

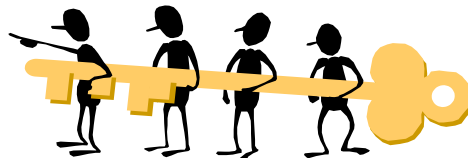


Child Care, Inc.

VOLUNTEER

ORIENTATION HANDBOOK

Together we can do anything!!!



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Dear Volunteer or Intern,

We would like to take this opportunity to welcome you to R'Club Child Care, Inc. as a Volunteer. We are very excited about the commitment you have made to our agency and to the people we serve. R'Club recognizes the importance and the impact of volunteers in the community. Our goal here at R'Club is to support the development of responsible children who will become capable, productive adults and your volunteer service is essential to meeting that goal.

Our mission statement defines our corporate values and everything we do is driven by those values-the 4-R's of R'Club: *Respect, Responsibility, Resourcefulness, and Responsiveness*. We believe these core values are self-evident and that a strong foundation in them sets the stage for success in life, social responsibility, and a commitment to improving the quality of life for everyone in our community.

Each of our volunteers adds a wealth of experience and talent to the children at R'Club as you work side-by-side with our administration and program staff.

R'Club Volunteers are simply "THE BEST". We thank you again for choosing R'Club and together we will strive to make this experience and partnership a very positive one for all of us.

Sincerely,

R'Club Administration &
Matthew Morris , Employee Engagement Specialist
(727) 578-5437 ext. 2947

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St. Petersburg, Florida 33709
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www.rclub.net



ALL ABOUT R'CLUB

HISTORY

R'Club is a not-for-profit agency that has been providing early childhood education programs and youth development services since 1976. During that time, R'Club has earned a national reputation for its high quality and creative early childhood and youth development programs.

Today, R'Club provides care to 4,000+ children daily through the operation of 46 locations including 12 early learning academies, 6 middle school centers, 2 exceptional student centers and 39 school-age youth development programs. R'Club employs a staff of approximately 400 full- and part-time professionals.

R'Club's early childhood education and before & after school youth development programs are fully licensed. Many of our programs are nationally accredited or in the process of national accreditation and recipients of the Governor's Gold Seal Award.

MISSION STATEMENT

R'Club provides high quality early learning and development programs that strengthen children, families and communities with a focus on Respect, Responsibility, Resourcefulness and Responsiveness.

PHILOSOPHY

R'Club provides early childhood education and youth development programs based on the three-fold commitment to appropriate developmental practices, quality and professionalism. We strive to teach children and youth what they need to know to be successful in life, solve problems, cooperate with others, and contribute to their community. Our goal is to support the development of responsible children who will become capable, productive adults.



CORE VALUES

R'Club Child Care, Inc. builds its systems of service upon the following values and principles:

Respect – We respect and uphold the worth and dignity of all individuals and embrace the diversity we bring from life's experiences. We are committed to assuring that our workplace, programs, and community participation advocates for and reinforces cultural competency, fair employment practices and teamwork.

Responsibility – We shall maintain the highest standards of quality in our programs and operations under a total quality model. We shall earnestly steward our financial and human resources while remaining ever faithful to our mission and conducting our business in the highest ethical and professional manner.

Resourcefulness – We aggressively seek and encourage the involvement of all our stakeholders in providing effective, innovative services for children and families. We shall maintain adequate resources to address the needs of the clients we serve, our staff and the community as a whole while exploring new approaches to further develop and maintain the highest quality programs and operations available.

Responsiveness – We shall always be responsive to the needs of the children, families, staff and communities and shall promote and support causes that are devoted to serving their best interests. We shall work to achieve mutual goals through establishing good faith communication, fostering trust and honoring commitments.

GOALS

- To provide a safe and well supervised programs for children.
- To provide a warm, caring atmosphere for each child.
- To encourage positive standards and values.
- To help children develop a sense of belonging and competency.
- To nurture the child's ability to relate to others, to appreciate individual differences and improve self-control.



