



BOYS & GIRLS CLUB OF GREATER WATERBURY

VOLUNTEER HANDBOOK

On behalf of the staff of Boys & Girls Club of Greater Waterbury (“Club”), welcome and thank you for your interest in volunteering with our organization. Your volunteer service is highly valued. The experience, skills, and enthusiasm that you bring will add a refreshing dimension to this organization. Though the work will be challenging at times, rest assured that your efforts will bring enrichment to the lives of our members and empower them to become positive role models and leaders in their communities. The Boys & Girls Club of Greater Waterbury (“Club”) has been providing safe, after school programs for greater Waterbury’s children and teens since 1888. The Club, affiliated with the Boys & Girls Clubs of America, offers after-school programs and a summer enrichment program.

Through outcome focused programs that include athletic and recreational activities; academic and enrichment programs, including tutoring and mentoring; and other preventative services, the Club provides positive reinforcement and guidance to stem the problems facing today’s youth. We are dedicated to our mission: By providing a wide range of educational and recreational opportunities, a safe environment, and supportive relationships, the Boys & Girls Club helps young people who need it most discover their interests, have a positive outlook for their future, and be confident, successful stewards of their communities.

The Boys & Girls Club believes that there are five key elements to positive youth development: a safe, positive environment; fun; supportive relationships; opportunities and expectations; and recognition. Our programs are designed to incorporate those elements into everything we do – the outcomes being that Club members have higher academic achievement; are more likely to abstain from high-risk behaviors; are more likely to serve their community; and are more likely to engage in regular physical activity. (National Youth Outcomes Initiative, 2014 Outcomes Report, BGCA)

We value volunteer service. The experience, skills, and enthusiasm that volunteers bring add a refreshing dimension to this organization. Though the work will be challenging at times, rest assured that your efforts will bring enrichment to the lives of our members and empower them to become positive role models and leaders in their communities. In turn, we hope our volunteer program can offer you the same life-altering experiences. We are confident that, for whatever reason you chose to volunteer, you will find fulfillment through your work here.

The purpose of this manual is to outline our expectations for volunteers and to provide you with some basic youth development information so that you can begin your volunteer commitment feeling confident and prepared. Should you have any questions, please ask.

Volunteers may assist in the following program areas:

All volunteer assignments will be determined by the Director of Operations.

Learning Center: The Learning Center provides youth with opportunities to explore education and discover their own learning styles through a wide variety of programs. Volunteers offer homework help and educational enrichment.

Technology Center: The Technology Center introduces youth to the many different skills needed to become proficient with different computer systems and programs while increasing their comfort level in the process. Volunteers assist in running the technology programs.

Game Room: The Game Room is a place for members to gather, meet friends and learn to work together. Volunteers may assist in organizing and running tournaments.

Arts: In the art room, members are encouraged to develop skills in both fine arts and arts and crafts, through activities and exercises in drawing, painting and much more. Volunteers will assist as members work on individual and group projects. Volunteers are encouraged to offer assistance in the development and implementation of these projects – creativity is a plus.

Athletics: The gym offers opportunities for youth to learn the concept of responsibility, teamwork, and leadership, as well as to develop and maintain good health and physical fitness through a variety of activities. Volunteers assist in the planning and implementation of leagues and activities.

A few other things:

Volunteer Application

All people interested in volunteering at the Boys & Girls Club must complete an application in person. We reserved the right to decline any volunteer application for any reason. The completion of a Volunteer Application or these guidelines and any other policy, procedure, practice or form, including serving as a volunteer, shall create or be construed as an expressed or implied contract of employment or as a guarantee of any fixed term(s) or condition(s) of employment.

Background Checks

The Boys & Girls Club of Greater Waterbury is committed to selecting and retaining the best staff and volunteers to serve our youth. As part of the initial selection process and on an on-going basis, Boys & Girls Club will conduct background checks in accordance with the following policy:

Boys & Girls Clubs of Greater Waterbury will conduct criminal background checks of all employees, including minors, board volunteers, and others who serve on a standing committee, and conduct background checks on all volunteers, including partners and minors, who have direct, repetitive contact with young people. Name-based or fingerprint-based record searches may be used in any combination but will, at a minimum,

- (a) verify the person's identity and legal aliases through verification of a social security number,
- (b) provide a national Sex Offender Registry search,
- (c) provide a comprehensive criminal search which includes a national search,
- (d) provide a comprehensive local criminal search which includes either a statewide criminal search or county level criminal search, depending on your jurisdiction (a current list of jurisdictions can be found at www.bgca.net/childsafety), and
- (e) provide a comprehensive child abuse registry search.

