

AARP Foundation®

**EXPERIENCE
CORPS**

Guiding the next generation of readers

Twin Cities

**Tutor
Handbook
2018-2019**

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Welcome to AARP Foundation Experience Corps

Dear AARP Foundation Experience Corps Tutors,

It is with much excitement that we welcome you to your position as a Literacy Tutor and Mentor for the upcoming academic year. We know you will have a tremendous impact on the students you work with this school year, and we cannot wait to see how you are able to help them achieve. Last school year, 95 AARP Foundation Experience Corps volunteers tutored 671 students to academic success!

This resource manual is meant to provide you with information you will need throughout the year. Please feel free to contact any of the AARP Foundation Experience Corps Twin Cities staff if you have any questions.

We are very excited to have you as part of the team. Have a great year!

“Being a Literacy Tutor is the most important job I’ve ever had! More important than the position I retired from as a Senior Manager at a Fortune 500 company, managing a department, budget, and people. I originally thought that tutoring would be a one way “street” – me giving knowledge and sharing what I’ve learned from life-long experiences, instilling self-esteem and marshaling the raw skills the kids had to the forefront. What I found out is that it isn’t one-way giving. The kids have given me the opportunity to play an extraordinary role in their lives: shaping, molding, and laying a foundation, hopefully, that they can internalize and find that they can achieve some measure of success. They have also given me the opportunity to heartily laugh at their implicit innocence.”



-AARP Foundation Experience Corps
Literacy Tutor



Introduction to AARP Foundation Experience Corps Twin Cities

Mission: *We mobilize elders to build caring relationships that help children develop social, emotional, and academic skills, while cultivating meaningful connections to the community.*

Vision: *A community where intergenerational relationships nurture success in children and purpose in older adults.*

AARP Foundation Experience Corps

AARP Foundation Experience Corps® (EC) engages well-trained volunteers age 50 and older help struggling K-3 students catch up to their peers by helping them to improve their reading skills, confidence, concentration, and attendance. Experience Corps volunteers provide individual tutoring, small group work, and some classroom literacy assistance alongside teachers. Research demonstrates that Experience Corps is an effective K-3 literacy intervention, generating enduring positive outcomes for students, older adult volunteer, schools and communities. With its intergenerational approach, the program not only helps students at a critical juncture in their education, but also engages volunteers in their communities, putting their wisdom to work while guiding the next generation of readers.

Visit AARP Foundation Experience Corps online at www.aarp.org/experience-corps.

AmeriCorps

AmeriCorps is a national service movement that engages Americans of all ages and backgrounds in service to address the most critical problems in our nation's communities in the areas of education, public safety, the environment, and other human needs. In exchange for a term of service, AmeriCorps members earn a taxable living allowance/stipend and an education award to pay for higher education. AmeriCorps provides significant funding for AARP Foundation Experience Corps Twin Cities program. Visit the AmeriCorps website at www.americorps.gov.

AARP Foundation Experience Corps-Twin Cities K-3 Literacy Tutor Position Description

Position summary: Literacy tutors serve in local schools in grades Kindergarten through Third, under the direction of the classroom teacher/site coordinator, by providing tutoring in essential early reading skills. Additionally, tutors build positive relationships that support, encourage and motivate students. Duration of service is September 2018-June 2019 on a weekly basis.

Reports to: AARP Foundation Experience Corps-Twin Cities Site Coordinators and Executive Director.

Qualifications:

- Adults 50+ with a high school diploma (or equivalent)
- U.S. citizen or lawful permanent resident alien
- Satisfactorily complete a series of background checks
- Professional in conduct
- Speak, read, and write English fluently
- Strong written and verbal communication skills
- Ability to learn and apply a variety of literacy tutoring techniques
- Healthy condition to work with children in a fast-paced school setting
- Ability to get to school site independently
- Ability to get to classrooms without assistance
- Ability to exercise flexibility, initiative, good judgment, and discretion
- Strong interpersonal skills
- Ability to relate to individuals from diverse ethnic, cultural, and socioeconomic backgrounds and to work with them in a fair and cooperative way

Responsibilities:

- Attend 20-25 hours per year of required training provided by AARP Foundation Experience Corps
- Establish and maintain a weekly tutoring schedule of 6 to 10 hours per week
- Follow teacher/site leader direction and school curriculum to conduct 1:1 tutoring sessions
- Establish and maintain a positive working relationship with AARP Foundation Experience Corps staff, school teachers, and other AARP Foundation Experience Corps members
- Respond promptly to communication from AARP Foundation Experience Corps staff and schoolteachers
- Accept feedback based on observations and implement recommendations
- Accurately and promptly complete paperwork, including timesheet and tutor log
- Develop positive tutoring and mentoring relationships with students
- Arrive on time (at least 10-15 minutes prior to first tutoring session) and be prepared to serve student
- Adhere to AARP Foundation Experience Corps Tutor Handbook

Benefits:

- Taxable AmeriCorps stipend for members who volunteer 8-10 hours/week for a total of 300 hours of service over the course of the school year. AmeriCorps Educational Award after completion of 300 hours of service
- Help students reading below grade level reach academic benchmarks
- Ability to make a measurable impact on students' literacy
- Learn and develop new skills
- Inspire, educate, and motivate future generations
- Opportunity to serve as a role model for students
- Work with a team making strong social connections

Pre-Volunteering Responsibilities

- Attend all scheduled trainings throughout the school year.
 - Pre-service training and orientation is **required** for all tutors.
 - All members **MUST** complete **20-25 hours** of training throughout their service.
 - If you are unable to attend a scheduled training, you must contact the Volunteer Director to set up a time to discuss other options for acquiring the needed training hours.
- Complete any necessary paperwork.
- Read and review the Tutor Handbook.
- Work with the EC Site Coordinators and school to set up a weekly tutoring schedule.

