



Volunteer Helpers' Protocol

Volunteer Helpers' Protocol

The most sensitive issue around parent helpers and other volunteers in school is confidentiality. Parents hand their children over to the school for the best part of every week day trusting that they are safe and that their progress and welfare will be treated with complete confidentiality. It is therefore essential that anyone helping in school respects that confidentiality and follows the protocols in this document.

Excelsior Academy is a very trusting community and so we welcome you all in your offers of help. Please do not be offended by the protocol but think of it from the other side of the fence. You all need to be able to trust the Academy and when you are helping in school you are part of that community. There are other things as well as children's progress that need to be kept confidential. Some children have medical needs to which we have to attend; perhaps an allergy or a condition that affects their daily learning. Some families have complex circumstances which mean that a child must not join in some activities. Some children may be experiencing a traumatic time at home and their behaviour in school may be affected. You may find that a friend's child is in 'trouble' one day for something, or you might see a friend's child being upset by another child. You may not be sure about what to do.

Another parent may ask, "What is my child like in school?" or even "What is so and so like in school?" You may be asked by a parent to "Find out about such and such" or "See what this or that is like?" You may even be asked "What are the staff really like?" Please be prepared for these types of problems and discuss any difficulties with the School Welfare Manager or Principal.

If you would like to volunteer at Excelsior Academy we would love to hear from you. Please contact one of the Academy Welfare Manager's or School Principal's.