Community Service Office

Directory of Projects and Internships

Fall 2015

Smith Students in the Community

Community Service Office
Center for Community Collaboration
Wright Hall, Smith College
(413) 585-2793

www.smith.edu/cso    cso@smith.edu
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Introduction to the Community Service Office (CSO)

CSO is a comprehensive community service program that both supports and informs the Smith College community by working to engage Smith students in a wide range of community service and social action projects, educational workshops and placements.

Our mission is to support student engagement in meaningful community service work and leadership training that enhances the educational experience, meets community identified needs, provides opportunities for reflection, models the development of effective collaborative community partnerships with local non-profit organizations, and encourages a lifelong commitment to community engagement.

We are part of the Center for Community Collaboration (CCC), which also provides support for community service learning courses, community based participatory research, and outreach projects.

Our philosophy, which focuses on community work, centers around: building bridges among diverse groups of people and encouraging learning through community work.

Community Service Opportunities

Orientation Program: First Link

Working with the Community Service, Center for Community Collaboration, and student leaders you will combine a one day short-term community service project with reflective discussions and activities that will introduce you to local community service opportunities, help you to put community needs into context, and introduce you to other new students interested in community service work.

This year we will be focusing on food justice issues, and working with Nuestras Raices in Holyoke, MA. By the end of First Link, you will have a better understanding of urban agriculture and sustainable living.

Nuestras Raices is a grassroots organization that promotes human, economic and community development in Holyoke, Massachusetts through projects relating to food, agriculture and the environment. This program includes:

- network of 10 community gardens with over 100 member families;
- environmental program addressing issues affecting the Holyoke community;
- Youth Program for inner city youth that gives them the opportunity to organize about food and environmental related topics; and
- 30-acre inner city farm that focuses on food systems, economic development and agriculture.

In small discussion groups, you will examine local social problems, discuss effective solutions, improve your skills in working with diverse communities, and discover how community service
work relates to your college education. You will feel the satisfaction of making a contribution to the local community, while beginning new friendships with other Smithies.

First Link will accommodate up to 21 participants and 4 to 7 team leaders.

**Short-term: One-time projects that last from several hours to a full day.**
- Harvesting or planting vegetables at urban agricultural programs
- Helping at fundraisers for local non-profits
- Refurbishing space at a local agency
- Participating in a community clean-up
- Building houses with Habitat for Humanity
- Renovating local playgrounds
- Participating in the Prison Book Project

C.S.O. organizes short-term projects, as well as provides technical support and assistance to groups or house communities who want to organize their own projects.

**Long-term: Regular weekly placements and community partnerships ranging from 1 to 8 hours per week.** There is a wide range of projects in which the Smith community can get involved:
- Volunteer at a local shelter
- Assist at community development/social action programs
- Companions to children, teenagers, people with disabilities, etc.
- Tutors to children, middle school and high school students
- Decisional trainers to inmates
- Hotline workers at a local shelter for victims of domestic violence
- Teaching ESL to adult immigrants in a language program

**Community-based Learning**

The CCC provides support for faculty with community based learning courses (CBL) and community based participatory research projects (CBR). Community-based learning is a teaching methodology and philosophy of reciprocal learning designed to put theory into practice by combining the elements of academic study with interactive community placements or research.

**Student Leadership Development Training:**

**C.S.O. Board:**
These positions require a full year commitment.

- Being a member of the C.S.O. Board offers students a voice in the scope and direction on the administrative side of C.S.O. helping to shape community service projects and programs. Board members gain life-long, leadership and project management skills.

- Board Members learn the basics of operating a small, non-profit organization, attend
weekly one-hour board meetings, and spend one hour per week in the office on administrative tasks. A board position is a one-year commitment. Each chairperson is responsible for specific events and community programs.

- Ten students are appointed to the Executive Board. The Board develops policies, coordinates events, and organizes educational gatherings on community needs and volunteering. Recruitment for these positions is usually done in March. Interested students complete an on-line application and our outgoing board chooses the proceeding board members.

**Community Fellows**

The Community Fellows program is designed for students who are interested in deepening their commitment to a particular long-term community partnership by acting as a leader/liaison between the Smith community and the agency. In addition to working directly with the community partner, the fellows focus on recruiting/supporting volunteers, being a primary contact person, and organizing reflection/training for Smith volunteers.

**Community Service Leaders Program**

The Community Service Leaders Program is designed to give students who are federal work-study eligible, an opportunity to deepen their commitment to a long-term community partnership by focusing on specific agency identified projects that will benefit the agency's goals and mission and expand the student's learning and skills development. In addition to working directly with the community partner, the leader will be responsible to educating and informing the members of the Smith community about the work of the agency.
How to Get Involved

1. Come to the Community Service Recruitment Fair! Held every September and February, representatives from many CSO agencies attend. You can talk to them about the type of work available at their agency, the hourly commitment required, and even sign up to work with the agency right there.

2. Browse through the CSO Directory of Projects and Internships or on our website at www.smith.edu.cso. The directory contains a listing of approved local agencies and their respective contact people. You can call the contact person directly and talk about service opportunities and arrange to work at the agency. The website contains information on agencies, board/staff information and contacts, and how to request transportation for volunteering. We also have printed copies of the Directory.

3. Contact our office. If you would like to talk to us before calling the agency contact person or need any other support, call or email the Program Coordinator, Arianna Collins at (413) 585-2793, aacollins@smith.edu or the Volunteer Service Director, Tiertza-leah Schwartz at (413) 585-2758, tschwart@smith.edu to set up an appointment.

4. Attend a Community Ed Luncheon. These luncheons, occurring three times per semester, offer a chance for students and employees to learn about agencies in the community. They also provide valuable volunteer opportunities and ideas. See our schedule of events.

5. Take part in a Short-term project. If you’re not sure, take part in a short-term project. It’s a great way to get your feet wet! We can help you organize a project for your department or organization or you can join one of our projects that happen throughout the year.

6. “Like” us on Facebook at www.facebook.com/SmithCSO to get regular updates on Community Service events and opportunities.

7. Become a C.S.O. House Representative to promote C.S.O. activities. At the beginning of the academic year each house elects a CSO House Representative. If you are interested in promoting CSO events and activities by encouraging your housemates to volunteer by giving blood, donating money or their time to local organizations, and increasing your house involvement on campus and the local communities, you can contact your house president, house community advisor, or the CSO office directly. Bi-weekly meetings are held on Thursday afternoons at 5:00 pm.

Please note that there are many agencies within walking distance or on a bus route from campus, and that CSO also has vehicles to help with transportation to projects or placements.
Questions to Ask Yourself

Find the “perfect fit” for you. Below are some questions to ask yourself as you begin to consider working in community service projects and placements. These questions could form the basis of your volunteer interviews.

Time Considerations

- How much free time do you have available to do community service or social justice work?
- How many hours a week would you like to be involved?
- How much of a commitment are you willing to make? How many months are you able to commit to a volunteer job?
- Can you follow through with your commitment? This is a quality that agencies look for in volunteers.

Skills, Interests & Experience

- What are you passionate about? How do you feel you can make a contribution to the community and, very importantly, to yourself?
- Have you done community service work before? What did you like/dislike about it? Do you want to do something similar again?
- Do you have any hobbies, interests, or paid work experience that you could use in your job?
- Are there career skills or experience you would like to develop through your community work?

Job Setting

- Do you have a geographic preference? How far are you willing to travel to do volunteer work? How would you get there? Do you have access to transportation?
- What kind of atmosphere would you like to work in? Quiet? Fast-paced?
- Do you want to work inside or outside?
- Do you want to work independently or with others in a team effort?

Focus

- What age group do you want to work with: Children? Teenagers? Adults?
- Do you want to work with a community action or social justice program, a school or educational program? Would you like to work with recent immigrants? Would you want to work in a program that addresses physical, mental or emotional disabilities?
- Do you want to work one-on-one or with a group of people?

Personal Considerations

- Do I know someone who could provide a reference for me if I need one? Have I asked that individual in advance so they will know that they may be contacted?
- If I am under the age of 21, do I understand that there may be certain volunteer opportunities that have minimum age limits for which I do not qualify?
Important Tips for Volunteers

When Contacting an Agency via Telephone, E-mail or Web-based Contact:

1. Introduce yourself. State your interests and expertise. Ask them what positions are available. Email often works best. Follow up with a phone call if necessary.

2. Make an appointment with the agency coordinator or find out if they have a group screening meeting.

3. Understand that some agencies are very busy and may not return your email or phone call right away. Be patient. Take the initiative. Be politely persistent. Leave detailed messages. Feel free to call us for help or information.

During the Interview / Screening Process:

1. Let the agency know your time commitment. Be open and honest with the agency from the beginning.

2. Ask for an orientation. It is important to know and respect the rules and regulations of an agency. Some agencies will automatically give you an orientation; with others, you may have to take the initiative and ask.

3. Ask who the person is to go to if you have questions or concerns. During the interview or any time during your placement, feel free to ask them questions. The more you understand how the agency works, the more you can offer and the more worthwhile your experience will be.

