

# ***Volunteering***

*Many hands make light work*

HEAD START of LANE COUNTY  
Head Start / Early Head Start

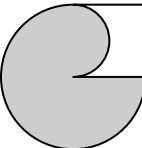
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### ***Head Start...***

Is a comprehensive and innovative child development program  
Is a comprehensive family development program  
Is an anti-poverty program  
Is a child advocacy program  
Is a jobs program  
Is parent training  
Is community controlled  
Is a health program  
Is a nutrition program  
Is a catalyst for social change and changes the lives of people  
Is a grassroots movement  
Is responsive to the needs of its clients  
Is family oriented  
Is people helping people  
Is flexible  
Is based on local-assessed community needs  
Is a mobilize of local resources  
Is cost effective  
Is parent engagement  
Is a self help program  
Is a mental health program  
Is crisis intervention support  
Is a human services program  
Produces intellectual gains  
Goes into the home for visits and to connect  
Improves self-concept  
Uses volunteers to match federal dollars  
Removes racial, cultural and ethnic barriers  
Knows parents are the true educators of their children  
Is hope and success  
Provides opportunities for peer support  
Involves mothers and fathers alike  
Provides translation services  
Encourages the idea of life-long learning



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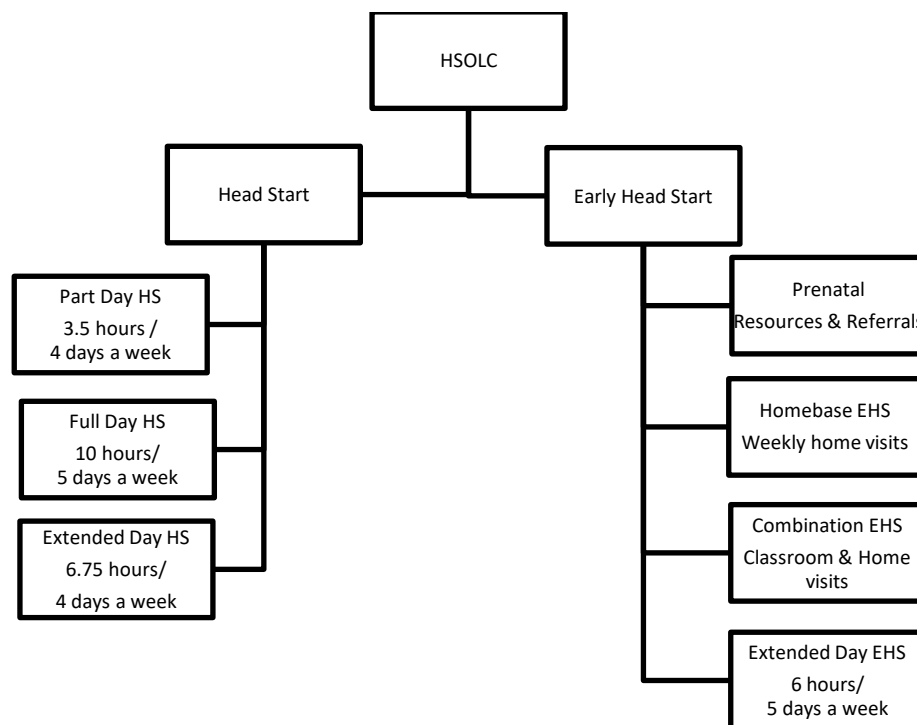
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## Head Start Fast Facts

Head Start has served nearly 30 million children since 1965, growing from an eight-week demonstration project to include full day/year services and Early Head Start for infants/toddlers. Currently, Head Start is administered by the Administration for Children and Families (ACF) in the Department of Health and Human Services. Head Start serves over a million children and their families each year in urban and rural areas in all 50 states, the District of Columbia, Puerto Rico and the U.S. territories, including American Indian, Alaskan Native and Migrant/Seasonal communities. Early Head Start (EHS), serves low-income pregnant women and families with infants and toddlers up to age 3, in 1,027 programs in all 50 states, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands.

Oregon has 294 Head Start Preschool, and 135 Early Head Start programs. Over 10,000 children are enrolled state-wide. Oregon PreKindergarten provides state funded Head Start Preschool /Early Head program slots and follows the same Performance Standards as the Office of Head Start.