R'Club Facts & Figures

- R'Club was established in 1976 as the first before and after school childcare provider in Pinellas County.
- R'Club Early Learning Academies have been awarded the Governor's Gold Seal Award for Quality.
- R'Club is State qualified and approved Voluntary Prekindergarten (VPK) provider. All of our 12 Early Learning Academies offer VPK programs.
- R'Club provides early education and school age learning programs for 3,000+ children daily in 48 convenient locations.
- R'Club's School Age programs in Pinellas County are conveniently located in public schools.
- R'Club's 350+ employees are among the best trained and qualified in the field thanks to a comprehensive training department and a tuition reimbursement program.
- R'Club has a long track record of high-quality programming and is a recognized industry leader.
- R'Club provides home-based, parent involvement school readiness program for nearly 300 children through the HIPPY (Home Instruction for Parents of Preschool Youngsters (HIPPY) Program.
- R'Club conducts fingerprint background screening for area childcare workers.
- R'Club offers three programs designed to help children with behavioral and/or developmental difficulties succeed in their childcare setting.
- R'Club maintains the highest average quality monitoring scores and the lowest all-inclusive fee of all school-age providers in Pinellas County.

PROGRAM DESCRIPTIONS



EARLY CHILDHOOD PROGRAM

The primary goal of our early childhood education program is to help children develop to their greatest potential and become enthusiastic learners. We encourage children to be active, creative explorers by trying out their ideas and thinking their own thoughts. Our priority is to help children become independent, self-confident and inquisitive. The children receive direction to learn at their own pace.

Our curriculum identifies goals in all areas of development:

- **Social:** To help children feel comfortable in school, trust their new environment, make friends, and feel they are part of a group.
- **Emotional:** To help children experience pride and self-confidence, develops independence and self-control, and has a positive attitude toward life.
- **Cognitive:** To help children become confident learners by letting them try out their own ideas and experience success. We help them acquire learning skills such as the ability to solve problems, ask questions, and use words to describe their ideas, observations, and feelings.
- **Physical:** To help children increase their large and small muscle skills and feel confident about their physical coordination.

EARLY CHILDHOOD CURRICULUM

The knowledge that human development can be stimulated and encouraged is the foundation for R'Club's early childhood education program. The child's abilities, developmental level, learning styles and interests are the framework of the early childhood education curriculum. Curriculum includes both teachers directed and child-initiated activities and daily opportunities for hands-on learning in the following.

<ul style="list-style-type: none">• Language development and Library• Science and Discovery• Creative Indoor and Outdoor Play• Music and Movement	<ul style="list-style-type: none">• Creative Art Experiences• Computers• Cooking
--	--

Exploration, discovery, problem solving, and decision making are part of each day.

Play is an important factor in a child's development. It is through play that a child acquires knowledge of the environment, has an opportunity to express and represent what they know or imagine and develops motor skills.

The development of a positive self-concept and independence are inherent in the program. As children gain recognition of their accomplishments, they become an eager and interested learner.

SCHOOL AGE PROGRAMS

Academic

Youth will be able to identify and use resources for problem-solving, decision-making and critical thinking. Youth will communicate effectively with words, numbers, visuals, sounds, and symbols, using technology to enhance personal and interpersonal skills.

Creativity

Youth will demonstrate characteristics of a creative, flexible and complex thinker and will experience enhanced personal expression through involvement with the fine arts.

SPECIAL NEEDS / INCLUSION

It is the intent of R'Club Child Care, Inc. to serve all children and families with sensitivity to differences, physical/mental abilities and/or other identified exceptionalities. R'Club strives to make all reasonable accommodations which meet the needs of individual clients. R'Club meets all state and local standards and adheres to the guidelines established by the Americans with Disabilities Act.

BEHAVIOR GUIDELINES

R'Club centers provide a democratic setting fostering on the basic values of mutual respect, responsibility, resourcefulness and responsiveness to the needs of others. The basis of the R'Club discipline policy is to encourage appropriate behaviors, provide positive opportunities for children to contribute, and to develop a sense of belonging in all children. Staff strives to understand the developmental functioning of the child, the underlying goals of mistaken behavior, involve the child in problem solving, allow for individual choice, and permit the logical consequences of those choices.

