

HOUSE OF MERCY'S ROSEMOUNT CENTER  
Volunteer Assistant and Tutor Handbook and Policies

## **WELCOME TO ROSEMOUNT CENTER!**

The purpose of this handbook is to set forth the policies relative to volunteer assistants and tutors 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
- Individualized Curriculum Education Plans
- Quarterly progress reports
- Weekly thematic lesson plans
- Mental Health services
- Immunizations assistance
- Medical referrals
- Nutritional services
- Social Services
- Speech and Language Therapy
- Physical Therapy
- Occupational Therapy
- 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.

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

### **VOLUNTEER ASSISTANT AND TUTOR ORIENTATION AND TRAINING**

Before you start your volunteer service at Rosemount, you will be asked to schedule a time to receive an orientation from Rosemount's Family and Community Partnership Manager. 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. Most orientations also include a classroom observation period. Your direct supervisor will be assigned to you at orientation and will provide training. You will be asked to fill out an evaluation form at the completion of your volunteer service at Rosemount.

The on-site activity supervisor will give orientation and training for temporary activity assistants at least one hour prior to the activity. Training for tutors will vary depending on the amount of training needed. Rosemount's Family and Community Partnership Manager will arrange for specific tutor training.

### **REQUIRED DOCUMENTS FOR VOLUNTEER SERVICE**

1. Completed Application
2. Confidentiality of Client Information Form
3. Declaration
4. Technology Code of Conduct
5. Writing Sample/Hobbies and Interests
6. District of Columbia Department of Health Information Form
7. District of Columbia Criminal Background Check
8. District of Columbia Health Certificate (Proof of Physical and TB Test)
9. Students - Proof of community service requirement signed by a school representative.

### **EXPECTATIONS OF VOLUNTEER ASSISTANTS AND TUTORS**

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.
- Familiarize yourself with Rosemount's emergency and safety procedures

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- 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.
- We encourage family style eating in the classroom: passing and serving food, eating together as a “family”. Please feel free to eat with the children.
- 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.
- 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.

**Thank you for volunteering to serve Rosemount’s children and families and for supporting the staff and management of our Center.**