



Volunteer Handbook New Horizons School

Updated 2023

Table of Contents

Volunteer Expectations	4
FOIP	4
Confidentiality	4
Acceptance and Understanding	5
School Rules & Code of Conduct	5
Student Behaviour Expectations	5
Our Social Contract	5
General Student Expectations	6
Be Proactive	6
Outdoor Expectations	6
Indoor Expectations	7
Responding to Student Behaviour	7
Minor Behaviour Incidents	7
Serious Behaviour Incidents	7
Lunch Hour Supervision at NHS	8
Time Commitment and Honoraria	8
Honoraria	8
Time Commitment	8
Time of Duty	8
Lunch Hour Schedule: Regular Day	8
Lunch Hour Schedule: Early Dismissal Day (Every First Wednesday of the Month)	9
Grade or Classroom	9
How To Become a Lunch Hour Supervisor	9
Other Supervisors	9
When You Arrive:	10
General Routines	10
Indoor Recess	10
What if I can't make my shift?	10
Outdoor Supervision Duties	10
Exits and Entrances For Supervisors and Students	10
Zones	11
While In Your Zone	12
Washroom Use	12
First Aid	12
	2

End of Lunch Recess	12
Lunch Programs	13
Hot lunch	13
Special Events During Lunch	13
Indoor Supervision Duties	13
Student Expectations and Routines	13
Computer and Personal Electronic Device Use at Lunch	14
After Supervision	14
Field Trips	14
How to Become a Field Trip Volunteer	14
Duties	14
Medication	15
Responding to School-wide Emergencies	16
Emergency Response Manual	16
Lockdown:	16
Emergency Evacuation:	16

Volunteer Expectations

Thank you for expressing interest in volunteering at New Horizons. Volunteers play an important role in our school community and we are happy to have you! In order to volunteer at New Horizons, you will need to:

- Sign and abide by a “**Volunteer Registration and Confidentiality Understanding Form.**” More information about what signing the form entails, can be found below. These forms can be attained in the school office or on our [website](#).
- Obtain a **Criminal Record Check with a Vulnerable Sector Check**. This is obtained from your local RCMP or police service. There is usually a cost associated with this check, but you can obtain a letter from the school office asking to waive the fee.
- Obtain a **Child Intervention Check**. This is obtained [online](#) and can take up to 6 weeks. This is free. This check is mandatory for any adult that could be in a situation in which they are alone with children (including washroom breaks). If there is a situation in which an adult will not be alone with students, this check could be deemed optional at the principal’s discretion.

FOIP

Information collected shall remain in the school and is collected and retained in accordance with the Freedom of Information and Protection of Privacy Act (section 33). The information will be used solely to determine your suitability as a volunteer for New Horizon School and to allow staff members to contact you. Only the principal, or people designated by the principal, will have access to the information. For more information on FOIP please contact the principal.

Confidentiality

It is important to keep confidential all personal information of students and teachers that you may access, or become aware of, in the course of your service. This includes descriptions of student work, student appearance, and student behaviour.

Do not disclose any such information to any individual without authorization from the appropriate classroom teacher or principal of New Horizons School.

Do not collect any personal information from individuals, including photographs, without being expressly authorized to do so in advance by an appropriate official of New Horizons School.

Remember that any records created in the course of your volunteer service are the property of New Horizons School. You will need to relinquish to New Horizon School all control of any such

records immediately upon completion of service or when directed by an official of New Horizons School to do so.

Acceptance and Understanding

Accept and understand the children with whom you come into contact. Gifted students often come with complex social and emotional needs. Strive for acceptance of all the children. Some of our students have special needs which are not evident to others. In the interests of privacy, volunteers may not be aware of these needs. If you are unsure of how to respond to a particular student, please check with the teacher. Some of these special needs mean that a child may exhibit differences in their level of attention, self-control, and social skills. Respect others and honor the diversity of people and their perspectives.