R'Club believes in positive guidance and behavior management. Our role in guidance is to work with the parent/guardians to teach children how to make good choices and help them develop self-discipline. We encourage individuality and independence, but each child must be able to interact within the group's limits.

The center does not subscribe to spanking or other forms of physical punishment, the withholding of food, rest or toileting, abusive or profane language or any form of public or private humiliation with the intent to embarrass.

Specific guidelines are outlined in the R'Club discipline policy included in your child's enrollment packet.

GENERAL CHILDHOOD BEHAVIOR CHARACTERISTICS

PRESCHOOLERS 2 YR. OLDS	3 YR. OLDS	4 YR. OLDS
<ul style="list-style-type: none"> Plays alongside others acts shy around strangers easily frustrated affectionate insists on trying tasks without help enjoys simple make believe Very possessive Needs time for change Frequent tantrums Aggressive behavior & intent to hurt others Extremely demanding & persistent Destructive to objects when frustrated Has sense of humor Cannot sit still or play with a toy for more than a few minutes Short attention spans stubbornness / refusing Hitting 	<ul style="list-style-type: none"> Seeks attention & approval of adults Accepts suggestions & follows simple directions Enjoys helping with simple tasks Can make simple choices between two things Enjoys being silly & making others laugh Enjoys playing alone, but near others Likes to watch & observe Enjoys playing with others, but is still learning to cooperate or share Enjoys hearing stories Enjoys playing house Enjoys imitating other children & adults 	<ul style="list-style-type: none"> Enjoys playing with other children Takes turns and shares most of the time Seeks out adult approval Understands & obeys simple rules most of the time Changes the rules of games as he goes along. Likes to talk & carry-on elaborate conversations Capable of feeling jealous Persistently asks "WHY?" Enjoys showing off & bragging Begins to understand danger Has difficulty separating make believe from reality Lies sometimes to protect self & friends, but doesn't truly understand the concept of lying May name call & tattle freely Likes to shock by using inappropriate language Expresses anger verbally rather than physically most of the time Still throws tantrums over minor frustrations
5 TO 7 YEAR OLDS	8 TO 10 YEAR OLDS	11 TO 12 YEAR OLDS
<ul style="list-style-type: none"> They like teamwork and following rules. They may disagree about what rules say and what is "fair." They become more and more independent They may hide their feelings, fears and worries from adults. They can think through problems in their minds Their attention span increases They may still have difficulty sharing and taking turns They may have difficulty controlling their behavior in group situations. Expresses anger & jealousy physically Doesn't handle competition well Excludes other children in play Uses swear words to get attention sometimes bossy Likes to try new things & takes risks Likes to make own decisions Notices when others are sad or mad Has a basic understanding of right & wrong 	<ul style="list-style-type: none"> They expand and use their reasoning skills to solve problems, negotiate, and compromise with peers. They develop their own games with complicated rules and may fight when they think someone has broken the rules. They learn to express their anger and frustration in acceptable ways. They learn to use good judgment. They learn to accept responsibility for their actions. They do more and more on their own, without adult supervision or direction. Enjoys being a member of a club Increased interest in competitive sports May belittle or defy adult authority May find criticism or failure difficult to handle Views things as black & white, right or wrong Has strong desire to perform well 	<ul style="list-style-type: none"> They are able to negotiate, compromise, and solve problems. They may test program rules and adult authority and talk back to staff members. They may be in a hurry to grow up and may mimic teenage behaviors. They may have their judgment tested by strong peer group influences. They may "swear" because they think it is "cool." These words are generally used in daily conversations with their peers and may sometimes come out in anger. They may test the limits of their physical skills. They begin to think in abstract terms; they can think about the consequences of their actions.

VOLUNTEER/INTERN GUIDELINES

ATTENDANCE

All volunteers are required to check in with the staff member in charge and to sign in and out on both the volunteer & visitors log daily as they arrive and depart.

