



BOYS & GIRLS CLUBS
OF ALBANY, INC.

GREAT
FUTURES
START
HERE.



Volunteer Handbook

Welcome to the Clubs

Our Mission

To enable all young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens.

Welcome to Boys & Girls Clubs of Albany! On behalf of the Board of Directors, CEO, and all of our staff, we thank you for your interest in volunteering. There is no doubt that our organization would not be the establishment it is today without those who are willing to give of themselves to positively impact the lives of our members.

Your volunteer service carries great responsibility. The example you set and the influence you have will be a factor in whether or not our Club members become productive citizens.

This handbook is to serve as your guide. It cannot possibly cover all situations and conditions that might occur or guarantee any specific condition of volunteerism. The manual is an attempt to include the important aspects of volunteerism.

Boys & Girls Clubs of Albany reserves the right to change any or all of the policies, procedures and rules as outlined in this handbook. Copies of changes will be available to all volunteers. Revisions will be made whenever such action is deemed necessary and approved by the Board of Directors.

This handbook is for you. Please read it carefully and keep it for future reference. You may be assured that the Board of Directors and our staff are interested in you as an individual and a volunteer. Thank you for making time to share with our Club members! We are confident that your volunteer service will be a very rewarding experience!

Volunteer Program

There are many different reasons why people volunteer. Some are interested in serving youth as a profession; some are in the middle of a career and wish to bring a new dimension to their lives; and others are retired and choose to give of their time



54% of our alumni said
the Club saved their life!

and share their wealth of experience. Whatever the reason, we are grateful for your service!

Core Programming

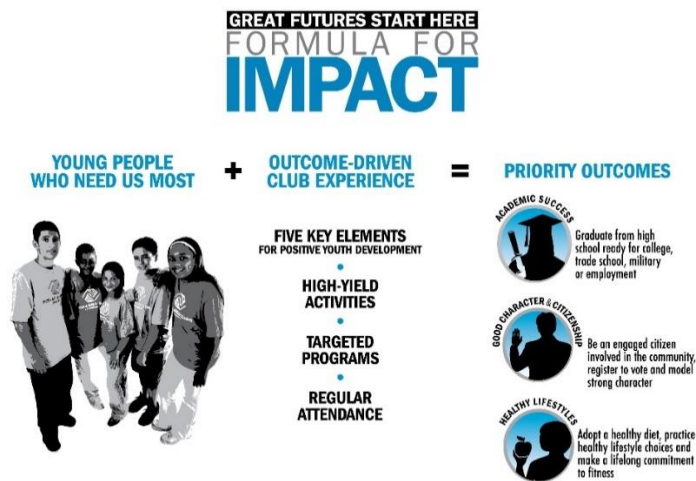
Our number one goal is for all Club members to graduate from high school on time with a plan for his or her future.

We show up every day to prove that every kid has what it takes. Every child matters. They all deserve opportunity to have a Great Future. We are here to elevate them and let them know that they are capable, worthy and important. Every child has the untapped potential to Be Great.

Our Core Programming includes:

- Education and Career Development
- Health and Life Skills
- Sports & Recreation
- Character and Leadership Development
- The Arts

Our Formula for Impact



Ways to Assist Staff

- Assist with planned activities (arts & crafts, sports, game room, computer lab, etc.)
- Help with homework
- Read stories with children when they are done with homework
- Listen to members read aloud to you
- Become a mentor or tutor
- Help with field trips
- Assist with parties, fundraisers, or special events
- Assist the children with practicing a skill they need to develop
- Share a hobby, talent or positive experience.

Volunteers may also suggest new ideas for programs that help us to meet our mission, vision, or core programming goals. All ideas must be presented in writing and approved by the Unit Director. Please include: the length of the program, number of sessions required, a description of the program and whether or not you will need help from staff or other volunteers.

Volunteer Application and Placement

To become a volunteer with us, you must

- Be at least 18 years old
- Submit a Volunteer Application
- Sign Release forms that allow us to perform the screening process
- Be interviewed by paid Club staff
- Sign an acknowledgment form verifying that procedures and expectations have been read and understood.

What is most important in volunteer placement is that an individual's skills, talents and time commitments match and meet the needs of the Club. The application process will assist in determining placement.

Criminal Background and Sex Offender Check

All potential volunteers of a Club, who have direct contact with children, will be required to authorize a criminal background and sex offender check with the appropriate law enforcement agency or agencies. The Club will incur all expenses related to this procedure. The result of such an inquiry is reviewed and

accepted before the assignment of a volunteer happens. Volunteer who do not have direct contact with children do not need a background check. Non-direct contact examples would be painting a building or decorating for an event.