School Year Responsibilities

Tutoring Dos:

- Arrive on time.
- Be respectful in words and actions to all site staff, students, and other volunteers.
- Build a relationship with your students showing you care about their success.
- Offer individual enthusiasm.
- Promote child's enthusiasm for reading and writing.
- Manage the session times.
- Build rapport with the classroom teacher/site coordinator.
- Abide by the confidentiality policy regarding information learned about the students.
- Refrain from participation in gossip, rumors, and negativity about any issue relating to the school site.
- Accept direction from teachers or supervisory staff (even when you disagree).
- Accept cultures that are different from yours without criticism or judgment.

Tutoring Don'ts:

- **NEVER** raise your voice to speak to anyone at the site, including students.
- Discipline a student.
- Assume the role and responsibilities of the classroom teacher/site coordinator. You are there to help, not replace him/her.
- Discuss personal matters.

Daily Duties

- Arrive on time.
- Sign in and out daily in the school's volunteer log (if applicable).
- Wear ID badge at all times.

- Check the AARP Foundation Experience Corps binder/notebooks for notes and information from AARP Foundation Experience Corps staff/other members/school staff/site coordinators.
- Complete AARP Foundation Experience Corps timesheet.
- Greet the student and classroom teachers/site coordinators.
- Ask the classroom teacher/site coordinator what you will work on with the student.
- Complete Tutor Logs for all sessions daily.
- Understand the duties and expectations of your assignment.
- Follow the policies and procedures of program, site, and school district.

Weekly Duties

- Double-check that Tutor Logs are accurately completed.
- Communicate any foreseen absences with your classroom teacher(s)/site coordinator and EC Volunteer Coordinator as soon as possible.

Monthly Duties

- Attend any site meetings scheduled (in advance) by the EC Site Coordinators. The site meetings are opportunities for training, networking, and idea gathering.
- Attend any other training mandated by AARP Foundation Experience Corps.
- Turn in completed Tutor Logs and Timesheets. See pages 9-10 for additional detail.

School Family Involvement Activities

AARP Foundation Experience Corps is required by funders to support each school's/community site's family involvement plan. AARP Foundation Experience Corps members are required to participate in program activities to support family involvement, such as sending home student success notes at least once per month. Activities vary by school/site so your EC Site Coordinator will explain family involvement activities at your school.

Professional Development Training

Trainings

AARP Foundation Experience Corps will offer or require trainings throughout the year to provide additional skills to members. ***Members are required to attend mandatory trainings planned by AARP Foundation Experience Corps staff even if the meeting is on a regular service day or a day that you would not otherwise be scheduled.***

Site Meetings

Tutors at each school/community site will meet and are expected to attend. These meetings will be a time to provide additional training to volunteers, troubleshoot any problems, support each other, and share stories. The EC Site Coordinator will schedule site meetings in advance.

Outside Training Hours

Other training opportunities in the community may be counted toward the required 20-25 training hours with *prior approval* from AARP Foundation Experience Corps staff. For example, trainings offered by the school district, Minnesota Literacy Council, and other similar organizations may be approved.

Attendance and Maintaining Service Hours

Once your schedule has been set with the EC staff and school/community site, you are expected to arrive on time every day you are scheduled.

- **Planned Absence**

If you know that you will be absent for all or part of your scheduled time, notify both the EC Site Coordinator and classroom teacher(s)/site coordinator in advance.

- **Unplanned Absence**

If you are sick or cannot otherwise make it to school/community site on a regularly scheduled day, call the front desk receptionist or teacher(s)/site coordinator directly to notify them of your absence. Write “sick,” “snow day,” or other explanatory note on your timesheet on that day.

- **Making Up for an Absence**

If you are receiving an AmeriCorps stipend and you fall behind on hours (i.e., not averaging 10 hours per week), arrangements must be made with the AARP Foundation Experience Corps Site Coordinator and site staff to make up the deficit hours or you risk termination from the program.

AARP Foundation Experience Corps staff will periodically check in with you regarding the number of hours completed. The Site Coordinator is able to, at any time, ask a member to make up hours missed.

Transportation

It is the responsibility of each member to get to school/community site on his/her scheduled day.

AARP Foundation Experience Corps members who receive a stipend will not be reimbursed for traveling expenses or mileage.

AARP Foundation Experience Corps members are not allowed to drive program participants in their personal vehicles. You are not insured through AARP Foundation Experience Corps or your site.

Reporting – Timesheets and Tutor Logs

Recording Service Hours on Your Timesheet

1. Complete your timesheet everyday with the number of direct service hours and training hours you completed that day:
 - Direct Service Hours: hours you spend working directly with students, such as one-on-one or small group tutoring AND Literary Assistance: any service that ultimately ends up benefiting your *students* (includes time spent mentoring in a large group setting or lesson preparation).
 - Training Hours: Site meetings and any training held by AARP Foundation Experience Corps, Minneapolis Public Schools, Minnesota Literacy Council, etc. that you attend, either required or optional. Indirect hours cannot exceed 20% of your total service hours for the year (60 hours for AmeriCorps members).

If you have Training Hours for the day, please include a brief description of the meeting or the training you attended (Example: AARP EC Cultural Competency Training or Site Meeting) on your timesheet.

