



# VOLUNTEER HANDBOOK

New Horizons of North Texas  
Address: 300 State Street, PO Box 93134  
PH: 214.233.4435  
Website: [www.newhorizonsofntx.org](http://www.newhorizonsofntx.org)

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# THANK YOU FOR APPLYING TO VOLUNTEER!

Welcome to New Horizons of North Texas (NHNTX)! Thank you for choosing to invest your time, talent, and heart into the lives of young people. We are truly excited to have you join us. Volunteers play a vital role in creating a supportive, enriching, and safe environment for our members, and we are grateful that you have chosen to serve alongside us.

This handbook has been created to introduce you to our program and to help you understand your role as a volunteer. Our goal is to ensure that you feel welcomed, valued, and empowered while serving. We hope this experience is deeply meaningful for you—and that your unique gifts and passions are fully utilized. You are making a difference, and we look forward to seeing the impact of your involvement.

To maintain a safe and positive experience for both volunteers and students, all volunteers are asked to review and acknowledge the policies and procedures within this handbook. Volunteers are expected to uphold the same standards of professionalism and care as our staff and to prioritize the safety and well-being of our students at all times.

As our organization grows, policies or processes may be updated. Should any changes occur, we will communicate those updates in a timely manner.

Please keep this handbook for your reference throughout your time with us. If you have any questions or need clarification, please contact our Programs Director:

Krystle Rand  
Programs Director  
Email: [Krystle@newhorizonsofntx.org](mailto:Krystle@newhorizonsofntx.org)

**We are grateful you are here and look forward to the impact we will make together. With your support, NHNTX will continue to empower students to reach their God-given potential.**

**Thank you for being part of the New Horizons family.**



## ABOUT US

New Horizons of North Texas believes that every student deserves the opportunity to flourish—no matter their background or circumstances. Since 2016, New Horizons has served as a consistent, caring presence for at-risk youth, providing a safe and supportive environment where students build confidence, develop academic skills, and experience meaningful mentoring relationships.

More than an after-school program, New Horizons offers high-quality, faith-based tutoring, mentoring, and social-emotional enrichment designed to empower students to succeed in school and in life. Each year, students across our partner school campuses participate in daily academic support, character development lessons, and positive community experiences that help cultivate resilience and long-term hope.

Serving scholars in grades K–8 across Dallas/Fort Worth communities, New Horizons is committed to ensuring that every student we serve is known, valued, and equipped to reach their God-given potential.

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## MISSION

Our mission is to empower at-risk youth to reach their full potential through tutoring, mentoring, and faith-building.

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## VISION

We envision all at-risk youth completing high school with a plan for the future to become contributing members of society.

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## PRIORITY OUTCOMES

Provide a high-quality, faith-based program experience that ensures success is within reach for every student who participates. All students are supported to stay on track academically, develop strong character and leadership skills rooted in biblical principles, demonstrate positive citizenship, and grow in social-emotional and spiritual health. Our goal is for students to live balanced, purposeful lives guided by faith, hope, and integrity.



# CORE VALUES

- **Multi-Cultural & Intergenerational Relationships** – Foster meaningful connections across diverse backgrounds and age groups.
  - **Character Building Through Christian Education** – Guide students in developing strong morals, integrity, and faith-based principles.
  - **Commitment of Gifts & Talents to Serve Others** – Encourage volunteers and staff to share their unique skills in service to our youth.
  - **Prayer-Centered Guidance** – Seek God’s direction in all that we do and support our students spiritually.
  - **Community Partnerships** – Collaborate with schools, families, and local organizations to maximize impact.
  - **Hope for the Future** – Inspire students to envision and work toward a brighter tomorrow.
  - **Safe Haven for Youth** – Provide a nurturing, secure, and welcoming environment for every student.
  - **Respect & Celebrate Individual Strengths** – Recognize and honor the unique abilities of each student.
  - **High School Graduation** – Support students in achieving academic success and completing their educational journey.
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## Age Requirements & Background Checks

All volunteers must be 18 years or older to serve at any New Horizons program or site. Volunteers who will have direct contact with students are required to authorize a background check. Background check results are reviewed and processed before a volunteer may begin their assignment.

## Disclosure of Arrests or Convictions for Current Volunteers

Volunteers must notify the Programs Director or Executive Director within 24 hours of any arrest, indictment, conviction, no contest or guilty plea, or other adjudication for any felony, misdemeanor, or offense involving moral turpitude.

## Training & Volunteer Development

Volunteers may be required to participate in training or orientation to prepare for their role. Completion of all required training is essential and must be completed prior to starting volunteer duties (if/when assigned). Training ensures that volunteers are equipped to serve safely, effectively, and in alignment with New Horizons’ mission and values.

