

VOLUNTEER FREQUENTLY ASKED QUESTIONS



What is Visitor Aware?

- Visitor Aware scans a national registry database.
- It is checked every time a volunteer enters the building.
- All visitors must check in through the office/deputy desk.



What is Secure Volunteer?

- Provides online volunteer application and background checks
- Secure Volunteer scans a national database and criminal history.
- Mobile app where volunteers can view their status and approval card.



How often do background check need to be completed?

- Visitor Aware: Every visit (real-time scan at check-in).
- Secure Volunteer background check: Annually
- BCI/FBI Fingerprint background check: Annually



Do district Employees and Coaches need a volunteer background check?

- Staff members and coaches do not need an additional background check, but they do need to sign the volunteer agreement. Please contact Kelly Flenner to complete.



Do police officers or teachers in other districts need a background check?

- Yes. Any non-Riverside personnel must complete the appropriate volunteer clearance process.



If I have a background check from my employer or another source, can I use that?

- No. All Level 2 volunteers must complete the Secure Volunteer process. Level 3 volunteers - we can accept a Ohio BCI and FBI if it was processed in the last 12 months.

Contact: Riverside Human Resources



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