2. Please use either black or blue ink to complete your timesheet. If you make an error, please cross out the incorrect information and initial and date the change.
3. Enter hours as decimal of the hour (15 minutes = .25, 30 minutes = .5, 45 minutes = .75)
4. Round the time in/out to the nearest quarter hour (e.g., 8:50 = 8:45, 8:55 = 9:00)
5. At the end of the month:
 - You do NOT need to total your hours—EC staff will take care of this.
 - Your signature and your teacher's/site coordinator's signature should be at the bottom of the timesheet. DO NOT sign your timesheet until after you have completed your final tutoring hours for the month (i.e. if you tutor on the 31st of the month, do not sign and date on the 30th).
 - If you want a copy, make your own on last day of month.
 - Leave completed timesheet in your school's/site's EC mailbox. It will be picked up by EC Staff.
6. A member should not be asked to perform indirect services that are not training related. This includes answering phones, grading papers, supervising the classroom, overseeing recess or lunch, photocopying, etc. You may help a teacher/site coordinator prepare instructional materials on a limited basis.
7. Community Service Activities: AARP Foundation Experience Corps will occasionally partner with other community and/or faith-based organizations in a community service

activity. Participation by AARP Foundation Experience Corps members will be encouraged, but not required, and time spent in the activity may be recorded on the timesheet.

8. Jury Duty: During weeks served on jury duty, regular service hours may be recorded. Notify the EC Site Coordinator in advance of jury duty obligations.

Completing Tutor Logs for Every Focus List Student

Tutors are also asked to complete Tutor Logs to keep track of the students they work with each month.

1. The names of the students you are assigned should be written in the left-hand side columns. If you are given a new student in the middle of the month, please add their name to your log.
2. For each day that you tutor this student, write the number of minutes you spend with him or her under the correct day of the month.
3. There are a few circumstances under which, if you do not tutor a student, something should still be recorded for the day. This includes a student's absence, your absence, or if there is a special event that bars you from tutoring that day. A key is included on the log for your reference.
4. If you are performing Literary Assistance Tutoring and one of your focus list students is a part of that class, please indicate this time under their name/names in the tutor log for the day. If a non-focus list student is worked with more than four times, contact the EC Site Coordinator.
5. As with your timesheet, please complete the log in blue or black pen. If there are any errors you need to complete, cross it out and initial and date the change.
6. Your Tutor Log will also be picked up by the EC Site Coordinator on the last day of the month.

Member and Program Evaluation

- Volunteer tutors will be asked to complete training and program evaluations.
- AARP Foundation Experience Corps staff will conduct observations and provide coaching to volunteers at least twice per year. Criteria for evaluation include ability to work with students, following teacher direction, punctuality, attendance, completion of timesheets and tutor logs, cooperation, and communication.

AmeriCorps Membership Benefits

AmeriCorps Stipend-Taxable Living Allowance

The total amount of the stipend is determined by the national AmeriCorps office, and it is a taxable stipend. **Receiving a stipend from AARP Foundation Experience Corps – Twin Cities does NOT mean that you are an employee.** The program can provide you with a letter verifying the stipend term and income if needed. You are not eligible for unemployment insurance because you are NOT an employee. It is your responsibility to know if receiving a stipend can affect any benefits you receive.

AmeriCorps volunteers will receive a payment monthly by direct deposit. No paper checks will be authorized.

AmeriCorps Education Award (Eligible when hours are completed)

To qualify for an education award, a member must successfully complete the required 300 hours of direct service (based on the 8-10 hour/week commitment) and complete the term of service. The term of service is the school year. (If you don't finish 300 hours in the school year, you will have the opportunity to finish your hours in summer school). Members must also attend training and meet the performance standards established by AARP Foundation Experience Corps. Education awards are administered by the Corporation for National and Community Service (CNCS) in Washington, D.C. AARP Foundation Experience Corps have no control over the time period in which this happens but will help members contact CNCS when questions arise.

The award may be used to pay off qualified student loans or pay tuition at any qualified institution of higher education. It may only be used for tuition or fees for courses in a degree program, certificate program, or continuing education program. Please reference the following website for more information about what constitutes a qualified "loan or institution": <http://www.nationalservice.gov/programs/ameriCorps/segal-ameriCorps-education-award/using-your-sega-education-award>.

The education awards are considered taxable income in the year they are used.

The education award is transferable to children, grandchildren, and foster children. The education award is valid for 7 years for the member who received the award and 10 years if it is transferred to a child, grandchild, or foster child. The award cannot be split and transferred to multiple people. All education awards for member terms enrolled prior to October 1, 2009, are not transferable. **If you have further questions, call 1-888-507-5962.**

Transfer Process for Education Award

The first step in the transfer process is that the member **MUST** be sure that he/she is eligible to transfer the education award. Members with questions regarding their eligibility should directly contact the **National Service Hotline (1-800-942-2677)**. If eligible, the

member will need to go online and create a log-in for his/her **My AmeriCorps account**. Once the recipient has an account, he/she has the option to accept the full amount of the award or a partial amount, or he/she can choose to decline the full award.

How to log on and create an account:

1. Log on to www.my.americorps.gov.
2. Create a username and password (12 characters with a number, capital letter, and ! at the end of the password).
3. Log in to your account.
4. Click on **My Education Award** on the left-hand side. *Then you will see the amount of money you have to transfer.*
5. On the left-hand side, click on **Create Education Request Award Transfer**. The screen will show how much you have and allow you to indicate how much you want to transfer. Type in the amount of the whole award.
6. In the middle of the page, click on **Search for Institutions** and enter the name of the college or loan company to see if that name comes up. If it does, then it is an approved place to transfer the money.
7. Go to bottom to **Certify and Submit**. Check the four boxes and click **Submit**.
8. Fill out the information for whom you want the award to go to. **It can only be transferred to children, grandchildren, or foster children.** It cannot be transferred to a spouse.
9. Give the recipient's name, address, telephone number, age, Social Security number, and email address.
10. Click **Submit**. The recipient will be contacted by email and asked to accept the award. The recipient then will enter the name and address of the loan company or school he/she wants the money to go to.
11. **REMEMBER** to apply early and allow ample time for this transfer of money. Money is not transferred immediately.

