



BOYS & GIRLS CLUB
OF COLLIER COUNTY

**VOLUNTEER
HANDBOOK**



WELCOME

The Boys & Girls Club of Collier County is very delighted that you or your organization has committed to helping the youth of this community.

The Board of Directors, the President/CEO, the staff and most importantly the members of the club thank you for your support, time, and commitment.

Volunteers are a valuable asset to our organization. As a volunteer, your involvement with our youth carries great responsibility. The examples you set and the influence you have may be a major turning point in the future of our youth.

The handbook represents the volunteer policies and practices in effect at the Boys & Girls Club of Collier County. Every effort has been made to establish policies that ensure the health, safety and liability of both the organization and the volunteer. Please note that in these changing times, federal, state and local regulations as well as those required as a part of our membership with the national organization, Boys & Girls Clubs of America, necessitate that specific guidelines are in place that protect the health and safety of our young people.

This manual cannot possibly cover all situations and conditions that may arise, but an attempt has been made to include the important aspects of volunteering. Policies are constantly being reviewed and revised to be meaningful and stay current with changing laws and regulations. **It is the policy of the organization that the Boys & Girls Club of Collier County will adhere to all regulations as specified by federal, state, local officials as well as those dictated by Boys & Girls Clubs of America and any insuring organizations. The organization further recognizes that these policies ultimately are established and enforced to protect the health, safety and welfare of the organization, the club members and the volunteer. Just as with Employee Policies & Procedures, exceptions to Volunteer Policies & Procedures cannot be granted.**

These policies & procedures do not represent any special consideration or privileges to specific persons nor do they, in any manner, constitute a promise or contract of volunteering, or guarantee any specific condition of a volunteer commitment. The Club reserves the right to change, from time to time, any and/or all of the policies, procedures, rules or benefits described in this handbook. Copies of changes will be available to all volunteers.

This manual is for you, and it should be read carefully and kept for reference.



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Mission Statement

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

Core Program Areas

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



The Volunteer Program

Everyone involved with the Boys & Girls Club of Collier County works together as a team to provide a positive place for youth. The needs of Club members are a priority for all who work here. Together, we can make a difference!

People choose to volunteer for many reasons. Some have an investment in working with youth because of their profession. Others have an interest in youth work as an additional dimension of their current career and lifestyle. And still there are others who choose to volunteer in their retirement as a way to continue to contribute to society with their time and expertise.

Whatever the reason for volunteering, everyone receives personal benefits from their work. There is a great deal of satisfaction that comes from being involved in the lives of others. Club members, staff and volunteers all benefit from the experience.

Boys & Girls Club Volunteers:

- Are at least 16 years old;
- Must submit a volunteer application;
- Must agree to have a background check;
- Are screened by Professional Club staff;
- Attend an orientation on Boys & Girls Club of Collier County organization as well as the volunteer procedures and policies;
- Agree to adhere to the Volunteer Policies & Procedures of the organization;
- Sign a letter of agreement verifying that they understand procedures and what is expected of them.

Each individual that volunteers is given placement consideration based on that individual's skills, talents and time commitment in addition to the needs of the Club. It is important to note that the Main Unit Club on Davis Boulevard serves upwards of 700+ youth a day. Primary consideration in terms of facility use – scheduling, etc., must be given to the existing mandatory structured programs. Also, critical to the financial support of the organizations are grant funded programs. Many times throughout the course of a week or a month, a specific funder will request certain activities, functions, reports, etc. These requests may not have been on a scheduled basis and may require a complete schedule revision on any given day. It is important for volunteers to understand that these situations will occur from time to time and may cause interruptions in normal volunteer scheduling.



Volunteer Procedures

The term “**volunteer**” refers to any individual or group of individuals who, by choice and without monetary reward, contributes time and service in one or more of the core program areas on a regular basis to assist the Club in the accomplishment of its mission.

Application, Acceptance and Placement

The volunteer application assists the Club in establishing those volunteers that intend to work with the Club on an ongoing basis. The information that is gathered will identify skills and special interests in addition to basic information about prospective volunteers that will ultimately be used as a guide for determining placement.

All applications will be reviewed and considerations for placement will follow only after all the paperwork has been completed.

- ***At no time will the Boys & Girls Club of Collier County use or distribute your personal information to other parties. All information submitted is kept confidential.***

Background/Criminal History Check

Prior to working with the children, all prospective Boys & Girls Club volunteers will be required to authorize a criminal history check with the appropriate law enforcement agency or agencies. The result of such an inquiry is reviewed and accepted before the assignment of a volunteer. Legally, there can be no exception to this rule. The background check is completed through an approved agency sanctioned by our national organization Boys & Girls Clubs of America. In the same way that no staff member may be considered for employment until the background check is received, the same rule applies to potential volunteers.

