

As a DCET Team Volunteer, I pledge to:

Respect

- *Respect others, even though I may not agree with them.*
- *Display courtesy, sensitivity, consideration, and compassion for people.*
- *Use good judgment in recognizing the scope of authority of staff members.*

Safety

- *Keep safety at the forefront of all volunteer activities*
- *Follow the rules presented to me in Training*
- *Respect and use equipment and supplies as they are intended.*
- *Report all injuries immediately to a staff person.*

Quality

- *Perform all tasks to the best of my ability.*
- *Ask for help when needed.*
- *Recognize training is essential to maintain safe operational practices.*

Self Discipline

- *Recognize my limitations and those of others.*
- *Set boundaries for myself—know my limits with tasks and other activities.*
- *Hold myself accountable for the commitments I undertake.*

Communication

- *Recognize I communicate both verbally and non-verbally.*
- *Listen to the needs of others.*
- *Advise staff of relevant information regarding any issues and my involvement at DCET.*

Commitment

- *Recognize that commitment comes from within?*
- *Respect that people and staff count on me to honor my commitments.*
- *Work together with staff and other volunteers to meet the goals and objectives of DCET.*
- *Value my role in the maintenance and growth of the organization.*
- *Strive to promote a positive environment.*
- *Respect and support all people.*

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DCET VOLUNTEER MANUAL



Debes Creer en Ti
SER-Jobs for Progress National Affiliate

WELCOME and be part of our TEAM!

*This Manual will help you as a volunteer to learn about
DCET's objectives in serving our community in the best
possible way!*

BIENVENIDOS!

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Honoring volunteers



At our annual end of the year Graduation Reception on the last Friday of June. We will honor our volunteers with:

- Recognition
- Rewards
- Certificate of Appreciation at Graduation Reception

Volunteers are very appreciated at DCET...

On a monthly basis DCET will Determine volunteer of the month (post picture, print certificate of achievement, post in Portal)

Success Stories



Alondra Solis has been part of DCET for more than four years now, she started from volunteering at “La Escuelita in Grand Prairie and Irving and also volunteering assisting the needs of FAMA (our youth mentoring program). She entered the internship program in DCET while being in high school.

In 2009 Ms. Solis was rewarded a Dell Desktop computer for dedicated time to DCET and great efforts in helping the community.

After graduating from high school she entered the workforce by being employed at DCET, paid by a federal Youth Arbor program and is now the first paid Office Manager at DCET.

DCET Welcomes you!

Welcome new volunteer! We are so thrilled that you have decided to share your life, your experience, and your positive influence with our students and with DCETs' staff.

During your commitment as a volunteer to DCET, you will work with many adult students and their families.

Your presence will allow staff to continue to focus in attending better the students' needs.

This manual will give you a better understanding of who we are how to help immigrant families. You will also find important policies and procedures as well as basic information on DCET's various programs.

We enjoy new volunteers and welcome your new ideas, thoughts, projects and energy.

I am here to assist you whenever you need—please feel free to contact me with any questions, comments, or concerns.

We thank you for your time and hope that your experience at DCET will be rewarding.

Sincerely,

Elvia Wallace-Martinez

Volunteer Coordinator

Phone: 214-587-1983

Mission - Vision - History

Our **Mission** is to assist immigrant, at-risk Hispanic/Latino youth and their families in their process of assimilation and acculturation with educational and mentoring programs. DCET serves as a bridge to help families to fully participate in the variety of health, human service and education programs available in order for them to become productive members of society.

Our **Vision** is to be in the future, nationally valued and recognized as an innovative, resourceful, dedicated team of people offering educational and cultural programs for Spanish-speaking immigrant families; providing the best solutions to their needs, while adjusting to the cultural and societal values in this country.

History

Debes Creer En Ti (DCET), which is the Spanish acronym for Believe in Yourself, was founded in 1998 to assist the fast-growing number of Hispanic/Latino families in the Dallas/Fort Worth area. As a private, non-profit corporation established under section 501c(3) of the Internal Revenue Code, it is dedicated to providing cultural programs for the social and economic well-being of Hispanic youth and their families, helping them in the areas of literacy, education, mentoring, and

When working with our students

Infection Control:

Although we depend on our volunteers, there are times when it is best you remain at home, such as when you have a cold or other communicable disease. Please do not risk transmitting even a mild cold or infection to one of our clients.

The best defense against infection is to wash your hands. Please wash your hands when you come in contact with children. While working with children who cough or sneeze, help them wash their hands. Volunteers can also help the spread of infection by washing toys after use.