Such checks will be conducted prior to employment and annually at twelve (12) month intervals. For any person, volunteer or third-party professional, who will have direct contact with young people that will occur only once or will otherwise not be considered “repetitive”, the Boys & Girls Club will conduct a search of state and national sex offender registries prior to any engagement.

All background check findings will be considered when making employment or volunteer decisions. It is the policy of Boys & Girls Club of Greater Waterbury that an employee or volunteer will be automatically ineligible for employment or volunteer service, if such individual:

- (a) refuses to consent to a criminal background check;
- (b) makes a false statement in connection with such criminal background check;
- (c) is registered, or is required to be registered, on a state or national sex offender registry,
- (d) has been of a felony consisting of:
 - 1. Murder
 - 2. Child abuse
 - 3. Domestic violence
 - 4. Abduction or human trafficking
 - 5. A crime involving rape or sexual assault
 - 6. Arson
 - 7. Weapons
 - 8. Physical assault or battery
 - 9. Drug possession, use or distribution in the last five years
- (e) has been convicted of any misdemeanor or felony against children, including child pornography.

The Boys & Girls Club conducts reference checks on any candidate for employment or volunteer with direct repetitive contact with young people. All reference checks shall include two (2) professional and one (1) personal. Additionally, should any candidate for employment or volunteer service have previous experience with a Boys & Girls Club, a reference from that former Boys & Girls Club supervisor, including information on the candidate’s eligibility for rehire/volunteering, shall be obtained by Boys & Girls Club of Greater Waterbury prior to extending an offer for employment or volunteer service.

Additionally, the Boys & Girls Club of Greater Waterbury provides reference materials when asked by other Boys & Girls Clubs.

Record Keeping

You will be required to sign in and out every time that you volunteer and to provide to the Director of Operations any documentation required by your school or program. You are responsible for any documents/recording required by school.

Volunteer Commitment

A successful volunteer experience depends, in part, upon you setting realistic expectations of how much time you can give. Consistency in honoring your commitment is very important. If, for example, you commit to volunteering every Tuesday, we expect you to come every Tuesday barring an unforeseen circumstance.

Because relationship building is a core component, we ask that long-term, non-project-based volunteers try to commit to at least three months of service. You have the right to terminate your volunteer commitment at any time --without any reason. We reserve the same right.

Hours

Hours for after-school volunteers are Monday – Friday, from 3 – 6pm, during the school year. We follow the City of Waterbury Department of Education calendar. Generally, we are open when school is open and closed when they are closed.

Hours for the summer program will be determined by the Camp Director. Camp runs Monday – Thursday.

Age

Minors shall not serve as volunteers for the After-School or summer programs at the Club, except:

- Through a school or other organizational program that is overseen by a supervisor, faculty member or administrator of that school or organization and has the following conditions:
 - Restricted term of service
 - Limited number of hours per week
 - Attendance requirements

All volunteers shall undergo a background check in compliance with the Club’s Background Check Policy and mandatory training. Mandatory trainings will be conducted at the Club. No volunteer, regardless of age or affiliation, before said volunteer can begin working with members/campers.

Minor volunteers shall be provided Club shirt(s) identifying the wearer as a volunteer that shall be worn at the Club at all times. Volunteers shall sign in and out from the Club every visit. Minor volunteers shall be assigned by the Director of Operations to work with a designated staff and group and shall follow directions given by that staff. Volunteers shall not work with groups to which he/she was not assigned. Minor volunteers shall not be assigned to work with groups that are the same age or older than the volunteer.

Minor volunteers shall comply with all safety policies and procedures of the Club, including the prohibition on one-to-one interaction both inside and outside the Club.

One time or infrequent (e.g. annual events) volunteers may do so without having to complete training requirements by shall always be under the supervision of a staff member.

