



ROSEMOUNT CENTER VOLUNTEER HANDBOOK

The purpose of this handbook is to set forth the policies relative to volunteer classroom aides, tutors, and event assistants at Rosemount Center.

ROSEMOUNT CENTER'S MISSION AND PROGRAMS

Rosemount Center's mission is to prepare children and families for their future by providing comprehensive early childhood education and family support programs in a bilingual multicultural setting.

Rosemount Center has offered bilingual Infant/Toddler and Preschool Programs for more than 30 years. We believe children learn best when they have the freedom to choose activities within a well-structured multicultural environment. From this child-directed/teacher-supported process, our children emerge bilingual and focused on their natural talents and strengths.

The Infant/Toddler Program serves pregnant women, infants and toddlers (ages 6 weeks to 3 years). The Preschool Program serves preschool children (ages 3 to 5 years). Program options include home-based and center-based services for tuition, subsidized and federally funded enrollment opportunities.

All Rosemount Center programs offer and coordinate a range of multilingual comprehensive services including:

- Bilingual instruction using the Creative Curriculum
- Individualized curriculum plans
- Quarterly progress reports
- Weekly lesson plans
- Preschool after care program
- Immunizations assistance
- Medical referrals
- Nutritional services
- Social service referrals
- Coordination of special needs therapies as needed
- Developmental, hearing, vision and dental screenings
- Monthly parent meetings, trainings and family socializations
- English-as-a-Second-Language classes
- Home visits
- Parent/teacher conferences

Rosemount Center believes that a parent is the child's first and best teacher. Partnering parents, teachers and members of the community, enhance the development of a Rosemount child.

VOLUNTEER CLASSROOM AIDE, TUTOR, AND EVENT ASSISTANT ORIENTATION AND TRAINING

Thank you for offering to join our team as a volunteer classroom aide, tutor, or event assistant to nurture and educate Rosemount's children and their families.

Before you start your volunteer service at Rosemount, you will be asked to schedule a time to receive an orientation from Rosemount's Volunteer Coordinator. The orientation includes a review of required signed documents, familiarization with Rosemount Center policies, an overview of the mission of the Center and general information about Rosemount. You will be required to comply with all of Rosemount's policies and procedures during your time with us, so it is important that you carefully review the materials provided during your orientation. Most orientations also include a classroom observation period. Your direct supervisor will be assigned to you at orientation and will provide training.

The on-site activity supervisor will give orientation and training for event assistants at least one hour prior to the activity.

Your service at Rosemount may be ended by Rosemount Center management at any time.

You will be asked to fill out an evaluation form at the completion of your volunteer service at Rosemount.

REQUIRED DOCUMENTS FOR VOLUNTEER SERVICE

1. Completed Application
2. Signed Volunteer Classroom Aide, Tutor, or Event Assistant Assumption of Risk, Waiver of Liability and Indemnification Agreement
3. Confidentiality of Client Information, Declaration, and Technology Code of Conduct signed statements
4. District of Columbia Criminal Background Check (if 18 years or older)
5. District of Columbia Health Certificate (Proof of Physical and TB Test)
6. Students – Proof of community service requirement signed by a school representative

EXPECTATIONS OF VOLUNTEERS

We know you want to help so we want to let you know what we expect from you:

- Please arrive a few minutes before your scheduled volunteer service time. If you are not able to come, please call the front desk to let us know.
- Remember to sign in when you arrive at the front desk in the lobby and remember to sign out when you leave.
- Parent communication is important. Please introduce yourself to parents.

- Children are **never** to be left unattended. You must be in the classroom with at least one more teacher.
- Familiarize yourself with Rosemount's policies and procedures, including emergency and safety procedures.
- We are a drug-free and smoke-free environment
- Please dress comfortably, but do not wear cut off jeans/pants, clothing which exposes discreet body parts, shirts/blouses which expose chest/cleavage or tight clinging body wear.
- Lunch breaks should be coordinated with the staff in your classroom.
- There is a staff lounge - you may store items in the refrigerator and use the microwave. There is a snack and soda machine and coffee is usually available.
- Ask questions. The staff and administration are happy to answer any questions that you may have.
- Ask classroom staff how you can help. They will give you ideas or suggestions for assisting in the classroom.
- Please speak clearly to the children, and use appropriate language at all times.
- Take a positive approach with the children. Be aware of how often you say the word "no".
- Interact with the children. Be a part of their learning, rather than an observer.
- Follow all health and safety regulations (wearing gloves, washing hands, etc.). If you have questions about health and safety procedures, please ask.
- Volunteers should not transport children by elevators. Volunteers and children should always use the stairs.
- Rosemount promotes a work environment that is free from all forms of harassment, whether that harassment is because of race, color, gender, age, religion, national origin, disability, veteran status or any other characteristic protected by law.
- Accidents involving children, parents or visitors must be reported immediately to your supervisor.
- You are requested to refrain from actions or public announcements that reflect adversely upon the Rosemount Center.
- Information about children, families, or employees must not be divulged to anyone other than persons who are authorized to receive such information. This policy extends to both internal and external disclosure.