



Pathways Volunteer Handbook 2021-2022

www.pathwayslynn.org

330 Lynnway, Suite 302

Lynn, MA 01902

781-599-8543



"I first started volunteering at Pathways [formerly Operation Bootstrap] because I wanted to help people improve their lives. However, as it turned out, I've gotten more out of this experience than I had anticipated. I've gained a whole new perspective on life! I'm struck by how many students, despite their own struggles, are so generous with their time. They're all from such different backgrounds and cultures, yet they manage to come together to help one another."

- Valerie Khan-Dorato, ESOL

Welcome to the Pathways community!

We are thrilled and grateful that you have chosen to volunteer with Pathways. Volunteers are a vital part of achieving our goals of making Lynn a more literate community and have played a key role in a number of activities in the past including acting as tutors, leading classes for eager students on our Waitlist, and supporting the Pathways community in its efforts to offer literacy programming outside of our own building.

I hope that you'll find the duties of your particular position to be fulfilling and that your volunteer experience with us is rewarding and positive. The following information package includes details about our organization and the roles and responsibilities of our volunteers.

When you have any questions please feel free to contact me or reach out to the Volunteer Coordinator. Once again welcome and thank you!

Sincerely,

Beth Toolan
Executive Director
Pathways, Inc: Adult Education and Training.



Welcome to Pathways!

Classes Offered

English for Speakers of Other Languages (**ESOL**) – beginning, intermediate, and advanced
 Adult Basic Education (**ABE**) – pre-GED levels, grade levels 1-8
 Adult Secondary Education (**ASE**) - GED/HiSET preparation, grade levels 9-12
 HiSET/GED in Spanish - Preparation for the GED/HiSET test in Spanish
 Family Literacy - Practice reading in English to school-aged children

Classes are offered during the mornings and evenings. In addition to regular classroom instruction, all classes include instruction in computer literacy.

Our students are also very involved in the community, volunteering at various local organizations, and participating in community efforts regarding immigration and other current issues.

Student progress is measured through periodic assessments. In addition, students are required to set goals that may pertain to their education, employment, family lives, or community involvement.

Governance and Funding

Pathways, Inc. is a 501 (c)(3) non-profit corporation, governed by an elected Board of Directors representing the Greater Lynn community. The board includes representatives from the Lynn community organizations, higher education, Lynn businesses, government agencies, as well as current and former Pathways students. Pathways is primarily funded by the Massachusetts Department of Elementary and Secondary Education (80%), but also receives funding through private foundations and the support of individual donors (20%). Because of this funding, we can provide our classes free of charge.



Volunteer Opportunities at Pathways

At Pathways we rely heavily on our
tutors and classroom aides
to provide excellent services to individuals learning
English as a Second Language and preparing for the GED or HiSET Exam.

We are almost always looking for volunteers who can...

- **Assist teachers** in regular ESOL (English for Speakers of Other Languages) or ABE/GED (reading, writing, math) classes. Work as a classroom aide or in small groups in your area of strength.
- **Assist students using computers** to access resources, improve typing, and practice English skills taught in classes.
- **Work at our front desk** to help with organizational tasks and greet people interested in becoming involved at Pathways
- offer support in other ways!

**Pathways has 20+ full and part-time staff members and over 40 volunteers.
Your contribution to this organization is extremely valuable!**



Building Information & Emergency Procedures

Building: Pathways is located at 330 Lynnway, Suite 302, Lynn, MA.

Parking: Parking is located in the lot next to the building.

Phone: If you cannot reach the Volunteer Coordinator, you can leave a message with a receptionist or on the machine at any time. **781-599-8543**

Hours of Operation:

- The hours of operation for Pathways classes are **9am to 8:30pm Tuesday, Wednesday, and Thursday** during the school year (mid-September - mid-June). In July and August the hours of operation are dependent on the classes offered.

Wifi and Computers:

- The wifi name is **Operation Bootstrap** and the password is **learn2gether**. Feel free to use the wifi to help students with your smartphone or tablet.
- You may also borrow a **Chromebook** while you are here to aid in your tutoring. We have 2 sets (36 total) of Chromebooks. Ask your classroom teacher or the volunteer coordinator for help if you want to use one with a student.
- For the computers in the lab, the username is **student** and the password is **learn**.