CONFIDENTIALITY

By R'Club policy, volunteers must keep information learned about children and other customers confidential. A misplaced comment can be devastating to a student, a family, the volunteer program. Volunteers who have questions or concerns must only talk with the Center Director, Volunteer Coordinator or Area Supervisor. Volunteers who consistently breach confidentiality will be dismissed.

STUDENT DISCIPLINE

All student discipline is to be handled by R'Club staff. As with employees, volunteers should not touch students in an aggressive or disciplinary nature.

DRESS CODE / NAME TAG

Follow staff guidelines for dress code. Dress comfortably but remember that you are a role model for our children. Please refrain from wearing clothing that's too tight, revealing and wearing pants below the waist. Shoes must be closed toe and heel. Please refrain from gum chewing, inappropriate language, and eating and drinking in front of the children. (With the exception of water) All volunteers must wear an R'Club Volunteer/Intern name badge.

REPORTING SUSPECTED ABUSE

Handling suspected abuse/neglect/molestation:

The welfare of children is of primary concern. Staff & volunteers are required to comply with all state laws and regulations regarding suspected instances of child abuse, molestation, or neglect. Law, Florida Statute 415.504, binds all childcare employees to report any suspicion of child abuse to the central abuse hotline number. The Statute reads in part, "Any person including, but not limited to, any... social worker, day care center worker, or other professional childcare worker... who knows, or has reasonable cause to suspect that a child is an abused, abandoned, or neglected child shall report such knowledge or suspicion... to the department's central abuse hotline on the single statewide toll-free telephone number." That number is **1-800-96-ABUSE (1-800-962-2873)**. Additionally, all observations or incidents of suspected abuse must be reported to the R'Club Director of Program services and the Area Supervisor. Failure to follow these laws and regulations will result in immediate disciplinary action which may include termination.

Abuse may be physical, sexual or emotional and includes any non-accidental injury, sexual battery, financial or sexual exploitation or injury to a child. Neglect is defined as failure to provide basic necessities such as adequate food, clothing, shelter, health care or proper supervision.

COMMITMENT HEALTH AND SAFETY

The management of R'Club Child Care, Inc. is committed to providing employees and volunteers with a safe and healthy workplace. It is the policy of R'Club that employees and volunteers report unsafe conditions and do not perform work tasks if the work is considered unsafe. Volunteers are requested to report all accidents, injuries and unsafe conditions to their supervisor. Employee and volunteer recommendations to improve safety and health conditions will be given thorough consideration by our management team.

CUSTOMER SERVICE EXPECTATIONS

R'Club Child Care is committed to providing quality customer service to all our customers, both external and internal. Our customers include the children and families we serve, community partners, co-workers and our volunteers.

Customer service is the act of taking care of customer's needs by providing and delivering professional, helpful, high-quality services and assistance before, during, and after the customer's requirements are met. R'Club staff and volunteers' area reflection of the entire R'Club organization. All our customers deserve to be treated with courtesy, respect, patience, and genuine concern. Good customer service starts with the first seconds of a first contact. You only get one shot at a good first impression, so make it a good one!

ORIENTATION / TRAINING

All volunteers are welcome to attend any of the trainings offered by the R'Club training department. Volunteers can refer to the "Inside R'Club" staff newsletter, and the Training Opportunities Guide for topics, dates, times, and locations.

ORIENTATION

Once placed, your center director will hold a personal orientation, which will review specific center expectations and procedures. On-the-job training will also be provided by your center director.

DIVERSITY TRAINING

All volunteers are welcome to attend diversity in the workplace training with in their first 6 months of appointment. Volunteers can receive these trainings through the R'Club training department which are scheduled quarterly. Dates, times and locations can be found in the Inside R'Club newsletter as well as the Training Opportunities Guide. Volunteers may also receive diversity training from community trainings and should provide documentation of attendance to their supervisor.

