BECOME AN EFFECTIVE VOLUNTEER
Facilitator’s Guide

Content: This presentation discusses the important role of volunteers in our schools and provides information on how to become an effective volunteer by capitalizing on each individual’s gifts and talents.

Approximate Time Frame: 2 hours

Suggested Audience: District volunteers
<table>
<thead>
<tr>
<th>Module Summary</th>
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<tbody>
<tr>
<td><strong>Learning/Performance Objectives</strong></td>
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<tr>
<td><strong>Presenter’s Activities to Support this Learning</strong></td>
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<td><strong>Tools and Materials</strong></td>
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</table>
| 1     | ![Slide](image1.png) | **Display slide**  
- Welcome participants and thank them for being present.  
- Explain that this training will support them in their role as volunteers.  
- Review handouts and explain that they will be used during the presentation. |
| 2     | ![Slide](image2.png) | **Display slide and say:**  
- We are going to participate in a group activity.  
- I am going to divide you in groups. You will each be assigned to one of four groups: yellow, green, red or blue.  
Assign each participant a different color and ask them to form a group with other participants that were assigned the same color. Each group should gather at different corners of the room.  
Ask participants to read the quote that corresponds to the color they were assigned. Give them one minute to think about one connection they can make between that quote and the work that volunteers perform at schools.  
**Say:**  
- Please discuss the connection you made between the quote you read and the work of volunteers.  
**Give participants a few minutes to share their responses.**  
Select one person from each group to share what they discussed. |
| 3     | ![Slide](image3.png) | **Display slide and say:**  
- These are the objectives that will be addressed throughout the presentation.  
**Select four students to each read one objective and track that objective during the presentation.** |
| 4     | ![Slide](image4.png) | **Display slide**  
**Say:**  
- As a District, we are committed to educate all students to their maximum potential.  
- Our District is committed to provide students with a quality education that will give them options and opportunities to be happy, healthy and productive citizens. |
<table>
<thead>
<tr>
<th>Slide</th>
<th>Slide View</th>
<th>Presenter’s Text</th>
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<tbody>
<tr>
<td></td>
<td>[Image]</td>
<td>We want you to know that the work you perform as volunteers at our different schools supports our District goals and that we greatly appreciate your service.</td>
</tr>
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<td>5</td>
<td>![Image]</td>
<td>Display slide and say:</td>
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<tr>
<td></td>
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<td>▪ Parent, Community and Student Services is committed to supporting schools as they work to establish a quality volunteer program at each school.</td>
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<td>▪ By offering training like the one you are participating in today, we hope to improve your experience as a volunteer while at the same time maximize the support that schools receive from well-trained volunteers.</td>
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<tr>
<td>6</td>
<td>![Image]</td>
<td>Display slide and ask all participants to choral read the content of the slide. Ask:</td>
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<tr>
<td></td>
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<td>▪ What is the purpose of the District’s volunteer program?</td>
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<td>▪ Why should schools take the time to explore the rich talents and expertise of volunteers?</td>
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<td>Select two or three participants to share.</td>
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<td>7</td>
<td>![Image]</td>
<td>Display slide and say:</td>
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<tr>
<td></td>
<td></td>
<td>▪ In the next section we will discuss the definition of a volunteer and the reasons everyone should consider volunteering.</td>
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<td>8</td>
<td>![Image]</td>
<td>Display slide and say:</td>
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<tr>
<td></td>
<td></td>
<td>▪ What is a volunteer?</td>
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<td>Select one participant to respond and say:</td>
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<td>▪ Yes, a volunteer is a person who does not receive any monetary compensation or employee benefits and who is authorized by the District to perform volunteer services for LAUSD schools.</td>
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<td>▪ It is important to note that all volunteers serve at the discretion of the school’s principal.</td>
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<td>▪ What does this mean?</td>
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<td>Allow time for discussion.</td>
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</table>
| 9     | ![Image](9.png) | **Display slide and say:**  
  - Here are a few of the benefits of becoming a volunteer.  
  - It is important to highlight that becoming a volunteer is not only beneficial for schools but it should also be an enriching experience for the individual providing service. This experience should serve to enhance a volunteer’s resume.  
  - Volunteers also allow schools to build stronger and more meaningful relations with their community.  
  - How do volunteers do this? |
| 10    | ![Image](10.png) | **Display slide and say:**  
  - In the next section we will discuss ways and how to become an effective volunteer. |
| 11    | ![Image](11.png) | **Display slide and select one person to read each bullet point.**  