Program Policies and Procedures

Volunteer and Youth Protection Policies

AARP Foundation, and its Experience Corps program (EC) are committed to providing volunteering and learning environments that promote proper and peaceful civil behaviors, and implement policies that protect volunteers and youth from abuse and hostile environments.

Experience Corps program locations should be free of all forms of abuse, assault, harassment, and disruptive or hostile conduct, including sexual misconduct. AARP Foundation does not tolerate behaviors that may discriminate against others.

Purpose of Policy

1. *Ensure a safe and secure environment for volunteers*
2. *Ensure a safe and secure environment for students*
3. *Ensure confidentiality of program and student information*
4. *Provide a system of response to potential incidences of harassments, abuse and/or misconduct*

1. A SAFE AND SECURE ENVIRONMENT FOR VOLUNTEERS

All Experience Corps program volunteers are expected to comply with policies on civil behavior and misconduct described here. The information that follows is designed to provide a clear understanding of expectations and outcomes; as well as provide for the protection of volunteers with regard to proper conduct.

Workplace Inclusion & Diversity

It is AARP Foundation's policy that everyone will have a volunteer environment free from discrimination and harassment. We are firmly committed to equal opportunity and prohibit discrimination and harassment on the basis of race, ethnicity, religion, sex, color, national origin, age, sexual orientation, gender identity or expression, mental or physical disability, genetic information, or on any other basis prohibited by applicable law.

A Culture of Respect

Volunteers are expected to foster an environment of positive interaction and respect, promoting fairness and tolerance within the organization. Volunteers should take a proactive approach to challenges, be ready and eager to engage in learning and

professional development opportunities, and maintain an appropriate demeanor while serving in a tutoring environment.

Harassment, Sexual Harassment

AARP Foundation Experience Corps volunteers at all levels will have an environment free from harassment. Whether verbal or physical, and whether committed by, or directed at, Experience Corps staff, volunteers, school personnel or children, harassment will not be tolerated within the Experience Corps program

Harassment

Harassment can include negative or demeaning comments or actions related to an individual's race, color, sex, sexual orientation, gender identity or expression, marital status, religion, national origin, ancestry, citizenship status, age, physical or mental disability, veteran status or any other category protected by law. It also can include slurs and other offensive remarks, jokes, bullying and intimidating behavior, and other verbal, graphic or physical conduct.

While not all behavior in poor taste will constitute harassment, if the behavior is sufficiently severe and pervasive, so that it becomes abusive, it could constitute harassment.

Harassment usually implies the conduct was repeated; however, depending upon the facts and circumstances, a single egregious act can constitute harassment.

Sexual Harassment

Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal and physical contact of a sexual nature.

Some examples of conduct that might contribute to creating a hostile environment are:

- Comments on appearance, physical attributes, personal relationships and/or personal activities
- Sexually oriented verbal (whether oral or in writing) or nonverbal kidding, joking or teasing
- Distributing or exhibiting pornographic pictures or cartoons or other materials dealing with issues related to sexual relations or issues
- Using obscene gestures
- Pressure for dates
- Threats or insults related to sex
- Staring or ogling that causes humiliation or discomfort

Sexual harassment can also take the form of insults regarding gender roles. This includes references to one's ability to perform work, how tasks are assigned, or a stereotyped view of what a person ought to do based on his/her sex.

Procedures for filing a complaint can be found in number 4 of this section.

2. A SAFE AND SECURE ENVIRONMENT FOR STUDENTS

AARP Foundation Experience Corps places the safety of children as its highest priority. In support of this, volunteers must undergo rigorous background testing prior to any interactions with children in the schools. Additionally, AARP Experience Corps volunteers are required to follow the interaction guidelines as detailed below for the protection of both the child as well as the volunteer.

Sexual Abuse and Molestation Prevention Policy

AARP Foundation has a zero tolerance policy towards sexual abuse or molestation at the Experience Corps program sites, or at any activity sponsored by or related to it. Child sex abuse is a form of child abuse in which an adult or older adolescent uses a child for sexual stimulation. The offense of child sex abuse takes various forms like asking or pressuring a child to engage in sexual activities, indecent exposure of the genitals to a child, displaying pornography to a child, actual sexual contact against a child, physical contact with the child's genitals, viewing of the child's genitalia without physical contact, or using a child to produce child pornography.

If a volunteer is suspected of abuse of a child they will be placed on immediate suspension pending an investigation by an internal team or 3rd party. If a volunteer witnesses an Experience Corps program volunteer or staff member abusing a child, he/she shall follow the procedure as described in section 4 of this document.

Comprehensive Volunteer Screening Process – Background check policy

Individual background checks serve as an important part of the AARP Foundation Experience Corps on-boarding process of employees and volunteers working with vulnerable populations. Background information is reviewed as a means of promoting a safe environment for current and future students, volunteers, and employees. Conducting background checks also ensures that we are meeting the necessary requirements and guidelines to provide services to the students and children we serve, as well as the older adults we engage in our work. All volunteers undergo a comprehensive screening process; volunteers who serve under a federal CNCS (Corporation for National and Community Service) program – such as AmeriCorps and some Senior Corps programs – may be subject to additional requirements. Both are outlined below, Experience Corps local program staff can provide additional details.

Volunteers Subject to the CNCS National Service Criminal History Check (NSCHC):

The background checks and associated procedures are required by law for certain CNCS grantees. Volunteers subject to the NSCHC may include, but are not limited to those who serve under AmeriCorps and the Senior Demonstration Program. Find out more here: <http://www.nationalservice.gov/sites/default/files/resource/faqs.pdf>). In addition to the NSCHC requirements:

1. Every volunteer must have two reference checks completed. Reference checks only need to be completed once.
2. The National Sex Offender Public Website (NSOPW) check must be run every year for every volunteer.
3. The Experience Corps volunteer may also be subject to additional checks as required by the local school district.

