



**2014**  
**Image Builders**  
**Volunteer Application Packet**

*The Image Builders Program exists to turn at-risk students into responsible lifelong learners through individual tutoring and academic mentoring.*

## **WHO WE ARE**

### **BACKGROUND AND HISTORY**

The Image Builders Program began mentoring students during the school day in 2008. Initially, students were referred because they had a single mother who was enrolled in The 180 Program through Against the Grain. The size of the program increased quickly, with many tutors asking to return the following year to work with the same student.

Teachers, parents and school leaders saw the positive impact Image Builders mentors were having upon at-risk students, so they began requesting more tutors. Students were placed on waiting lists, and the tutor orientation expanded beyond understanding generational poverty to a comprehensive training for building resiliency, self-efficacy and critical thinking skills in all students. Existing tutors referred friends because they were excited about the opportunity to make a positive impact upon a student, and Image Builders enrollment grew from 1 student to 75 students in the first five years.

Today The Image Builders Program works closely with Franklin Special and Williamson County Schools to provide support for students needing individual tutoring and mentoring during the school day. Our tutor orientation is unique because we equip community volunteers to mentor students while modeling relevant academic and professional life skills. Image Builder Scholars show academic gains that outpace their peers, and they demonstrate renewed confidence and enthusiasm for learning and leading that is noticed by teachers and parents. Many of our tutors return for at least two years because of the positive relationship that they build with their student, and the ability to see firsthand the positive results of volunteering their time.

The Image Builders Program also works with schools to train students to serve as mentors and positive leaders. This sense of shared community decreases bullying and other common behavior challenges.

The Image Builders Program is successful because schools and community volunteers share the vision of giving every student the opportunity to succeed by developing their natural intelligence and unique strengths.

## **VISION**

The Image Builders Program engages students through academic mentoring to think critically, communicate effectively, and become creative, lifelong learners.

Specifically, The Image Builders Program:

- Provides in-school tutoring and mentoring to referred students
- Collaborates with school leaders to address specific student needs
- Engages corporations and community leaders by encouraging partnerships and volunteering that benefits local public schools
- Provides mentor training for organizations wanting proven, effective strategies for engaging students and equipping volunteers

## **CORE OPERATING VALUES**

RELATIONSHIPS	Relationships provide safe places for creativity and innovation and are the foundation for effective learning.
RESPECTFULNESS	Relationships of mutual respect celebrate the unique gifts and experiences of individuals.
RESILIENCE	Connecting students with positive and supportive role models builds emotional, social and academic tenacity.
DIVERSITY	All students deserve the opportunity to learn and grow as leaders and responsible citizens.
RELEVANCE	Mentoring relevant life skills, critical thinking, leadership, and creative problem solving prepares students for a global economy.
COLLABORATION	Collaboration among schools, corporations, and organizations leverages community diversity and resources to benefit students and schools while adding value to the overall community.

## **UNDERLYING SERVICE ASSUMPTIONS**

1. Individuals have unique learning styles, strengths and abilities that deserve respect and development.
2. Students thrive when they are engaged in personal and practical ways that encourage them to confidently embrace challenges.
3. The inherent vulnerability of learning and creating must be respected and celebrated in order for students to reach their full potential.
4. Everyone benefits when schools and communities collaborate to empower students to become productive and respectful citizens.

## **VOLUNTEERS**

### **ELIGIBILITY & REQUIREMENTS**

- Complete Image Builders Volunteer Application and provide personal/professional references upon request.
- Pass criminal background check, and meet volunteer requirements of the school district where you will volunteer.
- Attend 2-hour mentor orientation.
- Follow all policies and procedures of The Image Builders Program.

### **CODE OF CONDUCT**

#### **BEHAVIOR**

Volunteers are expected to demonstrate good moral character. They are expected to be respectful of school policies and contribute to creating a positive learning environment for all students.

The following are inappropriate actions resulting in immediate dismissal:

- Inappropriate touching of any kind.
- Inappropriate statements of any kind, including inappropriate jokes/humor or sexual harassment.
- Threatening, intimidating or fighting with volunteers or staff.
- Theft, fraud, abuse or misappropriation of property belonging to Image Builders schools, students, volunteers or staff.
- The manufacture, use, possession, distribution, purchase or sale of drugs or alcohol, or any misconduct that results in criminal charges.

#### **PERFORMANCE**

We depend upon accountable, engaged and dedicated volunteers who take their responsibilities seriously. We maintain a 1:1 tutor: student ratio, and have specific tutoring times during the school day, so it is imperative that you are punctual and reliable. If you have questions regarding procedures or duties to be performed, it is your responsibility to contact the Program Coordinator immediately. In the event that a volunteer is not willing or able to meet the performance expectations of their position, a

**CONFLICT OF INTEREST**

discussion will be held with that volunteer and our violations/dismissal procedure will be followed.