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# VOLUNTEER POLICIES

## Misconduct

To maintain a productive, safe, and supportive environment, New Horizons of North Texas (NHNTX) does not tolerate misconduct. Volunteers are expected to maintain professional behavior and conduct themselves respectfully at all times. NHNTX reserves the right to determine what constitutes professional misconduct. Any violation may result in disciplinary action, up to and including termination of volunteer service.

## Youth Interaction

NHNTX is committed to providing a safe and nurturing environment for all students, staff, and volunteers. Volunteers are expected to interact with students in a professional, respectful, and appropriate manner at all times. The organization reserves the right to determine whether behavior constitutes misconduct.

If a volunteer is unsure how to handle a situation with a student, they should immediately contact their Site Director or the Programs Director. Any volunteer who suspects or becomes aware of a violation of this policy must promptly report it to a Site Director, the Programs Director, or the Executive Director.

All reports will be investigated promptly, thoroughly, and confidentially to the extent possible. While it is not possible to list every situation a volunteer may encounter, examples of acceptable and unacceptable behavior are outlined in the following sections of this handbook.





# VOLUNTEER SAFETY GUIDELINES – YOUTH PROTECTION

## **Volunteers Will NOT:**

- Be alone with a student at any time.
- Transport a student in a personal vehicle during program hours or New Horizons–sponsored events, except in the following cases:
  - Documented pre-existing relationship approved by the Programs Director or Executive Director.
  - Accompanied by a parent or legal guardian.
  - Situations requiring immediate medical attention.
- Engage in any New Horizons activity while under the influence of drugs or alcohol.
- Use tobacco products on New Horizons property or at program events.
- Inappropriately touch or have physical contact with a student. (Refer to your Site Director for examples.)
- Communicate privately with students via texting, email, social media, or other personal channels.
- Engage in any social networking with students.
- Arrange private visits with students outside of program activities, including babysitting.
- Purchase gifts or items for one specific child (eliminate any favoritism)
- Use verbally abusive language, corporal punishment, or engage in roughhousing with students.
- Engage in conduct that could appear improper, show favoritism, or compromise professional boundaries.
- Disclose confidential student information.

## **Volunteers Will:**

- Ensure all interactions with students include at least three people present whenever possible.
- Conduct meetings in visible areas where other staff or students are present.
- Report any emergency immediately to staff, preferably a manager, Site Director, or Program/Executive Director.
- Report inappropriate behavior by other staff or volunteers to the Site Director or Programs Director.
- Report any suspected child abuse or neglect to the Texas Department of Family and Protective Services (DFPS) and follow all New Horizons safety protocols.
- Maintain a safe, welcoming environment for all students at all times.
- Maintain a professional and role-model presence, demonstrating Christian values and respect in every interaction.
- Understand that volunteer service is at-will; either the volunteer or New Horizons may terminate the volunteer relationship at any time.

Any violation of these policies or failure to report a violation may result in disciplinary action, up to and including termination of volunteer service.

**REMEMBER:** These policies exist to protect our students, volunteers, and the integrity of New Horizons. Volunteers are encouraged to report any concerns or questions to the Site Director, Programs Director, or Executive Director immediately.



## Attendance

Volunteers at New Horizons of North Texas become role models and mentors for our students. Your attendance is not just important for the organization—it is essential for the students, who build connections and trust with volunteers. Consistency allows them to feel supported, safe, and encouraged in their growth.

It is critical that volunteers are committed and reliable in their assigned roles. In the case of any planned or unexpected absence, volunteers must notify their Site Director or Programs Director as soon as possible. Repeated absences or tardiness may be reviewed and could affect your volunteer status.

## Dress Code

Volunteers serve as role models for students and are expected to dress appropriately for all activities. Guidelines include:

- Clothing must not advertise or reference tobacco, drugs, alcohol, profanity, racism, or any other inappropriate imagery.
- Shorts are allowed but must be of appropriate length and not “skin-tight.”
- Shirts must have sleeves; tank tops or halter tops are not allowed.
- Closed-toe shoes appropriate for the workplace must be worn; gym shoes are highly recommended.
- Hats are not allowed indoors unless for medical reasons or a special occasion approved by the Site Director.
- No cutoff jeans or sweatpants.
- Personal appearance is important; if a supervisor feels attire is inappropriate, volunteers may be asked to change or leave until properly dressed.

## Behavior Correction

Volunteers should never discipline students directly. It is the responsibility of staff to handle behavioral correction. If a student is engaging in behavior that endangers themselves or others, volunteers should immediately notify the staff on site.

## Injuries

All injuries or accidents, whether involving students, staff, or volunteers, must be reported immediately to the Site Director or appropriate staff.

## Confidentiality

Information regarding students, staff, or other volunteers—both verbal and written—is strictly confidential. Volunteers must not disclose any confidential information.

