School on Wheels General Procedures

Commitment

- **Be consistent in your tutoring sessions.** Providing the students we tutor with consistency and structure will help them focus on their education.
- **Use the School on Wheels Programs provided on the Volunteer Resources page of our website:** Academic, BUS, Digital Learning and Summer Program.
- **Attend the mandatory Advanced Tutor Training 2-3 months after you begin tutoring.** This training is intended to help strengthen tutoring skills to better serve our students.

Communication

- **Notify your student’s parent/legal guardian or location staff if you will be late or miss a session.** If you cannot reach either party, call your regional coordinator. You must report any permanent schedule changes to your coordinator.
- **Wear your School on Wheels badge and give your student/family your contact information.** Your badge helps identify you as a volunteer to staff and families.
- **Connect with your regional coordinator on a regular basis, at least once per month.** Make sure to follow up with your regional coordinator when he/she reaches out to you. If your student moves into permanent housing, let your coordinator know. Alternate tutoring locations must also be pre-approved by your regional coordinator.

Respect

- **Learn your location’s rules and regulations and follow them at all times.** Your coordinator will orient you and answer any questions you may have.
- **Limit gift giving to special occasions and always get parent/guardian approval.**
- **Be sensitive and respectful of differences.** This may be the first time you have been in a homeless shelter, worked with a homeless child, or interacted with a particular culture. Accept the differences. Cultural diversity, life experiences and situations combine to create your student’s point of view.
School on Wheels Mandatory Safety Policies

1. Work with your student(s) only in a public area and within view and earshot of at least one other tutor, parent or a designated staff member at your location.

2. Establish healthy boundaries and exhibit professional behavior, including refraining from physical contact or inappropriate language with your student.

3. Ensure the confidentiality of students, their families, and all other families at the location(s) where you volunteer.

4. Immediately report any information that would suggest child abuse occurring at this time in your student’s life.

5. Strictly follow the School on Wheels Field Trip Procedures if you would like to participate in an activity with your student outside of the regular tutoring session.

6. Record the details of your tutoring sessions via the School on Wheels online database.

Failure to comply with our procedures or safety policies may lead to termination from our program.