

WHAT IS A VOLUNTEER?

A Volunteer is someone who:

- Assists the OYC and its staff members with the daily activities of the center
- Complements and reinforces the work of the professional staff
- Serves as a caring, committed, and dependable resource to enhance services
- Provides special skills and knowledge
- Provides an example to the community
- Enriches and extends the ability of the professional staff in delivering services
- Give their time without financial compensation

HOURS / SIGH IN

- Volunteer hours are as follows:
 - Daily 9am to 7pm-Fall Program
 - Daily 9am to 5pm-summer Program
 - Additional hours may be obtained by volunteering for OYC field trips
- Volunteer must call the OYC if they are going to be late or absent
- Sign in at the front desk on the designated sheet
- ID's are to be worn at all times
- A volunteer should report any problems or concerns immediately to an OYC staff member

VOLUNTEER DO'S

- Assist the staff. Keep in mind that your relationship with staff members requires respect and confidence.
- Ask the staff about anything you are unsure of.
- Be prompt and faithful to your commitment.
- Dress appropriately (No low cut tops, extremely tight or short skirts/shorts/dress).
- Practice active listening skills.
- Alert the staff of any unusual behavior or comments made by child.
- Share yourself with all the children.
- Abide by all the rules and regulations
- Encourage others to volunteer.
- Sign in and out every time you come to volunteer. This is the only way to keep an accurate account of your hours.
- HAVE FUN!!

VOLUNTEER DON'T'S

Do not give your phone number to the children.

Do not discuss a child outside of OYC

Do not take a child out of the staff's supervision.

Do not criticize the staff in the presence of children.

Do not discipline the children (i.e. yell, hit or throw things).

Do not talk about the children in front of them or to others.

Do not make promises you cannot keep.

Do not give the children any food without talking to a supervisor (i.e. no money)

Do not bring anyone with you who has not been interviewed and screened.

Do not put any children in your personal vehicle without permission

Do not take pictures without permission

TOP TEN QUESTIONS ASKED BY VOLUNTEERS

1. Where should I park?

Anywhere is designated space in the parking lot or on the north side of the building (14th Street)

2. Is public transportation available?

The facility can be reached by bus

3. Where should I put my personal belongings?

Keep your purse and other personal objects in the trunk of your car. OYC cannot be responsible for any lost or stolen items.

4. Where do I sign in?

OYC volunteers will find the sign-in book located on top of the reception desk.

5. May I bring in food for the children?

No. Unless you have enough for everyone in your group, and if so, it must be approved by the supervisor.

6. May I bring a friend or relative to the facility with me?

All volunteers need to be screened and must attend the orientation/training session prior to working directly with the children.

7. How will I know the children's schedule and what events are going on?

The schedule for each month activities will be given upon request.

8. Can I bring in toys/games?

Yes. Toys and games must be given to the supervisor for approval. Avoid stuffed toys, cloth toys, and non-Mylar balloons.

9. Can I bring donations?

Yes. Donations should be left in the front with the receptionist.

10. What is the maximum number of hours I can volunteer?

You can volunteer as long as the center has space.

VANNA THE VOLUNTEER

Vanna loved children and thought would be a good idea to volunteer at the OYC. After attending an orientation and getting her ID, she was excited to start.

Vanna had a cold on the day she as suppose to start, but she went anyway she didn't want to miss her first day. She was twenty minutes late because of traffic, so, to save time, she just rushed in without signing into the volunteer sign-in book. She didn't recognize any of the staff on duty; so instead of asking for help she thought she would just play with Susie, the little girl was sitting by herself in the corner.

Susie and Vanna were getting along very well. Susie seemed like a normal little girl, so Vanna asked her why she was there. Susie said she didn't know, but she did ask Vanna to take her home. Vanna knew she couldn't do that, so she told Susie not until next time. Then she gave her phone number out to all of the children so they could call her whenever they wanted to.

A childcare work now came over and asked Vanna who she was, since Vanna had forgotten her ID. She told Vanna that Susie was in "Time Out" because she had misbehaved, and that Vanna would have to wait until later to play with Susie. Vanna loudly told the worker that she thought it was terrible to punish Susie was sweet little girl who had been abused, Vanna went home early.

Vanna got busy and couldn't come back until the next month. She asked her sister to come with her to see how cute the children were. She also brought a few candy bars for three other children who had looked so sad last time she was there.

Susie loved her new doll and began to play with the other children. When Karl got a little rough and tore the dolls dress, Vanna got mad. She yelled at Karl and grabbed his arms to shake him. She told the children they were too bad and she wasn't going to visit anymore.

What did Vanna do wrong?

SCENARIOS

EXAMPLE # 1

SITUATION: A child begins to discuss his/her past and gives a description of the abuse that had taken place in the past.

ANSWER: Attempt to distract the child by changing the topic and then refer the matter to supervisor.

EXAMPLE # 2

SITUATION: A friend asks if he/she can come with you to OYC because of the great experience you're having while volunteering.

ANSWER: A friend's interest in volunteering is fabulous. Policy requires that no individual be admitted to the OYC without proper identification. An individual in becoming a volunteer can be referred to the OYC to begin orientation.

EXAMPLE # 3

SITUATION: As you are leaving the building, a child keeps asking to go home with you. You put them off by saying "maybe another day" not to hurt his/her feelings. However, you know that this is impossible.

ANSWER: It is better not to make promises that you can't keep because the disappointment will be worse in the long run.

EXAMPLE # 4

SITUATION: A parent, which happens to be a friend of yours, asks you to take their child with you when you leave.

ANSWER: The OYC doesn't encourage volunteers to provide transportation to children in their personal vehicles. However if a parent is a friend of yours, you must obtain and provide the OYC with written permission the parent/guardian, authorizing the child to be released to you and releasing OYC of liability for that child.

JOB DESCRIPTION

VOLUNTEER CATEGORY:

Educational

AREA OF INVOLVEMENT:

Assisting children with learning skills and doing their homework

QUALIFICATIONS:

Background in various subject matters

RESPONSIBILITIES:

Assist the instructor with daily lesson

Review/Correct daily lessons

Assist children with homework

VOLUNTEER CATEGORY:

Recreational

AREAS OF INVOLVEMENT:

Knowledge of rules and regulations of games

An interest in actively participating in a sport

RESPONSIBILITIES:

Assist with instructing the children on the rules and regulations of a sport/game

Assist with organizing them into teams

Ensure the children's safety during participation

PRACTICING GOOD COMMUNICATION SKILLS

Developing working relationships among staff and volunteers requires a two-way communication process. Good communication can be established by using the following:

- Respect the other person.
- Trust the other individual.
- Show care and concern for people.
- Be willing to share your purpose or reason for participation in a certain activity.
- Exercise good listening techniques.
- Willingness to give help or information.
- Willingness to request help or information.
- Share information on a realistic and truthful level.
- Provide reassurance of your commitment to confidentiality. Recognize and encourage an individual's strengths. Always exercise patience. Have a sense of humor. Accept criticism.
- Have a capacity to admit your mistakes and improve upon them in the future. Be dependable.
- Have a genuine concern for the needs of another person.
- Regard people's physical and emotional well-being.
- Allow individuals to work out their own plans without imposing your ideas upon them.
- Ability to offer alternatives to a situation or action. Give praise whenever it is appropriate.