School Rules & Code of Conduct

Take note of and become familiar with general school rules and procedures so that you can be a positive role model for the students. This will also assist you in becoming more comfortable coaching students. Please review the [Code of Conduct](#) and see below for more information on expected student conduct.

Student Behaviour Expectations

Our Social Contract

All members of New Horizons School (students, staff, parents and visitors) are expected to behave in a way that reflects what we believe as a learning community and reflected in our school social contract.

Our school is a place of learning.

It is a place where we treat each other with respect and honesty.

We learn and play in a way that is safe and fair.

We all need time for fun and freedom. Lunch hour is a time that students have to fill these needs. While on the playground and in the lunch-room, students are expected to play in a way that respects our social contract.

General Student Expectations

The supervisor is expected to intervene when student expectations are not being met.

Generally, students are expected to:

- listen to the supervisors and respect their requests and directions,
- use language that is respectful, avoiding insults, swear words, or other hurtful words,
- respect the property and personal space of other students,
- solve conflicts without verbal abuse or physical contact,
- play in a safe manner (avoid roughhousing, grabbing, etc.)

Be Proactive

Supervisors should be aware of the students around them and how they are behaving. Being observant and intervening before an incident escalates is an important part of supervision.

Note: What follows is not an exhaustive list. Please refer to the social contract on the previous page to help decide what is or is not appropriate behaviour. If you encounter behaviour that is, in your judgment, unsafe or inappropriate, do intervene.

Outdoor Expectations

Students are expected to:

- **listen to the supervisors and respect their instructions**
- avoid throwing objects such as sand, stones, branches, snowballs or any other objects that are not made for throwing,
- play without rough-housing (clutching, grabbing, kicking or other potentially hurtful physical contact),
- climb only on structures that are part of the playground and avoid climbing fences, buildings, trees, or any other structure that is not a part of the playground,
- remain in the designated play areas, remaining visible to the supervisors at all times
- play safely on any equipment (e.g. avoid blocking the end of the slide or climbing on the equipment in an unsafe manner, no “jumping” off the swings),
- ask to enter the building to use the washroom (students must enter through the front door only during recess)
- play fairly by following the rules established by those playing,
- **resolve conflicts without using verbal abuse or physical contact.**

Indoor Expectations

Students are expected to:

- **listen to the supervisors and respect their instructions**
- wash/sanitize hands before eating,
- avoid throwing objects in the classroom,
- remain in their seats while eating,
- keep voices to a reasonable level,
- respect teacher desk and storage areas,
- remain in the classroom unless permission is given to leave,
- not share food or drinks with others,
- **resolve conflicts without using verbal abuse or physical contact.**

Responding to Student Behaviour

Minor Behaviour Incidents

The vast majority of incidents that occur during lunch are minor in nature. All but the two bolded expectations on the lists on the previous page are minor incidents. Minor incidents can be dealt with immediately by the supervisor.

In many cases, supervisors can help students become more in control of their behaviour by using the following set of questions using a calm, not-threatening tone:

- *What are you doing?*
- *What should you be doing?*
- *Will you do that?*

Supervisors are invited to report minor behaviour incidents to the classroom teacher or educational assistant.

Serious Behaviour Incidents

Serious behaviour incidents include:

- Using physical means to resolve a conflict
- Using inappropriate language to resolve a conflict
- defiance
- threats
- behaviour that causes injury, whether accidental or purposeful

When intervening with a serious behaviour incident, involve a staff member as soon as possible and/or contact (call) the office, and follow the instructions given.

If the incident involves a conflict between two students, the supervisor's main role is to keep both students calm until the incident is handed over to a staff member.

Supervisors are invited to report major behaviour incidents to the classroom teacher and/or the administration.

Lunch Hour Supervision at NHS

Thank you for your interest in being a lunch hour supervisor at New Horizons School. The role of supervisor is an important one as we work together to make our school and play area a safe and caring place.