Club Closings and Changes in Hours of Operations

Please make yourself aware of flyers or posted announcements on Facebook and local news channels regarding any events that might excuse you from your commitment on a given day. We will make our best efforts to notify or remind volunteers of any impending dates of Club closures or changes in operating hours. But your attention to this detail will ensure that you do not arrive to find the doors locked!

The Club is closed on the following holidays: New Year’s Day, Presidents’ Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, and Christmas Day. We are also closed during school holidays; however, we may, from time to time, open during extended school vacations. We follow the City of Waterbury Department of Education’s schedule, including inclement weather closings; we are closed when they are closed.

The Club closes approximately one week prior to the beginning of the school year (late August) and one week following the end of the school year (mid – late June), in order to prepare for changes in the Clubs’ programming and activities. The Club may also close or alter its operating hours at other times for staff in-services, field trips and other occasions.

Discrimination and Harassment

The Club is committed to diversity. We do not discriminate in volunteer opportunities on the basis of race, color, religion, sex, age, disability, sexual orientation, gender identity, veteran status, national origin or any other characteristic protected by applicable law. Harassment by or directed toward volunteers, staff or members will not be tolerated. Use of slurs, epithets, threats, derogatory comments or visual depictions, unwelcome jokes and/or teasing should immediately be reported to the Director of Operations.

Rules

We have rules regarding conduct and attire (e.g. no gum chewing, no swearing, no cell phones or other electronics, etc.). Please take the time to familiarize yourself with these rules. Volunteers, staff and members, alike, are expected to follow these rules at all times.

Volunteers shall be provided Club shirt(s) identifying the wearer as a volunteer that shall be worn at the Club at all times.

Volunteers shall sign in and out from the Club every visit.

Volunteers shall be assigned by the Director of Operations to work with a designated staff and group and shall follow directions given by that staff. Volunteers shall not work with groups to which he/she was not assigned. Minor volunteers shall not be assigned to work with groups that are the same age or older than the volunteer.

Technology Acceptable Use

Before a volunteer can use Club technology equipment or a personal device, he/she shall read and sign the Technology Acceptable Use policy and return it to the Club. Under the Technology Acceptable Use policy, the following relevant principles shall apply:

Club devices shall include any and all Club-owned existing and/or emerging technologies and devices that can take photographs, play and record audio or video, input text, upload and download content and/or media and transmit or receive messages or images.

Personally-owned devices shall include any and all volunteer-owned existing and/or emerging technologies and devices that can take photographs, play and record audio or video, input text, upload and download content and/or media and transmit or receive messages or images. Personally-owned devices should not be used during program time.

Club Purposes include but are not limited to the delivery of program activities, accessing sanctioned training or career development opportunities, communication with experts and/or authorized Club staff and for Club purposes or management of other Club activities, such as member check-in or incident reporting. Volunteers are expected to act responsibly and thoughtfully when using technology resources. Volunteers bear the burden of responsibility to ask their supervisor when they are not sure of the permissibility of a particular use of technology prior to engaging in that use.

Authorized use: Personally-owned devices are only permitted for use during approved Club times (non-program) and in approved locations but not for Club purposes. The Club expressly prohibits the use of personally owned devices in locker rooms, restrooms and other areas where there is an expectation of privacy.

Appropriate use: Volunteers may not use any technology to harass, threaten, demean, humiliate, intimidate, embarrass or annoy their peers or others in their community. Any inappropriate use of a personally owned device, as determined by a supervisor, can lead to disciplinary action including but

not limited to confiscation of the device, immediate suspension from the Club, termination of employment or volunteer assignment or other disciplinary actions determined to be appropriate to the Club's existing disciplinary policies including, if applicable, referral to local law enforcement.

Monitoring and inspection: The Club reserves the right to monitor, inspect, copy and review a personally owned device that is brought to the Club. Volunteers may refuse to allow such inspections. If so, the staff member may disciplinary action up to and including termination.

Loss and damage: Volunteers are responsible for keeping devices with them at all times. Supervisors and the Club at large are not responsible for the security and condition of the staff member's personal device. Furthermore, the Club is not liable for the loss, damage, misuse or theft of any personally-owned device brought to the Club.