VolunteerPortal: The volunteer portal can be found on our website, www.pathwayslynn.org. Click the box labeled "**Volunteer Portal**". Here you will find an abundance of resources and opportunities to connect with your fellow volunteers on our volunteer forum. Password is **volunteer**.

Cancellation Policy: If Lynn Public Schools are cancelled due to inclement weather, Pathways will also close for the day. If you have a concern about cancellations, you can call us at 781-599-8543 or check our facebook page.

Emergency Procedures: In the event of a fire, students and personnel of Pathways are required to evacuate the building using the stairs. Emergency procedural sheets can be found in every classroom.



Staff Directory

As a Volunteer at Pathways,
you should report directly to the Volunteer Coordinator: 781-599-8543 x112

You may also bring specific questions or concerns to the following individuals:

- Beth Toolan, **Executive Director** - btoolan@pathwayslynn.org
- Angela Harrison, **Education Coordinator** - aharrison@pathwayslynn.org

Assistants, Advisors and Coordinators:

- Juana Perez - Office Manager - jperez@pathwayslynn.org
- Josh Shepherd - Advisor and Workforce Development - jshepherd@pathwayslynn.org
- Jennifer Isaac - ESOL Advisor - jisaac@pathwayslynn.org
- Sarah Hesch - Development Coordinator - shesch@pathwayslynn.org
- Donna Ramsay - LACES Data Coordinator - dramsay@pathwayslynn.org

Classroom Teachers:

- Mary Ellen Doyle - ESOL I am, Family Literacy - medoyle@pathwayslynn.org
- Kim Wallace - ESOL I A am/pm - kwallace@pathwayslynn.org
- Aniluz Jimenez-Rodriguez - ESOL1B pm - ajimenez-rodriquez@pathwayslynn.org
- Craig LaBastie -ESOL II am - clabastie@pathwayslynn.org
- Melissa Tobasky- ESOL II pm - mtobasky@pathwayslynn.org
- Aniluz Rodriguez ESOL III am/pm - ajimenez-rodriquez@pathwayslynn.org
- Crissy Franceschelli - ESOL IV am - cfranceschelli@pathwayslynn.org
- Travis Harris - ESOL IV pm - tharris@pathwayslynn.org
- Dan Bacon ABE II pm - dbacon@pathwayslynn.org
- Germaine Etienne - ABE I am/pm - getienne@pathwayslynn.org
- Robin Scott - ABE III - rscott@pathwayslynn.org
- Benjamin Coronel - Spanish/English HiSET - bcoronel@pathwayslynn.org



Volunteer Code of Conduct

As a volunteer at Pathways, we expect you to comply with our community policies to keep our students, staff, and faculty safe and to provide a healthy learning environment for everyone. To do this, we ask that you follow these guidelines:

- Take your commitment to our organization to heart, performing your duties to the best of your ability.
- Respect the mission and goals of Pathways.
- Be courteous, friendly, and cooperative.
- Honor confidentiality (See Confidentiality Policy in this handbook).
- Deal with conflicts or difficulties in an appropriate manner.
- Respect the property of Pathways.
- Do not accept valuable gifts or money from learners at Pathways.
- Dress appropriately for your volunteer assignment at Pathways (Casual dress is OK).
- Offer constructive feedback about our organization in an appropriate manner.
- Be willing to learn and take part in orientation and training sessions (see Training Expectations in this handbook)
- Follow through on commitments and contact your supervisor or your teacher ASAP if you are unable to work for whatever reason.
- Demonstrate respect for the direction and decisions of your supervisors.
- Treat co-workers (staff, faculty, and volunteers), learners, and members of the public fairly and without discrimination.
- Should you resign from your position as a Volunteer, give as much notice as possible (at least two weeks) to the Volunteer Coordinator so that you can be replaced in a timely manner and not interrupt the learning of the students.



Confidentiality Policy for Employees, Volunteers and Board Members

Respecting the privacy of our clients, donors, members, staff, volunteers at Pathways, Inc. itself is a basic value of Pathways, Inc. Personal and financial information is confidential and should not be disclosed or discussed with anyone without permission or authorization from the Executive Director, Edward Tirrell. Care shall also be taken to ensure that unauthorized individuals do not overhear any discussion of confidential information and that documents containing confidential information are not left in the open or inadvertently shared.

