

Volunteer Handbook

The logo for 10:10 Academy is a teal hexagon with the text "10:10 Academy" in white. The "10:10" is in a large, bold, sans-serif font, and "Academy" is in a smaller, regular, sans-serif font below it.

10:10
Academy

1010Academy.com

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Letter from the Volunteer Coordinator, Jackie Layne

Welcome to Our Volunteer Community!

Dear Volunteers,

From the bottom of our hearts, thank you for your willingness to serve and give back to our 10:10 Academy community. We truly could not do all that we do without the incredible people who so generously give their time, talents, and helping hands.

Every minute you give matters. Whether you are helping in a classroom, supporting an event, lending a hand behind the scenes, or simply stepping in wherever there is a need, your service makes a difference and does not go unnoticed.

By volunteering, you are not only helping our program run more smoothly, you are pouring into our students and supporting our families.

We are so thankful for each and every one of you and for the unique gifts God has given you to share with our community. Our hope is that through volunteering, you will find a place where you feel connected, valued, and able to use your gifts in a meaningful way. If you ever need help finding the right place to serve, please reach out. We would love to help you find an opportunity that is a good fit for you.

“...serve one another humbly in love.” -- Galatians 5:13

Thank you for your servant's heart, your dedication, and your willingness to show up for our students and our community. Your helping hands are a blessing, and we are incredibly grateful for each and every one of you.

With gratitude and blessings,

Jackie Layne
Administration Coordinator,
Volunteer Coordinator

Jackie@1010Academy.com

Volunteer Onboarding Process

1. Read the description provided for each volunteer role in this handbook or in the registration packet.
2. [Sign up](#) for a volunteer role using the link provided in the registration packet.
3. Attend a volunteer training session. Information about training dates and times will be provided around the start of classes.
4. Read the 10:10 Academy Volunteer Handbook.
5. Sign and return your [Volunteer Handbook Acknowledgment](#) to Jackie Layne, Administration Coordinator.
6. Complete a Live Scan background check through 10:10 Academy on the designated campus Live Scan day. Scheduling information will be provided around the start of classes.
7. Complete 10:10 Academy-approved, California-compliant mandated reporter training. If you have already completed an equivalent training through another organization, please provide the QR code from your Certificate of Completion so that 10:10 Academy can verify your training.

The Role of a Volunteer

Volunteers are an essential part of the ministry and mission of 10:10 Academy. Through their willingness to serve, they help create a welcoming, safe, and encouraging environment where students and families can learn, grow, and build meaningful relationships within the body of Christ.

Every volunteer contributes to the success of our programs by supporting students, instructors, staff, and families with humility, kindness, and a servant's heart. Whether assisting in a classroom, helping with campus activities, serving at special events, or providing administrative support, volunteers play an important role in strengthening our academy community.

As representatives of 10:10 Academy, volunteers are expected to conduct themselves in a manner that reflects the mission, values, and Christian character of the organization. Volunteers are called to model integrity, respect, patience, encouragement, and professionalism in every interaction with students, parents, fellow volunteers, instructors, staff, and visitors.

Because many volunteer roles involve interaction with children, volunteers also share responsibility for helping maintain a safe environment. This includes following the policies and procedures outlined in this handbook, maintaining appropriate boundaries, reporting concerns promptly, and supporting the child protection practices established by 10:10 Academy.

Volunteers are not expected to replace the role of parents, instructors, or staff members. Rather, they serve alongside them by providing encouragement, assistance, and practical support that allows our programs to operate effectively and our families to be served well.

At 10:10 Academy, we believe that every act of service, seen or unseen, is an opportunity to glorify God and demonstrate the love of Christ. We are grateful for the time, gifts, and talents each volunteer brings to our community, and we thank you for partnering with us as we seek to faithfully serve homeschool families and create a Christ-centered environment where students can flourish academically, socially, emotionally, and spiritually.