CORE COMPETENCY TRAINING

Working with children is not just a matter of "watching the kids". With that in mind, R'Club has designed an interactive curriculum to provide new employees & volunteers with the necessary information and tools that they will need in order to be effective in their new position as a Child Development Specialist. Core Competency Training consists of 2 training sessions, approximately 4 hours per session, and a workbook that reinforces the concepts presented in the sessions. Topics covered in Core Competency include Health & Safety, Risk and Crisis Management, Communication, Customer Service, Group Management, and Curriculum.

RECOGNIZING & REPORTING ABUSE TRAINING

The welfare of children is our primary concern. Staff & Volunteers are required to comply with all state laws and regulations regarding suspected instances of child abuse.

R'Club has developed an in-depth training designed to educate staff on their obligations as a childcare worker and as an employee of R'Club Child Care, Inc. in reporting suspected abuse.

ALL STAFF TRAININGS

All Staff Trainings are held the second Friday of each month from 10:30-12:00 a.m. in the Auditorium at the Administration Building. All Staff Trainings are open to staff and volunteers of every level and focus on a variety of topics. Presenters include both R'Club staff and individuals from the community.

BEHAVIOR MANAGEMENT TRAININGS

Behavior Management Training is provided for all staff and volunteers each month. The focus of the training will be on behavior management techniques and interventions, conflict resolution, peer mediation, anger management, and special needs information. Sessions will include group discussions and interaction to help promote staff awareness with behavior guidance issues.

TROUBLESHOOTING ABUSE

Look for patterns, not isolated incidents when you suspect child abuse or neglect. Any one behavior indicator alone could be a natural, normal response for a child.

PHYSICAL ABUSE

Physical Indicators

- ✓ Unexplained bruises and/or welts; on face, mouth, torso, back, buttocks or thighs. In various stages of healing, reflecting shade of articles used to inflict (e.g., electrical cord, belt buckle). On several different surface areas, regularly, appearing after absence, weekend or vacation.
- ✓ Unexplained burns: cigarette or cigar burns, especially on soles of feet, palms of hands, back or buttocks, immersion burns (e.g., glove-like doughnut-shaped on buttocks or genitalia. Patterns like electric burner, iron, etc. Rope burns on arms, legs neck or torso. Infected burns indicating a delay in seeking treatment.
- ✓ Unexplained fractures/dislocations; to skull, nose, facial structure in various states of healing.
- ✓ Unexplained lacerations or abrasions: to mouth, lips gums, eyes, external genitalia bald patches on scalp.
- ✓ Unexplained bite marks.

Behavioral Indicators

- ✓ Feels deserving of punishment
- ✓ Wary of adult contact
- ✓ Apprehensive when other children cry
- ✓ Extremes in behavior, from withdrawn to aggressiveness and/or hyperactivity.
- ✓ Frightened of parents
- ✓ Afraid to go home
- ✓ Reports injury to parents
- ✓ Vacant or frozen stare, listless, detached
- ✓ Responds to questions in monosyllables
- ✓ Inappropriate or precocious maturity
- ✓ Manipulative behavior to get attention
- ✓ A chronic ailment, stomach aches, etc.
- ✓ Indiscriminately seek affection
- ✓ Over-compliance

PHYSICAL NECLECT

Physical Indicators

- ✓ Underweight, poor growth pattern (e.g., small in stature, failure to thrive)
- ✓ Consistent hunger, poor hygiene, inappropriate dress
- ✓ Consistent lack of supervision, especially in dangerous activities or for long periods
- ✓ Unattended physical problems or medical needs

Behavioral Indicators

- ✓ Begs or steals food
- ✓ Extended stays at childcare (early arrival and late departure)
- ✓ Constant fatigue, listlessness, or falling asleep in class
- ✓ Seeks affection inappropriately (e.g., through aggression)

- ✓ Assumes adult responsibilities and concerns
- ✓ Talks in a whisper or whine
- ✓ States there is no caretaker at home
- ✓ Alcohol or drug abuse
- ✓ Does not change expression