The Image Builders Program will maintain a reputation of fairness, equality, ethical and legal compliance in all business dealings. Volunteers must avoid any behaviors that can create a conflict of interest or the appearance of favoritism and unfair or improper behavior.

A conflict of interest may exist if a volunteer:

- Seeks or obtains for benefit or advantage anything of more than nominal value that would not normally be available to the volunteer.
- Uses or makes available for benefit or advantage the property, records, services, name, logo, affiliations or endorsement of the Image Builders Program affiliation.

**CONFIDENTIALITY**

As a volunteer, you will have access to personal and confidential information about your student and you are required to maintain this confidentiality. In order to maintain the rights of privacy for staff, volunteers and program participants, volunteers must not disclose confidential information about The Image Builders Program's business activities, plans, services, systems, staff, students, other volunteers, or any other proprietary matters.

**ATTENDANCE**

Attendance by our volunteers is an absolute necessity. It is extremely important that we are modeling responsible behavior for students. We understand that our volunteers are giving their personal time and occasional conflicts will arise. If you will be unable to meet an Image Builders Program obligation, you must notify the Program Coordinator (or teacher) as soon as possible, and preferably more than 24 hours prior to the meeting or scheduled obligation. Tardies and/or failure to attend scheduled meetings will be addressed with the volunteer through our Violations/Dismissal process.

**DRESS CODE**

Volunteers are expected to dress appropriately. If a

## **GRIEVANCE PROCEDURE**

volunteer wears attire or has an appearance that is deemed inappropriate by school personnel, they will be asked to leave school property until they are compliant with the school dress code.

A grievance is a formal complaint about policies and/or procedures being improperly or unfairly administered. The grievance procedure is a systematic process to ensure the objectivity and timely resolution of issues involving any volunteer and/or Program staff.

We strive to maintain open communication and to build relationships of mutual respect. It is our goal that complaints and concerns be easily resolved when brought to our attention. We appreciate the insights of our volunteers and welcome recommendations for improvement to our policies, procedures and operations.

When a volunteer or staff member feels their concern was not resolved after informal communication, the formal grievance procedure will be implemented:

1. Immediately bring the problem either verbally or in writing to the attention of Program Director. All complaints will be handled in a respectful and timely manner and kept confidential.
2. If necessary, upon verification of the allegations, The Image Builders Program will take appropriate measures of remediation and prevent recurrence. All forms of harassment are considered major offenses that will result in disciplinary action, not excluding dismissal of the volunteer or staff member.
3. The Board of Directors is considered the final authority regarding any grievances.

Retaliation against any volunteer or staff for lodging a harassment complaint or participating in the investigation of a grievance will not be tolerated. The initiation of the grievance procedure will not restrict the program staff from taking appropriate action with respect to the volunteer or staff member.

**ADDRESSING VIOLATIONS / VOLUNTEER DISMISSAL PROCEDURE**

In the case of a violation of expectations, the following steps will be taken up to and including dismissal of volunteer:

1. A verbal warning will be given to the volunteer and noted in the volunteer's file.
2. A written warning will be given to the volunteer and a signed copy will be placed in the volunteer's file.
3. Dismissal of volunteer.

In the event of gross misconduct (including but not limited to volunteer privileges being revoked by the school or school District for any reason), The Image Builders Program reserves the right to move directly to any step in the dismissal procedure, including the immediate dismissal of volunteer.

**RESIGNATION OF VOLUNTEER POSITION**

Any volunteer may end his/her services upon notification in writing. We request a minimum of a two-week notice to give us time to find a replacement.

**CHILD PROTECTION PLAN**

**DEFINITION OF CHILD ABUSE (INCLUDING CHILD SEXUAL ABUSE)**

"Child," for the purposes of child abuse, is defined as a person under eighteen years of age who, prior to juvenile proceedings, has not been judicially emancipated or emancipated by marriage.

"Abuse" means any one of the following acts which seriously endangers the physical, mental, or emotional health of a child.

1. The infliction, attempted infliction, or as a result of inadequate supervision, the allowance of infliction or attempted infliction of physical or mental injury upon a child by a parent or any other person.
2. The exploitation or overwork of a child by a parent or any other person.
3. The involvement of the child in any sexual act with a parent or any other person, or the aiding or toleration by the parent or caretaker, of the child's

**MANDATORY  
REPORTING  
RESPONSIBILITY**

sexual involvement with any other person, or of the child's involvement in pornographic displays, or any other involvement of a child in sexual activity constituting a crime under the laws of this state.