Head Start of Lane County (HSOLC) serves over 1,000 low-income children birth to five. Services are offered in: Eugene/Springfield, Florence/Mapleton, Junction City and Oakridge. Early Head Start serves Eugene/Springfield, Oakridge and South Lane County. HSOLC offers a variety of options to address community needs.



## A set of core values helped build the foundation of Head Start's success

- Recognize that the Head Start community (families, staff, community) have roots in many cultures. By working together we can effectively promote respectful, sensitive and proactive approaches to diverse issues.
- Basic health needs are met and healthy habits established that enhances lifelong well-being.
- Empowerment occurs when program governance is a shared responsibility and when ideas and opinions of families are heard and respected.
- Respect that everyone learns differently and individualize services to ensure the most success for Head Start/Early Head Start child and family.
- Build and foster community relationships that extends opportunities for networking and resource sharing
- Develop a continuum of care, education and services that provide stable, uninterrupted support to children and families for lifelong learning
- Establish a supportive learning environment for children, parents and staff.

## Head Start of Lane County believes:

- Children are more likely to be successful in school when their basic needs of food, housing and health are addressed.
- To begin reading and other academic tasks, children must gather meaning from the world and develop habits of observation, questioning and listening.
- Young children are active learners who learn best by exploring their environments and engaging in activities that are concrete and relevant.
- Safe and healthy families are a shared community responsibility.
- HSOLC is committed to providing resources for staff to pursue ongoing professional and personal development.
- Parents are a child's first and most influential teacher. Information about children is crucial in planning meaningful and relevant experiences and activities that address children's strengths, interest and development.
- Each child and family should expect to see themselves reflected in the program through diverse staff, curriculum, and other materials and activities that are sensitive to the culture, language, development and abilities of each child and family.
- Partnership in the community is essential to ensure smooth transitions to school and accessibility and availability of needed services.

The most important goal of the curriculum is to help children become enthusiastic learners. This is done by encouraging children to be active and creative explorers who are not afraid to try out their ideas and to think their own thoughts.

Our goal is to help children become independent, self-confident, inquisitive learners. We are teaching them “how” to learn, not just in preschool, but all through their lives. We promote good habits and attitudes, particularly a positive sense of self and others.

The activities planned, the way the environment is organized with toys and materials, daily schedules and transitions are designed to complement the curriculum and give children a successful start in school.

Young children can present challenging behaviors as they learn classroom rules. Head Start of Lane County is committed to using positive behavioral strategies when teaching children how to manage emotions and behaviors. Positive behavioral strategies will typically include the following list:

1. Using praise, encouragement and other means of recognizing appropriate behavior;
2. Clearly stating expectations for appropriate behavior.
3. Providing children alternate choices and redirection away from inappropriate behavior to avoid power struggles with children whenever possible.
4. Using the classroom rules that are established at the beginning of the program year.
5. In rare occasions, children present dangerous behavior with the potential of injury to self and others. In such circumstances, volunteers are to notify teaching staff immediately.

## Helpful Guidance Techniques

- **Focus on do's instead of don'ts.** Say “roll the ball” instead of “don’t throw the ball.”
- **Build feelings of confidence.** It is important for children to develop the feeling that he/she can do things, that he/she is capable and worthwhile. Example “You really worked hard building that tower...”
- **Change the environment to change behavior.** Sometimes changing the environment is all that is needed for success. Speak with staff first.
- **State suggestions or directions in a positive form.** “Let’s see if Sue can catch the ball” instead of “Don’t hit the window.” “Give me the ball to hold while you climb.” instead of “Don’t climb with the ball in your hand.”
- **Give choices only if there is a choice.** “It’s time to come in”, rather than “Do you want to come in now?”
- **Use reassuring words/avoid labeling good or bad.** “Talk to James, let him know how you feel.” rather than “You’re bad to hit James.”
- **Avoid comparison of children.** “I’ll loosen those laces so your shoes will go on faster” rather than “if you hurry, you’ll beat Joe getting his shoes on.”
- **Give limits.** “James, you have five minutes to put your paint away and wash up.” Follow the rules set, but make sure children understand what you are saying.
- **Recognize good behavior.** Recognizing good behavior and ignoring bad behavior encourages the good behavior.

## What Volunteers Need to Know

1. Schedule, who to report to and what the daily assignment will be.
2. The day's normal schedule of activities, plus any special events (screening, field trips, etc.).