If You Have Concerns About Your Placement:

1. Reassess the goals of the agency. Are they compatible with yours? Have you followed the agency’s goals consistently? Have you fulfilled all of your responsibilities and been consistent with your attendance?

2. Try to have an open dialogue with them about your concerns.

3. Don’t hesitate to call us for assistance and support and/or arrange to meet with the CSO Director.

4. Remember that your role is to be a partner with the organization and help them with their projects. This means that you might have questions about their approach or procedures. Be thoughtful in how you articulate your questions given that agencies have limited resources and staffing.
Placement Guidelines / Best Practices

- Remember that you are a guest in the community/agency.
- Don't make a commitment you cannot keep. Show up; people are depending on you.
- If you are expected to be somewhere, be there on time—every time.
- Make your placement a priority by organizing your life and responsibilities so that you show up when expected. If you were up late the night before because you were studying, our expectation is that you will still go to your placement. The clients/mentees/tutees you are working with deal with many disappointments in their daily lives. You need to show them respect and extend your support by showing up.
- If you are sick and can't go to your placement, you need to get in touch with your supervisor to provide as much advance notice as possible.
- Your placement has a beginning, middle and end. It is very important to be clear with the client/mentee/tutee when you will be there for your volunteering and when you will finish your placement. In the field of social work, this is called "termination"; termination starts at the beginning of the placement by being clear about your role.

Be Communicative About Your Appointment:

Periodically during the placement you should remind the client/mentee/tutee when the placement will end. You should also give advance notice, if possible, about any instance you will not be coming in at your regularly scheduled time. You will want to remind people several weeks beforehand about termination; say, for example, "I have enjoyed working with you. You have made good progress in... I wanted to let you know that I will be working with you for four more weeks." Keep the focus on your work and commitment to them, not about details of your upcoming vacation. If you have trouble with terminating relationships, practice what you are going to say beforehand and make sure you follow through. Do not wait until the last week to tell the client that you are not going to be working with them any longer. Make sure that when you are acting out the termination process, you talk about the progress they have made.

Realize that termination or breaks in the placement may also bring up complex issues for the client. Listen and help them to express and process their feelings. A client/mentee/tutee's response may vary widely—from indifference to anger. Each of these responses has complex meaning behind it. These responses are not about you as much as they are about other relationships and disappointments in their lives.

You are a role model. You need to be friendly and supportive but also keep in mind that you are not friends with your client/mentee/tutee; as such, contact outside of the placement is not okay. You have a specific role and it is very important that you follow the particular parameters of your responsibility. Keeping terms clear shows respect for the person you are working with and models good, transparent practices and communication.

Your contact with the people you are working with is limited to the hours, times and scope of the placement. For example, you should not continue to meet with a tutor/mentee after the placement is finished, in different settings or at an unsupervised location nor should you give them the
expectation that you will stay in touch with them after the placement is completed. Some mentoring relationships have contact outside the primary meeting built into the structure, but most client/mentee/tutee programs do not. Do not be in contact through e-mail, phone calls, Facebook, etc.

- Because there may be economic disparity between you and your client and because it is essential to keep the focus on your client/mentee/tutee, you should not exchange gifts with him or her at the end of the placement. You can write the client a card about their progress and efforts.

- In client/mentee/tutee relationships, the primary goal is to meet the academic needs of the tutee. However, lives are complex and things will come up that don't directly have to do with learning math or English.

**Be Supportive:**

The following suggestions will help you to be supportive:

- You and the client/mentee/tutee may come from different or similar circumstances, cultures and types of communities. Remember to put your preconceived judgments aside about their culture, community or reasons why they need tutoring support. Look for strength in their ability to persevere under challenging circumstances.

- When your client/mentee/tutee brings up something that is challenging for them in their family or school, listen carefully.

- Do not try to make their situation better by attempting to "balm" their feelings or make things right. The issues and complexities they grapple with on a daily basis are challenging and you are only working with them for a short period of time.

**Be a Good Listener:**

The best way you can support them is to be an attentive listener. Keep the focus on them and their expressions. Rather than telling them about a similar experience you may have had and how you managed it, demonstrate that you are "following what they are saying" or encouraging them to come up with responses to their situation.

Sometimes people just need to tell someone how they are feeling or talk about how they are experiencing a difficult situation. If you show you are listening and engaged, they will feel affirmed. Try using some of the following; they open up the conversation rather than direct it:

- Be open, attentive, and curious about what they share with you or bring up in a tutoring session.
- Ask, "How come?" not, "Why?"
- Ask, "How so...?" or "What was that like?" instead of, "How did that make you feel?" or "What do you think?"
- Ask, "What do you want to do about that?" or, "Is there someone at school or home you
could talk to about this?"

- Use phrases such as "Can you give words to that...", "What do you imagine...?", or "Can you say more about that...?"

- Repeat their phrasing to show that you are listening. For example, "So you are upset because your Dad doesn't visit you...?" Let them finish the sentence and take it where they want to go.

- At times when you reach an impasse in tutoring or during a difficult conversation, it is ok to sit with the silence to let them take the lead.

- When meeting with them, your focus is on the session and their learning goals. Share with them as much as is necessary but at the same time as little as possible about you and your life. We want to keep the focus on them.

- If they bring up concerns about abuse or neglect, their personal safety, depression, bullying or other at-risk behaviors or significant problems, you want to let the on-site supervisor and someone within the CSO know about the situation.
Community Engagement Safety Policies for Students
Smith College Center for Community Collaboration (CCC)

Community work is a wonderful way to enrich your education and life experiences. In every community setting, whether rural, urban, or a small town, you need to pay careful attention to your personal safety. There are ever-present risks to safety, and we strongly encourage you to follow at all times the “best practices” listed below. Contact the CCC or the CSO with questions at ccc@smith.edu or 413-585-3060 or cso@smith.edu or 413-585-2793.

Personal Safety:

➢ Be alert at all times. Pay careful attention to your surroundings at all times of the day.
➢ Let friends and colleagues know where you are going, what you are doing, and when you plan to return.
➢ If possible, travel with another person or in a small group.
➢ Carry a cell phone for emergencies.
➢ Do not wear headphones or be so busy texting that you are unaware of your surroundings.

Safe Travel:

➢ Only certified drivers may drive college vehicles. Drivers must follow all safety guidelines listed in the CSO van regulations.
   • Go to: www.smith.edu/cso/transportation.php for more information.
➢ In the event of an accident or breakdown, follow the safety instructions in the key packet.
➢ When transporting placement program participants, all regulations concerning permission slips and volunteer/participant ratio must be followed:
   • Go to: www.smith.edu/cso/transportation.php for more information.
➢ When traveling to and from a placement, be aware of your surroundings. Have your key ready to open the car door; keep the car locked and your valuables out of sight. Do not label keys with your name or other identification. Reduce exposure to risk by taking the shortest distance and the safest route.
➢ Always park the van in a well-lit and well-traveled location. In general, avoid parking in an underground parking garage, where it can be difficult to remove yourself from a situation. Remain visible to others around you.

On-Site Safety Considerations:

➢ All of our partner organizations have emergency policies to respond to fire, assaults, hostage situations, or other safety issues. Ask them to review these policies with you so
you will know how to respond should a situation occur.

- Violent situations can happen quickly anywhere at any time, so be alert. They can be home-based (domestic violence), school-based or site-based (peer-to-peer violence, an attacker coming into the school), street violence (gang- or drug-related, an assault or robbery).
- Our partner agencies are aware of incidents in the community and want to ensure your safety. Check in with agency staff to find out if anything has happened recently of which you should be aware and what steps have been taken. For instance, at times agencies have requested increased police patrols or designated specific travel routes or entrances to use when coming and going.
- Ask agency coordinators for the contact information and locations of Community Policing Substations in the community where you are working, so that if you are concerned for your safety you can contact them or go there.
- If someone confronts you in anger or you observe an escalation in tension, do not try to manage it yourself. Immediately inform agency staff so that they can respond. Do not hesitate to get agency staff involved; part of what we are teaching program participants is how to behave appropriately to ensure their safety. If you are out in the community, immediately go to a safe location, such as a store or business.
- If accosted, do not engage in a confrontation about your personal possessions. They are not worth the risk of getting hurt.
- Trust your intuition or gut. If you feel unsafe, do what you need to do to ensure your safety. Leave the situation and go to a place that is safe, then let someone in authority know about the situation.
- Keep CCC staff informed of any situations that occur, so we can support you and provide you with additional resources, if needed.