The Role of a Volunteer

Volunteer Expectations

Volunteers are expected to:

- Demonstrate Christ-like character in all interactions with students, families, staff, instructors, fellow volunteers, and visitors
- Arrive on time and fulfill scheduled volunteer commitments. If you are unable to serve as scheduled, notify the volunteer coordinator as soon as possible.
- Follow the direction of 10:10 Academy staff and instructors while serving
- Support a safe, positive, and welcoming learning environment
- Maintain appropriate professional boundaries with students
- Comply with all applicable policies contained in this handbook and the [Child Protection & Safety Manual](#)
- Promptly report safety concerns, injuries, or policy violations to the appropriate staff member
- Represent 10:10 Academy in a manner that reflects its mission, values, and commitment to serving families

Volunteer Code of Conduct

While serving at 10:10 Academy, volunteers are expected to:

- Treat every student with kindness, patience, and respect
- Demonstrate honesty, integrity, and professionalism in all interactions
- Use encouraging and appropriate language at all times
- Follow all child protection and safety policies
- Respect the authority of instructors, staff, and organizational leadership
- Model Christ-like behavior and serve with humility, grace, and a spirit of unity
- Seek assistance from staff whenever questions or concerns arise

Confidentiality

- Volunteers may become aware of personal, academic, behavioral, medical, or family information while serving at 10:10 Academy. This information is confidential and should be treated with care and discretion.
- Volunteers shall not discuss confidential information with individuals who do not have a legitimate need to know, including other parents, volunteers, students, or members of the public.
- Questions regarding students or families should be directed to the appropriate staff member rather than discussed with others.
- The obligation to maintain confidentiality continues even after a volunteer's service with 10:10 Academy has ended.

Classroom Expectations

Dress Code

Volunteers are expected to dress in a manner that reflects the values of 10:10 Academy and is appropriate for a Christ-centered educational environment.

- Clothing should be clean, modest, and suitable for working with children.
- Volunteers should wear attire that allows them to participate safely and comfortably in their assigned responsibilities.
- Volunteers should refrain from wearing clothing, hats, or accessories that display advertising, slogans, images, or messages that could reasonably be considered offensive, divisive, inappropriate, or inconsistent with the mission and values of 10:10 Academy.
- If a volunteer has questions regarding appropriate attire, they should consult a staff member before serving.

Volunteer Training Requirements

All volunteers are expected to complete any screening, training, and orientation required for their volunteer role before serving with students.

Depending on the nature of the volunteer position, requirements may include:

- Review of the Volunteer Handbook
- Review of the Child Protection & Safety Manual, when applicable
- Completion of required child protection training
- Live Scan fingerprinting and background screening, when applicable
- AB 506 Mandated Reporter Training, when applicable
- Any additional training required by 10:10 Academy

Volunteers are expected to participate in any required refresher training and comply with current organizational policies and procedures throughout their service.

Child Protection and Safety Safe Ministry Practices

Supervision Standards

Student safety is the responsibility of every volunteer.

Volunteers are expected to:

- Help maintain a safe and orderly environment
- Follow the direction of instructors and/or staff regarding student supervision
- Never intentionally place themselves alone with a student where the interaction cannot be observed or interrupted
- Immediately report any safety concern or situation that may place a student at risk
- Never supervise or reprimand students outside the scope of their assigned volunteer responsibilities without staff approval

Appropriate Physical Contact

Appropriate physical contact should always be age-appropriate, brief, and in response to the needs of the student.

- Volunteers **may** provide appropriate physical assistance when necessary for safety, comfort, or routine care, provided the interaction is appropriate, observable, and respectful.
- Volunteers **shall not** engage in physical contact that could reasonably be perceived as inappropriate, unnecessary, or inconsistent with the Child Protection and Safety Manual.
- If a volunteer is uncertain whether physical contact is appropriate, they should **seek assistance** from a staff member.

One-on-One Interactions

- Volunteers should avoid one-on-one interactions with students whenever reasonably possible.
- If a one-on-one interaction is necessary, it should occur in an observable and interruptible location. Volunteers should never isolate themselves with a student or meet with a student in a private area without staff knowledge or approval.

Restroom Procedures

- Volunteers assigned to escort students to the restroom shall remain outside the restroom while the student is inside, unless an emergency requires immediate assistance.
- Volunteers shall never enter a restroom occupied by a student except when necessary to protect the health or safety of the student.
- Photographs, video recording, and the use of electronic devices in restrooms are strictly prohibited.
- If a volunteer enters a restroom occupied by a student, the volunteer shall notify a staff member as soon as reasonably practicable.

