



BOYS & GIRLS CLUBS
OF THE CORRIDOR
MARION • CEDAR RAPIDS • IOWA CITY



Volunteer Handbook

IN MY CLUB

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IN MY CLUB

Welcome!

Welcome to Boys & Girls Clubs of the Corridor! We are delighted that you have chosen to volunteer your time with us. We understand that your time is precious and we are honored that you are willing to spend some of it with us. Each and every day our agency depends on volunteers like you to ensure that we operate efficiently and successfully. Volunteers at Boys & Girls Clubs of the Corridor do everything from mentor program participants to plan our events and sort through donations. In short, Boys & Girls Clubs of the Corridor could not operate without dedicated volunteers like you.

The Volunteer Handbook provides answers to many of the questions you may have about the volunteer programs we offer. It covers policies and procedures, and our mutual responsibilities. You are responsible for reading and understanding the Volunteer Handbook, and for adhering to Boys & Girls Clubs of the Corridor policies and procedures. If anything is unclear, please discuss the matter with the Volunteer Coordinator.

Again, on behalf of our staff and everyone here at Boys & Girls Clubs of the Corridor, we welcome you to our volunteer program. Thank you for taking time to help us enable all young people to reach their full potential.



Mission

The mission of the Boys & Girls Clubs of the Corridor is to inspire and enable all young people, especially those that need us the most, to reach their full potential as productive, caring, responsible citizens.

History

The original site of the Boys & Girls Clubs of the Corridor has a ton of history! In 1954 the church sold the land to the YMCA who converted the building into the Ellis Community Center. In August, 1990 the YMCA announced it would be closing the Ellis Branch. The Ellis Community Center was near and dear to many who had used this building and made so many memories there, so in December, 1991 the Friends of the Ellis Community Center reopened the Ellis Community Center. Finally, on November 16, 1993, a Boys & Girls Club came to Cedar Rapids when the Ellis Community Center chartered with Boys & Girls Clubs of America.

In 2004 the Boys & Girls Club of Cedar Rapids partnered with First Congregational Church on 17th Street SE to open the South Unit and serve youth on the east side of Cedar Rapids.

In 2008, like so many homes and businesses in Downtown Cedar Rapids, the original site of the Boys & Girls Clubs of Cedar Rapids was destroyed by a major flood. Many Club members helped clean up the Club, their home away from home, in hopes of putting it back together again and gaining some sense of normalcy. Unfortunately all was lost and the building was eventually taken down in 2012.

It was at this time that the Club changed its philosophy from "How do we get the kids to the Club?" to "How do we get the Club to the kids?" This new philosophy brought us to Echo Hill Church in Mound View Neighborhood, the Salvation Army and Taylor Elementary School. With the addition of these three sites we now had sites in all four quadrants of Cedar Rapids.

We partnered with Phi Kappa Psi (who has a national tie to Boys & Girls Clubs of America) They offered to provide volunteers on a weekly basis to bring a Boys & Girls Club to Iowa City. The Club first opened for teens at South East Junior High for two years. In the Fall of 2018 we moved to Faith Academy where we currently serve elementary age youth.

We came together with the Marion Youth Coalition, a group of over 20 non-profit agencies that wanted to address programming needs during out of school time for middle school youth in the Marion community. On September 3, 2019 we officially opened a Boys & Girls Club in Marion where we are providing daily programming in the old Marion Home School building, now known as the Marion Youth Center.



IN MY CLUB

Definition of a Volunteer

You are considered a volunteer if you, without compensation or expectation of compensation beyond reimbursement for volunteer related expenses, perform a service at the direction of and on behalf of the agency. This includes participating in program activities or serving on the Board of Directors or a program's Advisory Committee.

Boys & Girls Clubs of the Corridor (BGCC) welcomes adults, youth, families, and groups to volunteer within our agency's programs and does not discriminate against any volunteer because of race, color, age, gender, sexual orientation, national origin, or disability.

