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 **POLICIES & PROCEDURES**

 **2012-2013**

***Northcoast Cal-SOAP***

**A consortium consisting of Humboldt County Office of Education (HCOE),**

**local schools and districts, Humboldt State University,**

**College of the Redwoods, and community agencies.**

**Letter from the Director**

Congratulations on being selected as a Cal-SOAP tutor and thank you for your commitment to working with this program for the 2012-2013 school year. Cal-SOAP, HCOE, and all the consortium partners greatly appreciate the work, dedication, initiative, flexibility, teamwork, and work ethic that Cal-SOAP tutors have historically been known for. The work you will do this year is incredibly important and greatly appreciated by many. In addition to receiving monetary compensation for this work, we hope you will also appreciate the intrinsic rewards of working with youth as well as the opportunities for gaining professional experience and valuable training.

This manual has been prepared to acquaint you with the Northcoast Cal-SOAP's policies and procedures. Tutors should read, understand, and comply with all the provisions of the manual. It describes many of your responsibilities as a tutor, and procedures that you are required to adhere to. Tutors are encouraged to read this handbook more than once and should refer to it as needed on an ongoing basis. Many questions that you have can be answered within these pages.

This manual cannot anticipate every situation or answer every question. There are also variations in working conditions depending on what school site you will be tutoring at. More detailed questions or concerns should be referred to the Cal-SOAP College and Career Services Technicians.

To preserve the ability to meet the Consortium’s needs under changing conditions, the Northcoast Cal-SOAP Consortium may modify, augment, delete, or revoke any and all policies and procedures at any time. Such changes shall be in writing and effective immediately upon approval by the Consortium Board and/or the Program Director.

This handbook supersedes any and all other handbooks of the Northcoast Cal-SOAP. In order to facilitate understanding, tutors are encouraged to ask Cal-SOAP staff for clarification whenever needed.

The more you put into making this year meaningful and productive, the more you will get out

of it!

Thank you,

Cindy Porter

Program Director

**TABLE OF CONTENTS**

|  |  |
| --- | --- |
| **Welcome Letter** | 2 |
| **Table of Contents** | 3 |
| **Program Information** | 4-5 |
| **Employment Information** | 5-8 |
| **Polices, Standards & Guidelines** | 8-19 |
| Standards of Conduct | 8-9 |
| Rules of Behavior | 10 |
| Dress Code | 11 |
| Conduct with Students and at School Sites | 12-14 |
| Confidentiality of Student Records | 14-15 |
| Mandated Reporting | 15-16 |
| Time Off Requests | 16 |
| Illnesses and Injuries | 16-17 |
| Mileage Reimbursement | 17 |
| Data Collection | 17 |
| Disciplinary Process | 18 |
| Voluntary Separation | 19 |

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| Program InformatioN |

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***Program Description***

The California Student Opportunity and Access Program (Cal-SOAP) is a post-secondary information,

academic enrichment, and outreach program with the goal of increasing the accessibility of post-secondary educational opportunities for low-income and underrepresented middle and high school students. There are fifteen Cal-SOAP Consortia, each serving students in a specific geographical area of the state. The Northcoast Cal-SOAP consortium consists of multiple partners including Humboldt County Office of Education (HCOE), local schools and districts, Humboldt State University, College of the Redwoods, and community agencies who provide guidance in developing and delivering these educational outreach efforts. HCOE provides programmatic infrastructure and employs approximately 50 Academic & College Access Tutors annually to serve 7th-12th grade students in Humboldt and Del Norte Counties. Base funding for Cal-SOAP comes from the California Student Aid Commission (CSAC) and is matched with contributions from local consortium partners.

***Program Location***

Northcoast Cal-SOAP is a program of Humboldt County Office of Education. Cal-SOAP tutors serve at different school sites in Crescent City, McKinleyville, Arcata, Eureka, Fortuna, Ferndale, Hoopa, Loleta, Rio Dell, and Redway. Cal-SOAP staff and office are located at HCOE.

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## Northcoast Cal-SOAP Consortium Members

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| Humboldt State UniversityCollege of the RedwoodsHumboldt Area FoundationAVID Region 1Hoopa Valley High School\*Sunny Brae Middle School\*Eureka High School\*Zane Middle School\*Zoe Barnum Continuation School\* | Ferndale High School\*Ferndale Elementary School\*Loleta Union School District\*Rio Del Elementary School\*Mattole-Triple Junction High School\*Fortuna Middle School\*Fortuna Elementary School\*Redway School\**\*Consortium Partners and Tutor Placement Sites* |

***History of the California Student Aid Commission*** *www.csac.ca.gov*

Since its creation by the Legislature in 1955, the Commission has continued to evolve in response to the changing needs of California students and postsecondary institutions. Once a small state scholarship agency with a handful of employees, the Commission has become a highly complex financial aid organization. As the principal state agency responsible for administering financial aid programs for students attending public and private universities, colleges, and vocational schools in California, the Commission has never wavered from its central mission--making education beyond high school financially accessible to all Californians.

