

Volunteer Handbook



Table of Contents

- I. Welcome**
 - Letter from CEO
- II. About Sheltering Arms**
 - Mission
 - History
 - Sheltering Arms Facts & Figures
- III. Becoming a Volunteer**
 - Who Can Volunteer?
 - Roles and Requirements
 - Volunteer Opportunities
 - Sheltering Arms Events
- IV. Volunteer Groups**
- V. Individual Volunteers**
- VI. Classroom Conduct**
 - Do's and Don'ts
 - Helpful Hints
 - How to Read to Children
- VII. Volunteer Policies and Procedures**
 - Hours of Operations
 - Signing In & Out
 - Dress Code
 - Personal Belongings
 - No Smoking
 - Inclement Weather
 - Exit Procedure
 - Diversity
 - Georgia Mandated Reporter Law
 - Headstart Parent
 - Locations

Welcome

Dear Friends,

Welcome to Sheltering Arms. We are excited and honored that you have chosen to spend your valuable time with our children. Sheltering Arms is the state's oldest and largest not-for-profit early childhood education center. Established in 1888, we are still continuing the vision of our founding mothers: providing high-quality, early childhood education and resources to families who need it the most. You are carrying on the legacy of volunteerism that helped build our organization.

Early childhood education is a key component of ensuring that our children get the head start they need to achieve. Studies show that for every \$1 you invest in early childhood education, you save \$17 in future costs for public assistance, remedial education, and incarceration. This past school year, our 5 year olds on average achieved 97% of the school's kindergarten readiness requirements.

Every day volunteers like you are helping make a difference in our classrooms and centers. Volunteers serve as Reading Pals, Playtime Buddies or Teachers' Helpers. Civic, corporate and school groups can be found year-round participating in beautification projects. From the volunteers who founded Sheltering Arms, to "Gone With the Wind" author Margaret Mitchell, who volunteered on our library committee, to the many organizations and individuals who put in over 25,000 volunteer hours a year in our centers, we have always relied on volunteers to help us serve and support our children. On behalf of the 4,000 children we care for each year, thank you for your time and energy. We could not do it without you!

With gratitude,

A handwritten signature in black ink that reads "Blythe K Robinson". The signature is written in a cursive style with a large, looping initial "B".

Blythe Robinson,
President and CEO

About Sheltering Arms

Mission: Our mission is to serve working families with high quality, affordable child care and education and comprehensive support services, as well as to provide professional development for early childhood educators and community outreach.

History: Just 23 years after the end of the Civil War, Dorothy Arkwright and several of her friends established a sewing circle help mend the clothes of Atlanta's impoverished children. While delivering these clothes one day, the women found a young girl tied to a bedpost. The mother had resorted to this extreme measure to help keep her child safe while working long hours at a textile mill. Moved by this startling discovery, the women began to provide child care for the working poor and to conduct weekly meetings for the families. Our first center was located in an old railroad car.

Though much has changed since our humble beginnings in 1888, some things have remained constant. Working families still struggle to balance work and childcare, families still are faced with desperate choices, and today's child care system is still too fragile for the youngest members of society whose future depends on the solid foundation built from birth to age five.

Did You Know...

- ❖ We have 15 Centers in 6 metro Atlanta counties
- ❖ Our students are 6 weeks to 5 years old
- ❖ We are one of Atlanta's oldest nonprofits
- ❖ 90% of our children receive tuition assistance
- ❖ The annual cost of daycare for one child is \$15,000 a year
- ❖ 95% of our students meet or exceed their developmental milestones for their age
- ❖ We train nearly 6,000 early childhood and family support professionals here each year

Sheltering Arms Video: Click [here](#) to learn more about Sheltering Arms

Becoming a Volunteer

Who Can Volunteer? We welcome volunteers of all ages – 10 and up

- ❖ Children ages 10 to 15 under the supervision of a chaperone
 - One adult chaperone is needed for every:
 - Four children ages 10
 - Six children ages 11-13
 - Ten children ages 14-15
- ❖ Anyone over the age of 16 can come unaccompanied
- ❖ For the safety of our children, we **do not** do court ordered community service hours

Volunteer Job Description:

- ❖ Assist teachers and provide more individualized attention to children in order to:
 - Build-self-esteem
 - Extend learning
 - Encourage language development
- ❖ Be consistent with Sheltering Arms' mission, philosophies and values. We believe children learn through play, we respect parents as their child's first teacher, we help families by recognizing and building upon their strengths, and we value diversity.

