



# Volunteer Overview

Welcome to WCNY's Enterprise America program — and thank you for volunteering. There are a few things for you to know as a volunteer to help make this a rewarding experience for the students and for yourself.

The students are in charge of the City, but your job as a volunteer is to help ensure that all goes well. There are a few City “laws” that will be in force no matter which school visits (which apply to volunteers too):

- **No walking on the grass.** (This helps keep order.)
- **No eating or drinking outside the Café.** (This helps protect the computers.)
- **No gum chewing.** (It's not allowed in school, so we don't allow it here.)
- **No cell phone use.** Cell phones should be put away at all times.

Each business has its own short training manual called “How to Get the \_\_\_\_\_ Business Started,” which will get heavy use in the morning as the students are all learning their jobs throughout the day.

Your goal is to keep the students safe and productive. As calmly as possible, you need to keep them from running, from leaving the City without adult permission and supervision, and help keep track of scheduled breaks. Let good sense prevail.

Volunteers can help students read directions and job information to keep them focused on their job responsibilities and goal — which is to pay off their business loan to the Credit Union. Volunteers can help mediate between the business employer and employees if the need arises. (If this doesn't work, ask for assistance from WCNY's EA manager or staff.) At any time, if you have a question or an issue arises, the EA manager is your point of contact.

Volunteers are guides, not teachers. You are not expected to be an expert in any of the businesses. You do not perform the City jobs nor instruct the students on how to do their jobs. It's up to the students to make things work. Remember: people learn a lot by making mistakes.

1. Work in one City business with a small group of students.
2. Review the business directions and schedule with the students.
3. Encourage the students to stay on task and be on time.
4. Assist the business owner in rehearsing his or her business speech for the town hall meeting, perhaps by practicing the speech in front of you.
5. Help the accountants as needed.
6. Encourage the students to keep their business neat and clean. Supervise business cleanup at the end of the day. The business should be left the way it was at the beginning of the day. Do not release students for departure until all supplies/equipment (see equipment checklist) are accounted for and business is clean.
7. Guide the students with their individual checkbooks if they've forgotten how to do it. A good approach is to refer them to the sample in their handbook or have them ask another student.
8. Remind students to endorse their paychecks, fill out a deposit slip for the Credit Union, and account for everything in their check registers.
9. Help ensure the safety and security of the students.
10. Let the students do the work — although it's OK to make the occasional suggestion.

If a student asks you for help, the best approach is to help them figure things out for themselves. So, if a student asks, "What am I supposed to do?" or "How do I do this?" you might say:

- "What are you trying to get done?"
- "What are your job responsibilities?"
- "Where do you think you can find that information?"
- "Is there someone on your team you can ask?"

For safety and security reasons, students must be escorted to the restroom, located in the corridor from the main door. A teacher or other school faculty member will have this responsibility.

In case of fire or other emergency, all exit doors in Enterprise America are emergency exits. However, please be aware that you cannot re-enter Enterprise America from all doors.

***The approved emergency evacuation route is to head toward the lobby area of Enterprise America and down the flight of stairs that you previously came up, exit the building quickly, calmly with your business team through the vestibule door. Walk to the far side of the rain garden and stand on the side walk with your business team.***

Finally, because we're working with children, we must be cautious. Be supportive and, if necessary, consoling, but avoid physical contact. And never be alone with a child.

WCNY hopes that the time you spend in Enterprise America will be fulfilling and productive for you and the students. Thank you for volunteering.