Supervision:

Volunteers are responsible to the Volunteer Coordinator and the staff members they are helping. Please let the staff know if you need additional information or resources.

Identification:

To protect our students and staff it is important that all volunteers be identified. You need to sign in in our Volunteer Sign-In Binder when you arrive and sign-in in your personal folder the time you work including your in/out break times.

Security:

- Please take all personal belongings with you when you leave your car. We are not held responsible if anything is to happen to your vehicle and personal belongings.
- Please be aware we have 24hr video surveillance taking place inside our classroom in case of theft, violence of any sort, or inappropriate activity that may be reported.
- Our computer and servers record and can document all activity as well, in case of any inappropriate web surfing, unauthorized downloads, etc.
- In case of Emergency we have an intercom phone in which you can pick up and report any emergency.

Abuse

DCET, works with children and teenagers a cultural program that welcomes 5-19 year old students.

There are four types of child abuse as defined by the Texas Family Code 34.01.

- Physical: A non-accidental injury or pattern of injuries that happen to a child. These injuries may include beating, burns, bites, welts, strangulation, broken bones or even death.
- Neglect: If a student suffers physically during dancing practice - while ignoring him/her, this is neglecting him and refusing to provide assistance.
- Emotional: Any chronic and persistent act by an adult that endangers mental health or emotional development of a child including rejection, ignoring, terrorizing, corrupting, constant criticism, mean remarks, insults and giving little or no love, guidance and support.
- Sexual: Sexual abuse is the sexual assault or exploitation of children, which may be verbal or physical. Sexual abuse may consist of an inappropriate or suggestive language or numerous acts over a long period of time or a single incident.

Our Goals

- To offer information and referral assistance to at-risk Hispanic/Latino youth and their families by helping them reclaim their lives from the traps of negative family outcomes.
- To orient them improve their community lifestyle, therefore preventing crime and welfare dependency, which will result in greater economic benefits to our country.
- To offer motivational parenting skills workshops in order to strengthen family values and help with the demands of parenting.
- To help prepare future generations to grow with confidence by promoting support and leadership skills, which results in highly productive members of society.
- To offer mentoring programs that promote and strengthen family unity, pride and identity among youth and their families. Contribute to bring forth individuals with true potential toward the needs of this country.
- To promote strong literacy programs aimed at youth and their families. Build confidence and leadership in their

Community Volunteers

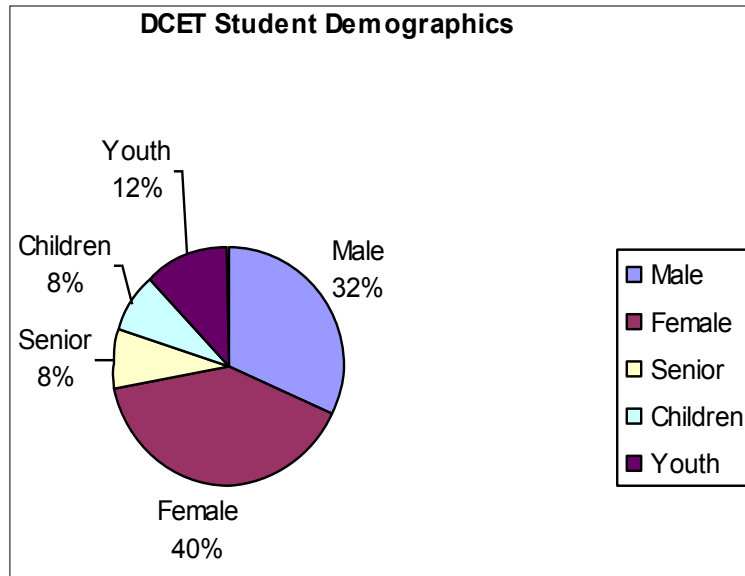
Volunteers donate their time doing various jobs.

Mentoring programs, Adult Literacy Programs, and Fun Events with Family and Friends!



Demographics

We are an intergenerational learning center as we welcome children, youth and adults who are looking for educational, cultural and mentoring programs in order to become better and productive members of society



From young children 0-6 months of age to our senior citizens DCET serves the whole family!

Our literacy, programs are supported by mentoring, and leadership and along with our community programs, DCET is considered a "ONE STOP SHOP" place for our target population.

We'll be honored to have you volunteer to assist all these families.

