

South Reading Youth Initiative Volunteer Handbook Fall 2011




THE HOLLERAN CENTER
FOR COMMUNITY ENGAGEMENT
ALVERNIA



Our Mission


Rooted in the Franciscan identity of Alvernia University and its mission as a teaching and learning institution, the Holleran Center for Community Engagement identifies, cultivates and sustains strategic partnerships to strengthen both campus and community life. By making these community partnerships an essential part of the curriculum, the Holleran Center strives to foster the University mission and improve the quality of life in our community and to develop in its students a lifelong commitment to service as engaged citizens.



Our Vision



To integrate Alvernia's curriculum and co-curricular activities with the external community the Holleran Center will:

- Initiate strategic partnerships that enhance Alvernia's mission, leverage campus and community expertise, address community needs and produce mutually beneficial results;
 - Serve as the central resource for students, faculty, and staff to engage in community-based projects and as a catalyst for expanding community-based learning of all types-including internships, field experiences, and service-learning projects;
 - Serve as the central point of access for the community to campus resources and serve as an incubator for projects to address community needs;
 - Establish Alvernia as a leader in community-based learning and civic engagement-locally, regionally and eventually nationally.
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Volunteer Description

As a volunteer with the South Reading Youth Initiative and the Holleran Center for Community Engagement, you are responsible for helping participants with their homework, mentoring them, encouraging appropriate behavior, participating in program activities, and assisting in set up and tear down. The South Reading Youth Initiative program will run on Monday through Thursday from 2:00-5:30pm, usually out of St. Peter's Church, but also out of various locations in Reading. You will be informed in advance of any location or time changes. You are responsible for your own transportation to and from program sites. If necessary, arrangements for car pooling can be made with other volunteers or with the Holleran Center staff. Hours worked with the South Reading Youth Initiative can be used towards Alvernia's community service hours or to fulfill a service-learning class requirement.

Leaders vs. Followers

When leaders make a mistake, they say, "I was wrong."

When followers make mistakes, they say, "It wasn't my fault."

A leader works harder than a follower and has more time;
a follower is always "too busy" to do what is necessary.

A leader goes through a problem;
a follower goes around it and never gets past it.

A leader makes and keeps commitments;
a follower makes and forgets promises.

A leader says, "I'm good, but not as good as I ought to be;"
a follower says, "I'm not as bad as a lot of other people."

Leaders listen;

followers just wait until it's their turn to talk.

Leaders feel responsible for more than their job;

followers say, "I only work here."

A leader says, "There ought to be a better way to do this;"

followers say, "That's the way it's always been done here."



Volunteer Policies

- Please dress appropriately. You will be working with kids, which sometimes involves sitting on the floor or doing arts and crafts projects!
- Some of the SRYI participants have Facebook accounts, MySpace pages, and/or cell phones. Please **do not** accept 'friend requests' or exchange cell phone numbers. It is important to maintain a professional (but still friendly) relationship with the students.
- We discourage the use of cell phones by our participants during SRYI programs. Please help set a good example by **refraining from using your cell phone during programming**. If you have to use your phone, please notify a staff member and step away from the activity.
- Make sure you are **never in a situation where you are alone with a child**. Ensure that you are with another volunteer or with a group of participants.
- **Never come** to a SRYI-sponsored event **under the influence of drugs and/or alcohol**. We need to set positive examples for our participants.
- All volunteers need to remain in good standing with both Alvernia and the local community. If an issue arises, the Holleran Center staff reserve the right to either place a volunteer's status on hold, or revoke volunteer privileges with the SRYI after-school program.
- You have signed a liability waiver; this waiver applies to any program, event, or activity sponsored by the South Reading Youth Initiative, the Holleran Center for Community Engagement, and/or Alvernia University.

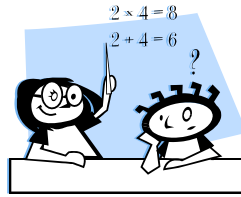
If you have any questions or concerns regarding these policies, please contact Christopher Fake at christopher.fake@alvernia.edu or at (610)-568-1527.

