal, state and local laws and regulations as well as school board policy. The rules are designed to protect and enhance the safety and wellbeing of all individuals on the school campus. Follow the school rules at all times, no matter what your opinion of them.

Meeting with Students

2. All meetings and/or activities with students **MUST** take place on the school campus, or as part of a school-sponsored field trip.
3. All activities with a student or students must take place in a room with an open door or on the school grounds in sight of school staff or representatives.
4. Off campus contact with your mentee is possible, however, off campus contact is strictly outside the scope and liability of 360 Blueprint.
5. It is at your discretion to give a student your home or cell phone number.
6. Each time you visit the school, check in with the school's administration office. In addition, please sign the 360 Blueprint logbook that will be in a designated location at the school.
7. While on school property, **ALWAYS** wear your 360 Blueprint t-shirt and identification badge so that it is clearly visible.

Transportation

8. Transporting a student in your personal car or a 360 vehicle is prohibited within the scope and liability of our on-campus program. Students must be transported in a school-district bus (field trips), in a school's official vehicle or in a parent or legal guardian's vehicle. Do not put yourself in the position of being alone with any student in any vehicle.

Physical Contact

9. Many of the children we work with have a strong need and desire for positive physical contact with caring adults. You are encouraged to be a positive role model, however, your physical contact should be limited to holding a hand, giving a soft pat on the back or the sharing of a hug in full view of other school officials. Remember, what you see as simple, friendly affection between the student and yourself may be viewed as something entirely different by someone else.

Confidentiality

10. All information you are told about your student or students is confidential and sharing that information with others may be a violation of the law. Do not allow yourself to make a promise to a student that you will keep confidential information secret. Tell the student that they are free to share confidential information with you. However, there are certain things that you are required by law to tell the principal. The exceptions to confidentiality are:

- If a student confides that he or she is the victim of sexual, emotional or physical abuse, you **MUST** notify the in-school mentor coordinator or student's principal or his/her designee immediately. Incident/accident report forms are provided to mentors and in-school mentor coordinators for completion in case of child abuse or neglect or if a child is injured during a 360 Blueprint activity.
- If a student tells you of their involvement in any illegal activity or intent to harm self and/or others, you must tell the in-school mentor coordinator or principal or his/her designee immediately. Again, an incident/accident report form must be completed in this situation.

School-based Mentor Match Closure

Policy: 360 shall institute procedures for terminating a mentor/mentee match. The process shall outline potential circumstances for closure and list the steps needed to effectively close the match in each situation.

Procedures:

1. At the point it is decided that a match is closing, the mentoring program staff will fill out a Match Closure Summary form and guide all participants through the closure process. A copy of the Match Closure Summary will be placed in the both the mentor and mentees' files.

2. All closures must be classified as to the reason for the match ending. The major classifications are as follows and the circumstances will dictate the procedure to be followed:

Planned

A planned closure is one that has been known about for a period of time such as three months or more. Common reasons for planning a match closure may include the match is reaching the end of the one-year commitment, the youth ages out of the program, and/or the goals of the match have been achieved.

Extenuating

Extenuating circumstances for match closure are usually more sudden in nature, and beyond the control of the program and/or its participants, i.e., relocation or moving away, or an unexpected personal crisis.

Difficult

A difficult match closure is due to relationship or behavioral difficulties i.e. lack of cooperation or contact, parental disapproval, irreconcilable issues, lack of compatibility, and/or violations of program policies.