Responsibility for Activating Volunteer Staff

Paid Club staff activates a volunteer after a criminal background and sex offender check are cleared through Boys & Girls Clubs of Albany Administrative Office. When a volunteer has been cleared, and a volunteer's qualifications and experience are such that a person can fulfill a volunteer position, a position will be assigned. Paid Club staff is responsible for activation and termination of all volunteer staff at their site. If a volunteer is bringing a specific program to a Club, it is up to Club staff to format the program or activity into regular Club hours.

Supervision

Each volunteer will be assigned an immediate supervisor. All concerns, problems, criticisms and suggestions should be brought to your immediate supervisor. Volunteers often offer a fresh perspective, so your suggestions are welcome.

Trial Period and Transfers

It is accepted that volunteers are on a "trial period" status for the first three months (90 days). If service of the volunteer is satisfactory, and interest level remains high, volunteers automatically will be placed on regular status. Where the frequency of the volunteer service has not been adequate for the supervisor or the volunteer, to determine whether or not the placement is satisfactory for both parties, the initial trial period may be extended.

Resignations

Resignation is defined as a separation from the Club initiated by the volunteer. Two weeks' notice of intent to resign is appreciated and should be given in writing to the volunteer's immediate supervisor. Volunteers who resign are requested to schedule an exit interview. This interview will be conducted in person with a volunteer's immediate supervisor. The purpose of the exit interview is to:

- Review reasons for the resignation.

- Discuss possible changes that might be needed in the position description.
- Express our appreciation for their involvement with the organization.
- Verify and return all documents and Club property.

Terminations

All volunteerism is considered "at-will" and volunteers may be terminated at any time, with or without cause and without prior notice by the Club.

Training

Most of the training for volunteers will be provided by shadowing Paid Club Staff; however, there will be continuous training of all Club workers, including volunteers, through in-services, regular staff meetings and other training programs.

Hours of Operation

We are primarily an after-school program. When the schools are out, we are in. Our typical hours are from 2:30 p.m. to 6:00 p.m. Please confirm this information at the specific club where you volunteer as Club hours may vary and additional activities may occur after the normal hours stated above.

Non-School Days

On non-school days, Clubs will be open from 8:30a.m. to 5:00 p.m., except during Summer Programming. Please check with your Unit Director about hours at your Club during the summer months.

Early Dismissal and School Closings

On weather emergencies when school is closed or has an early out, Clubs will be closed. If there is a late start, Clubs will be open. If you are unsure, contact the Unit Director.

Holidays

The following Holidays are observed:

New Year's Day
Martin Luther King Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
The day after Thanksgiving
Christmas Day

Christmas Eve or the day after Christmas (decided each year by the CEO).

Attendance

The positions volunteers fill, or activities they bring to a particular Club, are vital to our Club members.

Therefore, it is essential that volunteers be punctual and regular in attendance. Volunteers are required to sign in and out. Volunteers are expected to remain on duty for the full time agreed upon, except when conditions vary and are approved by the supervisor. Volunteers should notify the supervisor as soon as possible of any planned or unexpected absence.

Personal Appearance

While casual clothing is the norm when working with children, volunteers are expected to use their professional judgment and dress conservatively, neatly and appropriately. Some examples of inappropriate dress include sleeveless shirts, crop tops, shorts that are not fingertip length, clothing with messages that promote or depict drugs, violence, alcohol, tobacco, are sexual or discriminatory in nature. Due to the physical nature of activities, tennis shoes are recommended. All staff and volunteers are expected to practice good hygiene.

Cell Phones

Cell phones must be turned off or set to silent (not vibrate) while volunteering at the Clubs. If an emergency arises requiring the use of a cell phone, volunteers must remove themselves from the Club environment (out of sight of all Club members) before taking or placing a phone call. Volunteers constantly stepping out to use cell phones will no longer be allowed to volunteer with us.

Volunteer Relationship with Members

The following are basic guidelines for volunteers to follow when establishing relationships with Club members:

- Introduce yourself to Club members.
- Treat members with respect and dignity.
- Never hit or belittle a Club member. Use positive language and a calm tone when redirecting members. Remember, the only appropriate physical contact with Club members are fist bumps, high fives and side hugs.

- Be dependable. Keep your promise.
- Be alert, alive and enthusiastic.
- Position yourself for good and effective supervision.
- Do not take members out of the Club, drive them home, or meet with members outside of the Boys & Girls Clubs without prior approval from your supervisor.
- Never leave a supervised area with any youth unless in clear view or hearing of others.
- Never hold any items for Club members.
- Never lend money to Club members.
- Do not accept money, goods or gifts from members (except items such as handmade crafts or cards).
- Do not buy gifts for Club members unless approved by the supervisor.