Minors as Volunteers

Volunteers under the age of 18 who wish to participate in an ongoing volunteer opportunity must have written permission of a parent or guardian before they may begin service. The volunteer tasks assigned to a minor shall be performed in a non-hazardous environment and shall comply with all appropriate requirements of child labor laws.

Group Volunteers

Many of BGCC's programs accept one-time volunteer service from groups, including high school and college service groups, church groups, and employees on corporate service days. In these instances, the Confidentiality and Non-Disclosure Agreement is used in lieu of the formal agency application, and no interview is required.

IN MY CLUB

Volunteer Opportunities

Program Volunteer

You will help with any of the following 5 Core Program Areas of the Boys & Girls Clubs

- The Arts
- Health & Life Skills
- Character & Leadership Development
- Sports, Recreation & Fitness
- Education, Career Development & Technology

Special Events Volunteer

You will help with any of the day of event activities for the following special fundraising events throughout the year

- Blue Door Bash
- Chrome for Kids
- Funk & Bourbon
- Fish-O-Rama
- Bags Tournament
- Pedal 4 Progress

Board & Committee Members

You will guide the development of the Boys & Girls Clubs of the Corridor to build a better place for the youth that we support daily in our clubs. You will be required to join a committee to help drive the development of the clubs.

- Engaged Team
- Financial Sustainability
- Exceptional Programing
- Brand Awareness



IN MY CLUB

Program Volunteer Description

Title: Program Volunteer

Expectations:

You will help with any of the following 5 Core Program Areas of the Boys & Girls Clubs sites

- The Arts
- Health & Life Skills
- Character & Leadership Development
- Sports, Recreation & Fitness
- Education, Career Development & Technology

Each of our sites provide various activities within the 5 core areas. The site director will be your main point of contact at the site to direct you on what activities you are helping with.

One program that you may help with is called Power Hour. You will be with a small group of kids to help them with math and reading activities. These could be worksheets, reading aloud, playing games or doing STEM projects. This program lasts for 1 hour each day at each site.

Time Commitment:

We are looking for long term volunteers for our sites as we find that kids respond best to those they are around consistently; however we understand that our volunteer lives are busy as well. While we do leave the time commitment up to you we would like to have someone at least twice a week.

Qualifications:

We are looking for someone who has a great personality and likes working with kids. You also need to be able to communicate and work well with others. There are times where we are looking for specific help with certain school courses or activities and will ask if you have experience with those.

The logo for 'IN MY CLUB' is displayed in large, bold, white capital letters. The text is set against a background that is divided into three vertical color bands: green on the left, orange in the middle, and purple on the right. The letters 'IN' are on the green band, 'MY' is on the orange band, and 'CLUB' is on the purple band.

IN MY CLUB

Fundraising Events Volunteer Description

Title: Fundraising Events Volunteer

Expectations:

You will help with any of the day of event activities for the following fundraising events throughout the year.

- Blue Door Bash
 - Checking guests in and out at event
 - Selling raffle tickets during the event
- Chrome for Kids
 - Selling raffle tickets at sales events
 - Helping with registration the day of event
- Funk & Bourbon
 - Helping with registration the day of event
- Fish-O-Rama
 - Gathering prizes prior to the event from local organizations
 - Helping with setup at Robbins Lake prior to the event
 - Registering anglers at Robbins Lake prior to and during the event
 - Helping at the prize tent, entrance gates and driving anglers around the lake
- Bags Tournament
 - Helping with registration the day of event
- Pedal for Progress
 - Selling raffle tickets at sales events
 - Helping with registration the day of event

Time Commitment:

The time commitment for each event is different and will be communicated to you by the Volunteer Coordinator or the Director of Fundraising Events prior to you volunteering.

Qualifications:

We are looking for someone who has an outgoing personality and willing to help with anything we are asking them to do while at the event. Youth are able to help at some events if accompanied by a parent but are not allowed to collect any money from event registrants.

