



Volunteer Expectations -- Remote Tutoring

We commend you for volunteering to help a struggling student and we are confident that you will be an excellent teacher, mentor, and role model. Volunteering to tutor with our organization is a weekly commitment and we want to be clear about our expectations of you.

Commitment

- Typically, you will meet with your student for 45 minutes per week for the duration of the school year, excluding school holidays and breaks.
- Because of the coronavirus pandemic, tutoring sessions will take place using web-based technology such as Zoom or Google Meet. Remote tutoring will continue as necessary to ensure the safety of students and tutors. We look forward to eventually returning to in-person tutoring when and where possible.
- You will provide your own device and use your own web-based application accounts for remote tutoring sessions. Healthy Cities Tutoring will train you to use technology to connect with your student.
- Weekly tutoring should have the same priority as your other appointments and activities. Please plan your schedule accordingly and attempt to reschedule missed sessions.
- During your tutoring sessions, your student is your highest priority. Please find a quiet place, free of distractions from which to connect to your student and refrain from doing other work during the session. Activities such as texting, chatting with friends or coworkers, playing with your phone, etc., are not permitted.
- If your student does not have homework and their parent has not provided you with specific work to do, please use your creativity and take the initiative to read or write together, practice math facts, help them organize their folders, visit an educational website together, or play a game. The ["Tutor Corner" section of our website](#) has suggestions for you. Please do not cancel the session. You are setting an example for the student about taking responsibility for their own learning.



Communication

- Healthy Cities Tutoring will communicate with you mainly by ***email***. Please be in the habit of checking your email and responding quickly when necessary.
- *Tutor News* is our monthly newsletter. It contains important information about school schedules, training opportunities, and other helpful information about tutoring. Watch for it in your email box and check your spam filters so that you don't miss out on important information.
- Healthy Cities Tutoring will arrange an initial regular schedule for weekly tutoring sessions. Because of the uncertainty of the community health situation, your student's schedule, and yours, are likely to change throughout the year. Please communicate directly with your student's parents to coordinate changes to your schedule. Contact your student's parents as soon as possible if you are unable to attend a tutoring session; 48 hours notice of anticipated absence is appropriate.
- Send a short email to your student's teacher at least once per month to let them know what you have been working on with your student. Please understand that remote teaching is a significant new challenge for everyone and teachers may not be able to respond to your inquiries. In most cases, your student's parents will be your primary resource to determine the support your student needs.

Confidentiality and Safety

- Review and comply with the [Child Safety Guidelines](#) (which you have or will have acknowledged as part of your application).
- When tutoring in-person resumes, if you are scheduled to tutor in a location where there is not another student/tutor pair--or another adult--present, please move to a location where other adults are present.
- Information about your student is confidential and should not be shared with others. Do not post your student's name or picture or details about your tutoring sessions on social media without the consent of Healthy Cities Tutoring and your student's parents.

Mutual Respect

- We respect your time and commitment and we expect that your student, their parents, and their teachers will too. If there are ever any problems, please let us know so that we can help you manage the situation. For example, if the student does not show up for tutoring, or their parents frequently cancel sessions, or if you need guidance from a teacher, we can help you--if we know what it is happening.