



In-person Orientation

Orientation is an important way to welcome new volunteers and help them begin on a solid footing. The goal of an orientation session is to introduce the volunteer to your program, the classes and services you offer, and the resources available to the volunteer. This can be done individually or within a group. Whichever way you choose, it's a time to make sure volunteers understand their position, supervisory roles, responsibilities, and other administrative or programmatic policies at your learning center.

To help volunteer coordinators and other literacy staff create an in-person orientation, the Volunteer Engagement Committee of LAN

created a checklist of topics to help you design the orientation for your specific program. Each site will have a unique orientation that reflects its culture and building aspects. The following process is designed for volunteers who have completed your interview and application process. In creating this guidance, we thought of this meeting as the next step after the application process.

The following items are listed in what we think might be a chronological order, however each orientation may have a different sequence of topics as well as additional topics than those listed here.



The Literacy Action Network Volunteer Engagement Committee is a collaborative of Adult Basic Education staff and volunteers that meet regularly to strengthen the role of volunteerism in the adult literacy field. For more information and guidance, please see our website, or contact the VEC Co-chairs Jessica Anderson or Matthew Miller

<http://literacyactionnetwork.org/committees/volunteer-engagement>

Send information to new volunteers before arrival, this could be an email or formal packet depending on your needs. Below are some questions to consider while assembling this material:

Do you have a map or written directions to help volunteers arrive comfortably?

Will volunteers need to present anything to enter the building? ID, a letter from the program, etc. How will you prepare volunteers for this step?

Will you have a health screening before entering? Does someone take a temperature, ask screening questions, or is there a sign-in?

Are there any materials you would like the volunteer to bring? Like a resume, or a health insurance card?

Have you asked if the volunteer will require any accommodations? Are you prepared to address those accommodations on the first day?

Schedule the volunteer's arrival and plan what areas to show or walk through. Below are some questions to consider in your plans:

Who will first greet the volunteer?

What areas of your site are essential for volunteers to know?

Who are essential staff for the volunteer to meet?

What are the emergency procedures, fire exits, shelter in place procedures, etc.?

Do you have limited room capacity your program maintains for safety? How will volunteers know this?

Do you have signs or symbols for students, staff and volunteers to address social distancing, directions to walk, or other norms in behavior? Is there personal protective equipment for volunteers? Where is it located and in what areas must it be worn?

Observing a class, which one and how will they be introduced to the class?

Demonstrate your program's hygiene and personal protective equipment process. Below are some questions to consider:

Is there a sanitation protocol in place, like hand washing?

What PPE will be provided and where is it located?

What is your sanitation protocol for space and what is the volunteer's role in sanitation?

Where are bathrooms, wudhu, or hand washing stations?

Policy on food at your site, are there shared food areas?

What are the water or drink procedures, i.e. bring your own water bottle, drinking fountains, coffee for volunteers?

Policies and documents to share with volunteers. Below are some suggested items to include in your policies and documents.

Schedule and calendar of important dates

Job description

How to schedule vacations

When not to volunteer, we recommend telling volunteers they don't need to justify their absences, this could be for illness, concerns about personal safety, or any reason. But we also recommend stating clear symptoms of physical health where volunteers should not be in public.

Temperature of ...

Showing these symptoms

Been exposed to someone

For how long?

Curriculum and resources available for volunteers

What is your volunteer use of technology policies?

What is your use of copy machines or other office equipment?

Schedule of upcoming trainings.

Process for checking out after volunteer shift, demonstrate for volunteer how they should leave the building. Below are some suggested items to include in the departure process:

Have a sign-out, with a contact number for reporting contact tracing

A sanitizing report, what steps has the volunteer done before exiting.

How to return materials after volunteering.

Reporting on student progress