The Commission provides financial aid policy analysis and leadership, in partnership with California's colleges, universities, financial institutions, and financial aid associations.

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| The Commission consists of 15 appointed members. Eleven of the commissioners are appointed by the Governor and represent segments of the State's higher education community, students, and the general public. The Speaker of the Assembly and the Chair of the Senate Rules Committee each appoint two members as representatives of the general public.**Vision**Toward a California that invests in educational opportunity, fosters an active, effective citizenry, and provides a higher quality of social and economic life for its citizens.**Mission**Making education beyond high school financially accessible to all Californians. |  |
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| Employment information |

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| **Equal Opportunity Employer:** No individual will be denied work or subjected to different treatment on the grounds of race, color, national origin, sex, sexual orientation, physical disability, or age.**Classification:** E.C. section 45103 –Assignment as a “Short-term Employee” **Status:** Part-time. Employee is expected to be available to work no less than 5 hours and no more than 20 hours, per week and to work the agreed upon weekly schedule for the duration of the K-12 academic year. Time-off needs to coincide with the K-12 school holidays of the assigned school site. **Employee Benefits:** Employee is not paid for sick time, vacation, overtime, or jury duty. **Payment Schedule:**Pay is issued on a monthly basis on the 10th of every month for hours worked the previous month. Accurate, signed timecards are due to the Cal-SOAP College & Career Technicians by the last day of each month. Timecards are to be filled out and signed in blue ink and any corrections need to be crossed out and initialed. Failure to do so may delay your paycheck until the next pay date. Paychecks will be mailed to your current place of residence. All minutes on timesheets must be reported in 15 minute increments and converted to decimal form, such as: 15 mins = .25 30 mins = .50 45 mins = .75 |  |

**Work Schedule:**

Cal-SOAP tutors will have a fixed schedule and work hours at their job site. This schedule will permit the tutor to work only the hours that are needed during the week. Tutors are not to deviate from their scheduled work hour. Tutors will only be paid for hours worked according to their scheduled work hours. Any additional hours (up to the maximum of 20 hours per week) must be approved by the program director. The request must be submitted via email or in writing at least one week prior to the schedule change. Additional hours may or may not be approved based upon grant guideline and available funding.

**Conditions of Employment:**

To be eligible for employment, you must:

* Have completed at least one semester of college,
* Be enrolled at least half time in a college or other post-secondary school as an undergraduate or graduate student (half time is 6 units for undergraduate and 3 units for graduate, per semester.)
* Have demonstrated financial need as determined by the Free Application for Federal Student Aid
* Be able to meet with students, at least 2x per/wk for a min. 2.5 hr. block of time, during their school day
* Be committed to working the entire academic school of the school they are assigned,
* Not be employed in another capacity by the same school site where you will be tutoring.

**Expectations of Employment:**

* Adhere to all policies and procedures established by Northcoast Cal-SOAP, HCOE, and the school site assigned.
* Participate in all trainings sessions and scheduled meetings. You are required to be prompt and honor the times set.
* Communicate and create a good working relationship with Cal-SOAP, HCOE, placement site school staff and fellow tutors to ensure that the goals of Northcoast Cal-SOAP are accomplished.
* Communicate personal issues directly to Northcoast Cal-SOAP staff (College and Career Services Technicians or the Cal-SOAP Program Director) rather than to your school site.
* Promote Northcoast Cal-SOAP in a positive and outgoing manner at all times and achieve excellence through dedication, hard work, and the continuous development of your higher education knowledge.
* Be a good role model for students.
* Maintain weekly scheduled hours at school site assigned.
* Acquire handbook and calendars from the school site assigned. You are responsible for knowing and adhering to this information also.
* Wear Cal-SOAP picture ID card during work hours.
* Check email daily and respond to Cal-SOAP staffs' email requests by the next day or sooner. Submit all required documentation and assignments according to established policies and deadlines.
* Inform students of the importance and benefits of post secondary education.
* Provide students with college, university, and vocational post-secondary education.



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| **Northcoast Cal-SOAP****Academic & College Access Tutor** **Job Description**5-19 hours per week Starting wage: $10.33/hr. |

**Background:**

The California Student Opportunity and Access Program (Cal-SOAP) is a post-secondary information, academic enrichment, and outreach program with the goal of increasing the accessibility of post-secondary educational opportunities for low-income and underrepresented middle and high school students.