Respect and Enforcement

- At DCET, we take confidentiality VERY seriously. We expect that all volunteers will respect and enforce our policies on confidentiality.
- All students have a right to expect that all private information will remain confidential. Any breach of confidentiality may result in the automatic dismissal of a volunteer.
- Confidentiality means that ALL information about a student is protected. Information includes name, address, financial information, family relationships and any information learned from staff, child or family. Volunteers may not give out client information to anyone outside of DCET nor may volunteers discuss students in public places, such as the hallways. Volunteers will not have access to clients case notes.
- No photographs or videotapes of any kind are permissible without consent from the Executive Director. Only authorized students may keep journals or written reports. Names and information that could identify a specific student may not be used under any circumstance.

Code of Ethics

- Be a positive role model for all students and staff by demonstrating respect, loyalty, patience, courtesy, and maturity.
- Treat all students, regardless of age, race, religion, ethnicity gender or disability with respect, compassion, and kindness.



Use positive techniques of guidance and discipline when working with students. For example, use positive reinforcement, encouragement and redirection to solve problems rather than competition, comparison, or criticism.

Commitment to Service

“At DCET, we pride ourselves on our commitment to service and we would not be successful without our group of outstanding volunteers! People love to volunteer at DCET because our volunteer options are as diverse as the volunteers

Its All About YOU!!!

We can work with your schedule! DCET needs volunteers everyday of the week, including weekends. Just let me know what times and days you are able to help, and we can match it with numerous volunteer opportunities!

Give Me Options!

You will have tons of choices when it comes to volunteering with us. The possibilities are endless! By volunteering here, you can do anything from working with children for our FAMA mentoring program helping students develop valuable skills. You could also help us paint and make-over a room, decorate our learning center, or even plan a graduation reception! Plus, we give you the opportunity to tell us what your interests are, and we will find activities for you that will match those interests.



Welcome to DCET!

At DCET, we not only welcome individual volunteers—we love to have group volunteer as well! Tell your school, your church, or any organization you may belong to that we would love to work with them. For students, volunteering with DCET is a great way to get community service hours completed. Organizations and the churches enjoy participating in group projects here. And for our individual volunteers, giving time to DCET proves to be truly fulfilling experience.

Fundraising for our Needs

Want to help us out but not sure how? Initiate and sponsor a donation drive! Taking care of over 580 families a year requires a lot of “stuff”, and you can help us in fundraising for our needs! Set up drives at school or churches and collect donations for program supplies. You can also be as creative as you want. We will give you a list of things we need — what could be easier?



YOU! Can Make A Difference!

As a volunteer, you will be helping other people in need. For some, you will be making a direct difference in their lives forever.

We benefit greatly from your positive influence. Remember that DCET is an agency that cares about the people and their education we serve as unique and special individuals. We feel the same way about our wonderful volunteers and want everyone to enjoy their experience here at DCET!

and What You SHOULD NOT DO

DCET is concerned about students, volunteers, and staff and their safety. Volunteers can provide an extra pair of eyes and ears while working with our children. If you suspect any form of child abuse, please report it immediately. Talk with a member of management on duty.

By agreeing to volunteer at DCET, you are committing to protect our children. Volunteers should realize that the children who are at DCET have special needs and issues. The calm interest, warmth, and friendliness you express in clients and their children are very important. Whatever you can do to help parents feel comfortable, will, in turn, help their child.

- Discourage teasing or bullying from one student/ volunteer and staff to another.

Report any suspected abuse or neglect to a DCET staff member immediately! If a volunteer suspects child abuse from a DCET staff member, he or she may call Child Protective Services of the Texas Department of Protective and Regulatory Services, as required by Texas state law. The phone number is 1-800-252-5400.

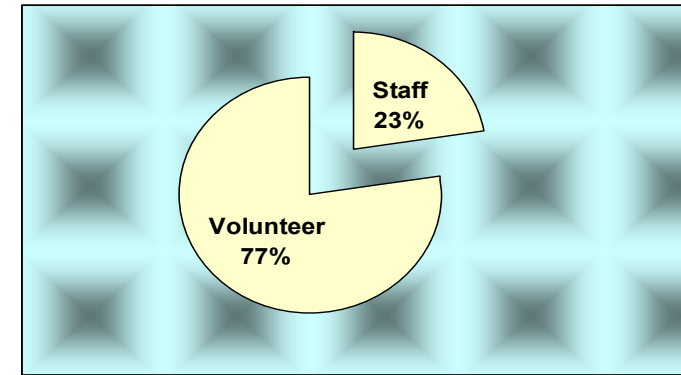


Volunteers: What You SHOULD DO



- Answer student's questions honestly. If you don't know the answer simply say so.
- Safety is first. Be aware of your surroundings and check each child and student to be sure they are in safe environments.
- Dress appropriately at all times, respecting our dress code. Please do not wear spandex, jeans, cut-offs, tank tops, flip flops etc. DCET will provide you with a volunteer t-shirt which you should return after completing your service. You could purchase it for \$10.00
- Remember to sign in and out each time you volunteer. If a situation arises and you cannot volunteer. Please call us ahead of time to let us know.