Currently, it takes approximately 1 week to receive data from a background check. The County can provide a quicker return time but the cost to the organization is extreme and requires fingerprinting. Therefore, the organization will continue to use the current vendor. **The background check cannot be initiated until all paperwork is complete and a copy of a Florida Driver’s License [or Florida State Photo I.D. Card] and a copy of the Social Security Card are on file with the organization.**



Drug-Free Workplace

The Boys & Girls Club of Collier County is a Drug-Free Workplace and adheres to the Drug-Free Workplace Program as outlined under Florida Worker's Compensation Law.

Accordingly, The Boys & Girls Club of Collier County has established criteria to determine the suitability of individuals who become paid or volunteer staff and continue to work for the Club. All employees and volunteers are expected to report for work and perform their duties without the presence of drugs or alcohol in the body and without interference from the use or abuse of any drug, medication, or alcohol.

Possession, manufacture, distribution, dispensing and/or usage of any drugs or alcohol, or abuse of prescription or non-prescription medication by an employee or volunteer is prohibited.

Both employees and volunteer, are required to notify his or her immediate supervisor (or the supervisor in charge) when reporting for duty if the use of any drug, alcohol, prescription or non-prescription medication, or other substance may adversely affect his or her ability to satisfactorily and safely perform normal job duties (e.g. drowsiness), or if any staff or volunteer observes another staff or volunteer under the influence of any substance.

Persons violating this policy will be subjected to disciplinary action, which may result in dismissal.

Affidavit of Good Moral Character

All applicants are required as part of the application to complete a series of questions regarding any felony convictions, pleas of nolo contendere, or the violation of any law prohibiting abuse against a child or domestic violence. The **Affidavit of Good Moral Character** is a signed statement by the applicant that declares that there is no questionable background of such delinquencies, and offers an opportunity for the applicant to explain any delinquencies if they do in fact exist.



Child Abuse Prevention Policy & Procedures

To help prevent child abuse, exploitation and accusations of abuse, The Boys & Girls Club of Collier County has established a procedure for all staff. The procedure is designed to protect everyone involved, and should be viewed as a safety measure. The items identified in this policy are: Restroom monitoring; Counseling members of the opposite sex; Field trips with members of the opposite sex, and Training. The items covered in this procedure are by no means all encompassing.

The procedure itself is constantly being re-evaluated and is detailed in the application packet (signature is required). Revisions will be explained at such time that they are incorporated into the policy.

For the purpose of Volunteering, please note that it is the Policy of the Organization that no volunteer will be allowed to work with club members without an employed staff member present. No volunteer will be allowed to go behind closed doors with any child without an employed staff member present.

At no time should a Volunteer seek to give counsel to any club member. Should a child divulge information to a volunteer that is perceived to have harmful ramifications to the child, the Volunteer must immediately contact the Unit Director, Pamela Edlund and the President/CEO, Theresa Shaw.

Accordingly, Volunteers are not allowed to have contact outside of the daily Club schedule with any child or family. Legally, this contact places both the organization and the volunteer at risk and holds both liable for any conduct that can be viewed as harmful to the health, safety and welfare of a child. The best of intentions have often led to lawsuits which have resulted in current legislation. However, difficult it may be, the Boys & Girls Club of Collier County cannot allow these important precedences to be ignored.

Volunteers who seek to provide some other volunteer activity for a child or family, must work through the **Vice President of Operations, Unit Director, Pamela Edlund and Theresa Shaw** to ascertain whether or not such activity can be structured. In any event, an employed professional staff member must be present.

Volunteers who fail to adhere to this policy will no longer be sanctioned to volunteer for the organization.



Orientation

All new volunteers receive an orientation to the Club covering issues such as Club philosophy, core programs, facilities and policies. No volunteer will be allowed to begin their volunteer service until the orientation is completed.

Attendance

Volunteers are a vital component to our programs and the impact that we have on our members. Therefore, it is essential that volunteers create a mutually agreed upon schedule and alert the organization to changes.

If a volunteer creates a set schedule, it is important that they alert the Volunteer Coordinator by 2:00 PM that they are unable to volunteer on any of their pre-scheduled days.

For those who choose to volunteer additional hours they are not normally scheduled for, it is imperative that you contact the Volunteer Coordinator by 2:00 PM on the day that you choose to volunteer in order for Club Staff to be prepared for your visit as well as ascertain any scheduling difficulties.

Sign-In and Sign-Out

All volunteers should check in at the front desk and create a sign in form with their name, organization/school (if applicable) and zip code. These sign in forms are located in the blue volunteer binder at the front desk. These are used to track your hours for the month. At the end of each month, the forms will be collected and you should start a new one.

Management and Evaluation

Both the management staff and the volunteer coordinator will supervise all volunteer staff. All concerns, questions, problems and suggestions should be brought to the Volunteer Coordinator. Volunteer staff may offer a fresh perspective, so suggestions are welcomed.

As with paid staff, volunteers will be evaluated regularly. This is an opportunity for assessing the effectiveness of the programs offered at the Club. We want to assure that both the staff and our members are receiving quality services. Therefore, it is necessary to evaluate all staff and ensure that the skills and expertise of each volunteer is being utilized effectively.