**Job Description:**

Under the supervision of the College & Career Service Technicians, Cal-SOAP Academic & College Access Tutors may work with students in classrooms, group meeting settings, after school centers, in workshops, and through program supported virtual technologies to provide academic and college access information and encouragement necessary for students to enter the college or training program of their choice. The goals of academic tutoring include supporting student comprehension of academic concepts, providing encouragement, and promoting independence in learning. Tutors are primarily placed in English and mathematic classes to assist in increasing students’ understanding, confidence and achievement in these subject areas. Tutors placed at secondary schools will also present three, 45-minute *“College Knowledge”* workshops to each classroom where they provide tutoring. Topics include: study skills, career exploration, and college preparation/financial aid. Training will be provided in policies and procedures, *“College Knowledge”* workshop topics, communication techniques, and tutoring techniques. Tutor placements for the 2012-2013 program year are at school sites located in Crescent City, McKinleyville, Arcata, Eureka, Fortuna, Ferndale, Hoopa, Loleta, Rio Dell, and Redway.

**Duties include:**

In addition to providing consistent academic tutoring to assigned Cal-SOAP students in accordance with proper tutor training guidelines and methods, the Academic & College Access Tutor may perform any combination of the following duties:

1. Present *“College Knowledge”* workshops to assigned classrooms (secondary school sites only)
2. Motivate students to consider post-secondary educational opportunities
3. Discuss the nature of the collegiate experience with students
4. Assist students to develop their high school plan for college eligibility
5. Help students research and discover their career and college interests and options
6. Instruct students and parents on how to complete college and financial aid applications
7. Discuss educational opportunities with students and their parents, when appropriate

**Expectations:**

1. Participation in mandatory training sessions (usually held on Saturdays)
2. Checking email daily and promptly responding to Cal-SOAP Technicians’ requests for communication
3. Attending monthly meetings with Cal-SOAP Technicians
4. Documenting daily contacts with students and preparing summary reports
5. Communicating with school staff and adhering to school regulations
6. Participating in college tours, career fairs and other activities
7. Being a proactive, positive, cooperative, and productive team tutor
8. Exhibiting a dependable and consistent work ethic

**Qualifications:**

1. Have completed at least one semester of college
2. Be enrolled at least half time in a college or other post-secondary school as an undergraduate or graduate student (half time is 6 units for undergraduate and 3 units for graduate, per semester.)
3. Have financial need as determined by the Free Application for Federal Student Aid (FAFSA).
4. Interest in, or experience working with students
5. Ability and desire to be a positive role model
6. Strong communication skills
7. Ability to meet with students, at least twice per week for a min. 2.5 hr. block of time, during their school day
8. Reliable transportation
9. A record of dependable work attendance
10. Strengths preferred: Algebra and Geometry, or higher math

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| policies, standards, and guidelines |

Individual tutors should have and must display self-respect, respect for others, respect for authority, and respect for the law. A Cal-SOAP tutor who violates these standards or any other directive of Cal-SOAP will be subject to disciplinary action which may include termination from the program. Specific standards of conduct and rules of behavior include:

# STANDARDS OF CONDUCT

**Accountability**

Tutors are held accountable for themselves and to their assigned site/sites. This includes project and policy implementations, production, efficiency, and related events.

**Attendance/Punctuality**

Tutors are expected to show up on time or early according to their work schedule. You are required to attend all trainings, staff meetings and other mandatory events. See the illnesses and injuries policy for additional procedures.

**Attitude**

All tutors must display a positive and motivating attitude. This positive attitude is not only a reflection of the program, but also encourages others to shadow this conduct.

**Commitment**

You are expected to work the entire academic school year of the school you are assigned. Tutors must be committed to enhancing the educational skills and awareness of students. They must also be committed to the Cal-SOAP tutor philosophy.

**Communication**

Effective communication is a key role of a tutor. Always keep an open mind to communication by maintaining and encouraging open dialogue. If certain situations arise that you are not sure how to handle, contact your technician for advice.

You are to check email daily for updates from the Cal-SOAP technicians. You will be assigned an HCOE email address, however, if you choose to use your own personal email instead for work updates, please inform the technicians. If you change your e-mail address or phone number you need to notify the Cal-SOAP technicians immediately.

**Credibility**

All tutors must seek to establish, maintain, and display a high level of credibility in reflection of our program. It is displayed through consistent positive actions and following through with commitments.