SEXUAL ABUSE

Physical Indicators

- ✓ Difficulties in walking or sitting
- ✓ Torn, stained or bloody underclothing
- ✓ Pin, swelling or itching in genital areas
- ✓ Pain when urinating or defecating
- ✓ Bruises, bleeding or lacerations in external genitalia, vaginal or anal area
- ✓ Sexually transmitted diseases, especially in pre-teens
- ✓ Pregnancy

Behavioral Indicators

- ✓ Withdrawal, fantasy or infantile behavior
- ✓ Bizarre, sophisticated or unusual sexual behavior or knowledge
- ✓ Poor peer relationships
- ✓ Reports sexual assault by caretaker
- ✓ Sudden sleeping/eating disturbance
- ✓ Compulsive masturbation; excessive or unusual rubbing of the genital area
- ✓ Excessive clinging
- ✓ Confiding in someone but not telling the whole story ("I have a secret, but I can't tell....")
- ✓ Self-destructive behavior
- ✓ Fear of going home or fear of a particular person
- ✓ Depression
- ✓ Change in school performance

EMOTIONAL ABUSE

Physical Indicators

- ✓ Speech disorders
- ✓ Lags in speech development
- ✓ Failure to thrive
- ✓ Hyperactive/disruptive behavior
- ✓ Pale, empty facial appearance

Behavior Indicators

- ✓ Habit disorders; Sucking, biting, rocking
- ✓ Antisocial behavior
- ✓ Destructiveness
- ✓ Neurotic traits: sleep disorders, inhibited play, unusual fearfulness
- ✓ Behavioral extremes; does not change expression, complaint and passive; or aggressive and demanding.



VOLUNTEER/INTERN OPPORTUNITIES

R'Club greatly appreciates the valued contributions that volunteers make to our programs. The list of volunteer opportunities and probable responsibilities are listed below. Volunteers will never be left alone with children. All volunteers will be under the direct supervision of the Center Director.

- Homework Assistance
- Arts & Crafts Aide
- Classroom Aide (Pre-K and special needs)
- Guest Reader (read to the children)
- Special events helper (holidays, Friday special events)
- Teach children a skill (sewing, computer, card games & board games etc...)
- Teaching songs, teaching to dance & putting on a play.
- Other skills or special interests and talents the volunteers may have to share
- Program Assistance (program/activity set up, curriculum, superficial cleaning....)
- Group Chapter Reading
- Assist with snack set up
- Office work (making enrollment packets, filing, data entry)
- Other duties as requested by the center director or Agency

WORDS FOR POSITIVE REINFORCEMENT

WOW	I LIKE THE WAY YOU ARE TRYING YOUR BEST
WAY TO GO	YOU FIGURED IT OUT YOURSELF
SUPER	THAT IS VERY CREATIVE
YOU'RE SPECIAL	WHAT A GOOD IMAGINATION
OUTSTANDING	I LIKE BEING AROUND YOU
EXCELLENT	THAT IS VERY RESPONSIBLE
GREAT	SUPER JOB
NEAT	YOU TRIED HARD
WELL, DONE	OUTSTANDING PERFORMANCE
REMARKABLE	YOU ARE IMPORTANT
I KNEW YOU COULD DO IT	YOU MEAN A LOT TO ME
I'M PROUD OF YOU	YOU MAKE ME HAPPY
FANTASTIC	YOU'VE GOT A FRIEND
NICE WORK	YOU BRIGHTEN MY DAY
YOUR'RE CATCHING ON	INCREDIBLE
NOW YOU'VE GOT IT	LOOKING GOOD
DYNAMITE	BRAVO
GOOD JOB	HURRAY FOR YOU
HOW SMART YOU ARE	YOU'RE ON TARGET
WHAT A NICE JOB YOU'RE DOING	

Children Learn What They Live

*If a child lives with criticism,
He learns to condemn.*

*If a child lives with hostility,
He learns to fight.*

*If a child lives with ridicule,
He learns to feel guilty.*

*If a child lives with tolerance,
He learns to be patient.*

*If a child lives with engorgement,
He learns to confidence*

*If a child lives with praise,
He learns to appreciate*

*If a child lives with security,
He learns to have faith,*

*If a child lives with approval,
He learns to like himself*

*If a child lives with acceptance and friendship,
He learns to find love in the world.*

Dorothy Law Holte



Child Care, Inc.

