**Instructions for Student Volunteers at OSB**

Assistance League is seeking a positive experience for both parents & children:

1. Greet everyone with a positive attitude

“Thank you for coming to Operation School Bell!”

***“¡Gracias por asistir a Operation School Bell!”***

“Would you like some help?” “How can I help you?”

***“¿Le ayudo en algo?” “¿En qué puedo servirle?”***

1. Treat everyone with RESPECT and KINDNESS

Do not speak with other volunteers about families in a negative way. We are there to assist them, not judge.

ALO Policy Rules of Interaction with Families

1. A volunteer may not touch the child without parent permission. This is extremely important to remember.
   1. If a child needs to check their clothing to see what size they are currently wearing, a parent must do this. A reminder, that since clothing may not be returned, students should try on items.
   2. Volunteers may not go into dressing rooms to help children.
   3. Ask the parent before assisting with pre-school children (i.e. walking hand-in-hand from one location to another).
   4. Any concerns about inappropriate behavior should be directed to an ALO member; do not “police” children.
2. Be polite and friendly.
3. Explain to other shoppers who not part of OSB what our purpose and activities are about.

Responsibilities of Student Volunteers

Translators: Assist ALO member in explaining the shopping guidelines for parents. Once comfortable with the explanation, a student may translate on their own, being certain to include all points. A translator may also assist the family during their shopping or be requested to work as a general Shopping Assistant.

Shopping Assistants: Help families find preferred clothing, styles of clothing and sizes. Assist in keeping the display tables neat and organized.

1. Report to JC Penneys as scheduled. An ALO member near the registration tables on the second floor, parking garage entry door, will direct you to the assembly room for volunteers.
2. Sign-in as required and receive instructions on expectations and responsibilities.
3. Report to assigned location. An ALO member will accompany you and introduce you to adult volunteers you will be working with.
4. Remember that we are all there to assist families; personal interests, such as shopping, use of electronic devices, etc. is not our purpose.
5. Before leaving the store, report back to assembly room, return any materials, and sign-out.
6. Be certain to have any required proof of volunteer service hours signed by an ALO member in the assembly room before leaving.