Volunteers NOT subject to the CNCS NSCHC regulations

If a volunteer is not subject to the NSCHC, the following rules apply:

1. Every volunteer must have two reference checks completed. Reference checks only need to be completed once.
2. The National Sex Offender Public Website (NSOPW) check must be run every year for every volunteer.
3. Both an FBI and State repository check must be run for each volunteer at least once every 4 years. This can be completed in the following two ways:
 - a. The school district may run the checks for the Experience Corps volunteers.
 - b. The Experience Corps program staff may coordinate the checks.
4. The Experience Corps volunteer may also be subject to additional checks as required by the local school district.

Clearance

- Failure to clear the National Sex Offender Registry will disallow participation in or will result in automatic dismissal from the Experience Corps Program.
- Convictions of murder, assault/battery, child abuse, and sexual assault will also preclude volunteering for or result in termination of volunteer services to the Experience Corps Program.

Failure to clear other background checks may not automatically result in immediate dismissal as a volunteer. Instead, the following factors may be taken into consideration before making a final determination regarding fitness for participation in the Experience Corps Program, which shall be at the sole discretion of the Experience Corps Program:

- The significance of risk reported in a personal or professional reference
- The status of a criminal or civil charge (pending or convicted)

- The length of time since a criminal or civil conviction
- The nature of the crime
- The relationship between the job to be performed and the crime committed
- The number of convictions
- Rehabilitation efforts and recommendations
- Subsequent employment history

Volunteer/Student Interaction Guidelines

- **Avoid being alone with a child at any time.** AARP Foundation Experience Corps volunteers must stay within a line of sight of staff or other adults while with a child.
- **Follow the rule of three when accompanying children to the restroom.** When you must take a child to the restroom, take groups of at least three. Stay outside the restroom at all times.
- **Never touch a child on any part of the body that a swimsuit covers.** Physical touch is limited to holding a child's hand, an encouraging pat on the back, or returning a gesture, such as a hug, that a child offers.
- **Physical discipline is prohibited.** Under no circumstances may an AARP Experience Corps volunteer physically discipline a child.
- **Verbal and/or physical bullying is prohibited.**
- **Do not contact children outside of school via phone, e-mail, text, or direct contact.** An AARP Foundation Experience Corps volunteer should not contact a child outside of school. Limit interactions with those children to those directed by AARP Foundation Experience Corps staff and authorized school personnel.

3. CONFIDENTIALITY OF INFORMATION

Volunteers must protect proprietary and confidential information, even after they leave the AARP Foundation Experience Corps program. Volunteers shall not disclose or provide access to confidential information obtained or developed in the course of volunteering unless instructed to do so by AARP Foundation. Volunteers shall not disclose or provide access to confidential information obtained or developed in the course of volunteer work to anyone other than those who have a legitimate business need to know such information and are bound by an obligation to keep it confidential. These requirements apply to all forms of confidential information, whether electronic or hard copy.

Additionally, it is critical that volunteers respect the confidentiality of student information. No information pertaining to student information obtained by volunteering may be disclosed outside of the AARP Foundation Experience Corps program without express written permission of parent or guardian and direction from AARP Foundation.

4. SYSTEM OF RESPONSE

Harassment or other inappropriate behavior

If you believe you are a victim of harassment or sexual harassment as a volunteer of the Experience Corps program, or believe you have witnessed the harassment, sexual harassment or other inappropriate behavior toward or by an Experience Corps volunteer, you must file a written report to your Program Director or other Experience Corps Manager, as well as to the Director of Field Services as soon as possible following any incident. Your report should include the dates and details of the incident(s), the names of the individuals involved, and the names of any witnesses. Experience Corps will promptly undertake an internal investigation of the notification, and notify the appropriate authorities as required by law. All reports, specifically those involving children, will be taken seriously.

Should a parent, student, teacher, principal, or other school district staff member wish to file a complaint, they may do so following the same report procedure.

Reports should be directed to:

Paul Simone AARP Foundation Experience Corps – Twin Cities
2828 University Ave SE, #150, Minneapolis MN 55414
Phone: 612-202-7209 // Email: pjsimone@expcorpsmn.org

If a volunteer member, in his or her official capacity, *suspects* or *has reason to believe* that a child has been abused or neglected, or has knowledge of, or observes a child being subjected to, conditions that would reasonably result in harm to the child, the volunteer member must report to the child's teacher or appropriate school personnel, *as well as* their AARP Foundation Experience Corps team leader and/or project director their suspicions and/or knowledge. In Minnesota, anyone may voluntarily report suspected child abuse or neglect to the local child protection or law enforcement agency. If you work with children or families, you are *legally required* to report suspected child abuse or neglect. **Minnesota does provide immunity from liability for persons reporting suspected abuse in good faith and without malice.**

If you are unsure whether you should make a report, call your local child welfare agency and report your concern. The child welfare agency will consult with you about the concern. Consultation is an important function of local agency screeners and can aid mandated and voluntary reporters to ensure a report gets to the right agency. Screeners can also consult with reporters regarding concerns that are not specific to an identifiable child.

Additional information specific to Minnesota can be found at:

<https://edocs.dhs.state.mn.us/lfsrver/Public/DHS-2917-ENG>

Hennepin County Child Protection Services: 612-348-3552

<http://www.hennepin.us/residents/human-services/child-protection-services>

Ramsey County Child Protection Services: 651-291-4500

<https://www.ramseycounty.us/residents/assistance-support/intervention-protection/child-protection/child-protection-reporting>

Retaliation

AARP Foundation prohibits intimidation, harassment, discrimination or retaliation against those who, in good faith, come forward with concerns about suspected misconduct or participate in investigations. This applies even if the concern is not substantiated.