Termination of Service

Should an occasion arise for either party (organization or volunteer) to decide to terminate volunteer service for any reason, for insurance and annual reporting requirements, all such termination of service will be documented in writing and a copy will be placed in the volunteer's personnel file.



General Guidelines

Your Relationship with Members

The health, safety and welfare of our Club members are of utmost importance. Inappropriate touching or contact with youth by volunteers is prohibited. It is imperative that volunteers provide volunteer service only in approved areas of the Club facility. Volunteers must avoid any situations that create a circumstance of being alone with a child, 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 the Volunteer Coordinator and Vice President of Operations.

Guidelines to follow:

- Introduce yourself to the members and wear your volunteer ID provided by the Club.
- Be dependable. Keep your promise.
- Treat members with respect and be open-minded.
- Never discuss their own personal situations, circumstances or problems with a child.
- Understand that volunteers are prohibited from taking a child out of the Club or off of Club property for any reason.
- Pass along any member concerns which you feel need further attention.
- Do not accept money, goods or gifts from members (except items such as handmade crafts, notes, etc.)

Confidentiality

Information regarding Club members, paid staff and volunteers, both verbal and written, is often privileged and confidential. Personal information is not to be released without written consent of the individual involved and prior approval from management staff.

A breach of confidentiality could have very serious implications. Therefore, as a condition of volunteerism all volunteer staff are required to sign a statement of confidentiality.

Dress and Grooming

We ask that volunteers be dressed and groomed appropriate for work with children. We require that all staff, paid and volunteer, refrain from wearing: tank tops and shirts with an open mid-drift or "short-shorts/skirts", baggy pants with no belts and flip-flops.



Personal Belongings

The Club cannot be responsible for the loss of personal funds or belongings, nor is it covered by insurance for such loss. Therefore, it is the responsibility of each volunteer to adequately safeguard personal belongings by locking them away in one's vehicle or by not bringing valuables to the Club.

Smoking Policy

Smoking of tobacco is prohibited in Club vehicles and on Club property.

Injuries

All injuries or accidents must be reported to management staff or Vice President of Operations immediately. The Boys & Girls Club of Collier County is not responsible for any injuries that result from normal volunteer service and are not a result of negligence.

Discipline

Paid professional staff members of the Club are responsible for handling all discipline concerns. However, volunteer staff may use traditional behavior management skills to resolve minor infractions such as: telling members not to run, asking members to sit down and redirecting attention. Otherwise, all discipline problems should be referred to the Unit Director.

Photocopying – Printing

In these challenging economic times, as an organization, we are doing everything possible to cut expenses. We are attempting at every juncture to become as "paperless" as possible – particularly in our programs and services. Any photocopying or printing that is requested by a volunteer must be kept to a minimum and must be approved in advance by the Volunteer Coordinator and Unit Director.



Working with Assigned Members

Volunteers who have been assigned specific members should report to the front desk and have one of the available staff call for your child. Please remember that this can be a high traffic area for both members and parents. The front desk staff will assist you as soon as they possibly can.

Once your member has come to the front desk, you may escort him or her to the assigned area as designated by the daily schedule. When you are finished, escort the member back to the front desk and alert the front desk staff that the club member is ready to return to their program. The staff will alert the club member to the appropriate assigned area and the member will then be allowed to go to the scheduled program on his or her own.

- ***AT NO TIME SHOULD ANY VOLUNTEERS OR MEMBERS BE IN THE STAFF OFFICES.***

Working with Staff Members in Scheduled Programs/Homework

If you choose to work with one of our staff members during their regularly scheduled homework hall or regular program time, after “signing-in” at the front desk you may report directly to the classroom in which you have been assigned. Thank you for your willingness to help in this area. The staff member will provide you with instructions for the day and appreciates your assistance in helping to keep young people focused on their tasks and on track for completing their assignments and programs. Your help in this area ensures that our young people are getting the support that they need to succeed each day and prepares them for their school day tomorrow.



Standards of Conduct

Members of the Club deserve the best possible examples of conduct, character and good citizenship. The behavior of paid staff and volunteers sets the example for our youth to follow. It is expected that all staff and volunteers will conduct themselves at all times in a manner reflecting the high standards of the Club.

For your information, in terms of paid staff, the following information relates to the organization's disciplinary actions including oral and/or written reprimands, a probationary period or termination. It is the policy of the organization that volunteers recognize the same work standards as paid staff.

The following violations are subject to disciplinary action:

- Inappropriate contact with youth;
- Falsifying information, documentation, etc.;
- Unsatisfactory work performance;
- Excessive tardiness or absenteeism;
- Absence without notice;
- Creating or contributing to a disturbance;
- Insubordination;
- Lying, cheating or stealing;
- Use of Club facility and/or equipment without permission;
- Malicious damage to Club property;
- Illegal conduct of any kind.