Time Commitment and Honoraria

Honoraria

Lunch hour supervisors at New Horizons School receive an honoraria for each hour of service.

One lunch hour constitutes one hour.

The honoraria rate for 2022-2023 is \$16.25/hr.

Time Commitment

Those interested in lunch hour supervision may choose to supervise once a week, twice a week, or on a monthly basis. We can accommodate most schedules. Some may choose to be “on call” to fill in gaps.

Time of Duty

Lunch Hour Schedule: Regular Day

Check-In Time	11:55 a.m. Please sign-in at the office when you arrive.
Outside Recess	12:00 - 12:30
Inside Lunch	12:30 - 1:00 p.m.
End of Supervision	Remain in the classroom until the teacher arrives. Inform the teacher about any incidents.

Lunch Hour Schedule: Early Dismissal Day (Every First Wednesday of the Month)

Check-In Time	11:24 a.m.
Outside Recess	11:24 a.m. – 11:44 a.m.
Inside Lunch	11:44 a.m. - 12:20 p.m.
End of Lunch Recess	Remain in the classroom until the teacher arrives. Inform the teacher about any incidents.

Grade or Classroom

Supervisors may request to supervise a particular class or grade. We typically honour such requests, but depending on the number of volunteers and our scheduling needs, we may ask that an alternate class be assigned.

How To Become a Lunch Hour Supervisor

If you are interested in assisting us with lunch hour supervision, please [contact the school office](#) (General Inquiries) or phone the school at 780-416-2353.

- Those interested in supervision will be required to complete a Lunch Supervision Application Form
- Supervisors may be asked to be interviewed by the principal
- Supervisors will be required to:
 - Sign and abide by the New Horizons Volunteer Registration and Confidentiality Form (see Appendix B). This form must be completed annually.
 - Obtain a Criminal Record Check with a Vulnerable Sector Check
 - Obtain a Child Intervention Check

Other Supervisors

A teacher or EA supervisor will always be on outside supervision. There will always be a minimum of 6 supervisors on duty. Each supervisor will be assigned to a particular zone.

When You Arrive:

General Routines

- Check in at the office and sign in.
- Choose a fluorescent vest from the hooks just outside of the office.
- Check for any special instructions
- Find out which zone/classroom you are assigned to (see Appendix C & D for zone & class maps)

Indoor Recess

Indoor recesses are called when the temperature is -22°C or colder (with or without windchill). Check with the office to see which classrooms you will be responsible for.

Students **play quietly** in their classroom for the first half 12-12:30.

Students **eat during the second half of recess**, 12:30-1:00.

What if I can't make my shift?

If you will be late or cannot make your supervision date, please contact Lisa Richardson at lrichardson@newhorizons.ca or phone the school at 780-416-2353 as soon as possible.

Outdoor Supervision Duties

Exits and Entrances For Supervisors and Students

Main Entrance (#2): Kindergartens & Kinder Patrol (Gr. 5 & 6 volunteers in green vests)