VOLUNTEER/INTERN SELF-EVALUATION

What capacities / strengths have you developed through your volunteer work?

What do you feel you still need to work on?

How would you describe your relationships with staff, children, customers and other volunteers?

What do you get from staff that is helpful?

What more do you need from staff?

Describe your most satisfying experience as a volunteer with this agency.

Describe your most frustrating experience as a volunteer with this agency.

Volunteer Feedback

Your feedback is extremely important to us as we work to enhance and improved our volunteer program. Please complete the questions to the survey below and return it to us in the postage paid envelope provided. Thank you for your time and commitment to R'Club Child Care Inc.

1. In a typical month, about how many hours do you volunteer?

2. How much of an impact do you feel your volunteer work had?

- ☐ A great deal of impact
- ☐ A lot of impact
- ☐ A moderate amount of impact
- ☐ A little impact
- ☐ Not any impact at all

3. How convenient were the volunteer training sessions at our organization?

- ☐ Extremely convenient
- ☐ Very convenient
- ☐ Somewhat convenient
- ☐ Not so convenient
- ☐ Not at all convenient

4. How useful were the volunteer training sessions at our organization?

- ☐ Extremely useful
- ☐ Very useful
- ☐ Somewhat useful
- ☐ Not so useful
- ☐ Not at all useful

5. How easy was it to get along with the other volunteers at this organization?

- ☐ Extremely easy
- ☐ Very easy
- ☐ Somewhat easy
- ☐ Not so easy
- ☐ Not at all easy

6. How friendly are the staff at our organization?

- ☐ Extremely friendly
- ☐ Very friendly

- ☐ Somewhat friendly
- ☐ Not so friendly
- ☐ Not at all friendly

7. How appreciated did your volunteer supervisor make you feel?

- ☐ Extremely appreciated
- ☐ Very appreciated
- ☐ Somewhat appreciated
- ☐ Not so appreciated
- ☐ Not at all appreciated

8. Overall, were you satisfied with your volunteer experience with our organization, neither satisfied nor dissatisfied with it, or dissatisfied with it?

- ☐ Extremely satisfied
- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied
- ☐ Extremely dissatisfied

9. How likely are you to continue volunteering at our organization in the future?

- ☐ Extremely likely
- ☐ Very likely
- ☐ Somewhat likely
- ☐ Not so likely
- ☐ Not at all likely

10. How likely is it that you would recommend this organization to a friend or colleague?

	Not at all likely		Extremely likely	
1	2	3	4	5

Optional Information:

Name _____

Home or Cell Phone Number: _____

Mailing Address: _____

E-Mail Address: _____



SITE BASED VOLUNTEER/INTER ORIENTATION CHECKLIST

This orientation checklist is a guide for the center director and must be completed with each volunteer who is unable to attend the monthly volunteer orientation through the R'Club training department.

Volunteer paperwork must be completed before volunteer begins service	Volunteer Coordinator	Site Director
Tour of facility & introductions to R'Club staff & school administration staff.		
Review agency history, mission, philosophy, goals.		
Explain all program activities.		
Review Volunteer policies and procedures.		
Review Volunteer Responsibilities.		
Review the Volunteers assignment description & expectations.		
Review training Opportunities		
Determine schedule & review daily sign in / out log.		
Review policy for reporting suspected abuse.		
Review confidentiality policy		
Review child discipline policy		
Review customer service expectations		
Review general childhood characteristics and typical behaviors.		
Review risk management & safety		

*This is to certify that Volunteer orientation has been provided to me and
I understand all volunteer expectations and responsibilities.*

(Volunteer Signature)

(Date)

(Site Director Signature or Volunteer Manager)

(Date)