

*Adult and Family Literacy
Resource Centre*

QCRC Volunteer Orientation Package

2004

Profile of a QCRC Volunteer

A Quebec City Reading Council volunteer is...

1. An ambassador of QCRC

- Speaks on behalf of QCRC when designated to do so
- Maintains the confidentiality of QCRC-related matters (particularly with regards to our clients)

2. An ambassador for literacy learners everywhere

- Speaks on behalf of students when designated to do so
- Understands that “not being able to read” in no way indicates a lack of intelligence, motivation or character flaw
- Educates the public as to the portrait of an adult literacy student when designated to do so

3. Always professional regarding QCRC matters

- Treats the position as professionally as any paying job
- Brings up issues through the proper channels (i.e. at Executive or General Meetings or through the President of Volunteer Coordinator
- When questions arise, refers clients back to the QCRC Executive Director
- Never discusses issues with clients unless they have the authorization of the Executive to do so
- Does not discriminate according to race, language, religion, educational background, disability, political or sexual persuasion
- Does not impose one's own racial, religious, political, educational or other beliefs ever
- Never discusses student matters with anyone but the QCRC Volunteer Coordinator, Executive Director or bone fide student representative

Profile of an Adult Literacy Student

What they are

- ❑ An adult who cannot read, or who cannot read as well as he or she would like
- ❑ An adult who is working to improve their skill level in reading, writing or math
- ❑ An adult with a wealth of experience, knowledge and proficiencies

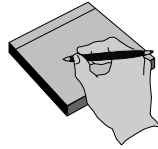
What they are *not*

- ❑ Less intelligent
- ❑ Defective
- ❑ Lazy

What they may or may not be

- ❑ Nervous
- ❑ Defensive
- ❑ Insecure
- ❑ Busy parents
- ❑ Uncertain teenagers
- ❑ Full-time or part-time workers
- ❑ High school or university graduates
- ❑ Learning disabled

The QCRC Tutor Contract:



As a tutor of the Quebec City Reading Council, I agree:

	To treat my student with respect and as an adult
	To maintain my student's confidentiality at all times
	To meet regularly and punctually with my student
	To help my student gain missing literacy skills (reading Writing and if necessary, basic arithmetic
	To observe what my student knows and respect & build on this knowledge
	To help my student develop self-confidence
	<i>To compliment</i> my student on tasks well done and encourage him/her to try new and more difficult challenges
	To keep a record of my student's progress
	To keep the council informed of my tutoring activities
	To report my tutoring hours regularly to the coordinator (as required by our government funding sources.)
	To report any changes or problems to the coordinator.

Signature: _____ **Date:** _____

Note: Your Tutor Contract is more than a promise; it is also a set of guidelines that should keep you on track you throughout your tutoring experience: Keep it handy, refer to it often, and ask the coordinator for help when you need it!

The QCRC Volunteer Contract:

As a volunteer of the Quebec City Reading Council, I agree:

	To treat the position of QCRC volunteer as professionally as any paying job
	To treat my fellow volunteers, students and staff with respect
	To maintain the Council's confidentiality at all times
	To regularly attend meeting of QCRC
	To report my volunteer hours regularly to the Executive Director (as required by our government funding sources)
	To report any changes or problems to the Executive Director
	To speak on behalf of QCRC when designated to do so
	To be an ambassador for literacy learners everywhere to understand that "not being able to read" in no way indicates a lack of intelligence, motivation or character flaw
	Never discuss issues with clients, students or the public unless you have the authorization of the Executive to do so
	Not to discriminate according to race, language, religion, educational background, sex, etc.
	Not to impose my own racial, religious, educational beliefs, etc.
	To bring up uses through the proper channels (i.e. at Executive meetings or through the Executive Director or Volunteer Coordinator)
	To contact the staff during working hours only
	To not discuss issues with staff that cannot be brought back to the Executive

Signature: _____ **Date:** _____

Note: Your Volunteer Contract is more than a promise; it is also a set of guidelines that should keep you on track you throughout your volunteer experience: Keep it handy, refer to it often, and ask the coordinator for help when you need it!

Support and Monitoring

As a tutor and/or QCRC volunteer, the staff and board are committed to providing you with the utmost support in order to ensure an enjoyable experience.

Some of the areas that the staff can assist you with are:

- Finding appropriate and up-to-date resources
- Advice on concerns you may be having in your tutor/volunteer position
- How to use various CD-ROMs or activity websites with your students
- Tutoring monitoring – if desired, Cathy can sit through a tutor session either in the QCRC office or on location
- Personal review and meeting with Cathy for tutors after approximately every 10 weeks
- Letters of reference for future positions

Volunteer Rights and Responsibilities

Our Volunteer Rights and Responsibilities form is currently under review and being updated. Please speak to Cathy for the latest copy of this document.

Confidentiality Statement

Our Confidentiality Statement is currently under review and being updated.
Please speak to Cathy for the latest copy of this document.

My Personal Commitment to QCRC

Name: _____ Telephone Number: _____

Email Address (if available): _____

Please indicate the days and times you are available each week:

Monday: _____ Tuesday: _____ Wednesday: _____

Thursday: _____ Friday: _____

1. **TUTORING STUDENTS:** Yes _____ No _____

2. **FAMILY READING, WRITING AND SELF-ESTEEM WORKSHOPS:**

Yes _____ No _____

3. **NATIONAL FAMILY LITERACY DAY ACTIVITIES:**

Yes _____ No _____

4. **TUTOR TRAINING WORKSHOPS:** Yes _____ No _____

5. **NEWSLETTER:** Yes _____ No _____ Maybe _____

Planning: Yes _____ No _____

Contributing Material: Yes _____ No _____

6. **OFFICE ACTIVITIES:** Yes _____ No _____

7. **PLANNING SOCIAL ACTIVITIES:** Yes _____ No _____

8. **TAPING OF BOOKS:** Yes _____ No _____

9. **OTHER:** Please specify: _____

10. **TWO REFERENCES (FROM THE COMMUNITY OR WORKPLACE):**

NAME: _____ TEL: _____

NAME: _____ TEL: _____

Signature: _____ Date: _____