Individual Volunteer Requirements:

- ❖ Completed Volunteer Application
- ❖ Completed Volunteer Orientation
- ❖ Negative TB Test
- ❖ Completed Criminal Records Check
- ❖ Exemptions:
 - Parents and grandparents of currently enrolled students who volunteer only in their child's classroom
 - Volunteers under the age of 17
 - Group volunteers visiting 4 times or less a year

Volunteer Opportunities:

❖ Individual Volunteer Opportunities

- Teachers Helpers
- Play Buddies
- Reading Pals
- Sheltering Arms Events
- Sharing a Special Talent/Skill
- Facilities Clean-Up
- Administrative Assistance

❖ Group Volunteer Opportunities

- Teachers Helpers
- Play Buddies
- Reading Pals
- Sheltering Arms Event
- Sharing Company Resources or Skills
- Facilities Clean-Up
- Book Drive
- Host an Event Benefiting Sheltering Arms
- Sponsor an Event

Sheltering Arms Events:

- ❖ Annual Cocktail Reception – *Fall*
- ❖ Community Cares - *December*
- ❖ Operation Storybook – *Spring*
- ❖ PNC Creativity Nights – *Fall & Spring*
- ❖ Center Events – *All Year Round*

Volunteer Groups

How Do I Get Started?

Step 1: Speak with a Volunteer Manager

Beth Zimmerman

Volunteer Manager

404-523-9865

bzimmerman@shelteringarmsforkids.com

Step 2: Complete Volunteer Application – click [here](#) for online application

Step 3: Placement

What Kinds of Activities Can We Do?

- ❖ Teachers Helpers
- ❖ Play Buddies
- ❖ Reading Pals
- ❖ Sheltering Arms Event
- ❖ Facilities Clean-Up
- ❖ Book Drive
- ❖ Host an Event Benefiting Sheltering Arms
- ❖ Sponsor an Event

Individual Volunteers

How Do I Get Started?

- ❖ **Step 1** – Schedule an Interview & Tour
Beth Zimmerman
Volunteer Manager
404-523-9865
bzimmerman@shelteringarmsforkids.com
- ❖ **Step 2** – Complete Volunteer Application – click [here](#) for online application
- ❖ **Step 3** - Get TB test taken and read to bring to Orientation
- ❖ **Step 4** - Orientation/Background Check/Forms
- ❖ **Step 5** – Placement

What Kind of Activities Can We Do?

- ❖ Teachers Helpers
- ❖ Play Buddies
- ❖ Reading Pals
- ❖ Sheltering Arms Events
- ❖ Sharing a Special Talent/Skill
- ❖ Facilities Clean-Up
- ❖ Administrative Assistance

Classroom Conduct

Do's:

- ❖ Wash your hands when entering the room
- ❖ Before taking a photo, please ask the teacher
- ❖ Make sure there is a teacher in the classroom with you at all times
- ❖ Engage and interact with children
- ❖ Have a great time!

Don'ts:

- ❖ Use cellphone for any other purpose than taking photos
- ❖ Bring latex balloons
- ❖ Feel the need to discipline. If you need help, after the help of a teacher
- ❖ Assist children with toileting or diapering

Helpful Hints:

- ❖ Use a quiet voice with children and adults
- ❖ Try to have your face at a child's level when talking to him/her Eye contact means a lot
- ❖ Interest a child in an activity by being interested yourself
- ❖ Don't force interactions
- ❖ Limit your conversation with the teacher or other adults during classroom time
- ❖ Let children try to do things for themselves. That's how they learn
- ❖ Be the cheerleader and the encourager. Say, "try it this way." Demonstrate a different way to accomplish a task
- ❖ Offer children choices and things they can do rather than things they can't. Say, "Walk inside" rather than "Don't run."

How to Read to Children: Click [here](#) for a video on read more effectively with children

Volunteer Policies and Procedures

Hours:

- ❖ Hours of Operation
- ❖ Sheltering Arms is open Monday-Friday, 6:30 AM-6:30 PM, year-round
- ❖ We are not open on weekends

Holidays:

- ❖ Sheltering Arms is closed for the following holidays and teacher workdays
- ❖ If a holiday falls on a Saturday, we will be closed the Friday before. If a holiday falls on a Sunday, we will be closed the Monday after.
 - New Year's Day
 - MLK, Jr. Day
 - Presidents' Day (Teacher Workday)
 - April Teacher Workday (TBD, scheduled in conjunction with public school spring breaks)
 - Memorial Day
 - July the Fourth
 - August Teacher Workday (TBD, scheduled in conjunction with public school openings)
 - Labor Day
 - Veterans' Day (Teacher Workday)
 - Thanksgiving Day
 - Friday after Thanksgiving
 - Christmas Eve
 - Christmas Day

Signing In & Out:

Dress Code: Comfortable clothes/ shoes appropriate for playing with kids and doing arts & crafts. Please no dangling earrings, long necklaces, revealing clothing or clothing with inappropriate slogans or pictures.

