



OPPORTUNITIES
for Williamson & Burnet Counties
Paths to Independence



Volunteer Handbook

Opportunities for Williamson Burnet Counties

Thank you for your interest in volunteering
for Opportunities for Williamson and Burnet Counties!

Opportunities volunteers are our best ambassadors. If you are retired from a company that matches volunteer hours with contributions, please get the paperwork to us and we will be more than happy to fill out the portion verifying your hours.

Opportunities also does fundraising. Please let us know if you want to be involved. Opportunities may, at times, have a waiting list for Meals on Wheels service. Please check with your Site Manager.

Our Mission

is to make our communities stronger by empowering children, families and seniors to achieve independence and improved quality of life.

Our Vision

is a healthy, educated community in which all people live independently and with dignity.

Opportunities for Williamson and Burnet Counties was established in 1966 as the area's official Community Action Agency. The organization is a private non-profit charitable corporation governed by elected officials, community leaders and target area representatives. Throughout its history, Opportunities has administered a wide range of social service and economic opportunity programs benefiting many thousands of low and moderate income persons. These programs have included Head Start, public transportation, senior nutrition programs (including Meals on Wheels), commodity distribution, emergency assistance, home weatherization, affordable housing programs, domestic violence and/or sexual assault intervention, and a shelter for battered women. Opportunities has an annual operating budget of over \$12 million and a staff of more than 250.

Opportunities serves thousands of people annually in both counties. Working cooperatively with other agencies, Opportunities is an advocate for those who might not otherwise have a voice in the world in which they live. Board and staff members at Opportunities are dedicated to the philosophy of helping others achieve a better, more productive life.

Opportunities to Volunteer:



Head Start

Opportunities for WBC Head Start and Early Head Start are comprehensive child and family development programs that prepare children from birth to five years of age to become successful school students and productive members of society. Opportunities for WBC Head Start was started in the mid-1960's and has grown into a multi-faceted program leading the way in implementing researched based best practices in not only child development, but health, nutrition, mental health, and social services.

Opportunities for WBC has a tremendous impact on people's lives with 15 Early Head Start and Head Start locations. Opportunities for WBC prides itself on being the leader in providing outstanding educational opportunities for children and encouraging self-sufficiency in families. The agency has a successful history of partnerships with other organizations to improve access to services, avoid duplication of services, and maximize opportunities available to low-income individuals.

Opportunities for WBC ensures that all children enrolled in its program receive nutrition, dental, health, vision, hearing, mental health, and educational screenings, as well as appropriate follow-up and treatment when necessary. Highly trained teachers use a research-based curriculum daily to create a stimulating educational environment that prepares children for success in future learning.

Head Start was founded on the belief that successful programs demand meaningful citizen participation. To achieve that, the program was designed to require using volunteers and, in turn, to allow their services to be counted as in-kind contributions towards the non-Federal share of the local Head Start budget.

AND/OR



Meals on Wheels

This program provides over 600 home delivered and on-site lunches five days per week at Senior Citizens and Neighborhood Centers for people 60 years of age and older in Marble Falls, Burnet, Bertram, Spicewood, Granite Shoals, Leander, Cedar Park, Liberty Hill, Georgetown, Round Rock, Taylor, Hutto, Granger, Florence, Jarrell, Bartlett and Thrall. Nutritious meals are served which meet or exceed one-third of daily requirements.

Meals-on-Wheels are provided to assure that elderly people who are too ill or frail to come to the center receive meals, daily contact and quick health checks. Participants are provided with shelf- stable meals when Opportunities is closed for holidays or threatening weather is anticipated. Volunteers work in the centers, delivering meals and performing other duties as needed.

Senior Meal Sites are Located in Marble Falls, Round Rock, Georgetown, Taylor, and Leander. Our congregate meal program provides nutritionally balanced meals, socialization, activities and educational programs to our seniors. All meals are provided at no charge; however a donation of \$3.00 a meal is accepted. Meals are served at the senior meal sites at 12:00 p.m. Monday-Friday.

Ways to Volunteer for Head Start

- In the classroom
- Be a Policy Council Member and attend Policy Council Meetings
- In the office

Job Descriptions

A. Classroom Volunteer

Job Goal: To assist teaching staff in the classroom

Responsibilities

- Be prompt and dependable
- Maintain compliance with all Head Start policies
- Perform clerical receptionist duties as planned with supervisor
- Maintain confidentiality
- Participate in daily office routines
- Welcome supervision as you learn and increase your skills in your work
- Track own hours using appropriate form

Volunteers can help do any of the below activities to help out in the classroom...