Child Protection and Safety Safe Ministry Practices

Electronic Communication and Social Media

- Volunteers shall not communicate privately with students through text messages, direct messages, social media, email, or other electronic means.
- Electronic communication with students must include a parent or legal guardian or occur through an organization-approved platform where parents can oversee communication.
- Volunteers shall not send or accept social media friend or follow requests with students. If a student initiates a request, the volunteer shall notify the student's parent before accepting.
- Volunteers shall not post photographs or videos while on campus. To help protect the privacy and safety of our students and families, posts should be shared only after leaving campus, as social media posts may include location information.

Photography, Video Recording, and Media

- Photographs and video recordings of students may be taken only for approved organizational purposes and in accordance with 10:10 Academy policies and any applicable media release authorizations.
- Volunteers shall not photograph, record, or post images or videos of students using personal devices without prior authorization from staff.
- Volunteers shall respect the privacy of students and families and immediately notify a staff member if they have questions regarding photography or media use.

Visitors and Campus Security

To help maintain a safe campus environment, volunteers are expected to:

- Follow all campus security procedures established by 10:10 Academy
- Direct visitors to Admin for check-in if they are not wearing a **visitor identification lanyard**
- Promptly report unfamiliar individuals, suspicious activity, or other safety concerns to a staff member
- Never provide access to secured areas or admit individuals into locked buildings without staff authorization

Child Protection and Safety Safe Ministry Practices

Recognizing Concerns

Volunteers should remain attentive to situations that may affect the safety or well-being of a student.

Examples of concerns may include:

- Boundary violations
- Grooming behaviors
- Inappropriate conduct
- Safety hazards
- Student disclosures
- Injuries or unexplained changes in behavior

Volunteers are not expected to investigate concerns. Their responsibility is to recognize concerns and report them promptly to a staff member.

Reporting Concerns

Protecting children is a shared responsibility.

- Volunteers shall promptly report child protection concerns, safety concerns, injuries, policy violations, or other situations that may place a student at risk.
- If a child is in immediate danger or requires emergency medical assistance, notify a staff member immediately so appropriate emergency action can be taken.
- Volunteers should document concerns when requested by staff using the appropriate organizational forms and maintain confidentiality throughout the reporting process.

Mandatory Reporting (when applicable)

- Some volunteer positions may be designated as mandated reporters under California law.
- Volunteers serving in a mandated reporter role are responsible for understanding and fulfilling all legal reporting obligations. A mandated reporter's legal duty to report cannot be delegated to another individual or satisfied by notifying 10:10 Academy staff alone.
- Volunteers who are unsure whether they are mandated reporters should consult with the volunteer coordinator, Program Manager, or Executive Director.

Internal Reporting Procedures

- All volunteers are expected to promptly report child protection concerns, safety concerns, injuries, policy violations, or other incidents involving students to a staff member.
- Internal reporting supports the organization's response and documentation but does not replace any legal reporting obligations.

Child Protection and Safety Safe Ministry Practices

Incident Reports

- An Incident Report is used to document injuries, illnesses, accidents, medical emergencies, or other general safety incidents involving students or volunteers.
- Volunteers may be asked to assist in completing an Incident Report by providing factual observations of the incident.

Child Protection Concern Reports

- A **Child Protection Concern Report** is used to document concerns involving suspected abuse or neglect, boundary violations, grooming behaviors, policy violations, student disclosures, or other child protection concerns.
- Volunteers should report concerns promptly and provide factual information only. Volunteers are not expected to investigate concerns or determine whether abuse has occurred.

Emergency Procedures

Medical Emergencies

If a student or volunteer experiences a medical emergency:

- Notify a staff member immediately
- Call 911 if directed or if immediate emergency assistance is required
- Remain with the individual until relieved by staff or emergency responders
- Do not administer medication unless specifically authorized by 10:10 Academy policy
- Complete or assist with an Incident Report if requested

Fire

If a fire alarm sounds or a fire is observed:

- Remain calm.
- Follow the directions of staff.
- Assist students in evacuating safely to the designated assembly area.
- Do not re-enter any building until authorized to do so.

Lockdown

If a lockdown is initiated:

- Immediately follow the directions of staff.
- Help keep students calm, quiet, and together.
- Remain in the secured location until an authorized "all clear" is given.
- Do not open doors or leave the area unless directed by authorized personnel.