The safety and security of Club members is our top priority. Inappropriate touching or contact with youth by volunteers is prohibited. Whenever possible, avoid being alone with a child in a Club setting, particularly behind closed doors. If a volunteer has any knowledge of or becomes aware of any circumstances which may endanger the health, safety or well-being of Club members, the matter must be brought to the attention of their supervisor immediately.

Volunteers should not have contact with Club members outside of regular Club activities. If there is evidence of inappropriate, non-Club interaction between a volunteer and a Club member(s), it will be investigated by the Director of Compliance or the Director of Human Resources as appropriate.

General Guidelines

As a volunteer, I agree to:

- Interact with the Club Members the whole time I am volunteering at the Boys & Girls Club. This may include some physical activity, as well as a variety of other Club activities. Please let the Unit Director know of any concerns or limitations you may have.
- Sign in and out at the front desk every time I volunteer.
- Wear clothing that is appropriate and comfortable. Make sure my clothing isn't offensive, distracting, or revealing.
- Not lift, pick up, or carry any child while I am volunteering at the Boys & Girls Club.

- Reinforce all Boys & Girls Club rules and announcements made by Club staff.
- Help all staff lead Boys & Girls Club members.
- Keep my cell phone in a safe place where it won't distract me from interacting with the kids.

Mentor Guidelines

As a mentor, I agree to:

- Work on homework with my mentee before having free time. I understand that homework is a main priority when interacting with my mentee.
- Engage with my mentee on a consistent basis. I will not miss a scheduled session, except in the case of a communicated emergency.
- Only meet with my mentee one-on-one. I agree to not allow friends or other Club members to meet with my mentee and me. I understand that this mentor/mentee relationship is a one-on-one interaction. While meeting with my mentee one-on-one, I will always remain in public site. This bullet does not apply when group mentoring sessions are held.
- Not leave the premises during my time spent with my mentee at Boys & Girls Club.
- Not have a relationship outside of Boys & Girls Club. I agree to only visit my mentee at Boys & Girls Club. I will not transport my mentee outside of Boys & Girls Club and only with approval.
- Clean up all messes my mentee and I make. I agree to ensure my mentee helps me clean up whatever mess we make, wherever it may be in the building.

Member Guidance & Discipline

If you see a member repeatedly break a rule or fails to follow direction, please let a staff person know. Guidance procedures will be provided by a staff, not volunteers.

Standards of Conduct

Members of Boys & Girls Clubs of Albany deserve the best possible examples of conduct, decorum and good citizenship. The behavior of volunteers sets the example for our youth to follow. It is expected that all volunteers will conduct themselves at all times in a manner reflecting credit on the organization.

Our organization strives to keep rules to a minimum. However, certain regulations always are needed to provide a clear understanding for all volunteers. This list is not to be all-inclusive nor intended to cover every situation. If a volunteer violates any rules established by the organization, including the following rules, the volunteer will be released from service.

The following violations are subject to disciplinary action up to, and including Release from service:

- Inappropriate contact with Club members.
- Use of corporal punishment as a disciplinary measure of clients.
- Falsifying volunteer information.
- Unsatisfactory performance.
- Excessive tardiness or absenteeism.
- Being absent without notice.
- Creating or contributing to a disturbance.
- Insubordination.
- Lying, cheating or stealing.
- Use of a Club facility and/or equipment without permission.
- Malicious damage to Club property.
- Gambling or conducting unlawful games of chance.
- Violating the Drug Free Workplace Policies
- Endangerment to oneself or others.
- Carrying a weapon on organizational property or at any organizational function.
- Illegal conduct of any kind.
- Smoking on premises.
- Failure to follow Policies, Procedures or Safety Rules

Harassment Free Environment

It is the policy of the Club to provide, at all times, an environment free of any harassing conduct. The Club will not tolerate any form of harassing conduct, including, but not limited to, that which is based upon an individual's race, color, religion, sex, sexual preference, sexual orientation, age, national origin, disability, marital status, veteran's status, or other legally protected status. For these purposes, the term "harassing conduct" includes, but is not limited to, slurs, jokes about gender or race-specific traits, or other offensive verbal, graphic, or physical conduct. The term "harassing conduct" also includes sexual advances, requests for sexual favors, and other conduct of a

sexual nature. Any volunteer violating this policy will be subject to prompt and appropriate discipline, up to and including discharge.

SO THAT YOU KNOW.....

Harassment is defined as conduct that has the purpose or effect of unreasonably interfering with an individual's work environment. Examples of actions that could be construed as harassment, include, but are not limited to:

- degrading any group or class of people;
- assignment of less desirable work or working conditions to members of such protected groups based solely on their group membership;
- treatment of individuals in a demeaning fashion.