**Leadership**

Tutors are placed in a role of leadership and are expected to show creativity, initiative, and responsibility.

**Mentor Students**

Tutors are to be a positive role model to students. Share your experiences as a student, how to overcome obstacles, discuss with them how to become a successful student, and encourage post-secondary education.

**Preparedness/Participation**

All tutors are expected to be prepared for meetings, appointments, and events. This includes timely arrival, presentation of self, positive attitude, organized materials, and wearing identification badge.

**Professionalism**

You are here to provide leadership, guidance, and academic support for the students. Focus on respect vs. being liked; respect should come based on the quality of your work, care, and energy that you invest in your position and the students. You must verbally and non-verbally present yourself and the program in a consistent, positive, and professional manner.

**Role Model**

Students will look to you for leadership and support. Be attentive to their needs and follow through on your commitments. Be a role model by paying attention during lectures and events; they will follow your lead.

**Teamwork**

You must work as a team with school staff and program staff.

**Youth Focused**

All tutors must be focused on what is in the best interest of the youth. This focus must always be displayed through verbal and non-verbal communication and conduct.

**Responsibility**

You are responsible for yourself, and to your assigned site, and effectively implementing Cal-SOAP and all other programs’ policies, and procedures.

**Safety**

Tutors have the responsibility of performing their tasks safely. If an unsafe or hazardous situation should occur while at work, it is your responsibility to notify staff immediately.

**Respect**

You must display respect towards ideas, visions, and beliefs of others as well as each individual you come in contact with.

# Rules of Behavior

***Alcohol/Drugs***

Possession, sale or use of alcohol or illegal drugs, and drug paraphernalia is prohibited at trainings or on school sites and are grounds for termination.

***Tobacco***

Tutors are prohibited from smoking or chewing tobacco inside or within 50 feet from the doorway of school, HCOE or site sponsored facility, or during educational/community outreach events. Tutors should never smoke or use tobacco products while wearing any Cal-SOAP identification. In addition, during the performance of their work duties, tutors should refrain from smoking or chewing tobacco, except for designated break times, and should never smoke/use tobacco products in the presence students. Tutors must also follow the related policies of their school site when stricter guidelines are enforced. If not followed, this may be grounds for termination.

***Insubordination***

Refusal to serve or to comply with an order (insubordination) is a serious offense and is grounds for termination. This includes not performing tasks assigned by Cal-SOAP staff and school staff, lying, not attending meetings or required trainings, and using profane or abusive language toward a staff person, student or other tutor.

***Violence***

Fighting, violence, threats of violence, disorderly conduct, or destruction of work property are grounds for termination.

***Unlawful Acts***

Theft, extortion, gambling, or other unlawful acts are not tolerated and are grounds for termination.

***Absent Without Leave***

Cal-SOAP tutors must have permission before leaving prior to the end of their work schedule. Cal-SOAP tutors must return at the appointed time. Leaving without permission or failure to return on time is considered “Absent without Leave” and is grounds for termination.

***Weapons***

Cal-SOAP tutors are not allowed to carry, keep, or use weapons at their school site, at work meetings, or trainings. Use or possession of weapons while performing Cal-SOAP activities is grounds for termination.

***Conduct***

Cal-SOAP tutors have a responsibility to work cooperatively and collaboratively for the betterment of Cal-SOAP as a whole, both on and off duty. This includes but is not limited to: conduct showing lack of good judgment or cooperation, disrespect for racial, sexual, or individual differences, harassment of others, breach of confidentiality, prohibited activities during work hours, unsafe behavior, or an unwillingness to assume tutor responsibilities may be grounds for termination.

***Ethical Behavior***

The use of work time, facilities, or equipment, to conduct personal business is strictly prohibited and may be grounds for termination.

# Dress Code

Tutors are expected to dress in comfortable, semi-professional attire and will maintain high standards of personal hygiene and appearance. Clothes will be clean and wrinkle free, in good repair (hemmed, no holes, or tears), and fit properly (not excessively tight, sized small as to show midriff/hips/backside/underwear, or oversized). Appropriate undergarments will be worn by both males and females. Personal hygiene should include no strong perfumes or body odor.

***Appropriate Appearance:***

* Pants are to be properly worn (defined as at or slightly above the waist – no bagging or sagging) and in good condition. Pants shall not extend below the bottom of the shoe sole at the back.
* Shoes are to be closed-toed and kept clean.
* Hair, including facial hair, shall be neat, clean and present a groomed appearance.
* Fingernails shall be clean and trimmed; and polish, if worn, shall be neutral color. Cosmetics, if worn, shall be subdued.
* No strong perfume or body odor.
* No jewelry is to be worn on the face including the tongue, with the exception of earrings. If the program staff determines that no jewelry may be worn on a project for safety reasons, this decision prevails.

