



# **Literacy Volunteers of East Bay**

*Improving Lives and Communities through Adult Literacy*

## **TUTOR INFORMATION PACKET**

### **LVEB—North, Main Office**

17 Croade Street  
*(behind the George Hail Free Library)*  
Warren, RI 02885  
401-247-2177

### **LVEB—South, Newport Office**

20 Dr. Marcus F. Wheatland Blvd.  
*(in the Dr. Martin Luther King Community Center)*  
Newport, RI 02840  
401-619-3779

[literacy@lveb.org](mailto:literacy@lveb.org)  
[www.lveb.org](http://www.lveb.org)

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# Literacy Volunteers of East Bay

## Fact Sheet

### Our Mission

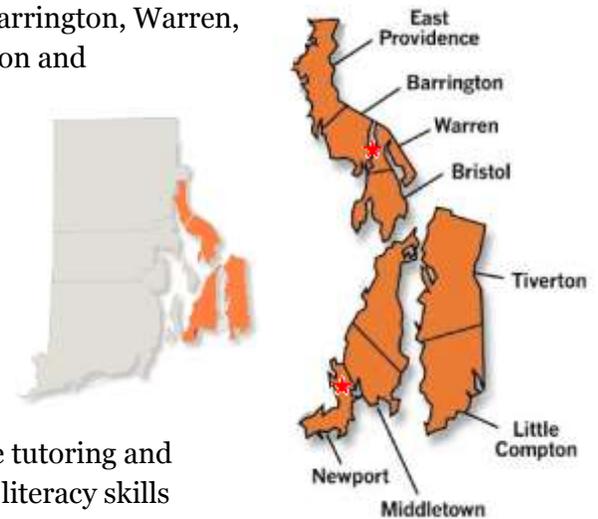
We believe that the ability to read is critical to personal growth, individual freedom and the maintenance of a democratic society. As such, our goal is to ensure that every resident in the East Bay, who wants to, can read. **Our mission is to provide free and confidential instruction to any local, low-literate adult who needs our services to reach their personal, educational and employment goals.**

### Service Area Served and Offices

LVEB serves the East Bay communities of East Providence, Barrington, Warren, and Bristol, Portsmouth, Middletown, Newport, Little Compton and Tiverton. We have two offices★:

**LVEB—North (Main)** is located at 17 Croade Street in Warren, RI (behind the George Hail Library).

**LVEB—South** is located at 20 Dr. Marcus F. Wheatland Blvd. in Newport, RI (in the Dr. Martin Luther King, Jr. Community Center).



### LVEB Program

**Literacy Volunteers of East Bay** provides free one-to-one tutoring and small group classes to adults who wish to improve their basic literacy skills (reading, writing, spelling, basic computer skills, and math) and English.

Students receive individualized instruction that is learner-centered and goal driven. Tutoring is done by volunteer tutors who complete a 12-hour, adult literacy training. Tutors meet with LVEB students at least once a week for two hours primarily in public libraries or at the Newport or Warren office. We also offer leveled ELL (English language learner) classes that meet throughout our service area. We arrange classes in response to need and volunteer availability.

We accept volunteers and students without discrimination on the basis of gender, age, national origin, cultural affiliation, disability, political beliefs, religion, and marital or familial status.

Literacy Volunteers of East Bay conducts background checks only on the volunteers working in the Dr. Martin Luther King Community Center in Newport. We do not conduct background checks on students. All participants, tutors or students, must be over 18.

All tutors who work for Literacy Volunteers of East Bay are unpaid volunteers. We have a board of directors who govern the agency, about 120 students and 100 volunteer tutors. We also have several dedicated non-tutor volunteers for office staff, student intake and assessment, and a variety of other important tasks.

## LVEB Students

LVEB students join our program for a variety of reasons, but all share the goal of improving spoken or written communication skills in English. With these new skills students will be able to

- understand what others are saying to them
- speak and be understood by others
- read and understand the written word
- achieve personal goals



All students have different goals which direct their study. Most of our students want to improve their literacy skills so that they can better support their children's education; get, keep, or improve a job; gain the skills necessary to enter GED or post-secondary programs; or to get educational support while enrolled in these programs. LVEB specifically targets East Bay residents who 1) have less than a 12th grade education in US or non-US, 2) are currently enrolled in GED or job skills training and need additional academic support; 3) speak English less than very well, 4) are parents lacking English proficiency with school-aged children in East Bay school districts, and 5) individuals in the East Bay who are most in need of literacy services, including individuals who are low-income or have minimal literacy skills.

Upon entry into the program students' reading and math skills are measured by assessment and tracked every 50-70 hours of instruction, upon exit of program, or at the end of our program year in June (whichever comes first).

## LVEB Tutors

Tutors receive a minimum of 12 hours of training prior to working with students. Training is conducted by professionals with expertise in Adult Literacy and ELL instruction. Tutors are matched with students based on interests, skills, location preferences and availability. Tutors keep an informal record (and/or samples) of students' work to assist LVEB and tutor in monitoring progress and to determine any changes that may be needed to assist the student.

