

Mission Statement: ESOL/Life Skill Team

Create a team of Orchard Cove resident volunteers whose purpose is to give back to our community by helping our staff improve their English language skills and teach life skills necessary for career and personal growth.

This initiative not only benefits our Orchard Cove employees, but benefits Orchard Cove as a whole. The improved ability of employees to understand and effectively interact with each other and the residents is a major benefit to the organization. Teaching life skills also improves effectiveness and will have a positive impact on staff retention.

Goals:

- Achieve full support for this initiative from the senior management team at Orchard Cove
- . Create a partnership with the Literacy Volunteers of Massachusetts program at the Stoughton Library
- Schedule formal training sessions for the volunteers to insure consistency and effectiveness in their contacts with the students
- Develop a curriculum to teach English and life skills both for group and individual sessions.
- Create an atmosphere of trust and enjoyment during the learning sessions

Metrics:

It is essential to evaluate the effectiveness of the program in order to make continuous improvements in the curriculum. The tools to accomplish this already exists in the ESOL protocols. Our team will also develop measurements based on the Balanced scorecard method of the Harvard Business School.

- Customer, The betterment of the students and Orchard Cove residents
- Improvement of the process
- Adding value to the staff
- Finance ?

