Our mission is to promote school readiness for children and self-sufficiency for families in need through quality comprehensive services and community partnerships.

Our Vision:

Transforming society by building greater communities, strengthening families, and preparing children to succeed in school.
Welcome to the Mountainland Head Start, Inc. volunteer program. We very much appreciate your desire to serve your children and/or the children in your community. The Mountainland Head Start, Inc. program in Juab, Wasatch, and Utah Counties provides early childhood education to 815 low-income children and children with disabilities.

Our purpose is to promote the school readiness of low-income children by enhancing their cognitive, social, and emotional development through the provision of health, educational, nutritional, social, family, and other services that are determined, based on child and family needs assessments. Your volunteer service is important to our system because it allows our work to be a community effort. In addition, a percentage of the grant funding we received must be matched and volunteer hours go towards that match. During the 2014-15 school year, volunteers donated more than 50,000 service hours.

If you ever need anything, our offices are open Monday – Friday, 8 am to 5 pm. Classrooms are open Monday – Thursday. Another good thing to remember is that we are closed on all major holidays and we observe a Fall and Spring break.

Please, be attentive in tracking your hours as this helps us match a large portion of grant funding we receive. Please see the form below to help know how to track your hours. There is also a HelpCounter tutorial handout available.

<table>
<thead>
<tr>
<th>Class</th>
<th>Office</th>
<th>Volunteering at Home</th>
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<tbody>
<tr>
<td>Parent Volunteers</td>
<td>HelpCounter</td>
<td>School-to-home Practice form</td>
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<tr>
<td>Community Volunteers or Interns</td>
<td>In-kind form</td>
<td>HelpCounter</td>
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<tr>
<td>BYU Head Start Volunteers</td>
<td>HelpCounter</td>
<td>HelpCounter</td>
</tr>
<tr>
<td>Other Volunteers or Community Partners</td>
<td>In-kind form</td>
<td>In-kind form</td>
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</tbody>
</table>

All volunteers must complete an intake form prior to volunteering in any of our facilities (not including parent volunteers). The link is on our website under the volunteer page. Regular volunteers, those donating eight or more hours a week for four or more consecutive weeks, must also complete an orientation, background check, and TB screening.
Volunteer Reminders

Please Be Aware

- This is a non-paid volunteer agreement between you and Mountainland Head Start, Inc.
- Volunteers are not reimbursed for mileage or any expenses incurred while interning with Mountainland Head Start, Inc.
- Volunteers are not allowed to be alone with any staff.
- Volunteers should report any injuries immediately to a staff member.
- If you receive a call while volunteering, we ask that you please step out so as not to interrupt instruction.
- Our centers are “no-nut” zones due to the prevalence of nut allergies among our children. Please help us keep our centers nut-free by leaving foods containing nuts at home.
- We prepare enough food to serve three adults per classroom per meal. If prior arrangements are made with staff members, you may be able to participate in meal service with us in order to initiate family-style meal service and model appropriate serving sizes to the children.
- We invite you to make recommendations for our lunch menu but please keep in mind that lunch is created by our nutrition team and must meet federal regulations. There are no exceptions unless medically necessary.
- At MHS, we utilize the Child and Adult Care Food Program to plan and prepare colorful, nutrient-dense foods to meet the nutritional needs of our children. If you would like to contribute to our menu development, you may fill out an Innovate Meals Survey online at www.mountainlandheadstart.org. Your ideas are submitted to the Nutrition Services Coordinator and are utilized when changes to the menu are made.

Volunteer Expectations

These expectations are intended to help volunteers understand and adhere to acceptable practices in the classroom.

1. If you are not sure what to do, please ask the teacher.
2. Please use positive guidance with children at all times. For positive guidance guidelines, see the attached handout.
3. Respect the training and expertise of the classroom staff, whose responsibility it is to teach the children. This is your opportunity to support the everyday activities of the classroom. In order to foster an optimal learning environment, all adults (staff and volunteers) are expected to maintain a positive, supportive relationship with one another.
4. **Never** allow yourself to be alone with a child either in the classroom or out of visual range of a teacher on the playground or in the restroom.
5. For your protection, and to help children understand the appropriate boundaries they should maintain with strangers, do not permit children to climb on you or sit on your lap. When interacting closely with children, have them sit **beside** you.
6. Focus your attention on multiple children and activities. Visually scan the room frequently – if you see children playing alone, try to help them interact with other children.
7. Please remember that this is a professional environment and you will be expected to conduct yourself in a professional manner while here so as not to interfere with the children’s education.