***The following items are examples of inappropriate dress:***

* Clothing or shoes that are worn out, torn, or stained.
* Flip flops or river shoes, bare or stocking feet, or slippers.
* Skirts, dresses, and shorts shorter than mid-thigh or 3” above the knee.
* Clothes generally worn for recreation or exercise such as sweatpants/shorts, tank tops/t-shirts, etc.
* Pajama pants or other bed clothing.
* Low rise attire that reveals body parts or undergarments.
* Midriff or abdomen showing (if your stomach shows when you lift your arms then do not wear it.)
* Skin tight pants, skirts, or dresses.
* Clothing with messages or logos that are obscene, sexually suggestive, political, gang related, demeaning, or advocate the use of alcohol, tobacco, or drugs.

Tutors are also required to follow the dress code policy of their placement site if it exceeds these expectations. Some schools do not allow jeans, hats, wallet chains, visible tattoos, or certain colored articles of clothing, sports related "team gear", or gang-related items.

You may receive one warning, depending on the violation. If a second violation occurs or you are wearing clothing that is determined to be offensive or provocative, you will be sent home without pay.

# CONDUCT WITH STUDENTS and At school sites

***Acceptable Activities***

Cal-SOAP tutors are permitted to tutor students in academic subjects, primarily English and math. Tutors can also discuss activities related to college (e.g., getting into college, college applications, financial aid information, SAT/ACT prep, career and major goals, grades, and extracurricular activities). You may also participate in college fairs sponsored by your school site, provide classroom presentations on college topics, and attend Cal-SOAP sponsored activity. Any activity not related to college or linked with Cal-SOAP must be cleared by the Cal-SOAP program director. Activities not approved will not be paid and will be considered volunteer work.

***Unacceptable Activities***

Tutors are prohibited from discussing their own personal challenges, advising students on how to handle problems at home, issues that deal with alcohol, drugs, sexual abuse and other personal life challenges. Refer students that wish to discuss such issues to the school psychologist or designated school staff. You must inform a student that is disclosing personal information that you will report any illegal activity to school staff or law enforcement. Any questionable activity should be discussed with the Cal-SOAP technicians or designated school staff.

Should there be "downtime" in the classroom (e.g. if students are not in need of assistance or there is classroom instruction taking place), tutors are to stay engaged with what is happening in the classroom and to continue to display body language that shows they are available to assist students. Tutors are prohibited from reading a book, doing homework or other personal work, checking email, etc during work time.

***Fraternizing with Students***

Contact with students outside of school functions is strictly prohibited. Under NO circumstance is it allowed for tutors to fraternize or engage in any type of professional or unethical behavior with a student attending any Northcoast CAL-SOAP Consortium school site. Participating in any of the following activities in any capacity with a student or students is considered unprofessional and unethical and will result in immediate termination: dating, purchasing, providing, or drinking alcohol, violent behavior, intimidation, illegal activity, jeopardizing safety, or any activity deemed by the Northcoast Cal-SOAP Consortium as unprofessional or unethical.

***Contact with Students Outside of School Functions***

Tutors should not have contact with students outside of school functions. Tutors should not give out personal information to students i.e. address, email, phone number, Facebook/MySpace access, etc. Do not “Friend” students or allow them to “Friend” you. You may be compelled to give a student your cell phone number, for instance to provide homework support afterschool or on weekends, however, this is not allowed.

If a tutor inadvertently runs into a student at a social event, especially where alcohol is present, the tutor should excuse him/herself, and inform the Cal-SOAP technicians at the earliest opportunity. If a student is in a potentially life threatening situation it may also be necessary to seek additional support, such as law enforcement or medical attention.

***Potentially Harmful Situations***

A tutor should notify his/her site supervisor immediately if that tutor learns of a potentially harmful situation to a student at the site, or a student at any of our sites. Depending on the situation it may also be necessary to call 911 or to file a mandated report. Potentially harmful situations include but are not limited to:

* Student leaves an event/activity Cal-SOAP is sponsoring
* Threat of or actual violence or physical harm to a student, a student to themselves, or a student to others
* Drug/alcohol use/abuse
* Inappropriate behavior by staff towards a student
* Possible mandatory child abuse reporting criteria (follow up with report if appropriate)

***Closing Student Relationships***

Cal-SOAP does not support the continued contact of tutors and students after the close of the tutoring relationship. Cal-SOAP provides guidance and training in ending the formal tutoring relationship in a healthy manner. It is Cal-SOAP's policy that tutors do not give out their personal information to students. This is to avoid the appearance of fraternization, favoritism, and to protect the social development work that was accomplished through the tutoring relationship.