Any inappropriate or unauthorized use of a personally owned device, as determined by a supervisor, can lead to disciplinary action including but not limited to confiscation of the device, immediate suspension from the Club, termination of employment or volunteer assignment or other disciplinary actions determined to be appropriate to the Club's existing disciplinary policies, including, if applicable, referral to local law enforcement.

Inappropriate communication includes but is not limited to:

- Obscene, profane, lewd, vulgar, rude, inflammatory, threatening or sexual content or disrespectful language or images typed, posted or spoken by staff, volunteers or members.
- Information that could cause conflict.
- Personal attacks, including prejudicial or discriminatory attacks.
- Harassment (persistently acting in a manner that distresses or annoys another person) or stalking others.
- Knowingly or recklessly posting false or defamatory information about a person or organization.
- Communication that promotes the destruction of property, including the acquisition or creation of weapons or other destructive devices.

If a volunteer is told to stop sending communications, he/she must cease the activity immediately.

Volunteers must be aware of the appropriateness of communications when using Club or personally owned devices. Inappropriate communication is prohibited in any public or private messages, as well as material posted online.

Volunteers may not use any technology to harass, threaten, demean, humiliate, intimidate, embarrass or annoy others. This behavior is cyberbullying, which is defined as bullying that takes place using existing or emerging technologies and devices. Any cyberbullying that is determined to disrupt the safety and/or wellbeing of the Club, Club staff, Club members or community is subject to disciplinary action.

Examples of cyberbullying include but are not limited to:

- Harassing, threatening or hurtful text messages, emails or comments on social media.
- Rumors sent by email or posted on social networking sites.
- Use of embarrassing pictures, videos, websites or fake profiles.

Communication with Club member

Volunteers may never use personal devices to communicate directly with a single Club member. Proper protocol dictates that all communication between staff or volunteers and Club members must

include an additional staff member and at least two Club members. This also includes overnight events such as Keystone Conferences and Youth of the Year events.

Monitoring and inspection

The Club reserves the right to monitor, inspect, copy and review a personally owned device that is brought to the Club. Volunteers may refuse to allow such inspections. If so, the staff member may be subject to disciplinary action up to and including termination.

Internet access

Personally-owned devices used at the Club must access the internet via the Club's content-filtered wireless network and are not permitted to directly connect to the internet through a phone network or other content service provider. The Club reserves the right to monitor communication and internet traffic and to manage, open or close access to specific online websites, portals, networks or other services. Volunteers must follow Club procedures to access the Club's internet service.

Loss and damage

Volunteers are responsible for keeping devices with them at all times. Leadership and the Club at large are not responsible for the security and condition of any staff member's personal device. Furthermore, the Club is not liable for the loss, damage, misuse or theft of any personally owned device brought to the Club.

Password and access

To prevent unauthorized access, devices must lock themselves and require authentication using the strongest features available on the device. A minimum standard would require a typed password of at least six characters or numbers, though some devices utilize fingerprint or other biometric technologies.

Disallowed apps and/or websites

The Club does not allow volunteers to access apps and/or websites containing the following content, unless for educational and specific programming, during work hours:

- Content promoting hate based on race, religion, disability, sexual preference, etc.
- Content promoting violent extremism
- Sexually explicit content
- Real or simulated violence
- Content advocating unsafe behavior, such as alcohol, drug use, self-harm or eating disorders

Specifically, the following sites are never to be accessed:

- Tinder
- Periscope
- Ask.fm
- Omegle
- Chatroulette
- Kik
- AfterSchool
- Bigo Live
- BitLife
- Blendr
- Discord
- Holla
- Houseparty

Volunteers should notify the Director of Operations or the Executive Director upon learning of any violation of this policy. Volunteers who violate this policy may be subject to disciplinary action, up to and including termination.

Cell Phones or Similar Devices at Work

Cell phones can be a distraction in the workplace. All volunteers shall adhere to the following:

- Cell phones are not to be used during program hours, except in an emergency.
- To avoid situations that are disruptive to employees, volunteers or members, cell phone ringers should be turned off or placed into the silent or vibrate mode while at work.
- Personal cell phones are the sole responsibility of the volunteer and the Club will not be responsible for repair or replacement if damaged or lost.

ANY VOLUNTEER WHO VIOLATES THIS POLICY MAY BE SUBJECT TO TERMINATION, AT THE CLUB'S SOLE DISCRETION.