Evacuation

If an evacuation is required:

- Follow staff instructions.
- Assist students in moving safely and calmly to the designated evacuation location.
- Help account for students if requested by staff.
- Remain with your assigned group until further instructions are given.

Emergency Procedures

Emergency Contacts

Emergency contact information, including emergency services, organizational leadership, and other important resources, is provided in [Appendix A – Emergency Contact Information](#).

Volunteers should become familiar with these contacts and notify a staff member immediately whenever an emergency or safety concern arises.

***Note that emergency supplies, evacuation route maps, and emergency contact information is in the emergency backpacks in every classroom, the kitchen, and in the Fellowship Hall.**

Volunteer Role Descriptions

Classroom Helper

Help create a calm, safe, and engaging classroom environment by supporting the teacher.

Responsibilities include:

- Contact the teacher before the semester to review expectations
- Assist with classroom management and activities
- Retrieve supplies or make copies as requested
- Help grade or collect assignments, if needed
- Learn class routines to sub if needed (once per semester)
- Support classroom transitions and clean-up
- Escort K–6 students to the student restrooms (see restroom protocol in Handbook)
- Assist with K–3 pickup or coverage between classes
- Sub for teacher briefly if they need to step out
- Communicate with teachers respectfully (not during instruction)

Floating Helper

Check in weekly with Admin.

You may be asked to:

- Assist in a class
- Help with clean-up
- Support other campus needs
- Sometimes you may not be needed—or called last-minute

Facilities/Admin Roles

Admin Helper (AM/PM)

- Assist with filing, distributing paperwork or miscellaneous admin duties
- Morning or afternoon flexibility

Lunch Clean-Up 1 & 2

- **At 1:00pm, check your assigned lunch area for:**
 - Trash
 - Left belongings

Supply Room Helper

- Check in with the Academy Assistant
- Help with organizing, cleaning, or restocking, taking inventory

Volunteer Role Descriptions

Playground & Lunch Supervision

Playground (Main Area or Field)

- Monitor students for safety
- Remind students of rules and safe play
- Report any issues to leadership
- Wear a vest for easy student recognition and a walkie talkie (pick up at Admin)
- Be ready to move between areas if needed
- Review lunch time rules in the Parent/Student Handbook
- Attentively and actively watch children and, if possible, refrain from cell phone screen time during your shift

Lunch Clean-Up

- Pick up trash and lost items
- Empty trash cans
- Wipe tables and sweep under tables as needed

End of Day Clean-Up

- Break down admin area and help with end of day clean up
- Duties may include:
 - Wiping high-touch surfaces
 - Taking out trash
 - Sweeping/mopping/vacuuming
 - Follow the Admin's cleaning checklist

Lunch Pick-Up

- Lunch pick up volunteers will be helping pick up lunch for events as needed.

Special Events & Leadership Support

First Friday Helpers

- Assist at student fellowship nights (4x per semester)
- Time: 6:15pm-8:45pm
- Help supervise, encourage students, and clean up

Student Council Assistant

- Attend meetings (before school, lunch, or after school)
- Support Student Council-led events like Pizza Day, dances, and holiday celebrations
- Interview required with Campus and Events Manager

Volunteer Role Descriptions

Special Events & Leadership Support (continued)

Events Helper

- Assist with major school events (Christmas party, Graduation, dance, etc.)
- Interview required with Campus and Events Manager

Study Hall

During Study Hall

- Students Sign in upon arrival.
- Take attendance
- Work quietly and respectfully on schoolwork or other appropriate activities.
- Keep noise and conversations to a minimum to maintain a productive environment.
- Follow expectations and behave appropriately.
- Remain respectful of the Study Hall space and those around them.

Gate Guard

Gate guards are responsible for helping maintain a safe and secure environment throughout their shift.

Responsibilities include:

- Monitoring all individuals entering through the Adams Gate and ensuring only authorized individuals are accessing the property.
- Remaining alert and vigilant for any suspicious or unusual activity.
- Appropriately addressing or reporting individuals who appear to be entering an area where they are not authorized.
- Regularly walking and monitoring the field and surrounding areas.
- Maintaining awareness of activity taking place throughout the property.
- Being prepared to respond promptly and appropriately to any concerns, safety issues, or situations that may arise.
- Immediately notifying the appropriate staff or administration when additional assistance is needed.