Staff and Volunteers



DCET has around twenty people working servicing and assisting its programs with administration and literacy classes helping in its majority, the Irving Hispanic/Latino community.

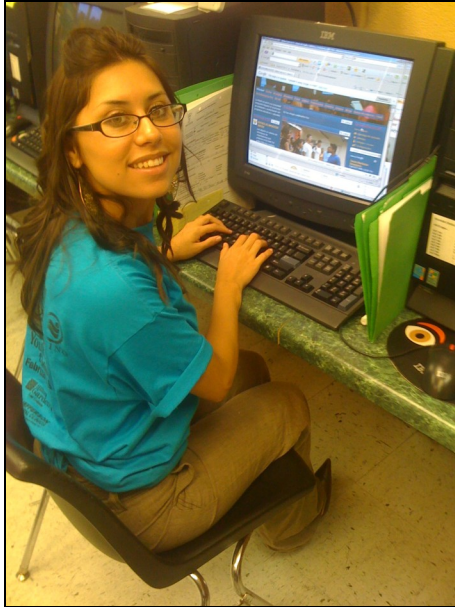
Volunteers are individuals who do not get paid for providing their skills and personal time to the organization. Staff only represents 23% of the individuals that service or administers the programs of DCET and are paid in accordance to the specifications of their contract labor agreement.

Seventy seven percent of people assisting DCET are Volunteers and twenty three are paid staff. This makes our volunteer driven organization, and we are very proud of this!

Volunteering for DCET

Our Services include:

- ABE (Adult Basic Education)
- ESOL (English to Speakers of Other Languages)
- GED (General Equivalency Diploma)
- Citizenship classes
- Computer literacy in Spanish
- Information and referrals
- Primary, Secondary and Bachillerato Curricula in Spanish through DCET's "Plaza Comutaria" (Community Plaza)
- Workforce skills preparation
- FAMA (Folkloric Arts Youth Mentoring Program)
- Youth Leadership/Mentoring Council (College prep, community volunteer service, virtues/values)
- VALFAM (Valores Familiares) Parenting Skills Workshops.



Application Process:

In order to be a volunteer at DCET, you must complete the following steps:

- Complete the application
- Provide two personal references.
- Read and sign the Confidentiality Agreement, Code of Ethics, and the DCET Personal Development Plan.
- Complete an interview with the Volunteer Coordinator.
- Attend orientation and any necessary training.

The process for new volunteers generally takes about two weeks. We know you are excited about beginning your volunteer experience, so we appreciate your patience and understanding during this time.

Orientation and Training:

Orientation for new volunteers are held once a month (Last Saturday of each month). Volunteers will learn about DCET, policies and procedures and how to get started! All volunteers will receive appropriate on-the-job training for their assignments. In addition, all volunteers who will work directly with our students will meet with will meet with teacher/coordinator to gain specific information.

Please review the list of volunteer opportunities available at DCET to determine which activities are best for you. We appreciate your time and efforts, and hope that you will enjoy your experience here as a volunteer.

Personnel

Human Resources

This office will recruit new volunteers and will assist with the following tasks:

Opening volunteers' files

Maintaining database current

Have all volunteer fill in applications, confidentially agreement, volunteer contract

Go over our Code of Conduct

Decorations:

We can use help on decorations, auction items, graphics, etc. for our two big events each year:

Gala Night at the Country Club (May)

Rebuilding Families 5,000 people conference on virtues and values (September)

End of the year recognition reception planning/Execution

First Friday in July



Volunteering Opportunities

Cultural/Mentoring program

FAMA—Folkloric Arts Mentoring Amigos

FAMA is a Youth Leadership Program where you could volunteer. It is a very fun program that requires a lot of manpower project coordination hours.

