



Raider Ambassador Program

Program Guidelines

Purpose: Raider Ambassador can play an instrumental role in improving school safety. Ambassadors will serve as an extra presence in the halls and common areas at MASH. They will be another set of eyes and ears for the school by talking with staff and students, monitoring exterior doors, checking hall passes, assisting visitors, and being another positive adult presence in our school.

Check-In/Check Out Procedure: Each volunteer is assigned a one-hour block of time per week in which they serve as a Raider Ambassador. The weekly check-in procedure is quite simple:

- Check in at the main office shortly before your shift. Please wear your Raider Ambassador shirt so you are easily identifiable.
- Get your lanyard and radio from Mrs. Strebbig or Ms. Fennell.
- Perform the duties of your volunteer shift.
- Return your lanyard and radio to Mrs. Strebbig or Ms. Fennell.

During Your Shift:

- During your shift you are free to roam around the building and to be an extra presence in our hallways.
- Check exterior doors to ensure that they are closed tight and have not been propped open by a student.
- Check bathrooms to ensure that students are not loitering, etc.
- Make sure that students who are in the hallways during class times have a hall pass to move from one place to another (such as to and from band lessons, etc.).
- Ambassadors are encouraged to talk with students and staff that they encounter during your shift.

Addressing Minor Incidents: Our expectation is that you will experience very few negative incidents as an Ambassador. However, use the following guidelines to help you navigate any issue that may arise:

- Always remain pleasant and positive with students that you encounter. A simple smile and hello can go a long way.
- If you come across a student without a pass in the hallway (during a non-passing time) please ask the student where they are going and encourage them to get there quickly. Remind them to use a pass in the future.
- If you notice someone lingering in a restroom for a long time, feel free to ask them if they are okay. If appropriate, encourage them to return to class.

- If you see that a door has been propped open, remove the object that is holding the door open and close the door. Report that at the end of your shift so administration can look into it further.
- Common sense and a positive approach will help you adequately address 99.9% of anything you may encounter in the hallways.

Addressing More Significant Issues: If you come across a situation that you consider to be more significant, use the following guidelines to help you address those issues:

- Your two-way radio is always being monitored the office. Feel free at any time to call someone on the radio to report any issue that you feel needs to be addressed.
- Remember that you will always be in close physical proximity to a variety of teachers and staff. Feel free to enter any classroom and ask for assistance if need be.
- In any situation, please try to pay attention to the time the incident took place and the location. This information is very helpful.

Very Important- We do not expect Raider Ambassadors to engage in student discipline issues. Instead, the role of Raider Ambassadors in such matters is to report concerns to the correct people who can address the issue. **If you come across an incident, don't engage. Report it immediately; paying attention to the time and the place of the incident.**

Tips for Making This a Positive and Rewarding Experience for Everyone-

- Please make every effort to report for your shift. If you can't make it, please call the office at 715-748-5951.
- Be an Ambassador, not a Hall Monitor. Go into the flexible learning spaces, the library, etc. and interact with staff and students. Those interactions can be very rewarding and can go a long way toward making this program a positive one.
- Interact with administration, staff and teachers every chance you get. They all value what you are doing and would like to hear from you.
- Share the good things you see at MASH with your friends and neighbors.
- Strike up conversations with students you encounter. Don't be surprised if you have to start these discussions.