IN MY CLUB

Board & Committee Volunteer Description

Title: Board & Committee Volunteer

Expectations:

- You will guide the development of the Boys & Girls Clubs of the Corridor to build a better place for the youth that we support daily in our Clubs.
- Complete an Orientation session with the Executive Director prior to starting
- You will be required to join one of the following standing committees to help drive the development of the Club.
 - Engaged Team
 - Financial Sustainability
 - Exceptional Programing
 - Brand Awareness
- You will be asked to serve on one of our Event Committees:
 - Blue Door Bash
 - Chrome for Kids
 - Funk & Bourbon
 - Fish-O-Rama
 - Bags Tournament
 - Pedal 4 Progress
- Oversee expenditures within an established budget and assist in the financial development of the organization
- Determine and approve operating policies and strategies of the organization

Time Commitment:

You will be asked to attend an hour long board meeting on the 4th Monday of every month. Standing committee meetings will meet for an hour once a month (this may change depending on the chair of that committee). Event meetings will be determined by the Director of Fundraising Events.

Qualifications:

Has achieved recognition and status within the community. Is knowledgeable about the social concerns of the community. Have the resources (personal and/or corporate) to apply to the needs of the Boys & Girls Club of the Corridor.

IN MY CLUB

Recruitment & Selection Procedures

1) Recruitment

Boys & Girls Clubs of the Corridor uses a variety of methods to recruit volunteers. You may find us reaching out to potential volunteers via our agency website, through other internet volunteering sites, volunteer fairs, social media platforms, and by word of mouth. We also encourage you to let your friends and family know about our volunteering opportunities.

3) Applications

All potential volunteers, are required to complete a Volunteer Application in Raptor, our Volunteer Management System

If you are participating as a volunteer in a one time event, or with a company, you will need to fill out the Confidentiality form that can be obtained by contacting the Volunteer Coordinator. This must be turned in prior to volunteering. You will also be required to bring a government issued ID with you the day you volunteer.

5) Interviews

All volunteer positions require an interview with the Volunteer Coordinator prior to starting volunteering with the BGCC. Interviews help volunteers clarify the responsibilities of the opportunity and help the coordinator decide where the prospective volunteer will be a good fit.

If you are participating as a volunteer in a one time event, an interview before the event may not be necessary.

2) Volunteer Opportunity Descriptions

As a volunteer, you will be given an opportunity description outlining the specific responsibilities of your role. It is your responsibility to read about your position, gain an understanding of the requirements, and seek any necessary clarification from the Volunteer Coordinator.

4) Background Check (Criminal & Sex Offenders)

In accordance with Boys & Girls Clubs of America standards, volunteers are required to undergo a background/criminal records check and sex offender registry check prior to beginning volunteering. This is completed via our Raptor system and completed with the application process.

If you are participating as a volunteer in a one time event, or with a company, you will need to bring your government issued ID with you to the event to have it run through our Raptor system and background check completed.

IN MY CLUB

Aspects of Volunteer Service

Initial Agency Orientation

All ongoing volunteers will be required to complete an orientation to Boys & Girls Clubs of the Corridor. Topics covered during orientation will vary depending on whether the volunteer is serving in a direct service or non-direct service capacity.

Program Orientation & Training

As a new volunteer, site directors will provide you with their specific site orientation and the necessary training required for your specific volunteer position.

Supervision

As a volunteer, you will have a clearly identified supervisor who will directly oversee your role within the program. This supervisor will be available to you for consultation and assistance. One-time volunteers will also be informed of their supervisor in case questions or problems arise. The Volunteer Coordinator is also a point of contact throughout the application and orientation process and to support agency volunteers throughout their service.

Record Maintenance & Volunteer Time Reports

Keeping track of the time given by our volunteers is very important to us. Each volunteer is required to check in and out at each site using Raptor. Site directors will also select the correct program they are helping with while volunteering each time. If volunteering at the office please check in and out with the Volunteer Coordinator.

Recognition

As a volunteer, you are an essential part of our program operations. Therefore, we believe it is very important to recognize the time and effort that you put into your service. Recognition opportunities will occur at the agency level, as well as the program level.