Activity	Ways to Help
Arrival / Sign in	Help put coats away Sit in circle and sing/read
Circle time	Help set food table Sit in circle
Meal time	Help with hand washing Sit at the lunch table Use positive praise
Choice time	Scan the room and move around to help children be successful
Clean up / Line up	Be the example of being helpful Use positive praise
Outside time	Play with kids Ask "what if" questions
Story	Sit in circle Help with snack table
Snack	Help with hand washing Sit at the snack table
Music / Movement	Be as active as the kids Help clean up snack table
Departure	Help put coats on Help line up Say good bye, see you tomorrow!

3. Any current non-confidential health and nutritional needs and status of each child (allergies).
4. Emergency procedures for fire drills, evacuations, etc.
5. Where all equipment and supplies are kept.
6. Building regulations and rules – all rules of the classroom.
7. Volunteer forms to be completed.
8. Volunteers are *never* given sole responsibility for the care or supervision of children.
9. Confidentiality is crucial for all involved.
  - a. Access to child's file is limited to appropriate staff.
  - b. Any discussion about a child remains private and with appropriate staff only.
  - c. Refrain from discussing a child's behavior, or personal observation with parent, other parents or volunteers.

- d. Refrain from making derogatory remarks about children or families whose lifestyle may differ; respect the privacy of children and families.
- e. Excuse yourself from office space when confidential meetings or phone calls take place.

## Day to Day Operations

1. Volunteer Sign In: There is a designated space for volunteers at each center. Volunteers are responsible for completing the volunteer time sheet and submitting time sheets to designated classroom staff. Signing-in is a State Licensing requirement.
2. Volunteer Call-In: Volunteers are to contact the designated staff person to cancel or reschedule volunteer time. SEEKERS will contact the SEEKERS Advisory.
3. Program Cancellations/Delays: Closures related to inclement weather will be posted on the agency web site <http://www.hsolc.org> and on local television news stations.
4. Dress Code: Volunteers should dress to depict respect for oneself and the agency. Dress comfortable to allow flexibility to perform duties assigned. For safety purposes, foot wear should be closed toe and appropriate for the job. No revealing clothing or clothing with tobacco and/or alcohol advertisements.
5. [Smoking](#): All Head Start locations are “no smoking zones”. Volunteers should smoke in designated areas only – out of sight of Head Start children. Refer to the policy for more details.

## Emergency Procedures

A staff member must always remain with children. Staff is responsible for administering first aid. Whenever necessary, 911 will be called. Staff completes the accident report.

An injured volunteer will receive first aid by staff. With help from staff, the volunteer will complete the accident report form. The report is sent to the Health/Safety Consultant.

## Drills / Emergency Evacuations

Each classroom has its own [evacuation](#) plan – this will be shared with volunteers at time of classroom volunteer orientation training.

All volunteers must be aware of the evacuation route posted in the classroom and participate in [fire drills](#) when present.

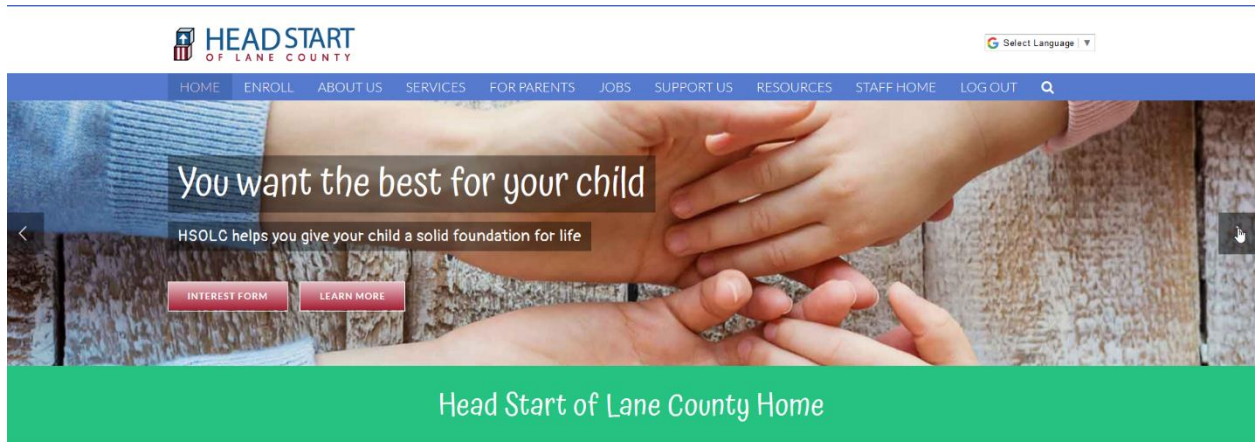
## Health Safety

Head Start of Lane County is committed to the provision of a healthful environment for all involved in our programs. Volunteers are encouraged to stay home if sick. Refer to policies on:



- [Handwashing](#): *“staff and children shall wash their hands whenever hands come in contact with body fluids...”*
- [Communicable Diseases and Illness](#): *“Head Start staff will lower the risk of spreading communicable diseases in our classrooms and offices through preventative health practices. The Registered Nurse on staff will coordinate with Lane County Public Health Department to ensure that reporting procedures adhere to all relevant state laws. The Physicians and Nurse Practitioners on the Health Services Advisory Committee will offer consultative support in this area as well...”*
- [Exclusion Guidelines for Sick Children and Adults](#): *“In order to ensure the safety and health of our children and staff, and in compliance with regulations set forth by Oregon Child Care Division, children or adults who have any of the following conditions will be excluded from the classroom until either the condition subsides, or we receive communication from that individual’s medical provider stating that they are no longer contagious...”*
- [Storage of Non-Food Items](#): *“All cleaning supplies and other poisonous materials are stored in locked compartments or in compartments well above the reach of children and separate from food, dishes, and utensils....”*

Web Address: [www.hsolc.org](http://www.hsolc.org)



## Standards of Conduct

Office of Head Start Performance Standard 1302.90 (c) provides the expectations relating to Standards of Conduct:

- (1) A program must ensure all staff, consultants, contractors, and volunteers abide by the program's standards of conduct that:
  - (i) Ensure staff, consultants, contractors, and volunteers implement positive strategies to support children's well-being and prevent and address challenging behavior;
  - (ii) Ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of children, including, at a minimum, that staff must not:
    - (A) Use corporal punishment;
    - (B) Use isolation to discipline a child;
    - (C) Bind or tie a child to restrict movement or tape a child's mouth;
    - (D) Use or withhold food as a punishment or reward; (E) Use toilet learning/training methods that punish, demean, or humiliate a child;
    - (F) Use any form of emotional abuse, including public or private humiliation, rejecting, terrorizing, extended ignoring, or corrupting a child;
    - (G) Physically abuse a child;
    - (H) Use any form of verbal abuse, including profane, sarcastic language, threats, or derogatory remarks about the child or child's family; or,
    - (I) Use physical activity or outdoor time as a punishment or reward;
  - (iii) Ensure staff, consultants, contractors, and volunteers respect and promote the unique identity of each child and family and do not stereotype on any basis, including gender, race, ethnicity, culture, religion, disability, sexual orientation, or family composition;
  - (iv) Require staff, consultants, contractors, and volunteers to comply with program confidentiality policies concerning personally identifiable information about children, families, and other staff members in accordance with subpart C of part 1303 of this chapter and applicable federal, state, local, and tribal laws; and,
  - (v) Ensure no child is left alone or unsupervised by staff, consultants, contractors, or volunteers while under their care.

HSOLC Volunteers will:

- |  |  |
|--|--|
| 1. Speak in a pleasant tone of voice at all times. | 4. Listen attentively to each child, at eye level. |
| 2. Project pleasant body language/smile.           | 5. Use positive redirection.                       |
| 3. Display positive attitudes.                     | 6. Reinforce what children do right.               |

- |  |   |
|--|---|
| <ol style="list-style-type: none"> <li>7. Encourage children to try again when challenged.</li> <li>8. Give explanations and reasons.</li> <li>9. State and follow classroom rules.</li> </ol> | <ol style="list-style-type: none"> <li>10. Give children directions in as few words as possible.</li> <li>11. Ignore minor misbehavior.</li> <li>12. Model appropriate behavior and interactions</li> </ol> |
|--|---|

## Suspected Child Abuse and Neglect

Volunteers are not mandated child abuse/neglect reporters. Volunteers are encouraged to share their concerns with Head Start staff, who are required and designated child abuse/neglect reporters.