**Say:**  
- Volunteers are role models for other parents but most importantly for our students. Therefore it is imperative that volunteers exemplify the behaviors, dress code and positive attitudes that we expect of our students. |
| 12    | ![Image](12.png) | **Display and read each point**  
  - Our schools strive to provide a welcoming, caring environment and we want volunteers to support these efforts. Volunteers should be friendly and caring, as a volunteer you should smile and greet others with respect.  
  - Show your passion for what you are doing. Let others know how rewarding this experience has been for you and invite them to also become volunteers.  
  - Remember that a positive attitude goes a long way and it is also contagious.  
  - As a volunteer, the school is counting on you to support them in the area where you were assigned. It is important that you maintain regular attendance and that you...
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| 13    | ![Slide 13](image13.png) | Complete the assignments given to you. Also, know that although daily routines and other activities at schools are usually constant, there will be days where you might be asked to support the school in different ways – be flexible! Ask:  
- What else would you add to this list? |
| 14    | ![Slide 14](image14.png) | Display slide  
- Always remember that the most important role of a volunteer is to assist the school to improve the academic achievement of all students. |
| 15    | ![Slide 15](image15.png) | Display slide and say:  
- In the next section we will discuss some of the behavior that volunteers should avoid.  
Display slide  
**Read and elaborate on each bullet point.**  
Say:  
- I want to emphasize that it is extremely important that you understand that you are not there to become friends with any student. Your relationship with students should be one of mutual respect. Do not become friends with students through social media, even when you might have the best intentions in minds, it can lead to misunderstandings and place you in an unwanted situation. |
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| 16    | ![Slide 16](image16.png) | **Display slide and say:**
  - It is never a good idea to engage in gossip but it is particularly a bad idea when you are a volunteer. As we discussed earlier, volunteers are role models for other parents and students. As a school community, we want to always model positive behaviors.
  - Always remember that your school is like a second home for students, for some of them it is the place where they spend most of their time. They not only learn skills that will prepare them to be college and career ready, but they are also building meaningful relationships and friendships with other students.
  - Would you say something negative about your family? Your home?
  - We should not say anything negative about our schools either. |
| 17    | ![Slide 17](image17.png) | **Display slide and say:**
  - In the next section we will go over some of the assignments you might have as a school volunteer. |
| 18    | ![Slide 18](image18.png) | **Display slide**
  - The principal will ultimately determine the best placement for you.
  - The principal or a designee will meet with you to learn more about who you are, to learn about your gifts and talents and your areas of interest.
  - Along with your input, the principal/designee will find the best possible placement for you.
  - After a couple of weeks, you and the principal/designee should meet to discuss if your assignment should be modified or changed.
  - Your assignment can be one in which your gifts and talents can be used but it can also be a new experience for you, an opportunity for new learnings and growth. |
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<tbody>
<tr>
<td></td>
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<td>▪ Always learn from every experience and add them to your resume.</td>
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</tbody>
</table>
| 19    | ![Slide View](image1.jpg) | Display slide and say:  
▪ In the next two slides, we will discuss the assignments you might have. |
| 20    | ![Slide View](image2.jpg) | Display and slide.  
Say:  
▪ Can you think of additional ones? |
| 21    | ![Slide View](image3.jpg) | Display slide and say:  
▪ In the next section we will discuss your experiences, your gifts and your talents. |
| 22    | ![Slide View](image4.jpg) | Display and read slide  
▪ Turn to the person next to you and share one thing you do very well.  
▪ Take turns, now it is the other person’s turn to share.  
▪ We all have special gifts and talents and as volunteers those gifts and talents can be used to support the school.  
▪ For example, some of you might have played a sport or might be a coach, then you might be able to volunteer during psychomotor or during an after-school sports club.  
▪ You might know how to play a musical instrument, therefore you might be able to volunteer during music class. |
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| 23    | ![Slide 23](image) | Display slide and say:  
- In the next section we will discuss some of the expectations when working with students. |
| 24    | ![Slide 24](image) | Display slide and say:  
- As volunteers, you will undoubtedly develop relationships with students. Those relationships should be based on mutual respect and as an adult, your clear understanding of your role as a volunteer.  
- Always refer to students by their names and be respectful and polite. Greet them with a warm smile.  
- It is not your role to discipline them, if a student is disrespectful or if you witness any incidents, please report them to a teacher or to your supervisor. |
| 25    | ![Slide 25](image) | Display slide and say:  
- In the next section we will discuss some scenarios that you might come across as a volunteer. |
| 26    | ![Slide 26](image) | Display slide and select volunteers to read each question.  
After each question is read, ask volunteers to share their answer and discuss.  
1. A volunteer observes that there is one child in their class that does not have friends so they decide to be this child's friend. Is this acceptable? Yes or No? What should they do?  