Suggestions for Working with Children after a Traumatic Situation has Occurred:

- For some children, violence is a regular occurrence with which they must cope. They may respond in a variety of ways. Their experience does not have to mirror your experience. Wait until a child brings up the subject.
- Use active listening skills to understand the child. Let the child express the experience. Do not insert yourself or your opinions into the conversation. Be attentive and focused. Do not make judgments about what happened. For example, if a child brings up a situation, the tutor should listen to the child's concern and confirm the child's feelings. If a child says, "Somebody shot at a school bus" the tutor can say, neutrally, “I heard that happened.” If the child says, "I would have been scared, the tutor can say, "Yes, I think I would have been scared too.” Letting the child lead the discussion is key; avoid letting the tutor’s fears compound the child’s.
- Remember, you are not a counselor and that is not your role. As a mentor and role model, you can be a listener and a support. Do not attempt to serve as a therapist.
- Children may not be fully aware of a situation, so do not frighten them by making a big deal about it if it is not a big deal for them.
- If a child brings up the subject be attentive and focused. Let the child know that you are willing to listen. Let the child talk, and just follow along. Rather than ask how the child feels, say “Tell me about that,” “So how is this for you?” and “What do you
think?” Repeat back what the child said, to show that you are listening.

- Affirm and validate the child’s experience and feelings about the situation. Tell the child it is okay to think and feel whatever the child thinks and feels. Tell the child that these thoughts and feelings make sense, that they are normal, and that it is normal to have a wide range of responses.

- Encourage the child to speak with program staff or other trusted adults, such as a teacher, neighbor, parent, or school counselor.

- If you have had such a conversation with a child, let program staff know.

Community Projects Agency Listing

Adolescent

Treehouse Foundation & Community

One Treehouse Circle  Easthampton, MA 01027

Walking Distance: No  Handicapped Accessible: Yes

Contact: Kerry Homestead
Phone: 413-527-7966
Fax: (413) 527-3855
Email: kerry@refca.net
Web: www.refca.net

Time Commitment

☐ Days
☒ Evenings
☒ Weekends
☒ After School

Min. hours per week 2

PLACEMENT / PROJECT

DESCRIPTIO

Development Assistant
– Assist with development and grant activities for innovative non-profit, the Treehouse Foundation (refca.net).

HEROES Program Peer Leader
– Provide support for leadership & life skills program for youth, 14-24, who have experienced foster care or adoption. Those with personal experience interested in foster care & youth development welcome. Activities take place Friday eves & Sats, 2/month.

Sibling Sundays Volunteer
– Help facilitate activities and connection for siblings separated in foster care to maintain and strengthen family ties through social enrichment activities.

Treehouse After School Tutors Plus!
– Help w/ literacy skills, homework, play games, and establish positive, mentoring relationships. Consistency required. Weekday afternoons or early evening.

Mission: The Treehouse Foundation (www.refca.net) is dedicated to Re-Envisioning Foster Care in America. The Treehouse Foundation’s mission is: To inspire, implement and support innovative practices which ensure children experiencing foster care find their places in life-long family relationships and supportive communities that help them lead fulfilling and productive lives. Its major initiatives are the Treehouse Community in Easthampton, and the Re-Envisioning Foster Care in American (REFCA) Movement. The Treehouse Community is devoted to cultivating and supporting life-long connections and promoting innovative, multi-generational and community based solutions for children who have experienced foster care.

Goals: To make meaningful contributions to the Treehouse community and its members that will enhance community development, support children and their success, and build meaningful relationships between Treehouse and Smith College students. To expose students from Smith to an innovative program that seeks to be a model for change and re-envisioning of foster care in America. To offer students an opportunity to connect their learning goals and interests with a volunteer experience. To provide experiences that will benefit both students from Smith and the Treehouse community. To promote learning skills and confidence and build meaningful relationships.
Treehouse Foundation & Community

Skills: Ability to make a commitment. Prior relevant experience with children and ability to support learning skills is a plus. Interest and enthusiasm, curiosity and flexibility. Good relational skills and creativity. Reliability. For development: interest in learning new skills, organizational and computer skills.

Training: Training is designed to ensure that volunteers are informed and prepared for their roles and understand the mission and vision of the Treehouse Foundation and Community.

Directions: Take route 10 (South Street) to Easthampton. Bear right and continue straight at the rotary as you approach town center. At the first stop light, go straight and then take left fork. You are now on Park Street. Continue down Park for just over a mile. You will see the entrance to White Brook Middle School on your left. Just past this turn, you will see the entrance to Treehouse on your left, noted by a sign for Easthampton Meadows. Proceed down to Treehouse Circle and the Community Center at 1 Treehouse Circle.

Related Agencies
Big Brothers/Big Sisters of Hampshire County
Girls Inc.
Springfield School Volunteers

Connections After School Program
Mercy Medical Center
Volunteers in Northampton Schools, Inc.

Children

Big Brothers/Big Sisters of Hampshire County
Bangs Community Center 70 Boltwood Walk Amherst, MA 01002

Walking Distance: No  Handicapped Accessible: No

Contact: Ruth Harms or Victoria Silva
Phone: (413) 259-3345
Fax: (41) 329-3354
Email: rharms@chd.org
Web: www.bbbshampshirecounty.org

Time Commitment
☐ Days
☐ Evenings
☐ Weekends
☑ After School
Min. hours per week 3

Time Frame
☐ Fall Start
☐ Spring Start
☑ 1 Semester
☑ 2 Semester

PLACEMENT / PROJECT

Big Sister – Spend 3-5 hours per week for three semesters with youth from the community.
Internships – Internships are available and can be tailored to complement or enhance many areas of student academic concentration or major.
Volunteer(s) – Help with events and other special activities.
Work Study – Assist in the office, help with a weekly after-school group, or help with various events throughout the year (the Holiday Potluck and other events).
Big Brothers/Big Sisters of Hampshire County

**Mission:** To make a positive difference in the lives of children and youth, primarily through a one-to-one relationship with a caring adult. The program is committed to assisting young people in achieving their highest potential as they grow to become confident, competent, and caring individuals by providing committed volunteers, professional support and supervision of the matches, outreach to families, and enrichment opportunities in their communities.

**Goals:** Goals vary, depending on the placement type.

**Skills:** Ability to follow through; to keep your commitment to the program. Must be able to access Smith van and be certified by Smith to drive their Little Sister (community match) for three academic semesters or have 3:30p.m. to 6:30p.m. on Wednesdays free during three academic semesters to be considered for the Kids to Campus Mentoring Program.

**Training:** One-time volunteer training. Big sisters meet with their Case Manager once a month for supervision of the match.

**Directions:** Site-based matches: meet on Smith campus on a weekly basis (Wednesdays) during school year.
Community matches: Big Sister will pick up her Little Sister from home or school and return her home after their outing.

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Springfield School Volunteers

1550 Main Street, 3rd floor Springfield, MA 01103

**Walking Distance:** No  **Handicapped Accessible:** Yes

<table>
<thead>
<tr>
<th>Contact: Maria DeAngelis</th>
<th>Time Commitment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone: (413) 787-7016</td>
<td>Days</td>
</tr>
<tr>
<td>Fax: (413) 787-6609</td>
<td>Evenings</td>
</tr>
<tr>
<td>Email: <a href="mailto:deangelism@springfieldpublicschools.com">deangelism@springfieldpublicschools.com</a></td>
<td>Weekends</td>
</tr>
<tr>
<td>Web: <a href="http://www.springfieldschoolvolunteers.org">www.springfieldschoolvolunteers.org</a></td>
<td>After School</td>
</tr>
</tbody>
</table>

| Min. hours per week | 1 |

**Placement / Project**

**Description**

**Remedial Math**  
K-12. 1 hour a week.

**Remedial Reading**  
K-8: 1 hour a week.

**Mission:** To promote and facilitate learning-focused community involvement in support of the Springfield Public Schools' goal of ensuring that every child attain a high level of academic achievement in a safe and supportive environment.

**Goals:** To provide encouragement, guidance, motivation, character development and academic support to students in the Springfield Public Schools.

**Skills:** Volunteers should enjoy working with young people. Tutors should possess skills that will assist students to reach proficiency. To tutor mathematics at higher levels, volunteers should be well-prepared and have a strong background in the subject.

**Training:** Volunteers will work under the guidance of a teacher.
Springfield School Volunteers

**Directions:** Rte. 91 South to Springfield (approx. a 30 min. drive). Springfield School Volunteers (1550 Main St.) provides specific directions to each of the 55 schools.

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**Related Agencies**
- Connections After School Program
- Homework House
- Safe Passage
- Girls Inc.
- Kensington International School Refugee Tutor/Men Volunteers in Northampton Schools, Inc.

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**Decisional Training**

P.O. Box 65 205 Rocky Hill Road Northampton, MA 01060

**Walking Distance:** No  
**Handicapped Accessible:** No

<table>
<thead>
<tr>
<th>Contact: Karen Banta, Coordinator</th>
<th>Time Commitment</th>
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</thead>
<tbody>
<tr>
<td><strong>Phone:</strong> 413-548-5076</td>
<td>Days</td>
</tr>
<tr>
<td><strong>Fax:</strong></td>
<td>Evenings</td>
</tr>
<tr>
<td><strong>Email:</strong> <a href="mailto:kdbanta@gmail.com">kdbanta@gmail.com</a></td>
<td>Weekends</td>
</tr>
<tr>
<td><strong>Web:</strong></td>
<td>After School</td>
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<td></td>
<td>Min. hours per week</td>
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</table>

**Time Commitment**
- Days
- Evenings
- Weekends
- After School

**Walking Distance:** No  
**Handicapped Accessible:** No

**PLACEMENT / PROJECT**
- Northampton Jail Volunteer

**DESCRIPTION**
- Work with an inmate one hour per week for 10 weeks. Contact Karen Banta: kdbanta@gmail.com

**Mission:** To teach a structured course in decision-making, problem-solving, and life-planning skills to male inmates at the Hampshire County Jail and House of Correction.