Social Media

It is the Club's policy to ensure that volunteers who use social media to discuss the Club or Club-related matters do so in a responsible manner. It is a volunteer's personal choice to create or participate in online social network. It is also important for volunteers to remember that activities that affect job performance, the performance of others, or the Club's business interests are still covered by Club policies. Specifically, when discussing or posting information about the Club, its employees, volunteers or customers (children or families) in an online forum, regardless of whether during or outside of work, the following guidelines need to be observed:

1. Social Media is defined as any tool or service that facilitates conversations over the internet. Social Media applies not only to traditional big names, such as Facebook® and Twitter, but also applies to other platforms you may use that include user conversations, which you may not think of as Social Media. Platforms such as, YouTube™, Flickr™, blogs and wikis are all part of Social Media.
2. The personal use of blogs, wikis, Twitter, or other social networking web sites is not allowed during working hours.
3. Access to the Club's social media accounts shall be as directed only.
4. These accounts must be relinquished upon voluntary or involuntary termination. Questions about the ownership of any accounts should be directed to the Executive Director. Volunteers who participate in social media activities as part of their job are doing so on accounts owned by the Club. The Club maintains ownership of the contacts and connections gained through the account. Passwords will be managed by the Club and/or its IT consultants and material can be edited/deleted by the Club.
5. Respect copyright and fair use laws. For both your personal and the Club's protection, compliance with all laws governing copyright and fair use of copyrighted material must be adhered to.
6. Identify yourself. Do not share opinions about the Club or Club-related matters anonymously.
7. Use a disclaimer. Volunteers do not have authorization to speak on behalf of the Club, unless specifically granted. Information shared via social media is the opinion of the volunteer only — not the Club — and this should be communicated to recipients of the information. Please use a disclaimer such as "The views expressed on this site are my own personal views and do not represent the Club's opinions or positions."
8. Abide by confidentiality requirements. Respect the Club's policy on Confidential Information and any confidentiality, non-disclosure, restrictive covenant, and/or employment or volunteer agreements that you signed with the Club. Do not give out confidential and/or proprietary Club or customer information.
9. Abide by all federal and state privacy laws. Posting employee or customer confidential data, Personally Identifiable Information (PII), or Protected Health Information (PHI) is unlawful and may lead to disciplinary action, up to and including termination, at the sole discretion of the Club.
10. Club employees, volunteers, members and supporters come from diverse backgrounds that represent a wide range of customs, values, and viewpoints. When communicating or posting online about the Club or Club-related matters, do not send or display any information that may be construed as sexual or other unlawful harassment. Messages that may be viewed as sexual or other unlawful harassment include, but are not limited to, pornographic images, sexual references, racial slurs, comments regarding an individual's gender, age, sexual orientation, religious beliefs, national origin, disability or any other characteristic protected

- by law, or comments that intimidate or threaten another person.
11. While activities outside of work are generally private, the Club reserves the right to take all legal actions available and/or disciplinary action if public comments violate state or federal law and or negatively affect or defame our customers.
 12. Supervisors should not issue or accept “friend” requests to subordinates. An employee or volunteer can reject a “friend” request from any other employee or volunteer without repercussion.
 13. The Club will not allow any form of retaliation against employees or volunteer for acceptable use of social media and/or employees who report alleged violations of this policy in good faith or who cooperate in the Club's investigation of such reports. Retaliation is unacceptable, and any form of retaliation in violation of this policy will result in disciplinary action, up to and including discharge.

REMEMBER – Electronic messages and postings are, or can become, public. Electronic communication has blurred the lines between what is public and private. Please use good judgment before posting.

All electronic communications and postings via social media channels that discuss the Club or Club-related matters will be subject to monitoring and/or search by the Club at any time and for any reason. Therefore, volunteers may not maintain an expectation of privacy with respect to public, online communications involving the Club or Club-related matters. Nothing in this policy (or any other Club policy) will be implemented or should be interpreted in any manner so as to prohibit or inhibit volunteers from engaging in any lawful activities through social media, including exercising any rights they may have to engage in protected concerted activity or political activities.