## Controversial Issues

Volunteers should not present personal views on social, economic, or political issues as representing New Horizons, its staff, or other volunteers. As a faith-based organization, volunteers are encouraged to model Christian values and provide guidance rooted in faith, while respecting the diverse backgrounds and beliefs of all students and families.



## **Supervision Policy**

To maintain the highest standards of safety and integrity, volunteers and staff should never be alone with a student. In all activities, the safety, well-being, and spiritual growth of our students must come first. Within each facility, staff-to-student ratios should not exceed one adult per 20 students. Our top priority is to create a safe, positive, and nurturing environment where students can learn, grow, and build lasting connections with caring adults.

## **Bathroom Policy**

Bathrooms are not areas for lingering or conversation. Volunteers should ensure students use restrooms efficiently and do not linger unnecessarily. Whenever possible, students should use age-appropriate facilities, and adults should use separate restrooms. Segregating age groups and supervising appropriately reduces the risk of accidents, mischief, or abuse.

## **Sexual Harassment Policy**

Sexual harassment in any form is unacceptable and will not be tolerated. This includes unwelcome sexual advances, requests for sexual favors, inappropriate physical contact, or maintaining a sexually hostile environment (e.g., repeated sexual comments).

- Any volunteer or staff who witnesses or experiences harassment must report it immediately.
- All complaints will be thoroughly and promptly investigated by leadership.
- Reports should be submitted up the chain of command to ensure proper handling and confidentiality.

## **Drug & Alcohol-Free Workplace**

New Horizons of North Texas (NHNTX) is committed to protecting the safety, health, and well-being of all students, volunteers, and staff. As part of this mission, NHNTX maintains a Drug & Alcohol-Free Workplace.

- The possession, use, or distribution of illegal drugs or alcohol is strictly prohibited on NHNTX property, in NHNTX vehicles, or during any NHNTX-sponsored activity.
- Volunteers and staff may not enter the workplace under the influence of alcohol or illegal substances.
- Tobacco use is prohibited on NHNTX property and in NHNTX vehicles.
- Any policy violations must be reported immediately to your Site Director, Programs Director, or Executive Director.

## **Weapon-Free Workplace**

NHNTX prohibits all volunteers, staff, interns, visitors, and contractors from using or possessing any weapon on NHNTX premises, in NHNTX vehicles, or while participating in NHNTX activities.

- Weapons include any object or device capable of causing serious bodily injury or death, such as firearms, explosives, stun guns, and knives with blades longer than two inches.
- Weapons do not include pepper spray, mace, or pocketknives with blades under two inches intended for temporary self-defense.
- Suspected violations must be reported immediately to your Site Director, Programs Director, or Executive Director.





## Solicitation of Donations

Volunteers and staff must receive approval from the Executive Director or Programs Director before requesting donations or in-kind contributions from companies or individuals on behalf of NHNTX.

## Faith-Based Commitment

As a volunteer with New Horizons of North Texas, you are encouraged to:

- Model Christian values and mentorship in all interactions with students.
- Support Biblical teachings and guidance in a manner consistent with our mission.
- Pray over your work and interactions with students, helping to foster a safe and nurturing spiritual environment.

## Emergency & Reporting Protocols

Your safety and the safety of our students is our highest priority. As a volunteer, you are expected to:

- Report accidents or injuries immediately to your Site Director or Programs Director.
- Report any suspected abuse or misconduct to your Site Director, Programs Director, or Executive Director immediately, in accordance with Texas DFPS guidelines.
- Always act in the best interest of the student and the organization.

## Support & Contact Information

For guidance, questions, or support, please reach out to the following:

- Site Director: Your first point of contact for daily activities, student supervision, and program support.
  - Uplift Mighty: Ashley Williams (Ashley@newhorizonsofntx.org)
  - Uplift Heights: Veronica Jones (Veronica@newhorizonsofntx.org)
  - Uplift Wisdom: Brittany Dory (Britany@newhorizonsofntx.org)
  - Uplift Pinnacle: Denell (Denell@newhorizonsofntx.org)
  - Uplift Triumph: Shanique Glazer (Coachshy@newhorizonsofntx.org)
- Programs Director: Krystle Rand (krystle@newhorizonsofntx.org) – for support on curriculum, volunteer roles, and program consistency.
- Executive Director: Samantha Carrell (samantha@newhorizonsofntx.org) – for escalated concerns or organizational guidance.

## ~THANK YOU~

**Thank you for your dedication, commitment, and heart for service. Your mentorship, time, and talents make a lasting difference in the lives of our students. By volunteering with New Horizons of North Texas, you are empowering youth, building strong relationships, and supporting our mission to equip students for a successful and faith-filled future.**



# Acknowledgement of Volunteer Handbook

This handbook has been developed to guide and support you in your role as a volunteer. It is not intended to create contractual rights between you and New Horizons of North Texas. New Horizons reserves the right to modify, amend, or discontinue any policies, programs, or guidelines at any time.