Administration

All inquiries, complaints, and investigations are treated confidentially. Information will be revealed strictly on a need to know basis. The procedures available under this policy do not preempt or supersede any legal procedures or remedies otherwise available under state or federal law.

Additional Contact Information

Experience Corps program volunteers may contact the AARP Foundation, Experience Corps Program National Office at any time with concerns at the following:

Director of Field Services – Experience Corps Program
AARP Foundation
601 E Street, NW
Washington, DC 20049
Email: experiencecorps@aarp.org

Liability and Safety

An accident resulting in an injury to a volunteer at the school/community site must immediately be reported to the site. A copy of the accident report should also be sent to the EC Volunteer Coordinator. AARP Foundation Experience Corps – Twin Cities and Quality Education Services of MN Inc. provides insurance coverage after the school/community site limits are reached.

Cell Phone Usage

While in the schools/community sites and participating in training sessions, please turn cell phones off or place in silent mode. Refrain from answering your phone while in the classroom or in a training session. Use break time to make phone calls. In case of an emergency, excuse yourself from the classroom to use your phone.

Relationships with Program Participants

It is prohibited for members to engage in an intimate relationship with a program participant (anyone utilizing any of the programs/services offered by your site). If a volunteer member is found to be in an intimate relationship with a participant, the member will be terminated immediately.

Retaliation

AARP Foundation Experience Corps prohibits retaliation against any employee or member who rejects, protests, or complains about sexual abuse, sexual exploitation, immoral sexual conduct or sexual abuse of a child, or sexual harassment of any type. The complaint procedure above is available for employees and members to report all types of sexual abuse, sexual exploitation, immoral sexual conduct or sexual abuse of a child, or sexual harassment so that AARP Foundation Experience Corps can obtain knowledge of the event and take action as it determines to be appropriate. An employee or member who believes that he or she has been a victim of or in witness of sexual abuse, sexual exploitation, immoral sexual conduct or sexual abuse of a child or sexual harassment in violation of this policy or law shall follow the compliant procedure outlined above and promptly file a written complaint with a his/her immediate EC supervisor and through the EC national hotline. Every complaint of improper behavior, child abuse, sexual abuse, sexual exploitation, immoral sexual conduct or sexual abuse of a child, or sexual harassment will be thoroughly investigated without bias or premature judgment.

Such an investigation will include but will not be limited to interviews with the complaining employee or member, student, the subject of the complaint, coworkers, former employees or members, school district or school personnel, community site staff, parents, and other individuals who may have knowledge of the situation. The investigation may also include a review of files and other tangible evidence as appropriate. Appropriate disciplinary action will be taken in cases where the complaint is determined to have merit.

Administration

All inquiries, complaints, and investigations are treated confidentially. Information will be revealed strictly on a need-to-know basis. Information contained in a formal complaint will be kept confidential. The procedures available under this policy do not preempt or supersede any legal procedures or remedies otherwise available to a victim of child abuse, sexual abuse, sexual exploitation, immoral sexual conduct, sexual abuse, or sexual harassment under state or federal law.

Drug-Free Workplace

As part of its continuing effort to protect the health, safety, and security of employees, clients, visitors, and volunteers, AARP Foundation Experience Corps – Twin Cities and Quality Education Services of MN Inc. strictly prohibits the use, possession, manufacture, sale, solicitation, distribution, dispensation, or transfer of controlled substances or alcohol at any AARP Foundation Experience Corps – Twin Cities and Quality Education Services of MN Inc. work site, including parking lots or grounds, or while operating AARP Foundation Experience Corps – Twin Cities and Quality Education Services of MN Inc. equipment or vehicles, or while engaged in AARP Foundation Experience Corps – Twin Cities and Quality Education Services of MN Inc. business off premises. It is a condition of continued enrollment that AmeriCorps members abide by this policy.

Reasonable Accommodation

All selections and assignments are made without regard to the need to provide reasonable accommodation. Accommodations that impose an undue financial or administrative burden on the operation of the program or fundamentally alter its nature are not reasonable accommodations.

Prohibited Activities

As part of a federally funded program, there are certain activities that members and staff are prohibited from doing *while claiming hours for AARP Foundation Experience Corps*. **You are permitted to take part in these activities *outside* of your AARP Foundation Experience Corps hours.**

- Fundraising. This includes, but is not limited to, activities such as selling church or benefit raffle tickets, selling Girl Scout cookies or any other fundraising item, such as wrapping paper, candy bars, or coupon books, and selling products of any kind (such as Avon, Mary Kay, Tupperware, etc.) while you are at the site or at an AARP Foundation Experience Corps training or event.
- Participating in efforts to influence legislation, including site or local ballot initiatives, letter-writing campaigns, or lobbying for your program. For example, if you want to contact politicians about preserving funding for AmeriCorps, you cannot do this while at your school site. You CAN do this on your day off, after school, in the evenings, and on the weekends.
- Engaging in partisan political activities or other activities designed to influence the outcome of an election to any public office, including voter registration drives.
- Participating in or doing events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials.
- Organizing or participating in protests, petitions, boycotts, or strikes.
- Assisting, promoting, or deterring union organizing.
- Impairing existing contracts for services or collective bargaining agreements.

- Conducting worship services. The best practice is to avoid any and all talk about religious affiliations and beliefs.
- Providing instruction as part of a program that includes mandatory religious instruction or worship.
- Constructing or operating facilities devoted to religious instruction or worship.
- Providing a direct benefit to a for-profit entity, a labor union, a partisan political organization or an organization engaged in religious activities.
- Participating in activities that pose a significant safety risk to participants.