Volunteer Safety

- Be aware of your surroundings and travel in pairs
- Always walk confidently, and appear as though you know where you are going
- Do not leave personal belongings where others may be tempted to take them (it is best to put items in the trunk of your vehicle)
- Do not report to a program under the influence of drugs and/or alcohol
- Dress appropriately for the site and work you plan to do
- Children participating in any program will be directly supervised at all times
- Do not walk around the city by yourself, always work on the buddy system
- Be sure that someone with you is carrying the number for Public Safety (610-796-8350) and Christopher Fake Program Manager (717-965-5282) in case of emergency
- If you need to provide a phone number to someone you are working with, you may provide the Holleran Center for Community Engagement's number (610-790-1925).
- If you are uncertain about how to perform a task, ask someone to help you
- Do not overestimate your ability to deal with a difficult situation such as breaking up a fight. Injuries incurred by you can also be damaging to the South Reading Youth Initiative as well as the University. **Remember, you are a representative of Alvernia University.**
- Only administer First Aid to the level that you are comfortable
 - A First Aid Kit is available at all events and programs.
- Please discuss any questions or concerns with the Project Manger (Christopher Fake).

Please contact Christopher Fake at christopher.fake@alvernia.edu or at (610-568-1527) with any questions or concerns.

Tips for Tutors



- Expect to GAIN as much from these students as you give.
 - Consider yourself a co-learner
- Take time to get to know your student!
 - Ask questions that show a personal interest in him or her.
 - Use questions that cannot be answered with a “yes” or “no.”
 - The SRYI participants will also ask you questions so be prepared!
- Do not hesitate to take leadership in answering non-homework related questions.
 - I can not answer all fifty children’s questions so please feel free to answer questions once you are comfortable—that includes giving them permission to use the bathroom!
- Do not make moralistic judgments about the student’s socioeconomic, ethnic or cultural background.
- Do not limit yourself to working with just one child at all times. Each of our participants has a wonderful and unique personality...get to know as many as you can!
- Do not judge a child's intelligence based on their verbal communication.
 - Many of our kids speak Spanish in their homes, and while they all can speak English, they may be a bit self-conscious.
- Be flexible and patient.
- Don’t just give the students answers for their homework, help them figure it out for themselves.
- Try to get them to read!
- **HAVE FUN!**

Rules/Regulations

for SRYI participants

All participants of the South Reading Youth Initiative are required to sign a behavior contract ensuring their knowledge of the rules of our programs. Below is a list of rules and regulations that will be presented to the SRYI participants during the first week of programming.

- Show respect for fellow students, teachers, supervisors, guest speakers, and all other university personnel at all times.
- Keep a positive attitude during the various parts of the program
- The SRYI participants are not allowed to use their phones for texting or calling during the program. They also cannot listen to music or play games on their phones. They may make phone calls to their parents with your or my permission.
- Handheld games and mp3 players **are not** allowed during programming.
- Show willingness to cooperate and follow directions
- No running inside!
- Use appropriate language (no name calling, swearing, etc)
- No harassment of another student, volunteers, or other Alvernia staff
- No fighting, hitting, punching, etc!
- No possession or use of drugs or alcohol.
- No possession of any weapons, pepper/mace sprays, etc.
- No stealing of property at any program location.
- No causing damage to university property (students will be held financially responsible for any damages).
- Do not leave campus/program location without permission supervision.

Consequences

for SRYI youth participants

If any SRYI youth is not following the rules that are in place, there are certain consequences that the Holleran Center has set up. While regular Alvernia volunteers are expected to enforce the rules and are able to impose consequences, if you are not comfortable disciplining the participants, please find a Holleran Center staff member and report the behavior.

1. Verbal Warning

- Participants get 2 verbal warnings if they are misbehaving. At the time of the second warning, please be clear that it is their second and final warning.

2. Time Out

- Time out lasts for 5 minutes. The time starts when the student is sitting in the chair facing away from the activities and is behaving. If the student gets up before his/her time out is over, talks to other students, or becomes disruptive, the time resets.

3. Call Parents

- If the bad behavior continues, a Holleran Center staff member will take control of the situation (if they have not already). The child's parents will be called to inform them of the behavior issues, and if possible the student will be sent home for the remainder of the program. If the student cannot be sent home, they will be removed from the rest of the day's activities.

4. Formal Meeting

- In extreme cases, a face-to-face meeting will be set up between the child's parents and the Holleran Center staff to discuss the problem and potential solutions.

Bonus Bucks

Bonus Bucks can be handed out by Holleran Center staff members, work-study students or volunteers who have volunteered with the SRYI program in the past.