Gr. 3/4 Door (South of main entrance): Grades 3 & 4

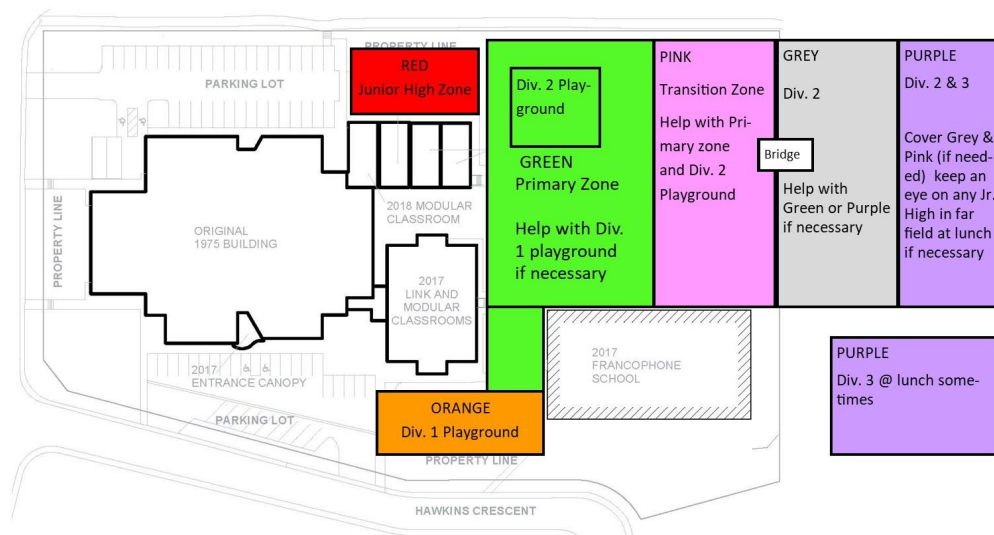
Primary Door (end of primary modulares): Grades 1 & 2

Grade 5 Doors (end of div. 2 modulares): Grades 5 & 6

Junior High Doors (rear entrances): Junior High Students

Zones

The outside play area is divided into zones.



Orange:

- Div. 1 Playground - K-3 students

Green:

- Div. 1 yard : Gr. 1-3 students can run and play with equipment in field and tree areas
- Div. 2 playground: Div. 2 students can play on the playground only

Red:

- Basketball courts- Junior High Students only

Pink:

- Div. 1 students up to the ditch/bridge area
- Div. 2 students after the ditch/bridge area

Grey & Purple

- Div. 2 students can play in the fields
- Div. 3 students can play in the farthest fields

While In Your Zone

Make yourself visible to as many students as possible by moving around your zone.

- Be proactive and preventative by intervening when you sense something is not right.

Remain focused on the students:

- Please do not “group” with other supervisors. Spread out. Supervisors may be near one another in their respective zones; however, please ensure you maintain a constant visual on your zone and focus on the students.
- Refrain from engaging in lengthy conversations with other supervisors.
- Many students like to visit with supervisors. While developing positive relationships is important, maintain a focus on the supervision duties.
- Refrain from cell phone use during shifts, other than to check the time or make emergency phone calls.

Intervene when a student is not meeting behaviour expectations (see pp. 6-8) & respond to student concerns.

Note any safety concerns (faulty equipment, hazards, sharp objects that require removal, etc.- These should be reported at the end of your shift).

Washroom Use

Students needing to use the washroom may go to the main door at the front of the school. If the students are in primary (K-3) they may use the buddy system when going to the washroom.

First Aid

Teacher supervisors outside will have first aid packs with them. Send a student to a teacher supervisor for minor first aid incidents. If it is faster, or the injury needs cleaning, you may send the student to the office with a buddy.

End of Lunch Recess

- The teacher on duty will blow a whistle indicating the end of lunch recess.
- At the end of the outside portion of lunch, students may begin entering the school.
- There is no line-up for grades 3-9 who will use their designated doors.
- Grades 1-2 use the primary modular door facing the field. To prevent crowding in the narrow entrance, students are expected to wait in predetermined groups. A staff member will be at that entrance to assist with lining up and entry.
- Supervisors should follow the students that are in the zone they are assigned to.
- The teachers on duty will be the last to enter to ensure all students have entered the school.
- Supervisors should enter the school as quickly as possible to their assigned classroom.

Lunch Programs

Hot lunch

FANHS volunteers and student volunteers distribute the hot lunches on designated hot lunch days (some Thursdays and Fridays).

Special Events During Lunch

At times the school will have special events during lunch recess that may impact supervision. Such events will be communicated when you check in at the office.