Volunteer Handbook Acknowledgment of Receipt

I acknowledge that I have received a copy of the 10:10 Academy Volunteer Handbook.

I understand that it is my responsibility to read, understand, and comply with the policies, procedures, and expectations contained in the handbook as they apply to my volunteer role.

Signature

Date

Appendix

A – Emergency Contact Information

B – 10:10 Campus Map

C – Evacuation Routes

D – 10:10 Academy Org Chart

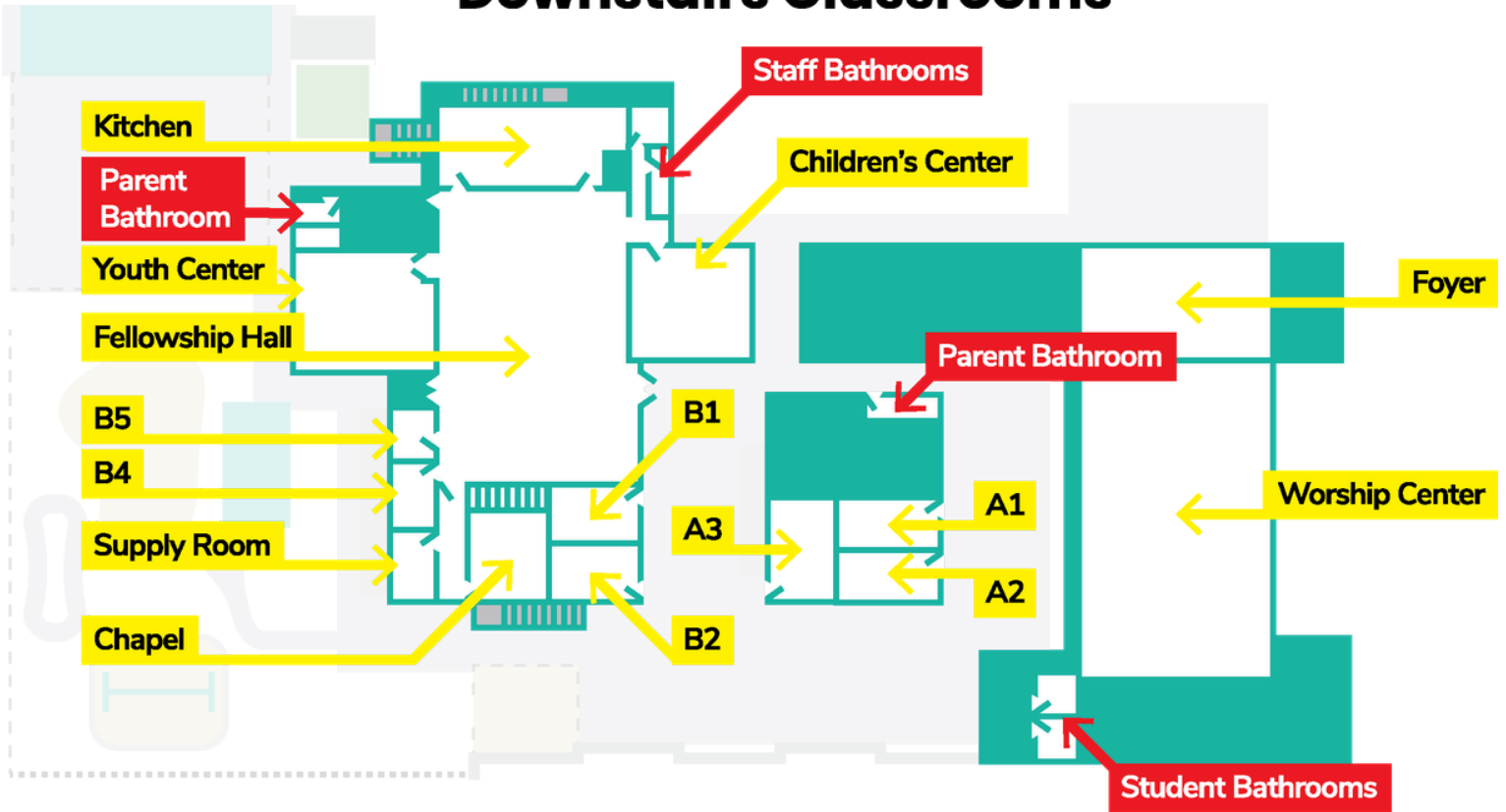
E – 10:10 Academy Volunteer Quick Reference Guide