Employees, volunteers and board members of Pathways, Inc. may be exposed to information which is confidential and/or privileged and proprietary in nature. It is the policy of Pathways, Inc. that such information must be kept confidential both during and after employment or volunteer service. Staff and volunteers, including board members, are expected to return materials containing privileged or confidential information at the time of separation from employment or expiration of service.

Unauthorized disclosure of confidential or privileged information is a serious violation of this policy and will subject the person(s) who made the unauthorized disclosure to appropriate discipline, including removal/dismissal.



Commitment to Respecting Diversity

Pathways, Inc. seeks to cultivate and sustain a community that fosters diversity of culture, race, ability, gender, and sexual orientation. We respect and treasure the fact that our students bring their customs with them from all over the world to share with us here, and we hope that these tips and guidelines will help you show respect and interest for them, as well.

Cultural Awareness in the Multicultural workplace

A simple way to avoid cultural misunderstandings is to **listen before you speak** when it comes to information about a culture or race that is not your own. Below are some other helpful tips for people working in multicultural workplaces:

- **Build your cultural knowledge:** Try and learn a bit more about other cultures and countries. Information is easily found on the internet and in books. You can also ask your colleagues and community members. Start to build some sort of cultural awareness.
- **Treat people as individuals:** Information about other cultures is usually based on generalizations. This means that the information will not apply to every single member of that culture. Be aware of this and try to deal with people as individuals.
- **Implement your cultural knowledge:** If you have discovered some useful information about a culture that is represented in your multicultural team put it to the test. It is only by putting these things into action that you will come to see the benefits and learn more.
- **Withhold assumptions:** Try to avoid jumping to conclusions about people. One of the first rules of cultural awareness is refraining from assuming one way is wrong and one is right.
- **Avoid blame:** Blame is simply not constructive. When you see a situation break-down rather than apportion blame, pick the situation apart with your 'cultural awareness glasses' on and see what the cultural mechanics were. This helps resolve issues and act as a precedent for the future.
- **Listen actively:** Active listening is another cornerstone of cultural awareness. Rather than listening to people you should really pay attention to the words used, the way it is said, the context and also read between the lines.
- **Relay your knowledge:** Work with colleagues in your multicultural team to relay knowledge to one another. Help build up the skill set of the team.



Training Expectations

The Massachusetts Department of Elementary and Secondary Education (DESE) provides most of the funding we receive to provide classes at Pathways. DESE requires that volunteers receive at least 12 hours of initial training. For this reason, we offer a variety of training options to support and train our volunteers and to ensure that our students are receiving high-quality instruction. 12 hours may sound like a lot, but I hope you will not be discouraged: it goes a lot faster than you might think!

Required Training (12+ total hours):

Training	Time	Volunteers will be able to:
Initial Meeting Screening and Overview (first visit/interview)	1.5 Hours	*Become familiar with the history of Pathways and its policies and programs.
Initial Placement Observation (your first day volunteering)	3-4 Hours	*Build background knowledge and create context for the trainings to follow
Volunteer 101 Online Training (on your own time during your first 2 weeks of service)	4 Hours	*Articulate the roles of Pathways Staff, as well as the history and mission of the organization *Identify and explain the main ideas of Cultural Competence, relate them to PW
Volunteer 102 Online Training (At a time that fits with new volunteers' schedules)	2 Hours	*Identify and utilize common classroom technology
LINCS or Math videos (on your own time, within the first 10 weeks of class)	1-2+ hours (to finish 12 hours)	*Learn more about selected topics *Gain a collection of resources to incorporate into your service here



Volunteer 101 Online Training

In this self-paced online course, you will learn about the history of Pathways, it's mission, programs, and staff. **You must take this course within the first 2 weeks of your service at Pathways.**

Instructions for Volunteer 101 Online Training Registration

To Register:

1. Go to www.openlearning.com/courses/volunteer-101
2. On the right side of the picture, you will see a box that says "enter your activation code". Type in obvolunteer and click Join the Course.
3. Enter your name, enter your email address, and choose a password. (Alternatively, you can join with Facebook, which will automatically import your information.)
4. The system will automatically create a "Profile Name" for you. If you have a common name, someone may have chosen that name already. The system does not allow you to add numbers or symbols, so choose different letters for your profile name (e.g. remove vowels, or add PW for Pathways).
5. Click the orange button "Create my Account".
6. If your "Profile Name" is already taken, you will be brought back to the page. Choose another profile name. You will have to re-enter your password. Then click "Create my Account".
7. You should be automatically redirected to the website homepage. Click the button on the left that says "Get Started Here" to start learning!