Distracted Driving Policy

I understand that AARP Foundation Experience Corps appreciates the efforts of those traveling for business purposes. Volunteers should be comfortable and safe while traveling. Distracted driving can lead to unsafe driving conditions. AARP Foundation Experience Corps therefore prohibits volunteers from texting, emailing, web surfing, gaming, accepting phone calls without a hands-free device, and engaging in any other form of electronic data retrieval/communication whenever operating a vehicle while volunteering with the program.

Non-Discrimination

This program is available to all, without regard to race, color, national origin, disability, age, sex, political affiliation, or religion. It is also unlawful to retaliate against any person who, or organization that, files a complaint about such discrimination. If you believe that you or others have been discriminated against, or if you want more information you can file a complaint with local and state agencies that are responsible for resolving discrimination complaints or you can contact:

Director of Field Services
AARP Foundation Experience Corps
601 E Street, NW
Washington D.C. 20009
202-434-6400 (PHONE)
202-434-6480 (FAX)
lchambers@aarp.org

Suspensions and Leave of Absence

Suspension/Leave of Absence

AARP Foundation Experience Corps members may be put on suspension from the program for non-disciplinary circumstances, e.g., due to a medical condition, injury, serious illness, or other personal circumstance lasting more than two weeks.

If you need to take a leave of absence, you must notify the EC Site Coordinator as soon as possible. If the leave of absence is based on a doctor's recommendation, an official document from the doctor stating this must be submitted to AARP Foundation Experience Corps staff.

While on a leave of absence, members do not receive a stipend check until able to return to service. During non-disciplinary suspensions, the times suspended will not count as part of the year of service, but will be added on to the ending date to extend the year of service. However, all terms of service must be completed by August 31, 2017.

Returning to School After a Medical Leave of Absence

At the conclusion of a medical leave of absence, members must submit a note from a doctor to AARP Foundation Experience Corps staff indicating the date they are able to return to tutoring for their scheduled hours/week. Exceptions may be made on an individual basis by the Program Manager. Speak with the Experience Corps staff about acceptable documentation.

Termination from Program

Service is at the discretion of the program. Volunteers agree that the program may at any time, for whatever reason, decide to terminate the member's relationship with the program or to make changes in the nature of their tutoring assignment.

In the Memorandum of Understanding that the school/community site and AARP Foundation Experience Corps both sign to establish their partnership, the school/community site retains the right to reassign an AARP Foundation Experience Corps member to another position or ask AARP Foundation Experience Corps staff to remove a member from the school. *A school's/community site's decision to remove a volunteer from the school is grounds for automatic termination from the AARP Foundation Experience Corps program.*

Release from Service Due to Compelling Personal Circumstances

The program may release the member from the term of service for compelling personal circumstances, such as:

- The member's disability or serious illness
- Disability, serious illness, or death of the member's family member
- Military service obligations
- The member's opportunity to make the transition from welfare to work
- Other unforeseeable circumstances beyond the member's control, such as natural disaster, strike, relocation of spouse, or program termination

If the program releases the member for compelling personal circumstances, the member will receive a prorated education award, provided the member has completed at least 15%

of the hours needed to complete the term of service. A term that ends early for compelling personal circumstances is still considered a term, and the education award that the member receives will count toward the total of four education awards an individual may receive through service with AmeriCorps.

Compelling personal circumstances do not include leaving the program to enroll in school; obtain employment, other than in moving from welfare to work; or because of dissatisfaction with the program.

Voluntary Termination

A member may at any time, for whatever reason, decide to sever the member's relationship with AARP Foundation Experience Corps. Notice of such a decision should be communicated as soon as possible to the EC Volunteer Coordinator and/or Program Manager. If a member chooses to sever his/her relationship with AARP Foundation Experience Corps midyear for any reason that is not considered a "compelling personal circumstance," the member will not receive an education award.

Discipline Policy

If a member violates any of the program expectations and policies outlined in this handbook or the Member Agreement, disciplinary steps will be taken. Violations include failure to report to site without notifying the site or for reasons other than compelling personal circumstances and failure to respond to communication attempts by the EC Volunteer Coordinator over a period of two weeks about any operational issue relating to program quality and effectiveness.

Disciplinary steps are:

1. Verbal Warning – 1st incident

The EC Volunteer Coordinator will verbally discuss the concern and needed changes with the member. Written documentation will be put into the member's file.

2. Written Reprimand – 2nd incident

A meeting will be convened between the site supervisor, member, and EC Volunteer Coordinator. Areas of concern will be discussed, problems clearly identified, and the necessary changes in behaviors described in writing with a time period established for corrective action. Written documentation will be put in the member's file.

3. Suspension

If a member's behavior does not improve within the determined time period, the member will be suspended. The member will again receive a written explanation of what needs to change and a time period in which change must occur. Stipend checks will not be issued during the suspension period. If the issue is not resolved within two weeks, the member may be terminated from the program.

4. Termination

If the behavior that led to suspension continues, the member will be terminated from the program at the next incident. The remaining stipend and education award are cancelled at that time.

Depending on the seriousness of the violation, AARP Foundation Experience Corps staff reserves the right to terminate a member for gross and/or intentional violation of policies without completing the above disciplinary procedures.

Legal charges and convictions: In addition, if a member is charged officially with a violent felony or the sale or distribution of a controlled substance, the member must be suspended without a living allowance and without receiving credit for missed hours. This is a minimum requirement. He/she may resume service if found not guilty or if the charge is dropped. If convicted, he/she must be released from the program for cause. A member convicted for possession of a controlled substance must be suspended without a living allowance and without receiving credit for hours missed. If convicted of a first offense, the member may resume service only after successfully completing a rehabilitation program.

Member Grievance Procedures

Any grievance that alleges fraud or criminal activity will immediately be brought to the attention of the Corporation's (CNCS) inspector general.

If you have a personal problem with a supervisor, another member, or AARP Foundation Experience Corps staff, you must be committed to working toward an acceptable resolution. Members of AARP Foundation Experience Corps may contact the EC Volunteer Coordinators or Program Manager at any time during their term of service with questions, concerns, or for advice on service issues.