1. During learning center activities Volunteers can help the learning process by encouraging children as they work (smiling, praising), by reminding children to use their name tags, to change centers, hanging up children's paintings, reading stories and talking with children.
2. During large and small group time (a time when children learn to listen to the teacher, learn concepts, to wait their turn, to share ideas with other children). Volunteers can help children pay attention to the teacher or take care of a child who needs extra attention during circle time.
3. During outside time or large muscle time (Children spend 30-45 minutes in outside play or large muscle play inside if weather is bad). Volunteers can help by watching children to see that they are safe and to talk to them about what they are doing.
4. During meal time (an important learning time to learn about healthy eating, table manners and names of different foods). Volunteers can help encourage eating or at least tasting all their food, talking with the children and modeling good table manners.
5. During rest time (a time provided for children after lunch, it is also a time that teachers meet for training, work on folder or discuss necessary topics relating to center management). Volunteers can help by monitoring the children as they nap so the staff members can perform the above function.

Job Descriptions

B. Policy Council Member

Job Goal: Participation in the process of making decisions about the nature and operation of Head Start.

Responsibilities

- Be prompt and dependable.
- Ensure that a plan dealing with complaints about the Head Start program exists.
- Conduct the annual self-evaluation of the Head Start program.
- Must approve or disapprove:
 - Program's written plans
 - Selection criteria of children
 - Numbers and members of all Policy groups and the methods for recruiting and selection.
 - Personnel policies including hiring and firing procedures, career development plans and employee grievance procedures.
 - Hiring and firing of the Head Start Director or staff.
 - Program's request for funds and proposed program operations.
 - Major changes in budget and operations.
 - Information given to reviewers, including grantee self-assessment and improvement plans.
- Must be consulted regarding:
 - The child development needs identified in the areas the Head Start program will serve
 - Standards for acquiring space, equipment and supplies for the Head Start program
- May be consulted regarding the needed decisions that affect the day-to-day operation of the program.

Job Descriptions

C. Office Assistant Volunteer

Job Goal: to assist office personnel to perform duties necessary to carry out program activities.

Responsibilities

- Be prompt and dependable
- Maintain compliance with all Head Start policies
- Perform clerical receptionist duties as planned with supervisor
- Maintain confidentiality
- Participate in daily office routines
- Welcome supervision as you learn and increase your skills in your work
- Track own hours using appropriate form

Important Guidelines for Head Start Volunteers

These are all VERY IMPORTANT guidelines that EVERY volunteer needs to follow.
If you have any questions about them, please see or call your center director. Thank You!

1. Cultivate a calm attitude when talking or working with children. A quiet manner helps prevent excitement and over stimulation.
2. Rules are simple and basic. A child is free to explore as long as he/she:
 - a. Does not hurt himself/herself or others.
 - b. Does not destroy equipment or material.
 - c. Does not disrupt others.
3. In giving directions, be sure the child understands. When you talk to children, get to their level both in your choice of words and by bending down.
4. A child is not forced to participate. Some children need a “looking on” period before they are willing to try a new activity or participate in a group exercise.
5. Give the child a choice of action when feasible. This gives the child a personal interest in the situation and develops their initiative and independence.
6. Offer the child a choice only when you can accept his negative reply. Do not say, “Do you want to go to the toilet?” when it is time to go.
7. Let the children learn by experience. Encourage them to help themselves; offer assistance only when it is necessary to avoid a feeling of failure or discouragement.
8. Encourage the child whenever possible, especially after a disappointment or infraction of a rule.
9. Children may need help in learning how to use items such as paste, paint and water. When possible, let them experience it in their own way. Avoid making models or samples for the children to copy. Judgments of the final product are not necessary.
10. Use Do’s instead of Don’t’s and give children fair warnings before interrupting their activity.
11. When children are in social conflict, let them work it through if they can. Remember sharing is a concept just emerging in four-year-olds. Step in when it is necessary to avoid injury or to suggest a possible solution.
12. Most important, relax and enjoy yourself.

Ways to Volunteer for Meals on Wheels

- Meal Delivery
- Kitchen Volunteer

Job Descriptions

A. Meal Delivery

A meal delivery volunteer brings hot meals to homebound persons in the community. Meals need to be picked up by 10:30 a.m. and delivered by 1:30 p.m. Delivery takes from one hour to two hours. Volunteers can deliver once a week, every other week, or once a month. Corporate and group routes are available. Site Managers provide coolers, route sheets and any other documents that may need to be distributed. Always keep hot food hot and cold food cold.