Youth Safety

Interactions between Employees or Volunteers and Members (Youth)

Research shows many cases of organizational abuse occur off-site and outside of regularly scheduled activities. Therefore, the Boys & Girls Club prohibits interaction between employees and volunteers and the Club's After-School members, summer program participants and other youth it serves outside of the Club or the Club's regularly scheduled activities, except in cases of a preexisting familial or social relationship (i.e., children are friends at school, families attend same religious institution) or the parent/guardian has authorized the outside interaction in writing and will be present during that outside contact (i.e., a birthday party or sporting event).

If there is a pre-existing social or familial relationship, the employee or volunteer shall maintain appropriate professional boundaries with that youth(s) while in Club programming.

Employees and volunteers shall notify the Executive Director or Director of Operations in writing of the nature of the pre-existing social or familial relationship. The written notice shall be placed in the youth's file and shall be confirmed by the parent/guardian also in writing.

Examples of contact outside of regularly scheduled program activities:

- Babysitting arrangements
- Tutoring
- Private lessons/coaching
- Mentorship
- Social interactions between employee's or volunteer's children and children served by the organization:
 - Playdates and birthday parties
 - Sleepovers
 - Overnight trips and vacations
 - Rides to/from organization or extracurricular activities and events
- Attending public events in a shared community (like graduation, sports events, religious ceremonies)
- Continued contact with youth after a youth's participation in a program has ended

Mandated Reporting

In accordance with the laws of the State of Connecticut and the policies of the Boys & Girls Club, every staff member or volunteer of the Boys & Girls Club of Greater Waterbury who becomes aware of or has suspicion of child abuse or neglect shall immediately report to Club leadership (Director of Operations) and to the appropriate authorities

according to Connecticut mandated reporting laws. The Director of Operations shall notify the Executive Director. Leadership must report to Boys & Girls Clubs of America (BGCA) within 24 hours via the critical incident system.

An oral report must be made within 12 hours of the alleged abuse or suspicion thereof, followed by a written one (DCF 136 form) within 48 hours after that, both to the DCF Careline, **1-800-842-2288**. The written report form is available on the DCF website at <https://portal.ct.gov/DCF/1-DCF/Reporting-Child-Abuse-and-Neglect> or one can be requested when an oral report is made to the DCF Careline. A law enforcement agency must immediately notify DCF when it receives an oral report.

Safety Trainings

All staff and volunteers shall participate in mandated training annually, including safety trainings focused on child abuse prevention, mandated reporting and grooming prevention (which includes training on how to identify and report “red flag” behaviors).

Dress-Code and Personal Appearance

Volunteers are expected to be properly and conservatively dressed for their work with children and safety. Personal hygiene, cleanliness and neat appearance are essential.

- Good personal hygiene must be maintained;
- Hair should be clean, combed and groomed;
- Sideburns, moustaches, and beards should be neatly trimmed; and
- Use of perfume or cologne should be minimal because some members or colleagues may be sensitive to various scents.

The specific dress policy consists of:

- Program staff shall wear Club issued Boys & Girls Club of Greater Waterbury shirt, sweatshirt or other top – the staff shirt must be visible at all times (no jackets, etc. covering the Club mandated shirt or sweatshirt);
- Business casual or “dress down” attire, including jeans, leggings, shorts or other casual pants;
- No tattered/torn or dirty clothes; t-shirts displaying potentially offensive words, terms, logos, pictures, cartoons, or slogans;
- No pajamas or loungewear;
- No revealing or provocative clothing;
- No outfits where underwear is intentionally revealed;
- Proper footwear is required. Closed toe, flat shoes should be worn.

Smoking, Drugs and Alcohol Policy

Smoking is prohibited inside and outside the club at all times, including at special events and during times the club is closed but open to organizations who have rented the facilities. Volunteers should never engage in any club activity while under the influence of alcohol or controlled substances. Furthermore, volunteers are prohibited from engaging in the unlawful or unauthorized manufacture, distribution or possession of illegal substances on Club time or on Club premises. We reserve the right to take all appropriate and lawful actions to enforce this substance abuse policy when there is reasonable suspicion to believe that a volunteer has violated this policy.

Personal Safety and Injury

Please be aware of personal safety while volunteering at the Club. Use reasonable judgment when participating in any activity that may involve physical injury. In the event of an injury, please report it to the appropriate personnel.