Any Image Builder volunteer or staff who knows or reasonably suspects that a child's health or welfare has been or appears to have been harmed as a result of abuse or neglect must immediately report such abuse or neglect to school leadership (such as the Principal or Assistant Principal) designated by the school's front office personnel so that the reporting policy of the school district is followed.

Any inappropriate behavior by an Image Builder volunteer or staff must be immediately reported to the Image Builders Program Director (or Chairman of the Board of Directors if the allegation involves the Program Director), per the Image Builders Program Reporting Policy.

While all Image Builders volunteers/staff have a mandatory reporting responsibility per Tennessee state law, it is not the role of a volunteer/ employee to evaluate or investigate an allegation or suspicion of abuse or misconduct.

**IMMUNITY FROM  
LIABILITY**

A person reporting harm shall be presumed to be acting in good faith and shall thereby be immune from any liability, civil or criminal, that might otherwise be incurred or imposed for such action. The identity of the person reporting shall remain confidential except when the juvenile court determines otherwise.

**RESPONSIBILITY  
FOR PROTECTION**

The Image Builders Program shall provide all children enrolled as Image Builders Scholars an environment free of emotional abuse, sexual advances, sexual favors, and other verbal or physical conduct or communication constituting harassment and/or abuse, as defined and otherwise prohibited by state and federal law.



**PREVENTATIVE AND PROTECTION MEASURES**

Image Builders volunteers and staff shall respect the following guidelines while interacting with children. These guidelines are established in order to ensure the protection of all students, volunteers and staff of The Image Builders Program.

**MENTOR SCREENING AND APPROVAL**

1. Any individual representing The Image Builders Program as a volunteer or staff must submit to a criminal background check, interview and orientation prior to being approved as a volunteer or employee of The Image Builders Program.
2. In order to be an approved volunteer or staff of The Image Builders Program, an individual's criminal record must be free of any conviction of violent behavior and any child sexual abuse perpetration history. Individuals must also meet the specific requirements of the school district where their volunteer service or job duties will be performed, and will be denied access to any child until approved according to the policy and guidelines established by The Image Builders Program and/or the school district; whichever is the strictest policy.

**EXAMPLES OF APPROPRIATE/ INAPPROPRIATE/ HARMFUL BEHAVIORS**

Relationships of mutual respect are characterized by appropriate and positive interactions, and are the cornerstone of the Image Builders Program mission. Verbal communication and physical behavior should create healthy and appropriate boundaries between mentors and scholars.

**VERBAL COMMUNICATION**

Appropriate:

- Praise and encouragement
- Positive reinforcement for good work or behavior

Inappropriate/ Harmful:

- Sexually provocative or degrading comments
- Risqué jokes
- Comments that are manipulative or shaming

**PHYSICAL  
BEHAVIOR**

Appropriate:

- Pats on the back or shoulder
- High-fives
- Meeting in public/ shared spaces that are not isolated and can be observed at all times by other school personnel

Inappropriate/ Harmful:

- Lap-sitting or any contact with buttocks
- Intimate/ romantic/ sexual contact
- Corporal punishment
- Showing pornography or involving youth in pornographic activities
- Being alone with a child in an environment that is isolated or remote. This includes being behind a closed door without a window.

**REPORTING POLICY**

**FOR ALLEGATIONS OF INAPPROPRIATE BEHAVIOR BY  
AN IMAGE BUILDER MENTOR OR STAFF**

All Image Builder volunteers and staff have an obligation to report any observed or suspected potentially inappropriate or harmful behavior.

1. The Image Builders Program Director shall be notified immediately of any observed or suspected potentially inappropriate or harmful behavior.  
A) If the incident directly involves the Image Builders Program Director, the Chairman of the Board of Directors shall be notified instead.
2. Any inappropriate behavior defined as child abuse requires reporting to the authorities, and the individual under suspicion of misconduct will be immediately suspended from all Image Builder responsibilities during the investigation. If the allegations are confirmed, the individual will be immediately terminated and will not be allowed access to children, following the Image Builders Volunteer Dismissal Procedure.
3. If the misconduct occurred on school property, The Image Builders Program Director or Chairman of the Board of Directors is responsible for notifying the school Principal so that appropriate District Policy may be followed.

**CONFIDENTIALITY**

Because of the sensitive nature of child abuse cases, the name(s) of potential victims, the accused perpetrator(s) and the person(s) making the report will not be made public, but only reported to the proper authorities as required by law.

