



Connecting Students & Volunteers  
for Results that Count

## Tutor Code of Conduct Agreement of Expectations Winston-Salem/Forsyth County Schools

Thank you for volunteering as a tutor with Heart Math Tutoring (HMT)! The purpose of this document is to provide expectations for volunteers and obtain your agreement to fulfill them. The personal safety and wellbeing of each student and tutor is our number one priority. For the 2023/24 school year, this document covers the volunteer expectations for both the in-person and virtual tutoring model. If you have any questions, concerns, or changes regarding your ability to be a volunteer tutor this year, please reach out to Freda Robinson, [freda.robinson@heartmathtutoring.org](mailto:freda.robinson@heartmathtutoring.org).

### **What Heart Math Tutoring Expects from Volunteer Tutors:**

#### ***Attendance & Responsibilities of a Tutor***

- 1. Attendance:** Consistent attendance by tutors is critical for the success of HMT students. We understand that extenuating circumstances could cause you to be unavailable for a tutoring session. If you must miss a tutoring session, please contact your Program Coordinator as far in advance as possible, so that the tutoring session can be rescheduled for a different day that week and/or other arrangements can be made. If the absence is unexpected and sudden (the day of tutoring), please reach out directly to your Program Coordinator via e-mail or phone. While we appreciate your desire to tutor, repeated absences and/or late arrivals may result in dismissal from the tutoring role.
- 2. Timeliness:** We ask that volunteer tutors arrive at their school site or log on for their sessions at least 5-10 minutes before the session start time. Please note that the tutoring space (in-person or virtual) will be available 15 minutes before and after each tutoring hour.
- 3. Heart Tutoring Curriculum:** Volunteers agree to deliver HMT's curriculum during the tutoring sessions and are not permitted to send students any other supplemental materials during tutoring sessions.
- 4. Culturally Sensitive Support for Students:** Volunteers will contribute to a culturally responsive environment and culturally sensitive support for students. Culture refers to a wide range of identity and community characteristics. Culturally responsive environments exist when students are seen, valued, cared for and respected as their full selves. Considering all that culture encompasses, we encourage tutors to model the following:
  - Assume good intentions.
  - Reflect on the role your identity and background may play in shaping your relationships with students; bring a sense of cultural humility to all interactions.
  - Listen and learn from your student.
  - Be a positive role model, open to learning and feedback, provide encouragement to your students.
  - Do not engage in language or behavior that is based on racial, ethnic, gender, or socioeconomic generalizations or biases.
  - Maintain the highest level of moral, ethical, and professional conduct while tutoring and while representing HMT in the community.

### ***Student/Tutor Boundaries for In-Person Tutoring***

5. In the interest of student safety and comfort, please be cognizant of boundaries, including appropriate touch and physical contact. Whenever possible, walking your student to and from class, stay in publicly observable areas. Wait in the hallway if your student needs to stop in the restroom. Absent health concerns related to COVID-19, high fives, fist bumps, and handshakes are appropriate ways to show encouragement and regard. Other touch, such as hugs, should only be initiated by students and be observable by others. This is important for maintaining cultural sensitivity and respect for appropriate boundaries between children and adults.
6. In accordance with HMT's Child Protection Policy, no one adult (employee or volunteer) from HMT will be alone in a room with one student. (Spousal units are considered to be one person, for this context.)

### ***COVID-19 and Student/Tutor Health and Safety (for In-Person Volunteering)***

7. Volunteers agree to adhere to requirements from Heart Math Tutoring regarding COVID-19 health and safety protocols. HMT will be following guidelines from the Center for Disease Control (CDC) and WS/FCS and reserves the right to change requirements for volunteers. Periodic updates to requirements will be communicated by email. Until further notice, volunteers are expected to adhere to the following requirements (updated as of 7/26/23):
  - Masks are optional.
  - COVID-19 vaccinations are encouraged but not required for in-person volunteers.
  - Wash/sanitize hands regularly (hand sanitizer will be provided at your school site).
  - **If you experience COVID-19 symptoms:** If you experience any of the following symptoms, you are responsible for taking a COVID-19 test (rapid test accepted) and confirming you are not positive for COVID-19 before returning to tutoring. Common symptoms include fever or chills, cough, shortness of breath, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting or diarrhea. If you test positive, please see guidelines below.
  - **If you test positive for COVID-19:** do not come to tutoring and please contact your Program Coordinator as soon as possible. You may not return to tutoring until the first three items below are true:
    - You are on day 5 after symptoms started, or day 5 after the positive test if no symptoms are experienced (the first day of symptoms/the day you tested positive is day 0).
    - It has been at least 24 hours since running a fever with no fever-reducing medications used.
    - If you return to tutoring before day 10, you agree to wear a mask in the school until you reach day 10.
    - (suggested) You have a negative COVID-19 test (rapid test accepted.)
  - **If you are exposed to COVID-19:** exposure to COVID-19 includes being in close contact with an individual who has confirmed or suspected COVID-19. Close contact means you spent 15 or more minutes with the individual and were within 6 feet of them during the time after they tested positive or began having symptoms. Please contact your Program Coordinator as soon as possible and adhere to the below CDC guidelines for exposure before returning to tutoring:

- Wear a mask as soon as you find out you were exposed. Start counting from Day 1
  - Day 0 is the day of your last exposure to someone with COVID-19
  - Day 1 is the first full day after your last exposure
- Get a COVID-19 test at least 5 full days after exposure, watch for symptoms, and wear a mask for 10 days since the last day of contact.
- HMT may notify school authorities about any reported exposures and positive tests in accordance with WS/FCS protocols.

### ***Student Privacy and Safety***

- 8. Student and Tutor Contact Information and Outside Involvement:** HMT cannot give volunteer tutors permission to interact with their students/families outside of program activities, including activities outside of the school. The only contact authorized by HMT is the contact that takes place in conjunction with HMT program activities. HMT will not release your contact information to your student(s) or others. Volunteer tutors may not give their personal contact information to students or families and should not ask their students or families for personal contact information. Personal contact information includes phone number, email address, home address, and social media contact.
- 9. Gifts/Snacks:** In line with #10 (Outside Involvement), giving gifts is not recommended or authorized by HMT in line with best practices around mentorship and academic programming. In in-person settings, due to allergy concerns, please do not give out snacks, candy, or other food/beverages to your students at any time.
- 10. Suspected child abuse:** Any volunteer who has reason to believe that a child has been subjected to abuse or neglect is required by law to report it to the Department of Social Services. Please immediately contact the Program Coordinator for guidance and **see HMT's Child Protection Policy**.
- 11. Student Behavior Expectations/Concerns:** HMT students should be respectful and follow instructions as directed. Most students are more eager to learn when you focus on praising their positive behaviors rather than criticizing or correcting their negative behaviors. Keep in mind that everyone has a bad day. If a student exhibits inappropriate behavior during a tutoring session, the tutor should politely redirect the student back to the lesson activities. If the behavior continues, the tutor should contact the Program Coordinator.
- 12. Other Concerns for Child Wellbeing:** If you have other concerns (physical, academic, social, emotional) about your student, confidentially discuss the matter with your Program Coordinator, who will assist in bringing the information to the appropriate staff members at the school.
- 13. Confidentiality:** By accepting a volunteer position, it is understood that you may become aware of confidential information about specific students either verbally, written or electronically. The information may include such information as students' academic performance, behavior, disabilities, and related matters. Some or all of this information is considered confidential under the Family Educational Rights and Privacy Act (FERPA) and any other federal or state regulations pertaining to students' education records. You agree that you shall not use such information except for the legitimate educational purpose of providing services pursuant to your volunteer commitment and that you shall not re-disclose this information except to authorized school employees who have an immediate need to know.
- 14. Photographs of Students:** Employees and volunteers shall not take pictures of students without parent permission. Please ask your Program Coordinator, who will let you know if permission was

granted. If the student has parent permission and you would like to post the photograph in the public domain, you may NOT use students' names or identifying information. For virtual tutors, virtual tutoring sessions are not to be photographed or recorded by tutors for any reason.

**15. Background Check and Screening:** All HMT tutors must complete background check requirements in accordance with HMT's Child Protection Policy.

### ***Other Agreements***

**16. Photographs of Tutors:** Signing the agreement below means that you acknowledge that HMT often uses photographs or videos of volunteer tutors in marketing materials and in the public domain (social media) in order to further the work of the organization (fundraising, volunteer recruitment, school partnerships). HMT will ask specific permission from volunteers before using photographs that have names or identifying information.

**17. HMT Copyrighted Materials:** Volunteers must refrain from using, downloading, sharing, and distributing HMT's curriculum materials, which are copyrighted, for any purpose outside of their supervised participation in HMT. Volunteers must return printed curriculum materials at the end of the tutoring year using the designated drop-off options at that time.

Thank you for your commitment to HMT. By signing below, you acknowledge that you have read, understand, and agree to abide by the requirements and expectations outlined in the Tutor Code of Conduct. You further acknowledge that failure to adhere will constitute grounds for remedial action, including a warning from HMT staff or notice to discontinue volunteering.

### **Additional notes about scheduling and flexibility for the 2023/24 School Year in the COVID-19 Environment**

As in past years, HMT will make every effort to arrange consistent tutoring times with schools so that when you commit to a tutoring time, you can count on your ability to participate in tutoring at that time/day throughout the school year. If WS/FCS policies change and volunteers are no longer allowed in the building, we are prepared to transition our program to a virtual model and will provide the training you need. If tutoring schedules were to change, HMT staff would notify tutors with as much notice as possible, and options could include a tutor electing to switch times and/or students to continue to provide support.