1. In case of any unusual situation at the client's home, call the Meals on Wheels office; we have emergency and family contacts for each client and can usually solve a problem quickly. A short, warm conversation with the client will enable you to evaluate if any additional assistance is needed. If there is any emergency, please call 9-1-1 and then the Meals on Wheels site. Please stay with the client until emergency personnel arrives.
2. If a client is not home at time of delivery, PLEASE do not leave the meal. Place a note on the client's door letting them know you attempted a delivery. You may give the undelivered meal to another client on the route. Please let the site manager know that the client did not come to the door to receive their meal.
3. If you are unable to deliver on your designated day, please let the site manager know as soon as possible. Your site manager will have to find another volunteer or staff member to fill in. Please know that no-shows or late-shows tax our delivery system. This also creates anxiety for our clients who expect meals to be delivered in a routine fashion.
4. Meals are not delivered on weekends or holidays. However, extra meals are sent prior to the holiday. Some clients receive one hot and four frozen meals.
5. Required to have a valid driver's license and vehicle insurance at all times.
6. Always lock your car and be aware of your surroundings.
7. Do not enter a yard with an unrestrained pet.
8. Never solicit a client for business purposes.
9. Please be respectful of client confidentiality and avoid use of client's information when you are not volunteering for Meals on Wheels.
10. If a client gives you a donation, please be sure to remit that donation to the site manager.

11. We expect our volunteers to use good personal hygiene while volunteering for Opportunities. You are encouraged to carry hand sanitizer to use between deliveries.
12. Wear clean clothing that is casual and appropriate for the nature of this position.

Job Descriptions

B. Kitchen Volunteer

A kitchen volunteer helps in the kitchen where needed. Volunteers can help package meals for delivery, help in the dish room, serve meals to the congregate clients, and other duties as assigned.

1. Please arrive on time to volunteer. This time will be determined by the site manager.
2. Always wash your hands with warm water and soap before working with the food.
3. We ask that you wear the white plastic apron and gloves we supply.
4. Flip Flops and sleeveless or tank tops are not permitted. Shirts should have a cap sleeve at minimum.
5. We ask that you use the hair nets that are provided. Please make sure hair is pulled back to keep hair strands from falling into the food.
6. Remove aprons and gloves before using the restroom, then re-wash and re-glove in the kitchen.
7. Turn and sneeze into your shoulder instead of your hand or glove.
8. If you contaminate your hand (elbow down) by touching your hair, face, nose, clothing, etc. you must rewash and re-glove.

Important Guidelines for Meals on Wheels Volunteers

These are all VERY IMPORTANT guidelines that EVERY volunteer needs to follow.
If you have any questions about them, please see or call your center director. Thank You!

1. If a client does not come to the door, please contact your site manager immediately.
2. NEVER leave a meal outside someone's home. Please give the extra meal to another client to enjoy.
3. Begin delivery as soon as you pick up meals. All hot meals need to be delivered within a certain timeframe for safety reasons.
4. Place coolers in the front or back seat of the car.
5. Check over your route sheet every time you deliver meals. There may be changes.
6. If you have any concerns about a client, please inform the site manager.
7. Be courteous and respectful to the clients. Also, have patience when delivering the meals. Some clients may be slow to answer the door.
8. If you are uncomfortable delivering to a client for any reason do not get out of your car and communicate your concerns with the site manager.

Working with our Clients

Opportunities for Williamson and Burnet Counties serves young children, their families, the elderly and individuals with disabilities. Our clients are very important to us. Please keep this in mind while volunteering for our program.

- Be courteous and respectful to those you come in contact with while volunteering
- Have patience with children and staff while volunteering
- Speak gently and kindly to children you are assisting or anyone else you may come in contact with while volunteering
- Try to be non-judgmental regarding the child
- Inform center director of any concerns or complaints
- Show respect to the staff
- Be courteous and respectful to those you serve
- Have patience when delivering meals, it may take the clients a long time to answer the door.
- Knock loud and speak clearly, some clients may have issues hearing and speaking
- Understand that you may be the only visitor the client receives that day.
- Try to be non-judgmental regarding the clients' lifestyle or personal habits
- Handle complaints about the meals, delivery times with respect and courtesy. Inform the site manager of the complaint upon returning to the site.
- The clients may ask you to run errands for them or perform tasks upon your arrival. You are not obligated to do these tasks. You may do as little or as much as you would like.