AARP Foundation Experience Corps staff, together with members and school/site liaisons, is responsible for taking steps to address issues and concerns as they arise. It is expected that the member will be able to ask the teacher/site coordinator for a meeting if clarification is needed regarding how to best conduct the targeted 1:1 literacy tutoring sessions. If for some reason the member is not able to arrange such a meeting or receive satisfactory answers from the teacher/site coordinator, he/she should make an appointment with the EC Volunteer Coordinator and the school/community site coordinator to discuss the issue(s).

Regarding other grievance issues, the informal procedure for resolving differences is as follows:

1. The member presents a timely complaint (within 30 days) of the incident in writing to the EC Program Manager and the Executive Director.

2. The Manager and Director will investigate the matter within five business days and issue a decision to the member in writing.

In the event that informal efforts to resolve issues are unsuccessful, the grievant may seek resolution through alternative means of informal Alternate Dispute Resolution (ADR), such as mediation or facilitation. ADR is optional and the grievant may opt out of ADR at any point of the process.

1. The opportunity of ADR must be provided within 45 days of the alleged occurrence.
2. At the initial session, the grievant must be informed in writing of his/her right to file a grievance and of the right to arbitration.
3. A neutral third party must facilitate the proceedings and function specifically to aid the parties in resolving the matter through a mutually achieved and acceptable written agreement. The neutral third party may not compel a resolution.
4. The proceedings must be informal, confidential, and not binding (unless both parties agree), and the rules of evidence do not apply.
5. A decision must be rendered within 30 days of commencement of ADR.
 - a. If the matter is not resolved within 30 days, the aggrieved must again be informed in writing of his/her right to file a formal grievance. If the matter is resolved and a written agreement is reached, the grievant will agree to forgo filing a formal grievance.

Filing a Formal Grievance

The person wishing to file a grievance must submit the grievance using the procedure explained below:

1. Except for complaints alleging fraud or other criminal activity, complaints must be filed within one year of the date of the alleged occurrence.
2. The grantee (site) will conduct a hearing no later than 30 days after the filing of a formal grievance.
3. A formal decision on any such filed grievance will be made no later than 60 days after the filing.
4. Complaints must be in writing and filed with the grantee (site).
5. Complaints should include, to the best extent possible, the following information:
 - a. The full name, telephone number, and address of the person making the complaint.
 - b. The full name and address of the party against whom the complaint is made, or other information sufficient to identify the party against whom the complaint is made.
 - c. A clear and concise statement of the facts, as alleged, including pertinent dates constituting the alleged violations.
 - d. The provision of the act, regulations, grant, contract, or other agreements under the act believed to have been violated.

- e. The relief or remedy requested.
- 6. If ADR was used, the facilitator may not participate in the formal hearing.
- 7. No communication or proceeding from ADR may be referred to or used as evidence.

Binding Arbitration

1. If there is an adverse decision against the party who filed the grievance, or if 60 calendar days after the filing of a grievance no decision has been reached, the filing party may submit the grievance to binding arbitration before a qualified arbitrator who is jointly selected and independent of the interested parties.
2. If the parties cannot agree on an arbitrator within 15 calendar days after receiving a request from one of the grievance parties, the CNCS will appoint an arbitrator.
3. An arbitration proceeding must be held no later than 45 days after the request for arbitration. If the arbitrator is appointed by the CNCS, the proceeding must occur no later than 30 calendar days after the arbitrator's appointment.
4. A decision must be made by the arbitrator no later than 30 calendar days after the date the arbitration proceeding begins.
5. The decision of the arbitrator is final.
6. The cost of arbitration proceedings must be divided evenly between the parties of the arbitration. If, however, the aggrieved party prevails, the grantee (site) must pay the total cost of the proceeding and the attorney's fees of the prevailing party.
7. A suit to enforce arbitration awards may be brought in any federal district court having jurisdiction over the parties without regard to the amount in controversy or the parties' citizenship.

Suspension of Placement

If a grievance is filed regarding a proposed placement of a participant in a program that received assistance under this chapter, such placement must not be made unless the placement is consistent with the resolution of the grievance.

Remedies

Remedies for a grievance filed under a procedure established by the grantee (site) may include:

1. Prohibition of a placement of a participant; and
2. In grievance cases where there is a violation of non-duplication or non-displacement requirements and the employer of the displaced volunteer is the grantee (site):
 - a. Reinstatement of the volunteer to the position he or she held prior to the displacement.
 - b. Payment of lost wages and benefits.
 - c. Reestablishments of other relevant terms, conditions, and privileges of volunteer placement.

- d. Any other equitable relief that is necessary to correct any violation of the non-duplication or non-displacement requirements or to make the displaced volunteer whole.

Contact Information

AARP Foundation Experience Corps Twin Cities

2828 University Ave SE, Suite 150

Minneapolis, MN 55404

Paul Simone, Executive Director

Phone: 612-202-7209

Email: pjsimone@expcorpsmn.org

Affiliate/Branch Relations Office

AARP Foundation Experience Corps

401 9th Street NW, 4th Floor

Washington DC 20004

Phone: 202.434.6426

Email: HOTLINE@AARPEXperienceCorps.org

AARP Foundation Experience Corps reserves the right to modify this policy at any time without notice.

Equal Opportunity Employer

AARP Foundation Experience Corps-Twin Cities is an equal opportunity employer. In accordance with applicable laws, the organization does not discriminate against employees or volunteers because of race, color, creed, religion, national origin, sex, sexual orientation, disability, age, marital status, public assistance status, or any other characteristic protected by law. Any volunteer who feels that he or she has been the target of discrimination should immediately contact the program supervisor or director.