Emergency Contact Information

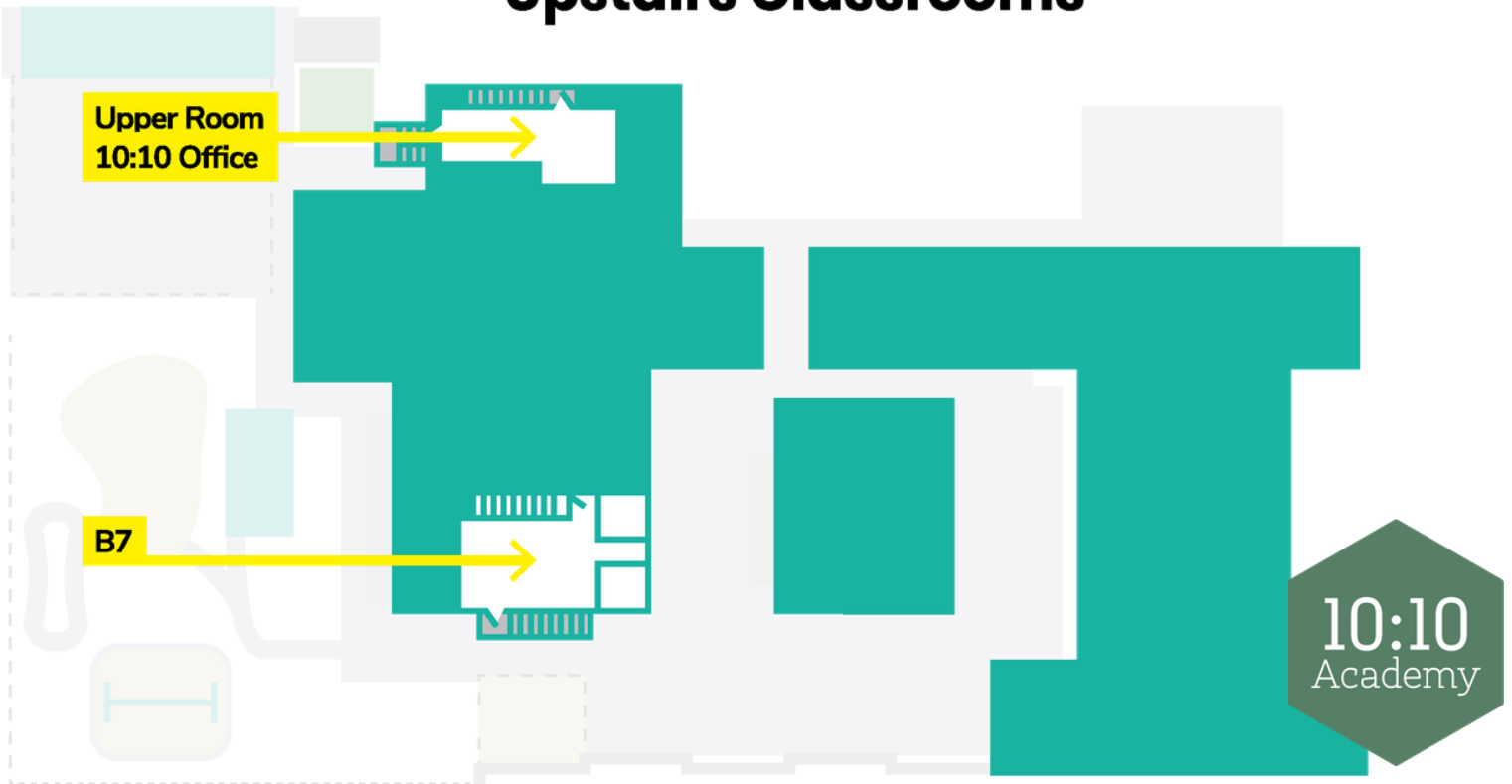
Contact	Phone Number	Website
Emergency Line - when there is an immediate risk to life or property	911	riversideca.gov/rpd/about-contact/administration/support-services/dispatch
Riverside Police Department (RPD) - Non-Emergency Line	951.354.2007	riversideca.gov/rpd/about-contact
10:10 Academy Phone	951.594.8441	1010academy.com/contact
Lisa Schron	714.585.3187	Lisa@1010Academy.com
Alicia Dallas	951.323.5314	Alicia@1010Academy.com
The Avenue Church	951.359.3582	theavenue.life/connect

