



# Chapter One | Volunteer Guidelines

A primary goal of the Chapter One Online Reading Volunteer program is to enrich and improve the lives of children, and online volunteers have a central and rewarding part to play in helping young children gain the skills and confidence that will help them to succeed in school and beyond.

Volunteers work directly with students, in support of the classroom teachers and curricula and provide motivation, praise, and direction for their students. Appreciation and respect for each student as a unique individual is critical in working effectively as a volunteer. Self-worth and self-confidence are important building blocks in the learning process.

Teachers are in charge of the instruction and the discipline of each student. The volunteer's job is to guide and encourage the student along the path that the teacher and Chapter One have provided. The personal interest and attention volunteers show students may well be the catalyst for the students to recognize their own innate abilities to improve and achieve.

The commitment that volunteers make to students is a significant one. As they establish relationships with their students, volunteers are looked upon as role models. Therefore, it is imperative that volunteers conduct themselves in an appropriate and responsible manner by following these guidelines:

- It is expected that volunteers consider any and all information about the students as privileged and that they hold it in the strictest confidence.
- Volunteers should not share their own personal information, email addresses, cell or telephone numbers, home addresses, or Facebook or other social media access, nor should they ask for personal and/or contact information from students.
- Volunteers and students will not have in-person contact unless agreed to by the classroom teacher (for example, the end of year party).
- Volunteers should report any inappropriate or questionable behavior demonstrated by their students to classroom teachers.
- If a student shares information which leads the volunteer to be concerned about possible abuse at school or at home, the volunteer should report this immediately to Child Protective Services. Regional reporting hotline numbers can be found below.
- Any question concerning a child's achievement and/or needs should be directed to the teacher. If a volunteer has a question or concern about our program policy or procedure, s/he should contact a Chapter One staff member.
- While working with our students and teachers, Volunteers should always respect and appreciate the extensive cultural diversity which they are likely to encounter.
- Volunteers must never proselytize or espouse any manner of religious, commercial, or political views when working with participating students and teachers.

## Procedure for dealing with a Disclosure/Concern of Abuse

In the event that a child discloses any form of abuse follow this procedure:

1. Report the suspected abuse or neglect directly to the child welfare service agency. This reporting is anonymous and confidential.

**Click the appropriate link below to locate the reporting numbers by state/province:**

United States: [Child Protective Services hotline \(CPS\)](#)

Ontario: [Child Aid Society hotline \(CAS\)](#)

British Columbia: [Provincial Centralized Screening \(PCS\) hotline](#)

2. Do not share any details about the potential abuse or neglect with anyone other than the reporting agency. This information is confidential and between the reporter and the intake operator.
3. After reporting to the hotline, complete the Incident Form located in the Chapter One Learning Center. The purpose of this form is to serve as a document that a report has been filed with the appropriate agency. No details shared by the child should be included on this form.

**For more information about reporting suspected abuse or neglect, please visit:**

United States: U.S. Department of Health & Human Services

Ontario: Ministry of Children, Community, and Social Services

British Columbia: Government of British Columbia, Protecting Children

After you have made your report, remember to fill out the Chapter One Incident form and email the form to: [childsafety@chapterone.org](mailto:childsafety@chapterone.org). No details shared by the child should be included on this form. The Incident form can be found in the Chapter One Learning Center under Child Safeguarding.