***Code of Conduct with Students and at School Sites:***

In addition to the policies listed above:

* Tutors will portray positive role models for youth by maintaining an attitude of respect, patience, courtesy, tact, and maturity.
* Tutors must use positive techniques for guidance, including redirection, positive reinforcement, and encouragement rather than competition, comparison, and criticism.
* Tutors will respond to students with respect and consideration and will treat all students equally regardless of gender, ethnicity, culture, religion, sexual orientation, economic status, ability, etc.
* Tutors must be free of physical (such as infectious disease or contagious illness) and psychological conditions that might adversely affect a student’s physical or mental health.
* Profanity, inappropriate jokes, or any kind of harassment in the presence of students or parents is prohibited.
* Tutors are prohibited from transporting students in their personal vehicles.
* Attempt to minimize physical contact with students. Handshakes and high fives are encouraged over hugging.
* Tutors are prohibited from loaning students money or buying things for students.
* Tutors will not meet with students behind “closed doors.” Tutors should always have another person with them (tutor, staff, or student) or be in earshot of others or within sight of others.
* Tutors are prohibited from entering the homes of students with whom they work as part of their service duties unless they are accompanied by a staff member and situation has been previously approved by the Cal-SOAP program director.
* Tutors who have been previously serving in a staff position at a school site may not be a Cal-SOAP tutor at the same school location and serving the same students.
* Tutors will not be hired by the same school site as an employee while they are hired by Cal-SOAP, even if the hours do not conflict with tutoring hours.
* Tutors will not be assigned to duties that are the primary responsibilities of clerical staff, janitorial staff, credentialed teachers, or teacher’s aides (specifically activities that support the overall function of the classroom or school such as filing, grading papers, entering data, administrative support duties, having sole responsibility for the management and discipline of a classroom, being assigned as the credentialed teacher of a classroom, etc.) Tutors can engage in support activities that are directly linked to their direct-service with students such as set-up and clean-up of activities connected with their tutor responsibilities; assisting with a class if curriculum is overseen by a credentialed teacher; and reviewing the quality/quantity of a student’s work towards an assignment for an activity the tutor facilitated.

***Professional Use of Technology***

Technology is a wonderful tool in working with students, but remember that you are the role model in this relationship. Your use of technology should be professional and should be appropriate for your protection and that of the students.

 Cell Phones:

 Keep your cell phone turned off. Do not use your phone, text, or check email while at work unless during a break, and appropriate to do so. Do not take pictures of students with your phone.

 Ipods:

Do not listen to music while at work.

 Cameras:

 Do not take any pictures of any students without permission from designated school staff.

 Social Networking:

 If you have a MySpace, Facebook, etc. set the privacy settings to "Friends" or "Custom". Also, think about if there is anything on your page that you would not want an employer, student or a parent to see. Do not post to social networking websites during work hours.

# Confidentiality of Student Records

Student records maintained by Northcoast Cal-SOAP and school districts fall into two general categories – public directory information and education records. As the custodian of student records and in compliance with the Family Educational Rights and Privacy Act of 1974, Cal-SOAP and school districts assume the trust and obligation to ensure the full protection of those records. Cal-SOAP personnel must adhere to institutional procedures regarding Student Records.

**Directory Information** includes student name, address, date of birth, attendance dates, sports and activity participation. This information is found on rosters, contact sheets, teachers’ notes, and in the Cal-SOAP database.

**Educational Records** includes progress reports, semester grades, teacher notes, etc. and are found in CUM files and teachers records.

All Cal-SOAP documentation, applications, and data collected (e.g. records, grades, test reports, student personal information, transcripts, financial aid data, etc.) are considered confidential information. Sharing this information with anyone besides program staff and the student it belongs to is not permitted. This includes providing confidential information to the parent of the student.

As a Cal-SOAP tutor you agree to:

* Store information under secure conditions.
* Make every effort to ensure students privacy.
* Refuse to discuss contents of student records unless there is a legitimate educational interest attached to the discussion.
* Destroy printed information per departmental procedures.
* Release information to a third party only if authorized approval is given.

Violations include the following offenses and other actions.

* Accessing a student record outside of your assigned duties;
* Releasing non-directory information without authorization;
* Publicly discussing a student record in a way that might personally identify that student;
* Sharing computer user ID’s and passwords that are used to access student data;
* Using non-directory information about students to fill a request based on directory information. For example, using a GPA of 2.0 and higher (non-directory information) as a parameter to obtain a list of student names (directory information) for public release; and
* Altering a student record without appropriate supporting documentation or authorization.