As a volunteer, you or New Horizons may end the volunteer relationship at any time, with or without cause, and with or without notice. There is no set period of volunteer commitment unless otherwise stated in writing.

If you have any questions or need clarification regarding any part of this handbook, please contact the Programs Director or the Executive Director. Updates or revisions to this handbook will be communicated as necessary.



I acknowledge that I have carefully read the entire Volunteer Manual of the New Horizons of North Texas and have gained a good understanding of our policies and procedures, and will follow them accordingly. I understand that any violation of NHNTX policies or procedures will subject me to possible termination of my volunteer status with the organization. I am also aware that by participating with NHNTX, I consent to photographic and media recording that may occur.

*Additional copies of this Manual will be available to any volunteer upon their request.*

\_\_\_\_\_  
Date

\_\_\_\_\_  
Volunteer Printed Name

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Organization Representative's Name

\_\_\_\_\_  
Organization Representative's Signature

**\*\*This page is to be copied, signed & dated by volunteer and organization representatives. Once completed, please share with the Program Director and/or Executive Director to be kept on file.**



# VOLUNTEER OPPORTUNITIES

New Horizons of North Texas welcomes volunteers to support our programs and expand opportunities for our students. Volunteer opportunities are offered in various formats throughout the year and are designed to align with individual interests, skills, and availability. Below, you will find information about ways to volunteer at New Horizons, including requirements, training, and contact information for each opportunity available for the 2025–2026 school year.

We sincerely thank you for your interest in working directly with our students and staff to further New Horizons' mission of empowering youth and fostering academic, social, and spiritual growth.

## Program Assistance:

- **Homework Help & Tutoring:** Support students with homework, provide tutoring in specific subjects, and assist with academic or STEM-based activities to enhance learning.
- **Curriculum Support:**
  - Biblical Teaching: Assist in facilitating faith-based lessons, devotionals, and character-building activities.
  - Literacy Help & Teaching: Support reading skills, comprehension, and literacy enrichment activities.
  - Math Help & Teaching: Provide guidance in math concepts, problem-solving, and related academic support.
  - STEM Activities: Lead or assist in science, technology, engineering, and math projects to engage students in hands-on learning.
  - Youth Arts: Facilitate arts-based activities such as visual arts, music, theater, or creative projects to nurture creativity and self-expression.
- **Activity Leaders:** Lead or support enrichment activities such as sports, technology workshops, or other skill-building projects. Volunteers can share their talents and passions to enrich the student experience.
- **Mentorship Programs:** Serve as a mentor, providing guidance, encouragement, and positive role modeling through group sessions.
- **Site Event Support:** Assist in planning and executing special events like holiday celebrations, talent shows, or cultural programs. Tasks may include setup, decorating, logistics, and direct interaction with students.
- **Facility Support & Beautification:** Cleaning & Organizing: Help maintain a safe and welcoming environment by tidying classrooms, common areas, and storage spaces. This may be part of ongoing upkeep or larger projects such as seasonal “spring cleaning.”

**Time & Date: Monday - Friday; 3:00PM -6:00PM**  
**Coordinated with Operations/Site**

### **Special Programs and Workshops:**

- **Career Development Workshops:** Lead workshops on career skills such as resume writing, interview preparation, and job searching. This can be particularly valuable for teen members preparing to enter the workforce.
- **Health and Wellness Programs:** Volunteers with expertise in fitness, nutrition, or mental health can lead classes or workshops focused on healthy living, stress management, and self-care.
- **Cultural and Enrichment Programs:** Share knowledge and experiences related to different cultures, arts, or languages through workshops or cultural exchange programs.

### **Technology & Training Support:**

- **Computer Assistance:** Help members with computer-based activities & programming and out learning software. Volunteers can also assist with maintaining and technical support to ensuring equipment is in good working order.
- **Digital Literacy Training:** Teach/support our basic digital skills and safety to members, such as how to use our Learning A-Z Curriculum.

### **Administrative Support:**

- **Office Assistance:** Assist with general office tasks like filing, data entry, and organizing materials. This is especially helpful during busy times like registration or events.
- **Membership Registration:** Help staff with the registration process for new members, including data entry, processing forms, and welcoming families to the Site.

### **Resources Development Support:**

- **Fundraising Support:** Assist in organizing and running fundraising campaigns or events. This could involve reaching out to potential donors, managing donation records, or supporting event logistics. (Would support needs from Executive Director: Samantha Carrell)
- **Event Support:** Seasonal events for calendar year
- **Grant Writing Assistance:** For volunteers with experience in grant writing, assist the Organization in researching and applying for grants to support programs and operations.

**Time & Date: Monday - Friday; 10:00AM -6:30PM (Times can vary)**

**Coordinated with Operations/Executive Director**