**Goals:** For inmates to learn decision-making, problem solving, and life planning skills.

**Skills:** Volunteers must be non-judgmental, believe that people have the capacity to change, and have the belief that each human being has potential, possibilities and gifts. Must have the emotional maturity to maintain strict professional boundaries. Must be at least age 20.

**Training:** Extensive training is mandatory and provided. CSO can pay for the training fee.

**Directions:** Take Route 66 (which starts at the Forbes Library) several miles to the Hampshire County Jail and House of Corrections, on the right. Park in the parking lot to left. Lock your car. Enter at door near flagpole. Need transportation: car or CSO vehicle.

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**Related Agencies**
- Friends of Hampshire County Homeless Inc
- Nuestras Raices, Inc. (Our Roots)
- Safe Passage
Friends of Hampshire County Homeless Inc

Emergency Winter Shelter 43 Center Street Northampton, MA 01060

Walking Distance: Yes  Handicapped Accessible: Yes

Contact: Barbara Blumenthal
Phone: 413-585-2906
Fax:
Email: bblument@smith.edu
Web: http://www.hamphomeless.org

Time Commitment

☐ Days
☒ Evenings
☐ Weekends
☐ After School
Min. hours per week 2

PLACEMENT / PROJECT

Staff Support — To act as a back-up to the professional staff between 7:30 and 9:00 p.m. (one night per week) from Nov 1st - April 30th.

Mission: Friends of Hampshire County Homeless Inc. is a community organization committed to providing financial and volunteer support for the Hampshire County Interfaith Shelter for homeless individuals, and associated programs. The Interfaith Emergency Winter Shelter provides emergency overnight shelter for homeless adults in Hampshire County during the six coldest months of the year. In addition to food and beds, they offer friendship and support, and the counseling needed to help people move on from a homeless life into a stable living situation.

Goals: Student volunteers work in pairs, providing companionship and helping with many different activities at the Shelter.

Skills: Friendliness and compassion, awareness of race, ethnicity, class, gender, religious and social justice themes, as well as a strong sense of empathy and responsibility.

Training: On-going and informal.

Directions: Walk on ELM ST/route 9 towards downtown Northampton. Turn LEFT onto BEDFORD TERRACE. Turn RIGHT onto STATE ST. Turn LEFT onto CENTER ST. Total Distance: approx. 1/2 mile. The Shelter (43 Center St.) is located at the right rear of the building.
Habitat for Humanity, Pioneer Valley
140 Pine St, Room 9 P.O. Box 60642 Florence, MA 01062

Walking Distance: No Handicapped Accessible: No

Contact: Janet Bordwin Kannel
Phone: 413-586-5430
Fax:
Email: volunteer@pvhabitat.org
Web: www.pioneervalleyhabitat.org

Time Commitment
- Days
- Weekends
- Evenings
- After School

Min. hours per week

Mission: Our goal is to make homeownership possible for low-income families in our region. Through the donation money, land, expertise, and labor we commit ourselves to construct inexpensive, sturdy houses. We further commit to provide our families with the supportive services necessary to become successful and responsible homeowners. We challenge our community to share from its abundant resources, labor and capital, with those in need. We pledge ourselves to the building of genuine community through the shared labor of constructing decent, affordable homes for those less fortunate than ourselves.

Goals: To identify and achieve specific organizational tasks that serve the needs of the volunteer and Pioneer Valley Habitat.

Skills: No construction skills needed to be involved in building--just a willing spirit. Attend a 1-hour orientation and then you can build with us on our Habitat houses, or volunteer at our events. I can come on site to Smith College to lead an Orientation for 10 or more people. No long-term commitment required. Sign up for 1 construction shift at a time. You are only committed to that shift.

Training: Yes, depending on assignments.
Habitat for Humanity, Pioneer Valley

**Directions:** PVH Office: From Smith, take Rte. 9 west. At Florence Center, turn left onto Maple; take 2nd right onto Pine St. At stop sign, with Florence Congregtional on left--Florence Community Center is to the right of the church. PVH is located on the top floor of the Community Center. Builds take place throughout the Pioneer Valley.

MANNA Soup Kitchen, Inc.

48 Elm St. - St. John's Church 297 Main Street- Edwards Church Northampton, MA 01060

<table>
<thead>
<tr>
<th>Walking Distance: Yes</th>
<th>Handicapped Accessible: No</th>
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**Contact:** Claire Troiano

**Phone:** 413-588-2333

**Fax:**

**Email:** ctroiano0123@gmail.com

**Web:**

**Time Commitment**

- Fall Start
- Spring Start
- 1 Semester
- 2 Semester

**Min. hours per week:** 3

**PLACEMENT / PROJECT**

Volunteer for Saturday noon meal or other times.

- Help prepare, serve, and clean up one meal. Serve food buffet-style and relate respectfully to guests.

**Mission:** The MANNA Soup Kitchen, Inc. strives to provide hot, healthy meals to hungry people in the local community. We work to create a safe and hospitable setting where guests can find warmth and fellowship and be treated with respect. At present we serve 3 meals every week year-round and community dinners on Thanksgiving and Christmas Day.

**Goals:** To become familiar with the workings of a soup kitchen and be aware of the lack of food security for many people in the local community.

**Skills:** None - will train. Should be comfortable with the guests and flexible about tasks.

**Training:** Not much training is needed beyond basic familiarity with kitchen skills. Additional training is provided for any volunteer who feels in need of more instruction.

**Directions:** MANNA’S Saturday noon meal takes place at the Edwards Church, 297 Main St. (at the corner of Main and State Streets, across the street from the Academy of Music) in Northampton. Side entrance is at the back of the church, facing State St. Volunteer hours are 10:00 a.m. to 1:00 p.m.
The Northampton Survival Center is dedicated to improving the quality of life for low-income individuals and families throughout Hampshire County by providing nutritious food and other resources in an atmosphere of dignity and respect.

We strive to match up enthusiastic individuals with tasks that are well suited for them. It is very important the volunteers are able to honor their commitments. In our experience, many student volunteers have the best of intentions but may not be realistic about what they can fit into their already busy schedules. Please be mindful of this when considering a volunteer position at the Center.

Skills: Responsible, warm, attentive to detail, works well with others.

Training: Individual, informal, supervision by volunteer coordinator and/or staff.

Directions: From Helen Hills Hills Chapel, drive toward the Quad on Elm Street. Make a right on Franklin, turn left onto Prospect. The Northampton Survival Center will be on your immediate right. Alternatively, walk or drive down Prospect St. at the intersection of Rt. 9 and Prospect, just across the street from John M. Greene Hall. Continue on Prospect for about eight tenths of a mile. The Survival Center will be on your right.
Nuestras Raices, Inc. (Our Roots)

329 Main Street Holyoke, MA 01040

Walking Distance: No Handicapped Accessible: No

Contact: Marielena Lima
Phone: (413) 535-1789
Fax: (413) 535-1100
Email: mlima@nuestras-raices.org
Web: www.nuestras-raices.org

Time Commitment

☐ Days ☑ Fall Start
☐ Evenings ☐ 1 Semester
☐ Weekends ☑ Spring Start
☑ After School ☐ 2 Semester

Min. hours per week 2

Mission:
Our mission is to create healthy environments, celebrate "agri-culture," harness our collective energy, and to advance our vision of a just and sustainable future.

Goals:
Nuestras Raíces promotes economic, human and community development in Holyoke through projects relating to food, agriculture and the environment. It draws its membership and its leadership from its network of community gardens.

Skills:
Project placement will vary with skills and interest of each volunteer. Spanish is very helpful, experience working with youth is helpful, as is knowledge of agriculture or gardening.

Training:
Orientation, supportive supervision from Nuestras Raíces staff members.

Directions:
Our main offices are located at 329 Main Street in Holyoke (handicapped accessible), our farm is located at 24 Jones Ferry Road (not handicapped accessible).