The Club is not responsible for personal items that are lost or stolen. Please do not bring valuables to the Club.

And Most Importantly, Your Role as a Volunteer

Club staff have the ultimate authority policies and procedures. They officially represent the Club and are held legally accountable for matters affecting the safety and welfare of our members. If you feel that a staff member is acting

inappropriately or a policy or procedure is inappropriate or ineffective, feel free to speak to the Director of Operations. It is important, however, that all volunteers respect staff decisions regarding discipline and procedures at all times.

Volunteers are **never** responsible for contacting parents, schools, medical professionals, or others on behalf of the Club, unless specifically directed by appropriate personnel. If you suspect that an interaction is necessary between the Club and a parent, doctor, educator, etc., you should notify the Director of Operations of your concerns.

As a volunteer, you are expected to maintain appropriate boundaries with members. Relationships that develop beyond a volunteer capacity within the Club are not appropriate. Such relationships can include, but are not limited to sexual relationships, providing housing, providing or accepting money and/or gifts, one-on-one mentoring of youth that is not regulated by the Club, and other acts that foster dependent relationships.

PROTECT YOURSELF AND OUR MEMBERS! A member or his/her parents may misinterpret behavior that you perceive as harmless. Always be aware of what may or may not be considered appropriate with regards to physical contact with a youth. Never work alone in a room with a child, unless the room can be seen from adjacent areas in the Club...e.g. through a window or open door.

Volunteers are never allowed to provide transportation to members in their own vehicles or in Club vehicles.

Mutual Respect and Disclosure

The Club emphasizes a policy of mutual respect among volunteers, staff, and members. Self-respect and respect for others are absolutely necessary when serving young people. If at any time you feel as though there is a lack of respect at the club, please discuss your concerns with the Director of Operations.

Emergency Procedures

In the event of a medical emergency, dial 911 immediately for medical attention. Volunteers should report any medical emergencies to staff immediately after contacting 911.

Volunteers are never permitted to transport sick or injured members within the Club or to another location unless the threat of further injury or danger exists (e.g. fire).

In the event of an emergency, volunteers are to make their best and reasonable efforts to ensure member safety takes priority in the event. Volunteers should make themselves aware of the location of emergency-related items, such as fire extinguishers and first-aid kits. Volunteers should take universal precautions when possible.

Effective Supervision & Discipline Techniques

The Club sets high standards of behavior for our members. Misbehaviors always result in some kind of action. We do not expect you to be “babysitters” for our members. But, as a volunteer, you can help to REMIND kids of how to follow a rule, as well as serve as a role model. A key thing to remember is that if you want young people to treat you with respect, you must treat them the same way. Try to say “please” and “thank you” when correcting a child’s behavior. Moreover, remember to follow the rules yourself (e.g. don’t chew gum or wear a hat in the Club.) If all else fails, get a staff member and he or she will take charge of the situation.

Acknowledging good behavior can go a long way in motivating kids. Remember to let a youth know that you have noticed when the young person made the right decisions and acted appropriately. Never ridicule or belittle a child. Never hit a member for any reason. And you should only raise your voice when it is absolutely necessary. Treating youth with courtesy and respect is paramount to their development.

As a volunteer, you can serve as a valuable role model by showing our members the proper way to handle conflict through non-aggressive actions. Obviously, on those rare occasions that a physical fight occurs, you should get a staff member immediately and let him or her take control of

Boundaries for Volunteers

Boundary violations are often a result of good intentions; however, they may foster situations that are not in the best interest of our members. While you may be very confident with some of these, you may not have considered all the possibilities with other situations. General guideline involves asking: Does this action or inaction pose a risk to the youth, the organization or myself? While not all of the tips below pose a risk to safety, they are best practices.

Some tips to remember:

1. Do not loan/give money to youth.
2. Avoid having youth in your lap.
3. Refrain from bringing valuables to the Club.
4. Be cautious about questions that start with “have you ever used...” or “if I tell you something you have to promise not to tell...”
5. Do not feel that you must answer all questions, in particular, personal questions, that may come from our members.
6. Members may ask you, “Can you give me a ride home?” – The answer to this question is *always* “no.”