3. In all cases, attempts will be made to have a closure meeting to include 360 and school staff, the mentor and mentee(s). The parent/guardian may attend if he/she desires. The meeting agenda should cover the following, depending on the circumstances of the closure:
 - Open discussion about the relationship ending
 - Complete the closure Exit Surveys
 - Discuss 360 Blueprint's policy around future contact
 - Distribute participant Closure Letters
4. In the absence of a meeting, program staff will attempt to contact all parties by phone to inform them the match is closing and how best to proceed in closing the match. Closure Letters and Exit Surveys will be mailed out to the mentor, mentee, and parent/guardian and will include enclosed, self-addressed, stamped envelopes.
5. In all circumstances, the mentor, mentee, and parent/guardian should all receive a Closure Letter stipulating the match has formally ended and any future contact is beyond the scope and responsibility of 360 Blueprint.
6. Program staff must coordinate closure proceedings with evaluation requirements and assist in any way necessary to gather evaluation data during this process.

7. Copies of the Closure Letters and all completed Exit Surveys should be placed in the respective mentor or mentee files.
8. Depending on planned future participation in the program, the files of mentors and/or mentees exiting the program should be kept active or placed in the program archives.

Smoke-Free Environment

Policy: 360 shall offer a smoke-free work environment. Smoking is prohibited at or on any of the 360 locations or properties or in any 360 owned vehicles. Violation of this policy shall result in disciplinary action up to termination.

Procedures:

1. 360 Blueprint will not allow vending machines that dispense tobacco products on site. Volunteers will not provide, distribute, or facilitate participant access to tobacco products.
2. Volunteers will not use tobacco products in the presence of adolescent participants and/or during program activities at any location.
3. Volunteers will prohibit adolescents from using tobacco products on the program site or during structured program activities at any location.
4. Non-compliance of this policy by volunteers should be reported to a program director or his/her designee for appropriate action, including notifying the executive director of the infraction.

Solicitation and Distribution

Policy: In an effort to ensure a productive and harmonious work environment, persons not employed by 360 may not solicit or distribute literature in the workplace at any time for any purpose.

Procedures:

1. The posting of written solicitations on company bulletin boards is restricted.
2. These bulletin boards display important information, and volunteers should consult them frequently for internal memoranda and organization announcements.
3. If volunteers have a message of interest to 360 Blueprint, they may submit it to the executive director for approval.

Use of Physical Restraint

Policy: Under no circumstances shall physical punishment ever be administered to persons served. This policy is applicable to volunteers, employees, and contract personnel.

On rare occasions, however, it may be necessary to physically restrain or remove a participant from a 360 Blueprint program or activity in order to prevent injury or the threat of injury to the participant, to other participants, to volunteers, to employees or to the public at large. A volunteer must notify the supervisor on duty when encountering a disruptive situation. The removal of a disruptive individual should be done in the least restraining manner possible, given the specific circumstances of the situation and the disruptive individual.

Visitors

Policy: To provide for the safety and security of volunteers, staff, participants and the facilities at 360 Blueprint, only authorized visitors shall be allowed in the workplace and/or on program sites. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards volunteers, staff and clients welfare, and avoids potential distractions and disturbances.

Procedures:

1. Volunteers must have the permission of a program director before allowing their visitors access to program sites and/or 360 Blueprint facilities.
2. Volunteers should assist staff in directing all visitors to the reception area in the appropriate building. Authorized visitors will receive directions or be escorted to their destination. Volunteers are responsible for the conduct and safety of their visitors.
3. If an unauthorized individual is observed on 360 premises, volunteers should immediately notify the supervisor on duty or, if necessary, direct the individual to the reception area.

Volunteer Conduct with Children

Policy: Volunteers who specifically work with children shall be expected to behave in a manner that protects the health, safety, rights, and welfare of participants.

