



Volunteer Orientation

Welcome...we're so glad you're here.

The West Jupiter Group Inc.'s Tutorial Center invites you to visit the Center to meet our staff and to observe them along with the volunteers as they interact with the children. Our Elementary Program begins at approximately 2:30, which is followed by our Youth Program, which begins at approximately 4:30.

Time Commitment

Once a volunteer has been matched with one or two students, it is expected that they will spend time together at least two to four times each month for a minimum of one school year. This will allow the match sufficient time to develop a relationship on a slow, gradual basis without unnecessary pressure or unrealistic expectations.

Consistency

It is important that the volunteer, parent, and child be consistent and dependable. This will help to develop trust in the relationship. It is essential not to break dates or make promises that will not be kept. The volunteer should keep in mind that many children have experienced disappointments in the past and often blame themselves.

Confidentiality and Respect

The basis of any friendship is trust. Therefore, it is important that the volunteer does not betray the child's confidence. The child's situation or problems should not be shared with others. Volunteers will never be left alone to work with a child and will always be in site of a staff member. The only exception to this rule is in the event that the volunteer has also consented to a complete background check by the FDLE (Florida Department of Law Enforcement) and has been cleared.

Open and honest communication is expected of everyone. There are to be no secrets kept between any of the parties. It is encouraged that confidences be shared between the volunteer and child in order to help work out problems. At no time, however, are activities, places, or new people to be kept secret from the Executive Director/Assistant Director. If anyone has problems or concerns, they should let one of them know.

Preferential Treatment

We appreciate the support that our volunteers provide but ask that no preferential treatment be given to one any child in our program. We understand that our volunteers may form a special bond with a child that they work with, but in an effort to avoid hurt feelings on the part of any child in our program, please do not bring gifts or rewards of any kind to any child. If you would like to do something special for the program as a whole, please speak with the Executive Director/Assistant Director.

Contact the Executive Director/Assistant Director.

If any problem occurs, please contact the Executive Director/Assistant Director to work it out at the beginning rather than wait until it is unmanageable. The Executive Director/Assistant Director are willing to assist by sharing input from the volunteer, parent, and child.

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Palm Beach County Literacy support groups and training sessions for volunteers are held throughout the year to address some of the concerns and issues faced by youth today. Volunteers are strongly encouraged to attend these meetings because they provide an excellent opportunity to meet other volunteers and share experiences.

Agency Activities

The agency plans several activities during the year such as a Thanksgiving Dinner in November, Holiday Shop-A-Thon in December and an Awards Ceremony in May. Volunteers are invited to attend and any help that they can provide is greatly appreciated.

Final Note

If at any time you have questions or concerns regarding these guidelines, please speak with the Executive Director/Assistant Director.

*Thank you so much for supporting our program.
We couldn't do it without you*