This program offers youth and children the opportunity to learn Mexican Ballet Folklorico dances. Students, meet, talk, and learn virtues and values through our VALORES FAMILIARES workshops. Young students earn a lot of self-esteem while performing in public. One of the goals of this program is to develop leadership and social skills within students.

FAMA volunteers can assist with:

- Keeping inventory of the dresses, accessories and music for the program.
- Keeping record of the students' individual files. Organizing our Memorabilia.
- Help with the mail out of correspondence to parents. Be a mentor to a younger student.
- Take pictures during performances and develop them to place them in memorabilia. Organize raffles to help fund-raise funds for the program.



Educational opportunities

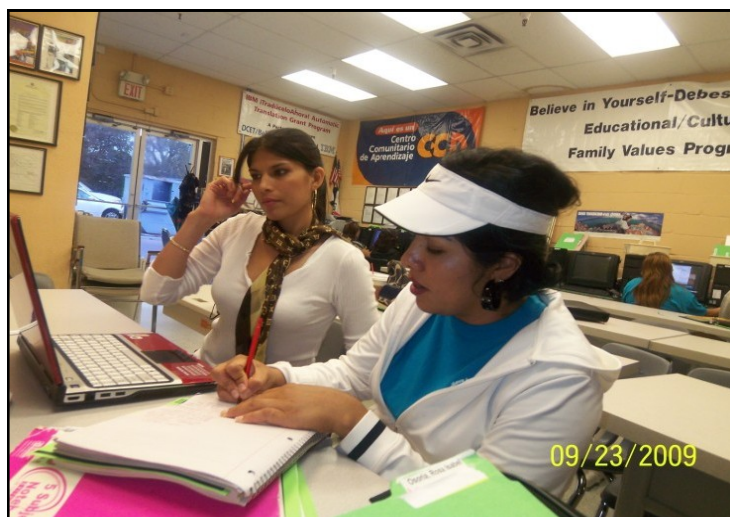
Instructor, Citizenship Class:

A person or team to teach a citizenship class in Spanish or English.

Textbook and software application provided to student.

Tutor, Spanish GED:

A person or team to tutor individuals or small groups



preparing to take the GED exam in Spanish.

Tutor, Spanish Literacy:

A person or team to tutor individuals or small groups in basic Spanish literacy for native Spanish speakers.

Computer Lab Assistant:

Working with ESL students in the lab on basic computer operations and use of the Internet.

Classroom Assistant:

Marketing Assistant: *Great way to practice your Spanish!* Meeting personally with the Hispanic community to build bridges by offering them information about DCET and letting them know we are a resource.

Newsletter Publication:

Help draft stories and information for the newsletter.

Take pictures and develop them for publishing purposes

Web Maintenance:

Keeping website current, adding new areas, posting new information.

Administer our social networks: FACEBOOK,

<http://laescuelitadedcet.ning.com>

And our YAHOO portals

Development Office:

Assisting with Fundraising activities, such as:

Raffles

Car wash

Direct Mail-out soliciting donations

Special event opportunities

End of the Year Volunteer Program Assistant:

Assisting Coordinator with:

Volunteer recognition diplomas

Master of Ceremonies

Follow up with check list

Assisting buying needs for the reception

Obtaining gifts certificates from: Restaurants, beauty shops, computer stores, etc.



Maintenance opportunities

General Site Maintenance:

From painting to carpentry to cleaning, we can use your help!

IT Maintenance:

Perform Scan Disk

Clean Disks

Disk Defragmenter

Erase Temporary Internet files from hard drive

Clean monitors and keyboards



Development & Marketing Programs opportunities

Research Projects:

Compiling and reporting on a variety of topics.

Grant Research/Writing:

Investigating and applying for grants to fund special projects and to help fund DCET in pursuit of its mission..

Graphic Design for Publications:

Developing layouts for marketing and informational material

General Administrative opportunities

Front Desk Reception: (Also called **In-Take**) *great way to improve your Spanish!*

Volunteers can help with the following general clerical tasks:

Answering the phone

Filing documents

Enrolling new students

Office organization

Making copies

Word processing

Data Entry

Voice Mail Calls Follow up

DCET has an incredible amount of phone calls. We use our voice mail service, which holds 3 lines: through a password, we are able to canalize calls and answer them by priority. Calls can be forwarded to our main phones, beepers, or mobile phones and answered from any location.

972-669-5035 -General information about our programs
(greeting is in Spanish)

972-669-5031 -Main number to welcome Corporate sponsors, prospect donors

972-669-5036 – FAMA line with information about the program