Related Agencies
Arise for Social Justice, Inc. Literacy Project, The
Massachusetts Fair Housing Center
Internships

Girls Inc.
P.O. 6812 6 Open Square Way (Teen Center) Holyoke, MA 01041

Walking Distance: No  Handicapped Accessible: Yes

<table>
<thead>
<tr>
<th>Contact: Sarah Dunton</th>
<th>Time Commitment</th>
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<tbody>
<tr>
<td>Phone: 413-533-0796 x101</td>
<td>✓ Days</td>
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<tr>
<td>Fax: (413) 534-6454</td>
<td>✓ Evening</td>
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<tr>
<td>Email: <a href="mailto:sdunton@girlsincholyoke.org">sdunton@girlsincholyoke.org</a></td>
<td>❑ Weekends</td>
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<tr>
<td>Web: <a href="http://www.girlsincholyoke.org">www.girlsincholyoke.org</a></td>
<td>✓ After School</td>
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Min. hours per week: 4

PLACEMENT / PROJECT

Interns – Multi-semester placements working with girls 5-18 years of age or in an administrative capacity

Technology Assistant – Multi-semester placement supporting the integration of technology into programs; may include robotics, computer programming, use of social media

Mission: To inspire all girls to be strong, smart and bold.

Goals: For volunteers to support our mission and for them to learn the skills necessary to facilitate educational programming in informal educational environments.

Skills: Vary with placement - descriptions available on-line at www.girlsincholyoke.org

Training: Training is an important part of a successful placement. Girls Inc. asks that all interns commit to any requested orientation or training meetings.

Directions: find at www.girlsincholyoke.org
**Legal/Advocacy**

**Hampshire County Bar Advocates/Bar Association**

15 Gothic Street, Suite 10  Northampton, MA 01060-3084

Walking Distance: Yes  Handicapped Accessible: No

<table>
<thead>
<tr>
<th>Contact: Rebecca J. Ryan</th>
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<tr>
<td>Phone: (413) 586-5038</td>
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<tr>
<td>Fax: (413) 586-7388</td>
</tr>
<tr>
<td>Email: <a href="mailto:hcba@crocker.com">hcba@crocker.com</a></td>
</tr>
<tr>
<td>Web: <a href="http://www.hampshirebar.org">www.hampshirebar.org</a></td>
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**Time Commitment**

☑ Days  ☑ Fall Start
☐ Evenings  ☑ Spring Start
☐ Weekends  ☑ 1 Semester
☐ After School  ☑ 2 Semester
Min. hours per week 5

**PLACEMENT / PROJECT**

Office Intern  –  Assist with office duties and administration of programs. Research for various projects. There are opportunities to shadow attorneys.

**Mission:** Hampshire County Bar Advocates provide legal representation to indigent clients in district court criminal cases. The Bar Association is comprised of attorneys, judges, and legal professionals. We educate the general public, hold social functions, and administer various programs for the community.

**Goals:** To educate the general public, hold social functions, and administer various programs for the community.

**Skills:** Familiarity with Microsoft Office programs (Word, Excel, Access, etc.)

**Training:** Intern would work in an office with the Program Director with minimal direct supervision.

**Directions:** Gothic Street is located off Rte. 9 in downtown Northampton.

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**Massachusetts Fair Housing Center**

57 Suffolk Street  Holyoke, MA 01040

Walking Distance: No  Handicapped Accessible: Yes

<table>
<thead>
<tr>
<th>Contact: Meris Bergquist</th>
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<tr>
<td>Phone: 413-539-9796 x102</td>
</tr>
<tr>
<td>Fax: (413) 533-9978</td>
</tr>
<tr>
<td>Email: <a href="mailto:mbergquist@massfairhousing.org">mbergquist@massfairhousing.org</a></td>
</tr>
<tr>
<td>Web: <a href="http://www.massfairhousing.org">www.massfairhousing.org</a></td>
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**Time Commitment**

☑ Days  ☑ Fall Start
☐ Evenings  ☑ Spring Start
☐ Weekends  ☑ 1 Semester
☐ After School  ☑ 2 Semester
Min. hours per week 8

**PLACEMENT / PROJECT**

Fellowship  –  Work on specialized civil rights/fair housing research and writing

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Massachusetts Fair Housing Center
projects to fight illegal housing discrimination.

Legal Advocacy Intern – Work with experienced staff to fight illegal housing discrimination.

Mission: MFHC accepts complaints of housing discrimination, investigates those complaints and in appropriate cases provides free legal representation. MFHC also engages in extensive educational activities to inform community members about their right to equal housing opportunities. MFHC’s legal advocacy and community education and outreach helps to promote housing choice, preserve tenancies, avoid homelessness, create lead-safe housing for children and provide disabled tenants with equal access to housing. MFHC has maintained its office in Holyoke for over 25 years and provides all of its services in English and Spanish.

Goals: Intern/Extern will interview clients and perform intake of potential fair housing cases, conduct legal and factual research to support discrimination complaints, draft housing discrimination complaints, prepare fair housing outreach materials and assist in answering and writing discovery. Fellows will be given special research and writing projects, such as researching case law or community census data.

Skills: Must have an interest in and passion for civil rights and public interest work.

Training: All training necessary will be provided by MFHC staff. Students will be presented with written material to initiate their training.

Directions: South on Interstate 91. Take exit 17 (route 141). Turn left at light at end of ramp. Go straight through next light. Keep straight on Dwight. Turn right on Maple Street. Take first left onto Suffolk Street. We’re on the corner of Maple and Suffolk, across the street from Bank of America. Bus Lines: B43 or R21 (20 min ride).

Related Agencies
Arise for Social Justice, Inc. Decisional Training
Safe Passage

Literacy/Tutoring

Center for New Americans
42 Gothic Street Northampton, MA 01060

Walking Distance: Yes Handicapped Accessible: Yes

<table>
<thead>
<tr>
<th>Contact: Peg Thibbitts</th>
<th>Time Commitment</th>
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<tbody>
<tr>
<td>Phone: 413-587-0084</td>
<td>Days</td>
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<tr>
<td>Fax: 413-585-0908</td>
<td>Evenings</td>
</tr>
<tr>
<td>Email: <a href="mailto:volunteer@cnam.org">volunteer@cnam.org</a></td>
<td>Weekends</td>
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<tr>
<td>Web: <a href="http://www.cnam.org">www.cnam.org</a></td>
<td>After School</td>
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| Min. hours per week | 2 |

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<td>After School</td>
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<tr>
<th>PLACEMENT / PROJECT</th>
<th>DESCRIPTION</th>
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<tr>
<td>ESOL Tutor</td>
<td>Works one-on-one with ESOL learner on various language skills and</td>
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</table>
Center for New Americans

To provide the immigrant, refugee and migrant communities of the Pioneer Valley with education and resources to learn English, become involved members of their communities and obtain tools necessary to maintain economic independence and stability.

**Mission:** ESOL tutors work one-on-one with learners; the primary goal is to meet learner's own language goals, also to increase cross-cultural understanding.

**Goals:** Awareness and willingness to learn about other cultures. Student-centered philosophy of education. Willingness to continue for 6 months at approx. 2 hours per week. Patience, ability to work independently, fluency in English (non-native speakers welcome).

**Training:** 7-hour training, 1.5 hour observation (more possible).

**Directions:** Gothic Street is in the center of Northampton, between Center St. and King St.

There is on-street metered parking right now, and the parking lot is available on the weekends.

Connections After School Program

William R. Peck FSCS 1916 Northampton Street Holyoke, MA 01040

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**Time Commitment**

- Days
- Evenings
- Weekends
- Fall Start
- Spring Start
- 1 Semester
- After School
- 2 Semester
- Min. hours per week: 4

**PLACEMENT / PROJECT**

**Assist Enrichment Club Instructor**

- Assist enrichment club instructors in facilitating club activity (one or more afternoons, 3:30 - 5:50 p.m., M - Th)

**Facilitate an Enrichment Club**

- Provide an enrichment club in an area of skill/interest (once/week, 4:20 - 5:50 p.m., M, Tu, W or Th)

**Tutor/Homework support**

- Students would work with individual students or groups of 2-3 to provide academic support during our homework hour (one or more afternoons, 3:20 - 4:20 p.m., Monday - Thursday)

**Mission:** The CONNECTIONS Program is a 21st Century Learning Center Program, and, as such, has the goal of providing creative and innovative interdisciplinary, hands on, student centered programming that supports and contributes to academic achievement and youth development for Holyoke Youth.

The mission of the CONNECTIONS Program is to enhance the knowledge, skills, and interests of participating students, to support their social, emotional and physical development and to strengthen their connections to peers, teachers, the community and the natural environment.
Connections After School Program

through a balance of academic, enrichment and physical fitness programming.

Goals: CONNECTIONS After-School Program is looking for tutors and enrichment club assistants to provide homework help and tutoring services to individual students for an hour in the afternoon. After homework help, you have the option to assist an Enrichment Club Instructor or, with support from CONNECTIONS, create/facilitate your own club involving 10-12 students. We also would like to have assistance in carrying out fun routine office duties, including designing flyers and making copies. Applicants must enjoy working with children and want to help them develop academically. Applicants must be responsible, dedicated, conscientious, reliable, and independent workers. Transportation is preferred.

Skills: The primary skill is relational. It is very important that the student can feel comfortable and relate well to the youth in our program. Often our students are dealing with a fair number of personal challenges. The majority of our students are low income, urban youth. Many are English Language Learners and a significant number are special education students. Patience, humor, caring concern and reliability are qualities that are also much needed in this work.