IN MY CLUB

Participation Guidelines

Certain practices are in place to ensure a positive and safe volunteering experiences at Boys & Girls Clubs of the Corridor.

Drug Free Policy

The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is not allowed in Boys & Girls Clubs of the Corridor program sites. Additionally, volunteers may not be impaired by any substance while serving. Such action may result in your immediate dismissal from the volunteer position.

Non-Smoking Policy

Smoking by our employees, volunteers, clients, or vendors in any interior offices or spaces of any building occupied by Boys & Girls Clubs of the Corridor is not allowed. There is also no smoking permitted within 20 feet of any entryway, vent, or doorway to interior buildings.

Dress Code

As a volunteer, you are responsible for presenting a positive image to clients and to the community as a representative of Boys & Girls Clubs of the Corridor. You should dress appropriately for the conditions and performance of your duties.

Property Policy

As a volunteer at Boys & Girls Clubs of the Corridor, you will respect the property of Boys & Girls Clubs and the personal property of other volunteers and staff.

Driving Policies

Volunteers shall not transport any Club members to and from the Club.

Safety

Boys & Girls Clubs of the Corridor is committed to creating and maintaining a safe and positive environment for staff and volunteers as well as persons and families served. Each program will provide volunteers with information on facility safety plans and safety protocols related to the assigned volunteer position. Any injury to the volunteer while fulfilling the duties of their position description must be reported to the supervisor immediately. A worker's compensation claim may need to be filed.

Confidentiality Policy

Boys & Girls Clubs of the Corridor recognizes confidentiality as a living principle based on the sanctity and dignity of the human person. Therefore, the agency will respect the privacy of personal information of those it serves or employs. You are responsible for maintaining confidentiality of all information to which you are exposed while serving as a volunteer, whether this information involves staff members, volunteers, clients, or other people or involves overall program or agency business. Failure to maintain confidentiality may result in termination or other corrective action.



IN MY CLUB

Participation Guidelines Cont.

Harassment Policy

Boys & Girls Clubs of the Corridor is committed to a work environment that is professional and harassment-free for all employees and volunteers. Harassment includes, without limitations, verbal, physical, visual, and innuendo. It also includes unwelcome sexual advances, requests for sexual favors, sexually motivated physical contact and other verbal or physical conduct, or visual forms of harassment of sexual nature when submission to such conduct is either explicitly or implicitly made a term or condition of employment or is used as the basis for unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment for employees and volunteers.

Volunteers should report any issues to their supervisor.

Personal Involvement with Clients

If your volunteer position involves working directly with clients, it is important to maintain boundaries with them and to keep your relationship professional, not personal.

Mandatory Reporting

While volunteering for Boys & Girls Clubs of the Corridor you have the legal obligation to report:

- Any known or suspected child abuse, neglect or any other behavior placing the health and welfare of children in jeopardy.
- Any known or suspected adult abuse, neglect or exploitation.

Per Agency policy, volunteers are trained in reporting requirements and associated procedures. It is recommended that volunteers immediately consult with a supervisor when presented with a situation that may warrant a child or adult protective report.



IN MY CLUB

Ending Volunteer Service

Resignation & Leave of Absence

Your volunteer position may conclude at the end of a particular project, event, or set time period, but you are also free to end your volunteer service with Boys & Girls Club at any time. Because volunteers are so important to the programs and agency, we request that you provide advance notice of your departure and a reason for your decision.

Termination

You may be terminated from your position as a volunteer for a variety of reasons. Some of these include: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of agency equipment or materials, abuse or mistreatment of clients or coworkers, failure to abide by agency policies and procedures, failure to meet physical or mental standards of performance, and failure to satisfactorily perform assigned duties.

Exit Surveys

When you leave your position, you will be given an opportunity to fill out an exit survey detailing why you are ending your service. The exit survey is also a great place to give us any further comments about your experience and to provide any potential ideas for improvements.

IN MY CLUB