Online Course: Selection of LINCS courses

LINCS offers self-paced online courses for adult education practitioners. The courses are organized under these themes: Career Pathways, Differentiated Instruction, English Language Learners, Learning Disabilities, Science, Technology, Reading, Research in the Classroom, and Teacher Effectiveness. For the list of classes, go to <https://lincs.ed.gov/learning-portal>. Choose the class(es) that looks interesting or relevant to you.

Math Alternative - If you are a math tutor, you may complete your online training by watching the math videos on our volunteer portal and writing a response.

Instructions for LINCS Online Training Registration

To register:

1. Go to <https://lincs.ed.gov/>
2. Go to the box on the left that says: Learn - LINCS Learning Portal. Click the button that says Login to Learning Portal.
3. On the right side, click the box that says "Create User/Sign Up" under Need to register?
4. Create an account. Your Organization is Pathways.
 - a. Remember to make a secure password. You will not be able to proceed unless your password is 8+ characters and has an uppercase letter, lowercase letter, number and symbol.
5. Check your email for an email from communitysupport@lincs.ed.gov. It may be in your spam folder. (It was for me!)
6. Activate your account and click Login.
7. Click on Learning Portal.
8. From here you can choose courses, read their course descriptions and enroll.
9. When you successfully enroll, you should receive a welcome email. Check your spam folder for it.

Please contact the Volunteer Coordinator with any questions, and **please send a confirmation email when you have completed any courses.**



Current Relevant LINCS Offerings

<https://lincs.ed.gov/>

English Language Learners

- ELL-U: Second Language Acquisition (2 hours)
- ELL-U: Teaching Emergent Readers (2.5 hours)
- ELL-U: The Role of Culture (3 hours)
- ELL-U: Principles of Second Language Teaching (3.5 hours)

Learning Disabilities

- L2A: Definitions of Learning Disabilities (1 hour)
- L2A: Professional's Guide to Educating Adults (1 hour)
- L2A: Learning Disabilities and English Language Learners (1 hour)
- L2A: Learning Disabilities and Accommodations (1 hour)

LINCS Science

- Engaging Adult Learners in Science (2.5 hours)
- Teaching Energy Literacy to Adult Learners (2 hours)

LINCS Technology and Learning

- Integrating Technology in the Adult Education Classroom (4 hours)

Teacher Effectiveness

- Introduction to Teacher Effectiveness and Induction (1 hour)
- Principles of Learning for Instructional Design (3.5 hours)
- Motivating Adult Learners to Persist (3.5 hours)

Reading*

- Alphabetics (5 hours),
- Fluency (5 hours)
- Vocabulary (5 hours)
- Comprehension (5 hours)
- Assessment Strategies and Reading Profiles (5 hours)

*Use learnerweb.org to access Reading courses.

Voluntary Trainings



In addition to the mandatory training we are required to provide for our volunteers, we have a number of extra training sessions that volunteers are welcome to participate in for professional development and to share insights and stories with other volunteers.

Training	Time	Objectives: Volunteers will...
Volunteer Share Sessions ABE/ESOL/Conversation Leaders (Once every 2-4 months, as fits with volunteer interest and schedules) (Ongoing)	2 Hours	*Work as a team to problem solve any unresolved situations in the classroom *Connect with other volunteers and learn from their experiences
Additional Trainings By Request (If you have a topic you would like to learn more about, please contact Stephanie and she will put something together for you.)	Varies	*Varies
SABES Trainings (Continual provision of optional PD opportunities available to ABE and ESOL teachers and volunteers) (Ongoing)	Varies	*Varies