- Bonus Bucks are to be given out to reward good behavior, making good decisions, being helpful/polite, or any other action that goes above and beyond the normal expectations of behavior
 - ♦ We have high behavior expectations for our students, so Bonus Bucks are to be handed out for **exceptional** behavior (which is subjective and left to the discretion of the person awarding the Bonus Bucks)
 - * If you are unsure about whether something deserves to be rewarded, just ask a Holleran Center staff member!
 - ♦ Examples:
 - * Helping set up chairs/tables
 - * Helping other kids with homework questions
 - * Helping to clean up
 - * Holding the door for other students
- SRYI participants will be allowed to keep track of their own Bonus Bucks or they will have the option to put them in the SRYI "Bank" which tracks how many each student has earned
- Bonus Bucks can be used to purchase items in the "Store" (little toys, books, supplies, etc) or "Donated" to a selected charity/organization
 - ♦ Donated Bucks will be pooled together to support an outside organization
 - ♦ A goal of \$100.00 donated Bonus Bucks is set and if the goal is reached, there will be a reward for those who have made donations of at least three Bonus Bucks.
 - * Bucks that are used in the store will not be counted towards the group total for the reward

First Aid Tips

A First Aid Kit is available at all SRYI events and programs.

If the situation is an emergency:

- Make sure the environment is safe (for you, the victim, and the other students)
- Call 911
- Have a student get a Holleran Center staff member
- Stay with the victim, administer first aid appropriate to your training/experience

If the situation is not an emergency:

- Notify the Holleran Center staff of any incident that requires First Aid
- Refer to First Aid Manual in First Aid Kit
(for head injuries and cuts there are printouts with more detailed information)
- Make sure you keep yourself safe (wear gloves if there is blood etc.)
- If you are uncomfortable/untrained in administering First Aid please do not perform any First Aid

For more information, please contact Christopher Fake at christopher.fake@alvernia.edu or (610)-568-1527.

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ABOUT THE VOLUNTEER PROTECTION ACT

The Volunteer Protection Act of 1997, signed into law on June 18th, 1997, was created to “provide certain protections to volunteers, nonprofit organizations and governmental entities in lawsuits based on the activities of volunteers.” The time of the bill coincided with the April Presidents’ Summit for America’s Future, calling for all Americans to get involved in community service and was aimed at removing potential volunteers’ fear of liability.

The Act provides liability protection for volunteers under the following conditions:

- The volunteer was acting within the scope of the volunteer’s responsibilities in the non-profit organization or governmental entity at the time of the act of omission;

- If appropriate or required, the volunteer was properly licensed, certified or authorized by the appropriate authorities for the activities or practice in the State in which the harm occurred, where the activities were or practice was undertaken within the scope of harm occurred, where the activities were or practice was undertaken within the scope of the volunteer’s responsibilities in the non-profit organization or governmental entity;

- The harm was not caused by willful or criminal misconduct, gross negligence, reckless misconduct, or a conscious, flagrant indifference to the rights or safety of the individual harmed by the volunteer;

- The Act does not affect that “liability of any non-profit or governmental entity with respect to harm caused to any person,” nor does it affect a non-profit’s taking civil action against any volunteer or the non-profit. For more information, see US Public Law No: 105-19

(Summary provided by Campus Compact 2006)

Important Information

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Directions to St. Peter's
322 South 5th Street, Reading PA 19602

Leave campus and head towards Rt 10 on Upland Avenue. At the intersection of Rt 10 and Upland take a left. Be sure to be in the right lane at the traffic light. Turn right at the light (intersection of Lancaster Avenue and Rt 10) and continue across the bridge into downtown Reading. The road bears slightly right. You should be in the left lane to turn left at the first light (5th Street). Stay in the left lane after you turn and St. Peter's Church is in the first block on your left. It's a large gray stone church. To park, you'll want to turn into the lot BEFORE the church. There is parking both on the side and in the rear of the church.

When you go to leave, exit through the rear of the parking lot. Take a left, then a right at the stop sign, and a left at the first light. That will bring you back across the bridge, take a left at the SECOND light to get back onto Route 10 to return to campus. Upland Avenue will be on your right across from Troopers.

Program Days

Monday: 2:00-5:30—Homework Help then Money \$ense with Metro Bank

Tuesday: 2:00-5:30—Homework Help then Junior Achievement

Wednesday: 2:00-5:30—Homework Help then Library Visits

Thursday: 2:00-5:30—Homework Help then Various Activities

Contact Information

Christopher Fake: Program Manager

Cell Phone: *717-965-5282*(Use if you will be late/can't make programming)

Office Phone: 610-568-1527

Email: christopher.fake@alvernia.edu