Campus Map

Downstairs Classrooms

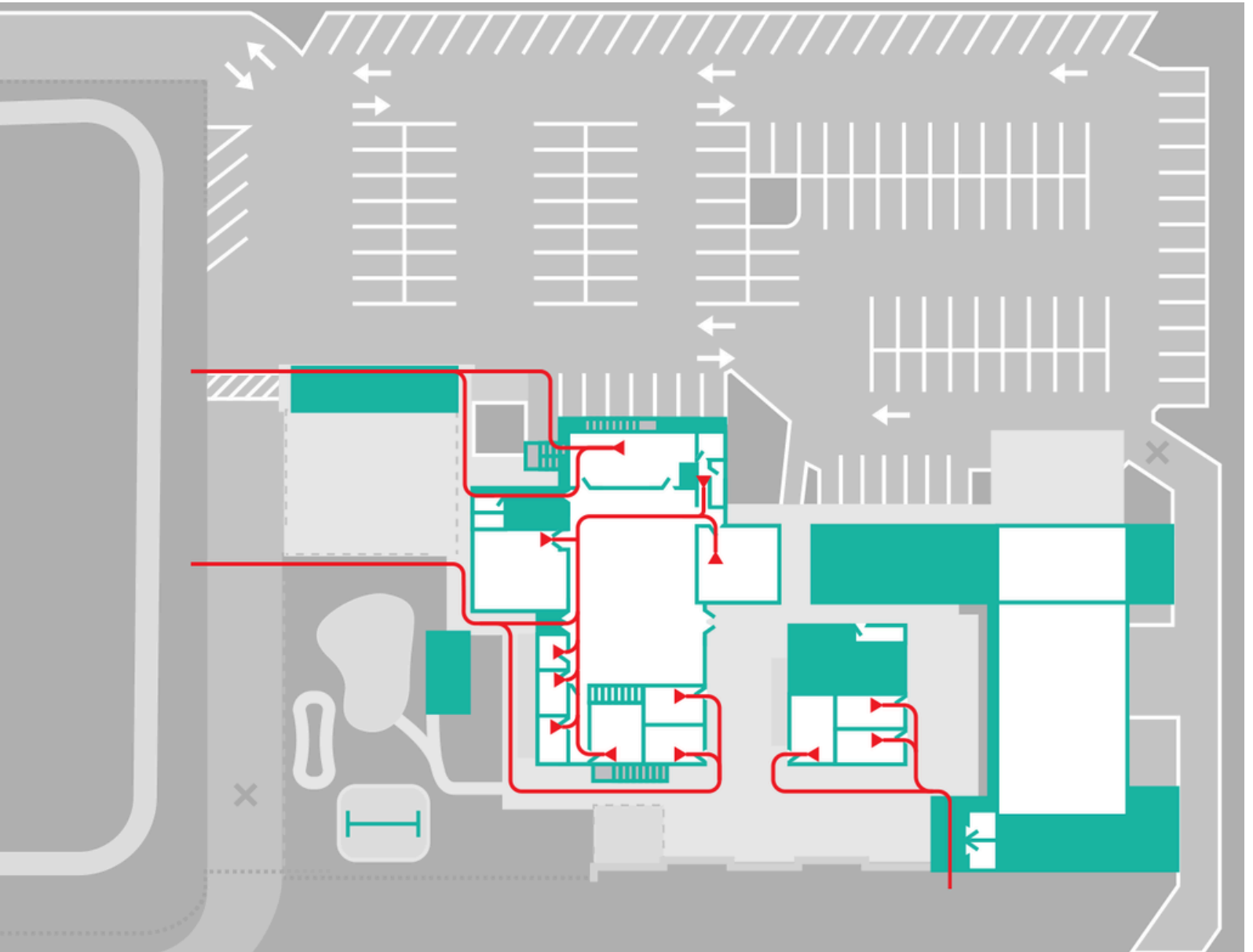


Upstairs Classrooms



Campus Map

Evacuation Routes



California Avenue

10:10
Academy



Lisa Schron

Executive Director



Alicia Dallas

Program Director



Holly Croley

Community and Events Director

Student Council Assistant

Field Trips and Events Assistant



Joannah Manuel

Teacher Support Coordinator



Jackie Layne

Administration Coordinator

Volunteers



Britt Schron

Marketing and Design



10:10 Academy Volunteer Quick Reference Guide

Serving at 10:10 Academy

Volunteers are an important part of the ministry and community of 10:10 Academy. Through your service, you help create a safe, welcoming, Christ-centered environment where students and families can learn, grow, and build meaningful relationships.