Students are assessed by our Literacy Coordinators upon entry into the program and at least once during the year (July-June). Tutors are informed about their student's progress. Tutors get ongoing support from the Literacy Coordinators—especially in the quarterly meetings that they hold with students and tutor. They address any issues that come up, make sure that the student's goals have not changed, talk about any challenges, and get suggestions for new activities and resources.

## Student and Tutor Support

We actively support both students and tutors. The purpose of this support is to increase the student's ability to learn as quickly as he/she would like to learn and to make the tutor's work easier and more satisfying. The following support services are available:

### Professional Development

- **In-service trainings:** two to four times yearly we offer training on various topics that may assist tutors (samples: phonics instruction, teaching with newspapers, teaching non-English speakers, etc.). Tutors are asked to come to at least one of these each year.
- **Webinars:** internationally recognized ProLiteracy offers a wide range of topics geared specifically for tutors of adults.
- **Regional conferences:** we often have scholarships for students and tutors to attend these conferences.

### LVEB Staff Support

- The office is staffed by several part-time and volunteer people, including a Director, and two Literacy Coordinators.

### Newsletter

- LVEB publishes an electronic newsletter with news, updates, and resources for students and tutors. Included are details about upcoming events, in-services, new materials, resources, social events (annual meeting, volunteer appreciation events, and holiday parties). This comes several times a year.
- Tutors and students are asked to submit letters and articles about their experiences and success stories!

### Resource Library

- The LVEB Office lends resource materials, including a wide variety of books, sight word cards, training videos and other materials, for three months.
- Each of the eleven public libraries in the East Bay maintains a literacy collection; tutors can check their materials out or request them through inter-library loan.

### Other volunteer opportunities

- We **strongly encourage** both tutors and students to participate in our Student Leadership group. They plan cultural events and educational opportunities pertinent to learning.
- Volunteers might also consider serving on a committee or the **Board of Directors**. We meet monthly and welcome stakeholder involvement.

## Tutor Responsibilities

1. Read and become familiar with the policies and procedures for Tutor Qualification as well as the Disclosure, Confidentiality, Termination and Safety Policies and Procedures (following pages).
2. Tutor one or more adult students at least 2 hours per week.
3. Report your hours by the 10<sup>th</sup> of each month. **This is absolutely critical.**
  - 1) **Go to Website:** <http://lveb.org/tutors.htm>
  - 2) In the “Forms and Reports” section, click on the link **Monthly Hours Report**
  - 3) Fill in form and hit submit.
    - *Put in your name, and your student’s*
    - *Choose the correct year and month*
    - *Enter the hours in increments of fifteen minutes; please use decimals, not fractions or words. (e.g. 45 minutes = .75)*
    - *If you want a copy of this report, you have to print BEFORE you hit submit.*
4. Make a commitment for a minimum of **100 hours**.
5. **Keep a regular schedule** for tutoring.
6. **If your student misses even one time without notification**, please contact the Literacy Coordinator you work with. Students are told that if they miss three sessions without calling the tutor, they will lose their spot to another student. We will be flexible about this policy if the tutor wishes to give more chances, but we need to know about the situation, so please keep the office aware of any attendance problems.
7. Please note that students are welcome to return to the program. Studies show that most students enter, leave and re-enter educational programs numerous times, and we want to encourage them to return.
8. **Maintain records on tutoring to include the following:**
  - Total number of hours spent monthly. We seek data on time spent 1) tutoring, 2) preparing, and 3) traveling.
  - Tutoring time and location, as well as a short record of what was done in session (log)
  - Student goals, learning plan and progress toward goals
  - Lesson plans and other portfolio items, including student accomplishments
9. **Cooperate with Director to arrange for re-testing of students** when student has met for 50-70 hours, when student is ready to leave program, or at the end of the program year (spring), whichever comes first.
10. **Promptly report any changes in status or contact information about you or your student.** Jot a quick email or leave a message at the Literacy Volunteer office.

## **11. Attend at least one in-service training**

You are welcome to attend any of the in-services offered throughout the year. You can also satisfy this requirement coming to a new tutor training session or attend any adult education workshop or conference. Ongoing training also allows tutors to increase their tutoring ability and share expertise with other tutors.

## **12. Notify office with any concerns.**

If, for any reason, there is any type of incompatibility between the tutor and the student, please report your concerns to the office as soon as possible. We will work to resolve the issue and/or reassign the student.



## Tutor Qualifications

1. Be at least 18 years of age.
2. Be able to speak and understand English at a native or near-native level.
3. Accept the LVEB policy of non-discrimination: LVEB does not discriminate on the basis of gender, age, race, color, religion, national origin, disability, political belief, or marital or family status.
4. Have a post-secondary degree.
5. Demonstrate the desire to tutor by participating in and satisfactorily completing the tutor training workshop.
6. Demonstrate behavior appropriate to working one-to-one with a student, namely:
  - be sensitive and respectful towards others
  - use appropriate language and moderate tone of voice
  - practice good personal hygiene
  - never use threatening or harassing behavior, be under the influence of alcohol or illegal drugs, or carry a weapon while tutoring



### Disclosure Policy

LVEB relies on volunteers to provide free, one-to-one literacy tutoring to adults. In recognition of the need for a tutor to know the background and experiences of a student, the **student is asked to sign a release as part of the intake process indicating that he/she knows that any information offered during the intake process will be shared with his/her tutor.**

**LVEB does not conduct investigations or background checks concerning any criminal activities or the character of students and tutors.** The organization reserves the right to disclose information, which may have an impact on the health or safety of a student or tutor, to either party of a match.