Indoor Supervision Duties

Student Expectations and Routines

- Students' outdoor shoes/boots are to be taken off when they enter the school and placed neatly on their designated rack.
- Students are expected to put on their indoor shoes as soon as they enter the classroom.
- Students jackets and outdoor clothing should be hung up or placed in their lockers neatly.
- Remind students to wash or sanitize their hands before eating.
- Students must ask permission to leave the room or use the washroom. In most cases, teachers have a routine for students to record their trip to the bathroom.
- Allow no more than two students at a time to leave.

- If a student is gone for an exceptionally long period of time, contact the office (101 on the phone) to ask for assistance.
- Students are to be seated while eating. After eating, students tidy up their desk surface and floor area.
- Students may play quietly once they are cleaned up.
- There is no technology allowed during the lunch hour in K-5 (unless it is a whole-class show or movie, provided by the teacher)
- Students should begin a general clean-up and prepare for afternoon classes by 12:55pm.
- Remain in the classroom until the teacher arrives/

Computer and Personal Electronic Device Use at Lunch

- Students require permission from a teacher for the use of a school computer at lunch and should be in a supervised area, outside of the classroom. They should not be on their computer while they are eating. If use is granted, the supervisor should monitor computer use.
- Ensure that students do not have food or beverages while using computers.
- Students from grades 6-9 may use their own personal devices at lunch.

After Supervision

- Return all supervision items.
- Inform the teacher about any issues that need to be addressed.
- Complete time-sheet in binder, just outside of the office.

Field Trips

How to Become a Field Trip Volunteer

At times throughout the school year, classroom teachers will need help supervising their students for in-school events or out-of-school trips. You must ensure that you have all of the relevant paperwork (listed on page 4). If you have the paperwork, you can respond to teacher requests for volunteers. Teachers will select volunteers based on the supervision needs of the particular trip and will provide all of the necessary details.

Duties

Typically volunteers are assigned a small group of students for whom they are responsible.

Field trip volunteers are expected to:

- Learn the names of the students in their group.
- Ensure that you are aware of any allergies or medical conditions that your group members may have.
- Be prepared for the day with appropriate clothing, gear, and packed lunch if necessary.
- Ride the bus with the class (please contact your teacher if you are unable to ride the bus, accommodations can typically be made).
- Assist group members with their assigned activities.
- Keep their group members together, including escorting them to the washroom.
- Ensure group members are behaving appropriately.
- Intervene if student expectations are not being met by group members.
- Inform the teacher if a group member is not behaving appropriately.
- Not make food (or other item) purchases for the small group.

Medication

Other than an EpiPen for an allergic reaction, supervisors should never supply or administer any medication (including pain relievers) to students. Students who require medication must go to the office.

Responding to School-wide Emergencies

Emergency Response Manual

Each classroom has a red Emergency Response Manual located on or near the classroom exit. The two emergency responses that lunch supervisors must be familiar with are emergency evacuations and lockdown.

Lockdown:

- Review Procedures within the Emergency Response Manual. Please note that this information is confidential.

Emergency Evacuation:

When the alarm sounds, do the following:

1. Take the Emergency Response Manual
 - a. Lead the students in a single file to the muster point behind the school (identified on the evac. map).
 - b. Last student closes the door.
 2. Each classroom has an evacuation map by the door. Use the exit identified on the map.
 - a. Hold the exterior exit door open until the class has exited.
 3. Once at muster point, line the students up in their designated space (see evac. map).
 4. Teachers will meet you and the students at the muster point.
 5. The teacher will complete a roll call and report to the Administration Center (School Administration/Office Staff) in the following manner:
 - a) if all students are accounted for, the teacher will display a green card clearly in front of them,
- OR
- b) the teacher will display a red card if any students are unaccounted for or there is a concern.
6. If a red card is displayed, an Administration Center representative will immediately go to the group and assess the concern.
 7. Keep students outside until the signal (whistle) to re-enter the school has been given.
 8. If the alarm goes while outside, assist in organizing students in lines at the muster point.