



www.readottawa.org • info@readottawa.org • 616.843.1470 • 430 E 8th St #140, Holland, MI 49423

### **Scope of Work Guidelines**

READ Ottawa’s mission is to provide adults who live in or near Ottawa County, Michigan with an opportunity to improve and transform their lives by strengthening their reading and language fluency.

READ Ottawa provides reading and language fluency support for adults 18 years and older. Our service personnel (board, staff, and volunteers) are expected to serve our learner population in a professional and respectful manner by maintaining appropriate boundaries related to READ Ottawa’s scope of work. Thus, it is important to have a clear understanding of both the responsibilities and limitations of our role as service providers.

#### **READ Ottawa Scope of Work guidelines include:**

- Stay true to the READ Ottawa mission by establishing clear literacy goals to be achieved while participating in the program.
- Be conscientious to maintain friendly, professional boundaries while engaged in a learner/tutor relationship.
- Exercise careful consideration before agreeing to socialize with an active learner outside of scheduled READ Ottawa program business.
- Use caution before accepting a learner’s “friend” request on social media sites such as Facebook and other platforms, while READ Ottawa services are being provided.
- Use caution when offering advice on personal, private matters beyond typical READ Ottawa issues.
- Limit the amount of personal information shared between service provider and recipient to READ Ottawa related business only. “Personal information” can only be defined by the individual, but caution should be exercised in how much one might share about oneself as a READ Ottawa service provider. Phone numbers and/or emails are likely necessary for learner contact, but home addresses or other personal details may not need to be shared.
- Maintain and respect confidential information as established by the READ Ottawa program guidelines and confidentiality policy.
- Do not engage in an intimate dating relationship with an active READ Ottawa learner.
- Avoid “excessive” gift giving as outlined on both the Tutor and Learner applications.
- Buying or selling items of significant value between READ Ottawa service personnel and service recipients is not encouraged.
- Do not borrow or lend items, especially money, with READ Ottawa service recipients.

READ Ottawa recognizes that genuine, healthy, respectful friendships can grow between our service providers and service recipients during the program time spent together. Awareness is key in helping to maintain appropriate boundaries, as well as the scope of work of the READ Ottawa program. A service provider who can separate personal from professional issues will be more likely to act within the best interest of the service recipient for the long-term. The READ Ottawa mission statement should be considered when determining one's role as a READ Ottawa representative.



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When confronted with an issue that does not fall into the norms of the READ Ottawa Scope of Work guidelines, we encourage the volunteer to help advocate for their learner by seeking other community agency referrals. While every case is different, many resources and service providers exist in our community and we seek to refer to community members thoughtfully. Contact any READ Ottawa staff member for support in identifying and connecting to appropriate services.

Some relevant, existing community service agencies might include:

- United Way
- Love INC
- Love in Action (Tri-cities)
- Salvation Army
- Tri-Cities Ministries
- Job Seekers and/or MIWorks!
- Community Mental Health
- Child Protective Services
- Community Action House
- Gateway Rescue Mission
- Momentum Center
- Lighthouse Immigrant Advocates
- Latin Americans United for Progress (LAUP)
- Michigan Immigrants Rights Center (MIRC)
- Resilience (formerly Center for Women in Transition)