Violations of the Policy and Practices Related to Student Records are grounds for dismissal.

# Mandatory Reporting

Because you are working with minors who are under the age of 18 you are legally required by the Child Abuse and Neglect Reporting Act (Penal Code Section 11164-11174.3) to report any suspicion you may have of any child being abused or neglected in any way. Although you may consult with your site coordinator/classroom teacher or program staff for advice, you are solely responsible for reporting any suspicion you may have. Please note that you do not need evidence, you just need suspicion.

**California law defines child abuse as any of the following:**

*(Basic reasons for reporting (from www.dss.cahwnet.gov)*

* A child is physically injured by other than accidental means.
* A child is subjected to willful cruelty or unjustifiable punishment.
* A child is abused or exploited sexually.
* A child is neglected by a parent or caretaker who fails to provide adequate food, clothing, shelter, medical care or supervision.

**Protocol for Reporting Child Abuse or Neglect**

1. Inform your designated school staff person that you will be making a report.
2. Get a Suspected Child Abuse Report Form from the school.
3. Review the report form before you call to make sure you have as much information as possible.
4. Call Humboldt Child Welfare Service at 445-6180 immediately or as soon as practically possible.
5. Complete the Report Form within 36 hours. Give HCOE's address as your address rather than your home address.
6. Give the yellow copy of the form to the appropriate school staff person (principal, counselor, etc.). Make a copy for yourself.
7. Notify the Cal-SOAP Director that a report has been filed.

Disposition of Report will be mailed to you after the investigation of your report is completed. That report will be sent to you at the CalSOAP/HCOE office. We will forward it on to you. If you choose, you may give a copy of that disposition to the school.

# Time Off Requests

You are expected to work per the school calendar of the district/s and school site/s you are working in. Please refer to your school site and district calendars to keep informed of specific work days (see Calendar Tab). You should schedule vacation and personal time accordingly.

Any tutor needing to take one or more days off (except for illness or emergencies) will need to give their Cal-SOAP technician and their site coordinator/teachers a minimum of two weeks notice (10 business days).

If tutors do not follow this policy, it will affect their performance evaluation and may also affect our decision to keep them as employees, now or in the future.

*Acceptable* reasons to ask for time off with a minimum two-weeks notice:

* Studying Midterms/Finals
* Surgeries or other urgent medical procedures
* Care for dependents
* Planned special occasions, i.e. weddings, family reunions, etc.
* School club conferences

*Unacceptable* reasons to miss work; even with two weeks notice:

* Vacations
* Group work for a college class or school club meetings
* Other jobs
* Doctor/Dentist Appointments
* Car troubles (unless it happens on your way to work, in this case it is okay to miss the time it takes for you to deal with the situation and/or find another way to get to work)

# Illnesses and Injuries

***Illnesses, Injuries, and Emergencies (not work related)***

In case of an emergency or illness, please notify key staff 24-hours in advance (if possible) or a minimum of 30 mins. prior to the time you are scheduled to work.

It is your responsibilityto notify your contact at your school site. Even if you cannot speak with them directly, please leave a message at the number you were provided with by your school site.

You also need to call or email the Cal-SOAP technicians to let them know that you have successfully contacted your school site. Please include the date of your absence, the school where you tutor, and whom you contacted.

# *Stated above are EXCUSED absences if the procedures are properly followed.*

# *If the above procedures are not followed, it will be counted as UNEXCUSED.*

***Safety and Accident Reporting***

Preventing injuries is key. Tutors are expected to perform their duties in a manner that is safe for them, their students, and co-workers. If you notice a safety hazard, you should stop performing duties in that area and notify staff immediately. Failure to use equipment properly while performing duties, or performing unsafe actions, may result in disciplinary action.

All Cal-SOAP tutors are required to submit required documentation for any accidents occurring on the job. This includes incidents that may occur to the tutor or a student at the work site. First, notify your appropriate school staff **immediately**. Then, report the incident to the Cal-SOAP technician. You may be asked to complete appropriate reporting forms to document the incident. In the event of an emergency (e.g., a natural disaster, fire, lockdown, etc.), follow instructions from school/site staff. Once the situation is under control, report the incident **immediately** to the Cal-SOAP office.

# MILEAGE REIMBURSEMENT POLICY

In recognition of the nature of rural communities, Cal-SOAP offers this policy to deal fairly with both the cost of gasoline and the time it takes for employees to travel distances.

**Mileage Reimbursement to Training and School Sites**

You may be reimbursed for miles over 20 miles round-trip that you travel from your college or home to your assigned school or place of training.