Training: Orientation provided prior to starting.

Directions: Follow I-91 S to Lower Westfield Rd in Holyoke. Take exit 15 from I-91 S 10.2 mi Continue on Lower Westfield Rd. Drive to Whiting Farms Rd 0.5 mi Turn left onto Lower Westfield Rd 0.2 mi. Turn left onto Whiting Farms Rd.

Homework House

54 North Summer Street Holyoke, MA 01040

Walking Distance: No Handicapped Accessible: No

Contact: Christina Elman
Phone: 413-265-1017
Fax: 413-532-8852
Email: volunteer@homeworkhouseholyoke.org
Web: www.homeworkhouseholyoke.org

Time Commitment

- Days
- Evenings
- Weekends
- After School

Min. hours per week: 2

PLACEMENT / PROJECT

Tutor – see goals

Mission: Homework House provides free tutoring and mentoring for children who are at-risk for academic failure and dropping out of school. We give children with special needs a loving and caring environment. We help them improve their literacy skills so they can become productive members of our community. We work towards rekindling their interest in learning and self-improvement. Services are provided to school-age children without regard to race, religion, ethnicity, or gender.

Goals: To assist students enrolled in Kindergarten through 6th grade with homework completion and improvement of reading and math skills. The volunteer will also act to enhance self-esteem and confidence in the student through encouragement and positive reinforcement. To build a positive and supportive relationship that will engage and motivate students to work towards improvement of ability and effort in all academic subjects, attitude about school and academic
Homework House

achievement.

Our program runs Monday through Friday from 3:00 p.m. to 5 p.m. and we ask volunteers to come at least one day (preferably two days) per week consistently.

Skills: Patience and enthusiasm. Ability to effectively communicate sensitivity, respect and understanding of the needs of underachieving students. Ability to establish and maintain a trusting and positive working relationship with students. Accepting of people from different cultures, backgrounds and ages. Commitment to bettering lives through education. (No previous teaching experience necessary.)

Training: Orientation and training is provided prior to starting.

Directions: To reach 340 Chestnut Street, take 91 South from Smith to exit 16. Turn left at exit and go through 3 traffic lights. At 4th light, take a right and a left at the next light. After this left, take a quick right onto Franklin Street and go straight for 3 blocks. At the Chestnut Street cross street, our building is a large red brick building on the left between Chestnut and Maple streets. There is a parking lot on the left. Park there and enter into the back lower level door to sign in.

International Language Institute of Massachusetts

25 New South St., Suite 113 Northampton, MA 01060

Walking Distance: Yes Handicapped Accessible: Yes

Contact: Amy BenEzra
Phone: 413-586-7569 ext.100
Fax: 413-586-8927
Email: AMY@ILI.EDU, abaigeal@ili.edu
Web: www.ili.edu

Time Commitment
- Days
- Evenings
- Weekends
- After School
Min. hours per week 2

Fall Start
Spring Start
1 Semester
2 Semester

PLACEMENT / PROJECT

Office Help - Assist teachers and administrators with various projects.
Self-Access Lab Volunteer - Help students with work in the computer lab, or maintenance of the computer lab.
Volunteer Tutor - Tutor Department of Education adult immigrant students and pre-academic students in English.

Mission: To promote intercultural understanding by providing quality language instruction and teacher training.

Goals: To promote intercultural understanding. To gain skills in teaching English to speakers of other languages.

Skills: TUTORING: Fluent English - language skills in speaking, listening, reading and writing. All tutoring is done in English, so it is not necessary to speak any language other than English. See website for more information.
OFFICE HELP: low intermediate or higher English skills. Must be a self-starter.
LAB VOLUNTEER: good English, good computer skills, patient, able to teach.
International Language Institute of Massachusetts

**Training:** ILI provides a workshop to community volunteers who tutor current and former students. Tutors need to attend two 3-hour training sessions, observe 6 hrs. of ESOL classes, attend one in-service follow-up session 1-2 months later.

**Directions:** From Elm Street, proceed toward downtown. The building is the big yellow brick.

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Kensington International School Refugee Tutor/Mentor

Kensington International School 31 Kensington Avenue Springfield, MA 01108

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<thead>
<tr>
<th>Walking Distance: No</th>
<th>Handicapped Accessible: No</th>
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</table>

**Contact:** Arianna Collins, CSO
**Phone:** 413-585-2793
**Fax:** (413) 585-3068
**Email:** aacollins@smith.edu
**Web:** www.springfieldschoolvolunteers.org

**Time Commitment**

- ☑ Days
- ☑ Fall Start
- ☑ Spring Start
- ☑ 1 Semester
- ☑ 2 Semester

**Min. hours per week**

- ☑ 3

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**Mission:** To provide 1:1 support for children who are recently re-settled refugees encouraging their academic success and social acculturation to the school community by working with them in the classroom to help them complete and fully understand their school work.

**Goals:** Working with children in the classroom to focus on both academic and social school success, tutor/mentors will provide extra individual support helping the tutees in the classroom. Content areas that tutors focus on include: reading comprehension and readiness, vocabulary, ability to decipher background and contextual information in their classroom assignments, expanding their speaking in English by encouraging them to speak in full sentences, utilizing new vocabulary words and participating in class discussions.

**Skills:** Open to developing a respect and understanding for the arduous journey that refugees experience by being non-judgmental and interested in supporting a child's academic and social success. Tutor must be willing to make a minium 3 hour regular weekly time commitment. A two semester commitment is preferred.

**Training:** Interview/meeting and on-going support. Attend at least 2 on-campus reflection lunches per semester

**Directions:** Route 91 South. Exit 4 for Main Street/Route 83. Left under Rt. 91 following signs for Rt. 83. Right up Longhill Street, in front of Antonio’s Grinders, following Rt. 83 signs. At the top of the hill, left at traffic light onto Sumner Avenue. Stay in the left lane, at the third traffic light, left onto Oakland Street. Forest Park Middle School will be on your left. At next traffic light you cross Belmont Avenue. Continue straight on Oakland Street. At next traffic light, you cross Dickinson Street. Take first right onto Bloomfield Street. Take a left into school parking lot. Enter school through the back door on Bloomfield Street.
The Literacy Project offers free classes and educational programs to adults and teens in basic skills, including reading, writing, math, computers, and GED test preparation. We seek to help low-literacy adults gain the skills, knowledge and confidence to move forward towards their own goals at work, within their families, and within the community. We see literacy and basic skills education as a fundamental part of personal and community development, and the cornerstone of social change.

Our goal for tutors is to increase the individual instruction we offer to our students through the volunteer tutoring program. Our goal for administrative assistants is to provide efficient office support for our Northampton classroom.

We are seeking volunteer tutors who are patient, flexible, creative, and intrigued by the learning process. Tutors must be sensitive to wide differences in learning styles, cultures and personal backgrounds, as well as fluent in English. Classes run Monday-Friday, 9-12:30.

We are seeking administrative assistants who are interested in building non-profit administrative skills and are flexible and detail-oriented.

Training: Training is provided through both in-person workshops and on-line tutorials and correspondence. Volunteer tutors are asked to complete 12 hours of training within the first 10 weeks of service.

Directions: The Literacy Project runs classes in downtown Northampton (within walking distance), Amherst (a short walk from the Amherst-Northampton bus), Greenfield, Orange and Ware (a car is required for these three sites). Directions to all sites are available on our website, www.literacyproject.org.
Volunteers in Northampton Schools, Inc.

498 Ryan Road c/o RK Finn Ryan Road School Florence, MA 01062

Walking Distance: Yes  Handicapped Accessible: Yes

<table>
<thead>
<tr>
<th>Contact: Marlene Pearson</th>
</tr>
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<tr>
<td>Phone: 413-587-1332</td>
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<td>Fax:</td>
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<tr>
<td>Email: <a href="mailto:vinsvolunteer@gmail.com">vinsvolunteer@gmail.com</a></td>
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<tr>
<td>Web: <a href="https://sites.google.com/site/northampt">https://sites.google.com/site/northampt</a> onvins/</td>
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<td>☑ Spring Start</td>
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<td>☑ 2 Semester</td>
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<td>☑ Weekends</td>
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<td>☑ After School</td>
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PLACEMENT / PROJECT

| Enrichment | Work with students at their learning level. This involves one-to-one guidance and support. |
| Resource Volunteer | Assist in a classroom for a short term project or a one time program. These volunteers may present to students about a specific topic. |
| Special Events | Help with special events or functions. This is usually a one-day event. |
| Tutoring | Assist one-to-one, or in small groups, with various subjects such as reading, writing, math, spelling, science, physical education, and creative arts. |

Mission: Founded in 1981, Volunteers in Northampton Schools (VINS) is a private, non-profit organization that strives to provide volunteers in all of Northampton's public schools to supplement and enrich the curriculum offerings. The volunteer participation of parents and community members is widely recognized to be a significant factor in the quality of education.