Personal Belongings: You are responsible for your personal belongings. Each room has a closet that can be locked. Personal items can be kept their while volunteering.

No Smoking: All Sheltering Arms centers are smoke-free, drug-free workplaces. No smoking is allowed on the premises.

Inclement Weather: Our centers are closed for inclement weather if the public school system in their community is closed. For closing announcements please check WSB or WXIA-TV news or the Sheltering Arms Facebook page

Grievances:

- ❖ Any volunteer who has a complaint concerning the application or interpretation of any volunteer personnel policy should discuss the matter with his/her immediate supervisor
- ❖ If the volunteer and the immediate supervisor cannot reach a mutually satisfactory solution to the grievance, it may be reviewed by the center director and/or senior leadership of Sheltering Arms

Exit Procedure:

- ❖ Please give your Center Director as much time as possible
- ❖ A violation of Sheltering Arms Policies and Procedures may result in disciplinary action ranging from a verbal warning to termination
- ❖ Serious violations may result in termination without prior warning.

Diversity:

- ❖ Sheltering Arms is a culturally diverse organization, so please be respectful of people who may be a different race, age or religion than you.

Headstart Parents:

Georgia Mandated Reporter Law:

- ❖ What is a mandated reporter?
 - Under Georgia law, child service organization personnel, both employees or volunteers, are designated as mandated reporters of child abuse or neglect
- ❖ Please click [here](#) to watch a required mandated reporter video
- ❖ Please click [here](#) to view additional required materials

Locations: (click [here](#) for a map of our location)

Atlanta

- ❖ **Sheltering Arms Dorothy Arkwright Center**
 - *Maximum Group Size:* 12
 - *Address:*
1192 Arkwright Place
Atlanta, GA 30317
Phone: 404-527-7490

- ❖ **Early Learning & Literacy Resource Center**
 - *Maximum Group Size:* 26
 - *Address:*
404 Fulton Street, SE
Atlanta, GA 30312
Phone: 404-582-9100

- ❖ **Sheltering Arms East Lake Center**
 - *Maximum Group Size:* 20
 - *Address:*
350 East Lake Boulevard
Atlanta, GA 30317
Phone: 404-373-6430

- ❖ **Sheltering Arms Model Teaching Center (Downtown)**
 - *Maximum Group Size:* 20
 - *Address:*
385 Centennial Olympic Park Drive
Atlanta, GA 30313
Phone: 404-523-2767

Chamblee

- ❖ **Sheltering Arms International Village Center**
 - *Maximum Group Size:* 20

- *Address:*
3375 Chamblee Dunwoody Road
Chamblee, GA 30341
Phone: 770-454-6220

College Park

❖ Sheltering Arms Stonewall Tell Center

- *Maximum Group Size: 32*
- *Address:*
5020 Stonewall Tell Road at Camp Drive
College Park, GA 30349
Phone: 770-774-2110

❖ Sheltering Arms Welcome All Center

- *Maximum Group Size: 32*
- *Address:*
4365 Welcome All Road
College Park, GA 30349
Phone: 404-209-1897

Douglasville

❖ Sheltering Arms Longview Center

- *Maximum Group Size: 18*
3833 Longview Drive
Douglasville, GA 30135
Phone: 770-949-3717

East Point

❖ Sheltering Arms East Point Center

- *Maximum Group Size: 32*
- *Address:*
2257 Mulberry Street
East Point, GA 30344
Phone: 404-767-4718.

Lawrenceville

❖ Sheltering Arms Lillian Webb Center

- *Maximum Group Size: 14*
- *Address:*
405 North Perry Street
Lawrenceville, GA 30045

Phone: 770-682-8025

❖ **Sheltering Arms David Buford Drive Center**

- *Maximum Group Size: 16*
- *Address:*
1470 Buford Drive
Lawrenceville, GA 30043
Phone: 678-376-7479

Marietta

❖ **Sheltering Arms Cobb Center**

- *Maximum Group Size: 12*
- *Address:*
1585 Roberta Drive
Marietta, GA 30008
Phone: 770-427-1926

❖ **Sheltering Arms at the Mansour Center**

- *Maximum Group Size: 14*
- *Address:*
995 Roswell Street, Suite 400
Marietta, GA 30060
Phone: 770-590-4700

Norcross

❖ **Sheltering Arms Norcross Center**

- ❖ *Maximum Group Size: 14*
- ❖ *Address:*
5360 Old Norcross Road
Norcross, GA 30071
Phone: 770-263-6595

Union City

❖ **Sheltering Arms Oakley Township Center**

- ❖ *Maximum Group Size: 32*
- ❖ *Address:*
7210 Oakley Terrace
Union City, GA 30291
Phone: 770-964-0578