## Recording Volunteer Hours

Volunteer time adds up to money, called “in-kind”. The Federal government requires Head Start’s to provide 20 percent of its total grant in contributions from parents and the community. The time you give is called “In-kind”. The time or “in-kind” you give is valued at:

- Classroom Visitors or volunteers 16.31/hr
- Office volunteers 16.31/hr
- Board Members 40.75/hr
- Policy Council Members 16.31/hr
- Advisory Committees 16.31/hr

A Volunteer time sheet will be used to record hours given. Staff will direct volunteers to where these time sheets are kept and whom to submit completed forms to. This information is entered into a data system shows the federal government local support for Head Start of Lane County. This information can also be used to verify time given by individual volunteers.

## Concerns and Complaints

The Head Start [policy](#) is the guidance if a concern or complaint arises.

*“The Head Start program encourages communication between parents, community members and Head Start staff. If there are concerns, these should be documented after attempts have been made to resolve them through direct feedback and problem solving with the staff and supervisors involved.”*

## Volunteer Bill of Rights

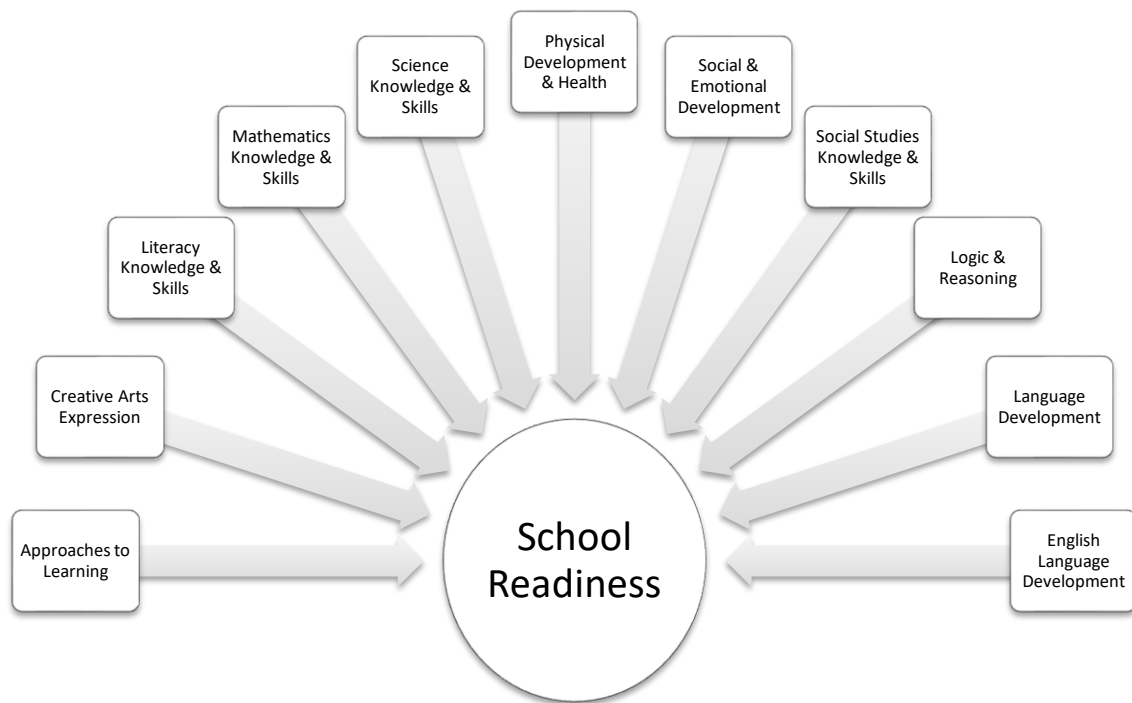
Every volunteer has:

- The right to be treated with respect and consideration.
- The right to sound guidance and direction, including follow up to initial training.
- The right to recognition and appreciation.

## School readiness – What Does This Really Mean?

Children learn by doing – not by passive observation. Children learn by asking questions and searching for answers to those questions. They learn by discovery and by using all their senses when possible. They learn by experimenting, sorting, and combining objects. They learn by repeating experiences and by building confidence in his/her self.

Head Start focuses on 11 domains of learning which connect to school readiness:



How does this translate to interacting with children in the classroom? When interest is shown with active engagement in a child's learning, (asking questions to encourage thinking and problem-solving) school readiness is being built upon.