Goals: Volunteers are placed in one of the six public elementary and secondary schools in Northampton.

Skills: Experience working with children/youth; interest in education and learning; strong listening and communication skills; patience.

Training: A formal orientation is provided by VINS. Ongoing communication between VINS and the volunteer is encouraged for additional support (TBD as needed).

Directions: Available online

Related Agencies

Girls Inc.  Nuestras Raíces, Inc. (Our Roots)
Springfield School Volunteers  Treehouse Foundation & Community
The purpose of the Research Associates Program (RAP) is to provide students hands on experience with research and how an emergency room functions. It is the hope of the coordinators that students will learn about medical terminology, medical procedures, etc. Students should leave the program with an increased knowledge of most medical processes. This program provides a unique opportunity to participate in clinical research, observe ED operations, and learn from the physicians, nurses and staff of the ED. You will also have the opportunity to attend research and clinical medicine lectures. The Research Associates Program (RAP) will increase your knowledge of medical terminology as well as human anatomy and physiology. It can provide valuable experiences to include in your resume. Letters of recommendation can be provided upon satisfactory participation in the program.

Mission: The purpose of the Research Associates Program (RAP) is to provide students hands on experience with research and how an emergency room functions. It is the hope of the coordinators that students will learn about medical terminology, medical procedures, etc. Students should leave the program with an increased knowledge of most medical processes.

Goals: This program provides a unique opportunity to participate in clinical research, observe ED operations, and learn from the physicians, nurses and staff of the ED. You will also have the opportunity to attend research and clinical medicine lectures. The Research Associates Program (RAP) will increase your knowledge of medical terminology as well as human anatomy and physiology. It can provide valuable experiences to include in your resume. Letters of recommendation can be provided upon satisfactory participation in the program.

Skills: Must have an interest in medicine or other health profession. A resume and letter of recommendation is required from a faculty member/previous employer; commitment of 4 hrs/day, 2 days/week for the first semester - hours negotiable for another semester. We require at least a year commitment as training can take at least a semester.

Training: Observe actual clinical activities in an emergency department setting. Learn medical terminology and pathophysiology of certain diseases. Observe and interact with ED staff and patients. Observe other hospital areas/procedures.

Directions: From the North: Take Route 91 southbound, take Birnie Avenue, Exit 11. From the exit, follow the blue signs.
Cooley Dickinson Hospital

30 Locust Street P.O. Box 5001 Northampton, MA 01061

Walking Distance: Yes  Handicapped Accessible: Yes

Contact: Robin Kline
Phone: (413)582-2251
Fax: (413) 582-2951
Email: robin_kline@cooley-dickinson.org
Web: www.cooley-dickinson.org

Time Commitment

☑ Days
☐ Evenings
☐ Weekend
☐ After School

Min. hours per week 4

CDH will provide a core of concerted hospital services, collaborate with physicians and other providers to promote continuity of care and stimulate healthy lifestyle. CDH will constantly improve access and efficiently provide quality health services.

To provide students with some patient contact and understanding of health care services customer service skills are critical. In addition, early submission of application is suggested.

Most students apply several months in advance. Space is limited and nearly twice as many students apply as are needed.

The hospital is a 20-30 minute walking distance from Smith. Rehabilitation is now off-site only and is located at 8 Atwood Drive. It is not a walkable distance.

PLACEMENT / PROJECT

DESCRIPTION

Care Volunteer – Support service delivery in the Emergency Department. Provide both patients and family members with comfort rounds. Assist with answering call lights, provide comfort measures, escort family members, and improve communication to patients. Days, evenings.

Information Desk – Learn the location of various departments and services in the hospital. Reduce patient anxiety by assisting with way finding, provide wheelchair assistance when needed. A great way to learn the hospital. Some evenings available.

Patient Rights – Assist the Admitting Department with informing patients on the units regarding their rights. Communicate with admitting regarding patient needs. Assist with access to on-line Patient Portal. Must be available during the day.

Rehabilitation – Support busy Physical Therapists by preparing rooms and equipment, assist with phone calls to patients, pull charts, observe some patient treatments. No evenings or weekends. Off-site only.

Surgical Day Care/Endoscopy – Assist with patient transportation, answering call lights, maintaining patient log, preparing rooms, call patient family members, stocking supplies. No evenings or weekends available. For students interested in healthcare.

Mission: Cooley Dickinson Hospital will provide a core of concerted hospital services, collaborate with physicians and other providers to promote continuity of care and stimulate healthy lifestyle. CDH will constantly improve access and efficiently provide quality health services.

Goals: To provide students with some patient contact and understanding of health care services.

Skills: Customer service skills are critical. In addition, early submission of application is suggested. Most students apply several months in advance. Space is limited and nearly twice as many students apply as are needed.

Training: Training is provided during the first shift. However, the Care volunteers have a special 3 hour training and must also shadow a selected volunteer in the Emergency department for one full shift.

Directions: The hospital is a 20-30 minute walking distance from Smith. Rehabilitation is now off-site only and is located at 8 Atwood Drive. It is not a walkable distance.
Mercy Medical Center
271 Carew Street  Springfield, MA 01104

Contact: Nancy Reilly  
Phone: 413-748-9074  
Fax: 413-452-6070  
Email: nancy.reilly@sphs.com  
Web: www.mercycares.com

Walking Distance: No  Handicapped Accessible: No

Time Commitment
☑ Days  ☑ Fall Start
☑ Evenings  ☑ Spring Start
☑ Weekends  ☑ 1 Semester
☑ After School  ☑ 2 Semester
Min. hours per week 4

PLACEMENT / PROJECT

Emergency Dept – Takes care of patient comfort need such as blanket, pillow, water, etc.

Patient Care Area

Emergency Dept. Concierge – Act as a liason between ER staff, patients, and visitors.

Out-Patient-Surgery – Brings discharged day stay patients down in wheelchair.

Transportation – Brings discharged in-house patients down in wheelchair.

Mission: Mercy Medical Center, a 182-bed, acute care hospital in Springfield, MA, was founded by the Sisters of Providence in 1899. Today, Mercy is a state-of-the-art medical facility. Mercy offers a wide range of programs and services including cardiac care, maternity services, cancer treatment, emergency care, diagnostic imaging, intensive care, critical care, diabetes treatment, surgical procedures (inpatient and outpatient) and laser treatment. We treat all persons whom we serve and with whom we work with respect and compassion, calling forth their best human potential.

Goals: The placement is a true volunteer experience. Internships are processed through the specific department.

Skills: Varies with each volunteer position.

Training: Volunteers receive a site specific orientation after completing the general volunteer orientation. Options for trainings throughout the year. Six month/100 hour commitment.

Directions: Take Route 91 South to exit 8: Route 291/20 East. Take Exit 3: Armory street. Go through traffic light and then follow rotary around to the left. At the blinking red light, turn right onto Armory Street. Follow Armory Street to first traffic light. Turn left onto Carew Street. Mercy Medical Center is one-half mile on the left.

Related Agencies
Fit Together (Service Net)
Fit Together (Service Net)

296 Nonotuck Street  Florence, MA 01062

Walking Distance: Yes  Handicapped Accessible: Yes

<table>
<thead>
<tr>
<th>Contact: Kelly Collins</th>
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<tr>
<td>Phone: 413-584-1508</td>
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<tr>
<td>Fax:</td>
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<tr>
<td>Email: <a href="mailto:fittgether@servicenet.org">fittgether@servicenet.org</a></td>
</tr>
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<td>Web: servicenet.org/fittgether</td>
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Time Commitment

- Days
- Evenings
- Weekends
- After School

Time Commitment: Min. hours per week 2

Mission:
Fit Together is an innovative program dedicated to the wellness of individuals with cognitive challenges and developmental disabilities. Our relaxed, supportive and inclusive community empowers our members to take charge of their own health and well-being. We engage them by offering programs such as Reiki, Free Weights, Meditation and Yoga in addition to cardio and strength training equipment. At this wellness center we aim to reduce health disparities between individuals with mental illness or developmental disabilities and the general population.

Goals:
We hope the volunteer and member will build a mentor/mentee relationship that supports the member’s health goals. The volunteer will act as a motivational partner for the Fit Together member. Ideally, s/he will commit to regular times during the week (a weekday and a weekend session will be offered). Volunteer and member activities may include class attendance (yoga, dance, free weights) and/or exercise using cardio and strength training equipment.

Skills:
Our volunteers do not need to have any previous skills or expertise. We welcome everyone who is patient, eager to try new things, and interested in developing a friendly relationship with our members.

Training:
The Fit Together director and staff will be providing all training and supervision.

Directions:
Take Route 9 to Northampton High School. Take a left on Elm Street, continue onto Nonotuck Street. Fit Together is located in 1.5 miles on the left. Accessible by bus on the R42 and R44.

Related Agencies
MANNA Soup Kitchen, Inc.  Tapestry Health
Women's Issues

Arise for Social Justice, Inc.

