



## Volunteer Protocol

This protocol is to help you understand what to expect and how to act, so that you will have a positive experience. Your positive interactions with the students will also boost their confidence and experience at ScenicView Academy. By adhering to the guidelines of this document, you, the students, and the staff will have a smooth and fun experience. Thank you so much for sacrificing your time and energy to volunteer with us. We really appreciate it!

1. You will not abuse our students in any way, including physically, verbally, sexually, or mentally.
2. You will be required to keep all information of students confidential. Please don't share their names or photographs or any stories revealing their identities to anyone. We ask that you keep any private information confidential and to report it to a recreation therapy staff or other available staff if you hear anything that you feel is too personal and should be addressed with the student. **As part of confidentiality, we ask that you do not take any photographs or videos of our students unless you have each of them sign a photo/video release and consent form.**
3. Attire. Please dress comfortably for your volunteer experience. You might be required to move about, depending on the class that you will be volunteering in. Please be aware of the classes you will be involved in and to dress accordingly. In addition, please do not wear skirts to Why Try lab on Friday afternoons. No clothes with obvious holes, tears, or anything especially low cut or tight. Ladies, be careful of leggings. They are very tight. If you are to wear leggings, we ask that you wear an extra-long shirt/mini dress at the very least. BYU Honor Code applies.
4. Your classroom paperwork for volunteering can only be signed by a recreation therapy staff.
5. Please be consistent. We will expect you to come on the days you say you will come. We will notice when you don't show up. If you cannot volunteer on your usual designated day, then please e-mail or text the recreation therapy staff at least a day ahead. Please state your name, as we do not have your numbers saved in our phones.
6. You must sign in and out at the front office. That way, it helps us keep track of who is coming and for how long and it also helps you keep track, if you need it.
7. If you are coming during lunch time (12-1), please bring your own lunch. Otherwise, you may purchase a meal card for \$6.00 at the front desk. Although this is not a requirement, it is awkward to watch others eat.
8. If you will be coming in non-business hours, you must get it approved by Elein Sutherland first. You must have a prepared activity to do with the students and a general amount of time you will be staying. Since we only have one staff working with the student population after hours, we must let the staff know before volunteers come to avoid trespassers or other issues.
9. When you are attending a class, please be a mentor to our students. If there are an abundance of volunteers in a given class, you may be a mentor to a specific student. Encourage them to participate in class. Participate in class as you see fit – asking questions, commenting, etc.
10. As a regular volunteer, you will be viewed as staff. So, you are not allowed to give out your phone number, e-mail, Facebook, etc. to any of our students during your time as a volunteer. If a student asks for any of the above while volunteering, you should politely decline. Even after you are finished with your volunteer work, we recommend and encourage you to not give out your personal information, nor ask for our students' information.
11. As a general rule, please don't be sarcastic. Most of them take things literally, so sarcasm doesn't come across right.

12. Don't use your baby voice. They're adults and should be treated as such. The best policy is to match the student. If they're more enthusiastic, then be enthusiastic. If they're more chill and relaxed, then be more relaxed. That way, you won't seem condescending or rude for those who have poor perception skills. All in all, treat all students with respect.
13. As a general rule, please don't touch the students. The wrong messages may be sent to the students if you touch them. i.e. "They're being mean," "they're interested in me," etc. Once you get to know the students and they are appropriate and comfortable with touch, then you can go ahead with appropriate touch like: high-fives, fist bumps, pat on the shoulder, etc.
14. Please let the students know if they are making you feel uncomfortable. We seek to improve their social skills here and you are a big part of that process. Gently correct them when they are socially inappropriate – and do it discretely.
15. Never be alone with a student, especially one of the opposite gender. If there is staff or other students present in the general area or if it's in a public space where all can see you, then it is permissible. Otherwise, please be aware of your surroundings and be sure to spend time in small groups.
16. Please keep your devices off and/or out of sight. You are here to socialize with students, not to play on your phone.
17. Smoking and drinking are not allowed on facility grounds. In addition, please do not partake any of these substances before your volunteer experiences or you will be asked to leave.
18. Bottom line – please communicate with the Recreation Therapy staff.

As a volunteer at ScenicView Academy, I have read and understand the rules and regulations I am to adhere to at all times. I understand that ScenicView Academy has the right to dismiss any volunteer at their discretion for any reason.

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_

Sign Name: \_\_\_\_\_

Date: \_\_\_\_\_