

## **DSCBA Volunteer Guidelines and Expectations**

The Down Syndrome Connection (DSCBA) relies on volunteer participation. Your participation is meaningful, valuable, and ultimately your participation makes our programs and events more successful. If you have committed to volunteering, we are relying on you and we have a specific role designated just for you, please be cognizant of this and if you are not able to attend your agreed upon volunteer commitment, PLEASE let the DSCBA Volunteer Manager and/or DSCBA Program Manager know as soon as possible. If there's anything we can do to increase the ease or pleasure in your volunteering, please don't hesitate to let us know.

### **DSCBA Volunteer Expectations:**

- Plan to arrive 15 minutes prior to class/event start time, to ensure you are prepared with any information needed to help you and DSCBA participants have the best experience.
- Photos may only be taken with prior consent of DSCBA staff and all photos are intended for DSCBA use.
- Casual, comfortable clothing is best. Jeans, comfortable pants or shorts are ok, but do not wear short-shorts. Polo shirts, T-shirts, sweaters, sweatshirts are ok (without offensive language, or inappropriate images). Do not wear revealing or tight-fitting clothing, no tank tops, or low-cut shirts. Do not wear perfumes, or colognes.
- PHONES are to be on silent and put away for the duration class/event.
- Engaging and participate - you are a role model for our participants. Example: if we are dancing, please dance with us, it's fun!
- Inform DSCBA Staff of any safety issues or concerns, behavioral issues, or injuries.
- DSCBA staff members are the ones who will communicate any issues or concerns with Parents/Guardians.
- Always use a BUDDY SYSTEM (2 volunteers: 1 participant) when escorting participants.
- DSCBA staff members are available for participant toileting needs. Do not enter restroom with participants.
- Do not give out your cell/home phone number, email, or social media info to participants, if you are under 18.
- Volunteer visitors (friends, or family) requires pre-approval of DSCBA Volunteer Manager or Program Manager.

### **Helpful Guidelines and Tips for New Volunteers:**

- Remember Person first language; a person with Down syndrome, not a Down syndrome person.
- Be patient, allow time for participants to process questions and to respond (wait 10 seconds after asking question).
- Allow participants to answer questions themselves, there is no need to answer for participants.
- Give clear and simple directions.
- Side conversations are distracting and disruptive. Please refrain from having side conversations.
- Treat participants as you would your peers. For example, if someone makes you uncomfortable (ie: standing too close, or saying something inappropriate) say something - remember you are a role model, it's ok to role model appropriate responses and social skills.
- If you have questions, feel unsure of something, or have concerns, stay after class/event to discuss with the facilitator, or make arrangements to talk with them sometime before the next class/event. These are often wonderful learning opportunities which lead to you feeling more informed and confident!