467 State Street PO Box 5423 Springfield, MA 01101-5423

Walking Distance: No  Handicapped Accessible: No

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<tr>
<th>Contact: Michaelann Bewsee</th>
<th>Time Commitment</th>
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<tr>
<td>Phone: (413) 734-4948</td>
<td>☑ Days</td>
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<tr>
<td>Fax: (413) 734-4030</td>
<td>☑ Fall Start</td>
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<tr>
<td>Email: <a href="mailto:michaelannb@gmail.com">michaelannb@gmail.com</a></td>
<td>☐ Evenings</td>
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<tr>
<td>Web: <a href="mailto:ariseforsocialjustice@blogspot.com">ariseforsocialjustice@blogspot.com</a></td>
<td>☐ Spring Start</td>
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| ☐ Weekends        | ☑ 1 Semester |
| ☐ After School    | ☑ 2 Semester |

| Min. hours per week | 2 |

PLACEMENT / PROJECT

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<td>Economic Justice – Outreach at welfare offices and community outreach to involve recipients in welfare reform.</td>
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<td>Environmental Justice – Organizing to get a climate change plan in Springfield and to identify and organize around sources of pollution in Springfield.</td>
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<td>Homelessness – Working to increase access to shelters for the single people and families out on the street.</td>
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<td>Housing – Tenants rights organizing, working to save properties threatened by foreclosure and abandonment with the ultimate goal of changing the housing policy in Springfield; organizing a community land trust; planning a hearing on Springfield's housing crisis.</td>
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<tr>
<td>Justice for Pioneer Valley – Continued court solidarity and organizing for those unjustly accused or brutalized by the criminal justice system.</td>
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Mission: A grass roots agency working for social change at a low-income led, anti-oppression organization in Springfield, MA. Through the years, ARISE has organized a tent city with homeless people that pushed the city to develop a comprehensive homeless plan; led a lengthy but successful campaign to change from an at-large form of government to elections by ward; ran an underground needle exchange program to meet people's needs while working for statewide enabling legislation.

Goals: To build power for oppressed people by educating, organizing, and uniting working people, people of color, people with disabilities, and Gays and Lesbians on entitlement programs: to know our rights, to stand up for our rights and to obtain our rights.

Skills: Passion for community service and social justice.

Training: Training and supervision are provided.

Directions: Take I91 S towards Springfield. Get off State Street exit toward Downtown Springfield and go straight up the hill - Arise is on right across from STCC.
Safe Passage

43 Center Street, Suite 304 Northampton, MA 01060

Walking Distance: Yes  Handicapped Accessible: Yes

Contact: Pamela Stawasz
Phone: 413-586-1125 ext. 23
Fax: (413) 586-3742
Email: pamela@safepass.org
Web: www.safepass.org

Time Commitment

Days  Evening  Weekends  After School
Min. hours per week 4

Fall Start  Spring Start  1 Semester  2 Semester

PLACEMENT / PROJECT DESCRIPTION

Childcare Provider – Allow parents of small children from the community to access support groups. Provide childcare for clients in shelter during groups, meetings, and appointments.

General Shelter Support – Assist shelter staff and clients in the day to day running of the facility. Tasks range on a day to day basis.

Hotline Advocate – Provide crisis intervention, peer support, information/referrals on hotline. *Evening and weekend shifts available.*

Office Administration – Staff the reception area--answering calls and greeting clients. Participate in administrative tasks.

Mission: Safe Passage serves people of all genders or no gender who have experienced domestic violence. All Safe Passage programs are free, accessible and confidential. Our comprehensive services include shelter, 24-hour crisis hotline, peer-support, counseling, education, advocacy, legal support, and community education. We primarily serve adults and children in Hampshire County.

At Safe Passage we believe that empowerment is crucial to ending domestic violence and that, through the empowerment of individuals, we can effectively work to change the whole of society. We provide support and information so that people can make their own choices to keep themselves and their children safe and to rebuild their lives in the wake of domestic violence.

Goals: To assist Safe Passage staff and survivors of abuse, as well as to provide volunteers and interns with a valuable learning experience.

Skills: 1) Commitment to working with adults and children from diverse backgrounds who have experienced domestic violence. 2) Ability to use effective communication techniques (listening, mirroring...) 3) Knowledge of or willingness to use appropriate support tools. 4) Commitment to complete a 40 hour training program held in the evenings on Tues, Wed, and Thurs nights.

Training: Required 40 hour training offered January/February, June, and September/October. Additional training is scheduled as needed.

Directions: From Smith Campus--Follow Elm St./Rt. 9 into downtown Northampton. Take a left onto State Street. Take your first right onto Center Street. Our office is not clearly marked, but it is on the third floor of 43 Center Street, the building next to the police station with four large white columns out front. Metered street parking is available.
Tapestry Health

296 Nonotuck Street 2nd Floor Florence, MA 01062

Walking Distance: Yes    Handicapped Accessible: No

Contact: HR Manager
Phone: (413) 586-2016 x153
Fax: (413) 586-0212
Email: hmascarenhas@tapestryhealth.org
Web: www.tapestryhealth.org

Time Commitment

- Days
- Evenings
- Weekends
- After School

Min. hours per week: 5

- Fall Start
- Spring Start
- 1 Semester
- 2 Semester

Mission: Tapestry Health is a locally grown, community-based non-profit in western Massachusetts that has provided affordable, high quality care since 1973. Our sites offer family planning services, reproductive health exams, STI screenings, HIV counseling and testing, needle exchange, insurance enrollment, outreach efforts, a WIC nutrition program, and much more.

Goals: (1) For the volunteer to work as a team with staff members to accomplish the operational goals of the program; (2) To provide assistance to the site staff; (3) To provide a rewarding and educational experience for the volunteer.

Skills: Basic computer skills; ability to work with a diverse clientele in a confidential and supportive setting; support agency mission and goals; bilingual preferred at some sites.

Training: Site managers for each program are responsible for providing appropriate training.

Directions: Some sites are within walking distance. Find links to directions on our website: www.tapestryhealth.org

Related Agencies
Girls Inc. Habitat for Humanity, Pioneer Valley

PLACEMENT / PROJECT

DESCRIPTION

Administration – General administrative, marketing, development and grant support in the regional administrative office.

Health Services – General administrative and program support tasks in direct service reproductive health clinic.

Prevention Services – General administrative and program support tasks in direct service needle exchange program.

Directions: Some sites are within walking distance. Find links to directions on our website: www.tapestryhealth.org
Agency List by Academic Major

**Archeology/Anthropology/History**
- Decisional Training
- Friends of Hampshire County Homeless Inc
- Volunteers in Northampton Schools, Inc.

**Computer Science**
- Hampshire County Bar Advocates/Bar Association
- Literacy Project, The

**Education**
- Big Brothers/Big Sisters of Hampshire County
- Connections After School Program
- Decisional Training
- Fit Together (Service Net)
- Girls Inc.
- Homework House
- Kensington International School Refugee Tutor/Men
- Literacy Project, The
- Springfield School Volunteers
- Tapestry Health
- Treehouse Foundation & Community
- Volunteers in Northampton Schools, Inc.

**English**
- Center for New Americans
- Hampshire County Bar Advocates/Bar Association
- International Language Institute of Massachusetts
- Literacy Project, The
- Springfield School Volunteers
- Volunteers in Northampton Schools, Inc.

**Exercise and Sport Studies**
- Big Brothers/Big Sisters of Hampshire County
- Fit Together (Service Net)
- Girls Inc.

**Government**
- Arise for Social Justice, Inc.
- Big Brothers/Big Sisters of Hampshire County
- Decisional Training
- Springfield School Volunteers
- Volunteers in Northampton Schools, Inc.

**Pre-Law**
- Arise for Social Justice, Inc.
- Decisional Training
- Hampshire County Bar Advocates/Bar Association
- Tapestry Health

**Pre-Med**
- Baystate Medical Center
- Cooley Dickinson Hospital
- Tapestry Health

**Psychology**
- Big Brothers/Big Sisters of Hampshire County
- Center for New Americans
- Connections After School Program
- Decisional Training
- Fit Together (Service Net)
- Girls Inc.
- International Language Institute of Massachusetts
- Springfield School Volunteers
- Treehouse Foundation & Community

**Sociology/Urban/American Studies**
- Arise for Social Justice, Inc.
- Big Brothers/Big Sisters of Hampshire County
- Center for New Americans
- Connections After School Program
- Decisional Training
- Friends of Hampshire County Homeless Inc
- Girls Inc.
- Habitat for Humanity, Pioneer Valley
- International Language Institute of Massachusetts
- Kensington International School Refugee Tutor/Men
- MANNA Soup Kitchen, Inc.
- Safe Passage
- Springfield School Volunteers
- Tapestry Health
- Treehouse Foundation & Community
- Volunteers in Northampton Schools, Inc.

**Spanish/Latin American Studies**
- Connections After School Program
- Decisional Training
- Girls Inc.
- Nuestras Raíces, Inc. (Our Roots)
- Tapestry Health
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