Procedures:

1. Smoking or use of tobacco products in the presence of children is prohibited.
2. Using, possessing, or being under the influence of alcohol or illegal drugs is not tolerated.
3. Volunteers must not abuse children including:
 - Physical Abuse—strike, spank, shake, slap
 - Verbal Abuse—humiliate, degrade, threaten
 - Sexual Abuse—including inappropriate touching and exposure
 - Mental Abuse—inconsistent standards, communicating one behavior and rewarding the opposite
4. Volunteers must treat children of all races and cultures with respect and consideration.
5. Volunteers must use positive techniques of guidance, including positive reinforcement and encouragement rather than competition, comparison or criticism.
6. Volunteers should abstain from humiliating or frightening discipline techniques.
7. Volunteers should not use profanity in the presence of children or parents.
8. Volunteers must refrain from inappropriate display of affection toward others in the presence of children, parents, and staff.
9. Monetary and expensive gifts to volunteers are prohibited.
10. Volunteers must be free of physical and psychological conditions that might adversely affect children's health, including significant fever or contagious conditions.
11. Volunteers must be positive role models for youth by maintaining an attitude of respect, loyalty, patience, integrity, courtesy, tact and maturity.
12. Volunteers must do everything in their power to avoid being put in a situation where they are alone with a child. In fact, caring for any children other than their own, on a one-on-one basis, such as babysitting, is prohibited.
13. Inviting children to a volunteer's home without full knowledge of the child's parent(s) and without another adult present at all times is strictly prohibited.
14. Nevada State law requires that all citizens report any suspected abuse or neglect of a child to Child Protective Services (CPS) or a law enforcement agency.
15. Volunteers must complete an incident/accident report form in the case of injury to a child during a 360 Blueprint activity or suspected child abuse or neglect.

Workplace Violence Prevention

Policy: 360 Blueprint is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, 360 Blueprint shall adopt the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

Procedures:

1. All employees, contract labor and volunteers should be treated with courtesy and respect at all times.
2. Volunteers are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others.
3. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of 360 Blueprint without proper authorization.
4. Conduct that threatens, intimidates, or coerces another employee, volunteer, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.
5. All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.
6. All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening.
7. 360 Blueprint will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical.
8. In order to maintain workplace safety and the integrity of its investigation, 360 Blueprint may suspend volunteers pending investigation.
9. Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of volunteer service.
10. 360 Blueprint encourages volunteers to bring their disputes with other employees to the attention of their supervisors or other 360 executive personnel before the situation escalates into potential violence. 360 Blueprint is eager to assist in the resolution of employee disputes and will not discipline employees for raising such concerns.

V. STAFF DIRECTORY—

Name	Position	Contact Information	Phone
Nathan Dupree	Program/Executive Director	Nthdupree@gmail.com	775-287-3755(m)
Jerry Bowden	Reno Police Department Coordinator	BowdenJ@reno.gov	775-745-3642(m)
Ashley Barrett	Program Manager	360blueprint@gmail.com	775-443-6873(m)
Rita Navarro	Program Manager	Rnavarro1992@gmail.com	775-544-5744(m)
Jen Harvey	Rita Cannan Elementary In-School Mentor Coordinator	JHarvey@washoeschools.net	775-353-5750(o)
Kelly Humphreys	Rita Cannan Elementary Principle	KHumphreys@washoeschools.net	775-353-5750(o)
Ashely Brezina	Mount Rose Elementary In-School Mentor Coordinator	ABrezina@washoeschools.net	775-333-5030(o)
Krissy Brown	Mount Rose Elementary Principle	KBrown@washoeschools.net	775-333-5030(o)
Yolanda Olivares	Double Diamond In-School Mentor Coordinator	yolivares@washoeschools.net	775-850-6212(o)
Mike Dixon	Double Diamond Elementary Vice Principle	mdixon@washoeschools.net	775-850-6212(o)
Amanda French	Alice Maxwell Elementary School Counselor	afrench@washoeschools.net	775-353-5580(o)
Michon Pincolini	Dorothy Lemelson Elementary School Counselor	mpincolini@washoeschools.net	775-333-5080(o)
Jonna AuCoin	Dorothy Lemelson Elementary Principle	jaucoin@washoeschools.net	775-333-5080(o)
Candace Kelley	Greenbrae Elementary School Counselor	ckelley@washoeschools.net	775-353-5530(o)

Rose Kane

Greenbrae Elementary Principle

rkane@washoeschools.net

775-353-5530(o)