As a volunteer, you are expected to serve with kindness, humility, integrity, and good judgment while following the policies and procedures established by 10:10 Academy.

This guide summarizes the most important expectations of the Volunteer Handbook. All volunteers are responsible for reading and complying with the complete handbook and the policies applicable to their role.

Our Most Important Expectations

Follow Staff Direction

- Volunteers serve under the direction of 10:10 Academy staff and instructors.
- Stay within your assigned responsibilities, follow established procedures, and ask a staff member whenever you are uncertain about what to do.

Protect Students

- Student safety is everyone's responsibility.
- Maintain healthy boundaries, remain attentive to your surroundings, and promptly report anything that may affect the safety or well-being of a student.
- Never intentionally place yourself alone with a student in a location where the interaction cannot be observed or interrupted.

Maintain Appropriate Physical Boundaries

- Physical contact with students should be appropriate, brief, and responsive to the needs of the student.
- Never engage in physical contact that could reasonably be considered inappropriate or unnecessary.
- When in doubt, maintain greater physical boundaries and seek assistance from staff.

Follow Restroom Procedures

- When escorting a student to the restroom, remain outside while the student is inside.
- Enter a restroom occupied by a student only when necessary to protect the health or safety of the student.
- If you enter a restroom occupied by a student, notify a staff member as soon as reasonably practicable.
- Photography, video recording, and use of electronic devices in restrooms are strictly prohibited.

10:10 Academy Volunteer Quick Reference Guide

Our Most Important Expectations (continued)

Avoid Private Communication with Students

- Do not communicate privately with students through text messages, direct messages, social media, email, or other electronic communication.
- Electronic communication must include a parent or legal guardian or take place through an organization-approved platform where parents can oversee communication.
- Do not initiate social media friend or follow requests with students. If a student initiates a request, notify the student's parent before accepting.

Protect Student Privacy

- Do not photograph, record, or post images or videos of students without appropriate authorization.
- Do not post to social media while on campus. Posts should be shared only after leaving campus to help prevent unintended disclosure of campus location information.
- Maintain confidentiality regarding personal, academic, behavioral, medical, or family information learned while volunteering.

Recognize and Report Concerns

You are not expected to investigate concerns or determine whether misconduct or abuse has occurred. You are expected to notice and report.

Concerns may include:

- | | |
|----------------------------------|--|
| • A student disclosure | • Inappropriate electronic communication |
| • Inappropriate physical contact | • Supervision concerns |
| • Boundary violations | • Injuries or safety hazards |
| • Grooming behavior | • Violations of 10:10 Academy policies |

Promptly report concerns to a staff member or the Executive Director.

If you are a mandated reporter, your legal responsibility to report suspected child abuse or neglect cannot be delegated to another person. Internal notification does not replace your legal reporting obligations.

10:10 Academy Volunteer Quick Reference Guide

Our Most Important Expectations (continued)

Volunteer Conduct

While serving, remember to:

- Demonstrate Christ-like character.
- Treat students and families with kindness and care.
- Arrive on time and fulfill your commitments.
- Use appropriate and encouraging language.
- Support instructors and staff.
- Maintain confidentiality.
- Avoid gossip and inappropriate conversations.
- Dress modestly and appropriately for an educational environment.
- Avoid clothing or accessories displaying messages or images that could reasonably be considered offensive, divisive, inappropriate, or inconsistent with the mission of 10:10 Academy.
- Complete all screening and training required for your role.

When You Are Unsure

You are not expected to have an answer for every situation. Ask yourself:

- Is the student safe?
- Is this within my assigned responsibility?
- Is the interaction appropriate, observable, and transparent?
- Would I be comfortable with a parent or staff member observing what I am doing?
- Does a staff member need to know about this?

When you are uncertain, ask a staff member before proceeding whenever circumstances allow.