2. Volunteers can wear jeans with holes, halter tops, baggy pants, undershirts and flip flops to work with students in the classroom? True or False? How should they dress? |
| 27    | ![Slide 27](image) | Display slide and select volunteers to read each question.  
After each question is read, ask volunteers to share their answer and discuss.  
3. One of the roles of a volunteer is to be a surrogate parent (a parent when the parent is not present) to every child that they work with? Yes or No? Why?  
4. The parents in your neighborhood know that you volunteer at the local school. One of your neighbors asks you to keep an eye on their child and let them know what they are doing, how they are doing in school and if anyone is bothering their child. Is this something a volunteer can do? What should you say to this parent? |
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| 28    | Display slide and select volunteers to read each question. After each question is read, ask volunteers to share their answer and discuss. | Questions?  
5. Volunteers can behave whichever way they want to because they are parents or community members and the school belongs to them. True or False? How should volunteers behave while they are volunteering and beyond?  
6. The most important role of a volunteer is to:  
a. Keep the school clean  
b. Keep the school safe  
c. Assist the school to improve the academic achievement of all students. |
| 29    | Display slide and say:  
- In the next section we will discuss more scenarios on things to say and not to say. We will also share information on the issue of confidentiality. | WHAT TO SAY AND NOT TO SAY… |
| 30    | Display slide and select volunteers to read each statement. After each statement is read, ask the entire group to decide if that is something that a school volunteer should say. | What to say and not to say…  
1. Mrs. Jones, your son Johnny was sent to the office today by his teacher. I think that you should talk to him about his behavior.  
2. I volunteered at the school today and it was a very rewarding experience.  
3. Oh my, I am not sure about the people who work at that school—they seem pretty confused. |
| 31    | Display slide and select volunteers to read each statement. After each statement is read, ask the entire group to decide if that is something that a school volunteer should say. | What to say and not to say…  
4. I think that all parents can help our school to be successful by making sure that students arrive on time.  
5. Report cards will be coming out next week. Parent Conferences will be held the following week.  
6. Mr. Parent—I was supervising on the yard and saw your daughter Nancy running and not paying attention. |
| 32    | Display slide and select volunteers to read each statement. After each statement is read, ask the entire group to decide if that is something that a school volunteer should say. | What to say and not to say…  
7. Mrs. Martinez—I heard the office manager mention your name while I was in the office. |
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| 33 | ![A Reminder about Confidentiality](image) | Display slide and say:  
- Confidentiality is important to maintain privacy, security and trust in personal and professional relationships. Confidentiality is valued and expected when you provide services as a volunteer.  
- You MUST NEVER share any information about a student, regardless of how the information was obtained.  
- Remember that you would not like others to share information about you. How would you feel if that were to happen to you?  
- Also please keep negative comments about others to yourself. |
| 34 | ![WORKING WITH TEACHERS AND STAFF](image) | Display slide and say:  
- In the next section we will discuss what is expected when you work with staff. |
| 35 | ![Working with Teachers and Staff](image) | Display slide and say:  
- If you are assigned to work in a classroom, you must follow the directions of the teacher at all times.  
- Don’t hesitate to ask the teacher for advice or clarification.  
- Always respect the privacy of the teacher you work with. |
| 36 | ![Working with Teachers and Staff](image) | Display slide and say:  
- Please remember that you are there to support the teacher not to take over.  
- Unless it is an emergency, do not interrupt teachers during lessons, wait until the lesson is finished to ask questions or address concerns.  
- It is a good idea to bring a notebook so that you can take notes of what the teachers would like you to do. |
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<tr>
<td>37</td>
<td>Display slide</td>
<td><strong>Although volunteers are not mandated reporters, we highly encourage all volunteers to report any inappropriate incident, conduct or behavior.</strong></td>
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</table>
| 38    | Display slide and say: | - We are now going to participate in a review activity.  
- We will use the “Match Game” handout.  
- Please take three minutes to match the items in Column A to the items in Column B.  
- Show me a thumbs up when you finish.  
After most participants have completed the activity, starting with item number one on Column A, identify all answers. |
<p>| 39    | Display slide | <strong>Review each objective and ask participants if objectives were met.</strong> |
| 40    | Display slide and say | <strong>Never lose focus! We are all here for the success of students, working together will allow us to provide the best educational program for our students.</strong> |</p>
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| 41    | ![Comments/Questions?](image) | Display slide  
Ask:  
- Do you have any questions or comments?  
Answer questions, if any. |
| 42    | ![ACHIEVE.LAUSD.NET/PCSS](image) | Display slide  
- Inform volunteers that this is the website address for the Parent, Community and Student Services.  
- Encourage them to visit and explore the site. |
| 43    | ![Thank you!](image) | Display slide  
- Thank participants for their cooperation and participation during the presentation. |
BECOME AN EFFECTIVE VOLUNTEER
Handouts
Why Volunteer?