Williamson-Burnet County Opportunities, Inc. Head Start Sites

Acts of Love

0-2

207 Sonny Dr.
Leander, TX 78641
(512) 528-9948
Director: Katie Evans

Bagdad Head Start

0-5

351 North Bagdad Road
Leander, Texas 78641
(512) 259-9010, (512) 259-7810
Director: Julie Lichtner

Bartlett Head Start

0-5

620 West Clark Street
Bartlett, Texas 76511
(254) 527-4645
Director: Connie Gonzalez

Burnet Head Start

0-5

803 N. Vanderveer Street
Burnet, Texas 78611
(512) 756-4777
Director: Enrique Rodriguez

Falls High Early Head Start

0-2

1800 Colt Circle
Marble Falls, Texas 78654
(830) 693-2887
Director: Aletha Laterza

Florence Head Start

18mths-5

203 Adams Street
Florence, Texas 76527
(254) 781-4805
Director: Maria Chavez

Harris Ross Head Start

0-5

303 Ferguson Street
Taylor, Texas 76574
(512) 365-1070
Director: Debora Trejo

Highland Lakes Head Start

3-4

8200 West FM 1431
Granite Shoals, Texas 78654
(830) 598-7667
Director: Debbie Feist

Hutto Head Start

3-5

80 Mager Lane
Hutto, Texas 78634
(512) 642-3144
Director: Veronica Valles

Marble Falls Early Head Start

0-3

700 Avenue T
Marble Falls, Texas 78654
(830) 693-2887
Director: Aletha Laterza

Marble Falls Head Start

3-4

901 Avenue U
Marble Falls, Texas 78654
(830) 693-2887
Director: Aletha Laterza

Mary Bailey Head Start

3-5

601 North College Street
Georgetown, Texas 78626
(512) 863-5259
Director: Lisa Lechow

Rawleigh Elliott Head Start

0-5

1001 East Main Street
Round Rock, Texas 78664
(512) 255-4536
Director: Angela Ganner

TH Johnson Head Start

4-5

3100 Duck Lane
Taylor, Texas 76574
(512) 352-2275 ext. 834
Director: Adriana Balderas

Williamson-Burnet County Opportunities, Inc. Senior Nutrition Sites

**HOURS OF OPERATION 8:00 AM TO 2PM
MONDAY THROUGH FRIDAY**

Bagdad Activity Center

351 N. Bagdad Rd. | Leander
Serving Leander, Cedar Park & Liberty Hill
Carrie Berry, Site Manager
(512) 259.0288

Burnet Senior Center

602 N Wood Street | Burnet
Serving Marble Falls, Spicewood, & Horseshoe Bay
Sara Mouzakis, Site Manager
(512) 715.9717

Madella Hilliard Neighborhood Center

803 W. 8th St. | Georgetown
Serving the Georgetown, Jarrell & Florence
Sunny Hall, Site Manager
(512) 863.5010

Alan Baca Center for Senior & Community Activities

301 W. Bagdad Rd. Bldg 2 | Round Rock
Serving the Greater Round Rock area
Rose Dietrich, Site Manger
512-255-4970

Highview Retirement Village

200 Hwy 1431-E | Marble Falls
Serving Marble Falls, Spicewood, & Horseshoe Bay
Congregate lunches only
(512) 715.9717

Taylor Senior Center

410 W. 7th Street | Taylor
Serving Taylor, Thrall, Hutto & Granger
Ashley Mercer, Site Manager
(512) 352.5539

Important information and numbers to know

Opportunities for Williamson Burnet Counties Administrative Office
604 High Tech Drive | Georgetown, Texas 78626
Phone: (512) 763-1400
Fax: (512) 763-1411
Website: www.owbc-tx.org

Hours of Operation
Monday – Friday
8:00a.m. - 5:00p.m.

Holiday's Observed

New Year's Day
Martin Luther King Jr. Day
Good Friday
Memorial Day
Independence Day
Labor Day
Columbus Day
Thanksgiving
Christmas

For specific dates, please call our office or refer to our website. In the case of inclement weather, Opportunities may close for the day if conditions appear to pose a danger to our volunteers or clients. Please refer to the school district in your area for inclement weather days.

ACKNOWLEDGEMENT OF VOLUNTEER POLICIES

My signature below acknowledges that I have read and understand the Opportunities for Williamson and Burnet Counties Volunteer Handbook and agree to abide by all policies as written. I understand that should I have any questions I should contact the site director for which I would like to volunteer.

Volunteer Signature: _____

Date: _____