Example: Kira lives in Arcata and works at Fortuna High. Her odometer shows that she travels 32 miles from home to the high school. Her round trip mileage is 64. After she deducts 20 miles round trip, she may request reimbursement for the remaining 44 miles.

**Hourly Compensation for Travel Time**

You may add to your timesheet 50% of the time it takes for you to travel to and from your college or home to your assigned school (or training) when it is 60 minutes or more one way.

Example: Keanen drives for 1.5 hours each way from his home in Arcata to his school site in Redway. He may add 1 hour to his timesheet as compensation for his travel time.

**Claiming Mileage**

If you think that you are eligible to claim mileage or hourly compensation, contact your Cal-SOAP technician for more information and approval. Do not turn in your mileage logs until you cumulative mileage totals 20 miles or slightly more. Distance is based on Google Maps mileage and approximate travel times and will be based on the current state reimbursement rate. Intentionally providing an incorrect address for mileage/hr. comp. claims may result in termination.

**Insurance Coverage**

An employee using a personal vehicle to conduct business on behalf of the County Office of Education shall maintain appropriate liability insurance. The employee’s insurance will be considered primary source in responding to a liability claim, and the County Office of Education will assume, as a secondary source, any liability costs that exceed the employee’s required insurance coverage.

**Safety and Reporting Requirements**

Employees are required to obey all traffic laws and practice safe driving techniques when driving on Office of Education business. Personal vehicles used to conduct business must be maintained in good working order and safe condition.

Employees are expected to take the safest, most direct route to their destinations. In changing weather, employees are expected to drive cautiously and, if circumstances warrant, carry chains and know how to install them.

All accidents which occur while conducting Office of Education business, including minor ones involving no perceptible damage to the vehicle, must be reported immediately to the Transportation Supervisor. As required by law, accidents involving $750 in damages or personal injury must also be reported to law enforcement.

# Data Collection

All Cal-SOAP tutors are required to collect Cal-SOAP applications from students in order for the program to document services. Without the Cal-SOAP application, students cannot be counted as being served. It is the responsibility of the tutor to assure that these applications are collected and submitted to the Cal-SOAP office on a monthly basis. Data collection forms will be provided to each tutor to track services provided to each student.

Tutors will be trained on all required tracking. Tracking forms can be found in the *Forms* tab in this binder.

# DISCIPLINARY Process

Discipline is training that is intended to produce a specific change in character or pattern behavior. Discipline can range from ongoing "preventive" training, such as orientation and counseling, to dismissal. The disciplinary measures available to the Cal-SOAP program are:

***Orientation* &** ***Guidance***

During the Cal-SOAP orientation, tutors are told what is expected, why it is expected, and what happens if expectations are not met. When the tutor first reports to their placement site, the tutor will be introduced to the school’s procedures and rules.

***Corrective Warning***

Corrective warnings point out to the tutor exactly what the offense is and the implication of a repeat offense. Corrective warning may take the form of a mild reminder or formal verbal warnings (which is more serious.) Verbal warnings may be given by school staff or program staff. Notes from this verbal warning may be put in the tutor's file and may result in a Needs Improvement on the tutor’s performance evaluation.

***Corrective Action Plan (Written Reprimand)***

A corrective action plan documents a violation, incident, or series of incidents that will result in termination if continued. The written reprimand is signed by the tutor, program staff, and school staff if it involved the placement site. The plan will address the offense, advice given to the tutor on how to correct his or her performance, and any additional disciplinary action taken. The plan will be placed in the tutor's personnel file and will result in a Needs Improvement on the tutor’s performance evaluation.

***Separation***

In the event of a serious violation of one of the policies or procedures listed in this handbook or of the placement site, it may be the first/last step. Tutors will be notified of termination in writing. Tutors can submit in writing and also request to meet with the program director to discuss any discrepancies or disagreements with work behavior in question. This request must be submitted to the program director within five (5) days of notification of termination. The program director will determine if a meeting with school staff is necessary to resolve the situation. This decision is binding.

# PROCEDURE FOR Ending employment Contract early

A tutor wishing to voluntarily separate from employment with Cal-SOAP should submit a memo of intent to the program director at least two weeks in advance. Memo should include:

• Tutor’s name

• Work site assignment

• Reason for separation

• Last work date

The original final time sheet, signed by the tutor, should be delivered to the Cal-SOAP office within 24 hours or on the next business day after the last day worked. Paycheck will be processed per regular cycle.

Cal-SOAP materials should be turned in, including but not limited to:

* HCOE Identification Card
* Tutor Handbook
* Student Records