8. Refrain from taking video footage or photos of the children without permission from the teacher.

9. Parents are generally welcome to volunteer in the classroom and participate in Head Start activities. In instances where custody is an issue, MHS staff are not responsible to determine/enforce which parent can participate and when. All such issues must be resolved among parents outside of the classroom.

10. Teachers reserve the right to suggest reassignment to more appropriate volunteer experiences, or ask you to no longer volunteer in their classroom, if needed.

By signing on the form page, I acknowledge that I have read, understand, and will comply with these expectations and understand that Mountainland Head Start Inc. reserves the right to deny me the opportunity to volunteer should I not abide by these expectations, agency policies and other regulatory requirements.

Standards of Conduct Agreement

As indicated by Head Start Program Performance Standard 1304.52 (i) (1) (i, ii, iii, iv), it is expected that Policy Council, Board members, volunteers, and consultants will conduct themselves in accordance with high standards of work performance and professional conduct. Observing standards of conduct allows Policy Council, Board members, consultants, and volunteers to work together harmoniously and enables Mountainland Head Start, Inc. (MHS) to maintain efficient operations.

As a Policy Council, Board member, volunteer, or consultant of MHS, I agree to abide by the program’s standards of conduct as outlined in the Head Start Performance Standards and MHS’s policies and procedures including but not limited to:

- No child shall be left alone or unsupervised at any time.
- Use positive methods of child guidance which do not engage in corporal punishment, emotional or physical abuse, humiliation, isolation or the use of food as punishment or reward or the denial of basic needs or engage in any other behavior deemed inappropriate by staff.
- Respect and promote the unique identity of each child and family and refrain from stereotyping on the basis of gender, race, ethnicity, culture, religion, age or disability.
- Follow the program confidentiality policy concerning information about children, families, and staff members. Family files, personnel records, financial information, and other related information is considered confidential. Protection of this information is expected by safeguarding it when in use, filing it properly when not in use, and discussing it only with those who have a legitimate need to know.
- Not solicit or accept gratuities, favors, or anything of significant monetary value (over $25) for personal use or enrichment from contractors/vendors or potential contractors/vendors who have been awarded contracts or provide services or materials for MHS.
• Refrain from engaging in any activity, practice or conduct which conflicts with, or appears to conflict with the interests of the program and disclose all real or apparent conflicts of interest (financial, business or personal) if they exist.
• Conform to section 642 (c)(1)(C) of the 2007 Improving Head Start for School Readiness Act, which stipulates that Board members (include Policy Council members at MHS) not be employed by, nor immediate family members be employed by MHS.
• If approached by members of the news media requesting information regarding MHS operations, refer requests to the Executive Director.

I understand the above list is not all-inclusive and that any act contrary to prudent conduct on MHS’s premises is prohibited. I understand the following penalties for violations of any of the above Standards of Conduct.

• Volunteer – A volunteer who violates any of the above Standards of Conduct will be sent home immediately and will not be allowed to volunteer for the program.
• Policy Council or Board Member – Violation of Standards of Conduct are delineated in the governing body by-laws.
• Consultant – A consultant who violates any of the above Standards of Conduct will have their contract/agreement annulled and will not be used in any capacity.
Signature Form

In order to show that you have read and understand the information in the packets, please, print off this page and put your initials next to each area and sign below. Then, give this page to the Volunteer Coordinator, Cindy Jenkins, or to your supervisor. Thank you, for reading the packet thoroughly. Please, keep the rest of the packet for your continual review.

<table>
<thead>
<tr>
<th>Name of Form</th>
<th>Initials</th>
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<tbody>
<tr>
<td>Positive Guidance Techniques (see handout)</td>
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<tr>
<td>Volunteer Expectations</td>
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<tr>
<td>Confidentiality Agreement (see page 4, bullet 4)</td>
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<tr>
<td>Standards of Conduct</td>
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</tbody>
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By signing below, I acknowledge that I have read, understand, and will comply with volunteer expectations, standards of conduct and positive guidance techniques when working with children.

____________________________________________________
Printed Name

____________________________________________________      ______________________________
Signature                                                     Date

____________________________________________________
Phone Number

I am an (a):

☐ Volunteer
☐ Policy Council or Board Member
☐ Consultant