<b><i>School Readiness</i></b>	<b><i>Child</i></b>
Approaches to learning are skills in completing challenging or frustrating tasks, following directions, making mistakes and working as a group.	Learning the rules of the classroom. Waiting for his/her turn.
Creative arts and expression can be in the form of dance, music and play. These all support imaginative thinking and self-expression.	Free time to play. Singing at circle time. Creative painting.
Literacy skills in learning to listen, understanding what is seen or heard and expressing his/her self.	Reading at circle time. Books and magazines at child level.
Math skills include addition/subtraction, spatial sense, measurements and time concepts.	Sorting shapes and colors. Comparing sizes (big, small, wide, and thin). Counting and take a-ways

<b><i>School Readiness</i></b>	<b><i>Child</i></b>
Children are natural scientists. Curiosity, exploration and asking questions help children understand the world. Active engagement in observing, exploring, experimenting are the best ways to teach science.	Ask questions “what if”, “what do you think, what do you think will happen next?” Cooking projects, weather projects, gardening
Physical health is learning about keeping your body healthy, making right food choices, and learning a healthier lifestyle.	Tooth brushing. Active play. Gardening.
Social emotional learning is part of learning cooperation, self-control, independence and building friendships.	Learning how to share feelings with someone else.
Social studies. Children will learn about and how they relate to others in the world around them. This helps children relate to self, family, neighborhood and beyond.	Stories about other places and people.
Logic and reason are asking questions to help your child reason, consider and come to their own conclusion, right or wrong (unless it is safety related).	Puzzles, water and sand table.
Language development (receptive and expressive) includes the ability to comprehend language and the use of the language in communicating with others.	Engage in conversations with others. Listens attentively to storytelling. Re-tells a story.
English Language Development (receptive and expressive) is the development of English language skills for children who speak a home language other than English.	Participates in songs, rhymes and stories in English.

### Remember:

1. The name of each child (name tags are helpful at first)
2. To offer each child a chance to participate; quiet children are often ignored.
3. To not expect every child to participate; teachers will tell volunteers when all children should be involved.
4. To not be in a hurry. Enjoy the children at that time and moment.
5. To not be afraid to make mistakes. A mistake is a learning moment for children.
6. Staff are dependent upon the volunteer and planning the day’s activities. If unable to volunteer, let staff know as well in advance as possible.
7. To find your own childcare arrangements during volunteer times.

## Center Contact Numbers

<b>B Street</b> <b>221 B Street, Springfield</b>	541-747-2425	Extended Day & Natives Classroom
<b>Charlemagne</b> <b>3875 Kincaid St, Eug</b>	541-600-5202	Extended Day
<b>Clear Lake</b> <b>4646 Barger DR, Eug</b>	CL-1: 541-510-2006 EXD: 541-543-2561	Part day Extended Day
<b>Fairfield (HS &amp; EHS)</b> <b>3475 Royal Ave, Eug</b>	541-762-0059	Extended Day HS Combo EHS
<b>Florence</b> <b>2325 Oak St, Florence</b>	541-901-3535	Part Day
<b>Grand Street</b> <b>21 North Grand, Eug</b>	541-762-8334	Part Day / Extended Day
<b>Howard</b> <b>790 Howard, Eug</b>	541-344-6991 541-344-7063	Full Day
<b>Junction City</b> <b>722 West 5<sup>th</sup> St, Junction City</b>	541-998-5352	Extended Day
<b>LCC</b> <b>4000 East 30<sup>th</sup> Ave Eug</b>	541-463-3192	Part Day Extended Day
<b>Lowell: Lundy Elementary School</b> <b>45 S Moss St, Lowell</b>	541-556-6249	Extended Day
<b>Main Street</b> <b>1250 Main St, Springfield</b>	541-762-1088	Part Day / Extended Day
<b>Park</b> <b>1950 North 2<sup>nd</sup> St, Springfield</b>	541-746-9771	Part Day HS Combo EHS
<b>Ross Lane</b> <b>2648 Ross Lane, Eug</b>	541-607-5965	Extended Day - EHS
<b>Springfield High</b> <b>784 8<sup>th</sup> St, Springfield</b>	541-988-0835	Part Day
<b>St Thomas</b> <b>1465 Coburg Rd, Eug</b>	541-201-8111 541-799-6184	Extended Day EHS Combo
<b>U O</b> <b>901 East 18<sup>th</sup> St, Eug</b>	541-402-5950 541-408-4951	Part Day
<b>Village</b> <b>320 Fairview Dr, Springfield</b>	541-988-9329	Full Day
<b>Westridge (Oakridge)</b> <b>46433 Westfir Rd, Westfir</b>	541-782-4383	Extended Day HS & EHS Part Day