Sexual harassment is defined as unwelcome physical, visual, or verbal sexual conduct where:

- submission to the conduct is either an explicit or implicit term or condition of volunteerism;
- submission to or rejection of the conduct is used as a basis for volunteer service decisions affecting the person doing the submitting or rejecting; or,
- the conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Examples of behavior that could be construed as sexual harassment include, but are not limited to:

- explicit or implicit threats to withhold pay increases, benefits or working conditions unless sexual favors or sexual activity is granted;
- promises to improve pay, benefits or working conditions in exchange for sexual favors or sexual activity;
- demanding sexual favors or sexual activity of another employee or volunteer;
- subtle pressure for sexual favors or sexual activity of another employee or volunteer;
- deliberate, repeated, or unsolicited verbal comments, gestures, or physical actions of a sexual nature toward another employee or volunteer (i.e., vulgar, lewd or lascivious remarks, hand, facial, or body gestures or

movements or unnecessary touching, patting, or pinching);

- comments, jokes, or slurs that are demeaning or demoralizing.

WHAT TO DO ABOUT HARASSING CONDUCT....

Anyone who believes that he or she and/or another Club member, staff or volunteer has been subject to harassing conduct should immediately notify their supervisor or Director of Human Resources and/or Area Director. A prompt investigation will be conducted of each and every complaint and appropriate action will be taken. If the supervisor is believed to be involved in harassment or violation of policy, please notify the Chief Executive Officer or Director of HR at 229-439-0196.

If the investigation reveals the complaint has merit, prompt corrective action will be taken.

Complaints will be handled confidentially. The Human Resources Department has the responsibility for investigating and resolving complaints of harassment.

Drug Free Workplace

The Club is committed to creating and maintaining a Drug Free Workplace, and to fostering the well-being and health of its employees and volunteers. That commitment is jeopardized when any employee or volunteer illegally uses drugs on the job, comes to work under the influence, possesses, distributes or sells drugs in the workplace, or abuses alcohol on the job. This policy includes requirements for pre-employment and employee drug testing.

- It is a violation of Club policy for any employee or volunteer to use, possess, sell, trade, offer for sale, or offer to buy illegal drugs or otherwise engage in the illegal use of drugs on or off the job.
- It is a violation of Club policy for any employee or volunteer to report to work under the influence of or while possessing in his or her body, blood, or urine, illegal drugs or alcohol in any detectable amount.
- It is a violation of the Club policy for any employee or volunteer to use prescription

drugs illegally, i.e., to use prescription drugs that have not been legally obtained or in a manner or for a purpose other than as prescribed. (Nothing in this policy precludes the appropriate use of legally prescribed medications that does not affect work performance.)

- Violations of this policy are subject to disciplinary action up to and including termination (removal from volunteer service).
- As a condition of employment or volunteerism, employees & volunteers must abide by the terms of this policy and must notify Boys & Girls Clubs of Albany, Inc., in writing of any conviction for a violation of a criminal drug statute occurring in the workplace no later than five (5) calendar days after such conviction.

Code of Ethics & Conflicts of Interest

Boys & Girls Clubs of Albany expects all staff and volunteers to conduct themselves in a manner that exemplifies the highest standard of ethics and propriety in any endeavor or activity that could negatively impact or reflect upon the mission, purpose, integrity, reputation, and professional and business relationships of the organization. Volunteers should avoid any activity, investment or interest that might reflect unfavorably on the good name of the organization. Each volunteer is asked to sign the “A Matter of Trust” document as a term of volunteerism.

*Every kid has potential. They just need a helping hand.
Investing in the youth of today means investing in
tomorrow. See and Experience How You Can Make an
Impact. Your free time is important, but you can make
it invaluable.*

Please sign the acknowledgement that appears on the next page indicating that you have read and understand this guide. Again, thank you for your interest in volunteering with Boys & Girls Clubs of Albany, Inc.

For more information, contact:
Sherrie Maxwell, SPHR
Director, Human Resources
Boys & Girls Clubs of Albany, Inc.
527 W. 3rd Avenue
Albany, GA 31701
229-439-0196
smaxwell@bgcalbany.org

Handbook Acknowledgment Form

By signing this form, I acknowledge that I have received a copy of the Boys & Girls Clubs of Albany Volunteer Handbook. I understand that it contains important information about the Club's policies, that I am expected to read the Handbook in its entirety and familiarize myself with its contents. The policies in the Handbook apply to me. I understand that this handbook supersedes all previous written and verbal policies, and the club may change the policies in the Handbook at any time.

I understand that violation of a Club policy or rule may result in removal from volunteer service. I understand that my volunteering with the Clubs is at-will and that I may be discharged at any time for any reason whatsoever, with or without notice, with or without cause. Nothing in this handbook is intended to create a contract of any kind, expressed or implied, nor does it guarantee a continued volunteer position for a specific duration. Likewise, I understand that I can end my volunteer commitment at any time, with or without notice or cause.

Print Name _____

Volunteer's Signature *Date*