- "It takes a village to raise a child."
- "Coming together is a beginning. Keeping together is progress. Working together is success."
- "In union there is strength."
- "None of us is as smart as all of us."
¿Por qué brindar servicios como voluntario?

- “Se necesita una aldea para criar a un niño.”
- “Unirnos es el principio, mantenernos unidos es progreso y trabajar unidos es el éxito.”
- “La unión hace la fuerza.”
- “Ninguno de nosotros es tan inteligente, como todos nosotros juntos.”

Si desea motivarse, motive a alguien más. — Booker T. Washington
Match Game

Volunteers...

Column A

1. Assist the school
2. Act like
3. Show support
4. Report incidents
5. Must keep information
6. Follow the directions of

Column B

a. to the Principal or designee.
b. confidential.
c. adults.
d. to improve academic achievement.
e. staff members who have been assigned as their supervisor.
f. for the school, parents & community.
### Actividad para Coincidir Respuestas

#### Los voluntarios...

<table>
<thead>
<tr>
<th>Columna A</th>
<th>Columna B</th>
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<tbody>
<tr>
<td>1. Ayudar a la escuela</td>
<td>a. al Director o persona designada.</td>
</tr>
<tr>
<td>2. Actuar de manera</td>
<td>b. confidencial.</td>
</tr>
<tr>
<td>3. Apoyar</td>
<td>c. adulta</td>
</tr>
<tr>
<td>4. Reportar incidentes</td>
<td>d. para que mejore el rendimiento académico estudiantil</td>
</tr>
<tr>
<td>5. Deben mantener la información</td>
<td>e. los miembros del personal quienes fueron designados como sus supervisores.</td>
</tr>
<tr>
<td>6. Seguir las instrucciones de</td>
<td>f. a la escuela, los padres y la comunidad.</td>
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