(Approved by BOD, 28 March 2006)

### Confidentiality Policy

All student records (intake, testing, etc.) will be kept confidential:

- Paper records will be kept under lock and key in the Director's office. Computer records will be kept on a password-protected computer in the Director's office.
- Student information will not be released to and/or obtained from any party without a signed *Authorization to Obtain / Release Confidential Information* form. The *Authorization to Obtain / Release Confidential Information* form is provided as part of the intake process, but the form can be revised by the student at any time.

(Approved by BOD, 28 March 2006)

## **Termination Policy Regarding Reporting of Hours**

In the case that there is no reporting of hours by the tutor for more than a period of 2 quarters, despite repeated attempts of contact by this office, the tutor will be notified that they have been put on inactive status and that the student may be matched with another tutor at the discretion of the Director.

If the tutor contacts the office within 30 days, the tutor will be given a three-month probationary period to fulfill their tutor obligations and get back on active status.

(Approved by BOD, 28 March 2006)

## **Safety Policy for Tutors and Students**

**It is the policy of LVEB that tutor and student meet in a public place for their tutoring sessions.** All East Bay libraries provide space for tutoring; alternate space may be available in area churches and community centers. A tutor or student who disregards this policy shall assume the risk and will hold LVEB harmless for any foreseeable or unforeseeable consequences resulting from a failure to follow these recommendations.

(Approved by BOD, 28 March 2006)

## **Sexual Harassment Policy for Tutors and Students**

Sexual harassment is a conduct that is sexual in nature (verbal, physical, or visual) and considered offensive by the person being harassed. Harassment may include, but is not limited to, offensive sexual advances, verbal abuse of a sexual nature, sexually suggestive displays or pictures in the work environment.

**Every volunteer and student of LVEB has the right to a safe and harassment-free environment.**

If anyone functioning under the auspices of LVEB believes she/he is being sexually harassed by another person functioning under the auspices of LVEB, that person should notify the Director as soon as possible of their complaint. The Director will immediately notify the Board President of the incident, and will document the reported incident. The tutor/student pairing will be suspended immediately. Further action, if required, will be determined by the Board of Directors.

(Approved by BOD, 28 March 2006)

# Tutor Job Description

## Tutoring Your Student

Meet with student for a minimum of 100 hours. Cooperate with the student to set goals and reach them. Contact the coordinator if any difficulties arise.

## Report Hours by the 10<sup>th</sup> of Each Month

Please report tutor hours (teaching, prep, in-service, travel) by the 10<sup>th</sup> of each month. Report your hours by filling out the tutor hour report available on the website: [www.lveb.org](http://www.lveb.org).

- 1) **Go to Website:** <http://lveb.org/tutors.htm>
- 2) In the “Forms and Reports” section, click on the link **Monthly Hours Report**
- 3) Fill in form and hit submit.
  - *Put in your name, and your student’s*
  - *Choose the correct year and month*
  - *Enter the hours in increments of fifteen minutes; please use decimals, not fractions or words. (e.g. 45 minutes = .75)*
  - *If you want a copy of this report, you have to print BEFORE you hit submit.*

Contact the office if you have questions about how to do this.

## Attend In-service Training

In-service training is held four times a year. These workshops offer all tutors a chance to receive information that can be helpful to their students. In-service training may cover a new teaching technique, or offer information that may assist your student such as job placement or etc. **Attending at least one in-service per year is required for recertification as a tutor.**

## Attend the Annual Meeting

The annual meeting is an opportunity for you and your student to be recognized for your work together. Formal recognition can be very important for student motivation and goal setting.

## Facilitate Testing of Student

Post-testing is administered after 60-70 hours of tutoring or in late spring to measure student progress. Please help us Tutors should cooperate with the staff in scheduling post-testing. **Post-testing is mandatory for all students.**

## Agree to and Follow Policies and Procedures

During the Tutor Training Workshop, the trainer will review all current policies and procedures set forth by LVEB. These include but are not limited to:

- Disclosure Policy (LV may disclose information which may impact the health or safety of a student or tutor to either party)
- Confidentiality Policy (student records will be kept confidential and released only with students’ written permission)

- Termination Policy Regarding Reporting of Hours (*if tutor does not report hours for 2 quarters, they will be put on inactive status and student will be re-matched.*)
- Safety Policy for Tutors and Students (only public spaces may be used for tutoring)
- Sexual Harassment Policy for Tutors and Students (all volunteers and students have a right to a harassment-free environment; policies are in place for reporting and documentation of harassment)

**A detailed tutor job description is signed prior to tutor training and is kept in your file at the LVEB office.**