**RESOURCES**

1. Childhelp National Child Abuse Hotline: 1-800-4-A-CHILD (1-800-422-4453)
  - Available 24 hours a day, 7 days a week
  - Professional crisis counselors with access to database of 55,000 support resources
  - All calls are anonymous
2. Tennessee Child Abuse Hotline: 1-877-237-0004
  - Non-urgent cases
  - [www.reportabuse.state.tn.us](http://www.reportabuse.state.tn.us)
3. The Department of Children's Services Central Intake Division Child Abuse Hotline: 1-877-54-ABUSE (1-877-542-2873)



## Volunteer Application Packet Acknowledgment

I acknowledge that I have read and understand the policies, procedures and expectations set forth in The Image Builders Program Volunteer Packet, and I agree to abide by them as outlined in this material.

I accept liability and release The Image Builders Program and any of its agents or representatives from any damages that may occur during volunteering. \_\_\_\_\_  
(Initial Here)

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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## Volunteer Application

Name: \_\_\_\_\_ Today's Date: \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
\_\_\_\_\_

Primary Phone: \_\_\_\_\_ Is this a cell phone? Yes / No

Do you wish to receive text updates? Yes / No Best time to call: AM / PM

Secondary Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Do you authorize The Image Builders Program to perform a criminal background check? Yes/ No

Current Employer: \_\_\_\_\_

Address: \_\_\_\_\_

Position/Job Title: \_\_\_\_\_ Full-Time / Part-Time

Does your employer allow you to volunteer during regular business hours? Yes / No

Previous Volunteer Experience (may attach additional sheets as necessary):

Organization: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Phone: \_\_\_\_\_

Dates of Service: \_\_\_\_\_ Duties: \_\_\_\_\_

May we contact your supervisor for a reference? Yes / No Phone Number: \_\_\_\_\_

Are you an approved volunteer for a specific school district? Yes / No

If so, which one? \_\_\_\_\_

Have you ever been accused or convicted of any sexual offenses, violence against youth, or other criminal offense? Please describe (including date and location of the offense). **Note:** This is NOT intended to include any personal history of victimization. We are interested in learning about past perpetration of child sexual abuse, NOT any past history of victimization. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What age / sex of student do you prefer to mentor? \_\_\_\_\_  
Why? \_\_\_\_\_

How would you feel about working with a different age / sex? \_\_\_\_\_  
\_\_\_\_\_

Is there anyone who might suggest that you should not work with children? Why or why not? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Why are you interested in becoming an Image Builders volunteer? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What makes you a good candidate for being an Image Builders volunteer? \_\_\_\_\_  
\_\_\_\_\_

What hobbies or activities do you enjoy? \_\_\_\_\_  
\_\_\_\_\_

CONFIDENTIAL BACKGROUND CHECK AUTHORIZATION

Print Name: \_\_\_\_\_  
(First) (Middle) (Last)

Former Name(s) and Dates Used: \_\_\_\_\_

Current Address Since: \_\_\_\_\_  
(Mo/Yr) (Street)

Previous Address From: \_\_\_\_\_  
(City) (State) (Zip)

Previous Address From: \_\_\_\_\_  
(Mo/Yr) (Street)

Previous Address From: \_\_\_\_\_  
(City) (State) (Zip)

Previous Address From: \_\_\_\_\_  
(Mo/Yr) (Street)

Social Security Number: \_\_\_\_\_ DOB: \_\_\_\_\_  
(City) (State) (Zip)

Telephone Number: \_\_\_\_\_

Driver's License Number: \_\_\_\_\_ State: \_\_\_\_\_

The information contained in this application is correct to the best of my knowledge. \_\_\_\_\_  
(Initials)

I hereby authorize **The Image Builders Program** and it's designated agents and representatives to conduct a comprehensive review of my background causing a consumer report and/or an investigative consumer report to be generated for employment and/or volunteer purposes. I understand that the scope of the consumer report / investigative consumer report may include, but is not limited to, the following areas: verification of social security number, current and previous residences, employment history, education background, character references, drug testing, civil and criminal history records from any criminal justice agency from any or all federal, state, jurisdictions, driving records, birth records, and any other public records.

I further authorize any individual, company, firm, corporation or public agency to divulge any and all information, verbal or written, pertaining to me to **The Image Builders Program** or it's agents. I further authorize the complete release of any records or data pertaining to me which the individual, company, firm, corporation or public agency may have, to include information or data received from other sources. **The Image Builders Program** and it's designated agents and representatives shall maintain all information received from this authorization in a confidential manner in order to protect the applicant's personal information, including, but not limited to, addresses, social security numbers and dates of birth.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Notice to California, Minnesota, and Oklahoma Residents:**  
Please check the box below if you wish to receive a copy of a consumer report that is requested.  
 I wish to receive a copy of any Background Check Report on me that is requested.