

Volunteer Manual



**BOYS & GIRLS CLUBS
OF BOSTON**

Table of Contents

I.	Welcome	Page 3
II.	Fact Sheet	Pages 4-5
III.	Volunteer Job Descriptions	Pages 6-7
IV.	Performance Standards	Page 8
V.	Workplace Policies & Procedures	Pages 9-14
	A. Personal Codes of Conduct	Page 9
	B. Discrimination Policy	Page 9
	C. Sexual Harassment Policy	Pages 10
	D. Abuse/Neglect Prevention Policy	Pages 10-11
	E. Workplace Violence Policy	Pages 11-12
	F. Emergency Procedures	Page 12
	G. Internet/Email Usage	Page 12
	H. Personal Property	Page 13
	I. Smoking Policy	Page 13
	J. Drug & Alcohol Policy	Page 13
	K. Confidentiality & Security of Information	Page 14
	L. Agency Closings	Page 14
	M. Holiday Schedule	Page 14

Welcome

Welcome to the Boys & Girls Clubs of Boston! On behalf of everyone in the organization I'd like to welcome you and thank you for commitment. Each year Boys & Girls Clubs of Boston works with thousands of youth in the city of Boston and Chelsea, helping them to reach their full potential. It is caring, dedicated role models, like you, that make such a significant difference in the lives of the youth we serve. As a volunteer, you play an integral role in helping our members recognize their full potential. We are pleased to have you join our organization and we will work towards making your experiences both pleasant and rewarding.

This manual contains information on volunteer policies and procedures in effect at our Clubs. It is for your reference and should be reviewed carefully. Boys & Girls Clubs of Boston reserves the right, if necessary, to change any or all policies, procedures, rules, or benefits included in this manual. Again, welcome and we look forward to seeing you in our Clubs!

FACT SHEET

The mission of Boys & Girls Clubs of Boston (BGCB) is to help young people; especially those who need us most, build strong character and realize their full potential as responsible citizens and leaders.

We provide a safe haven filled with hope and opportunity, ongoing relationships with caring adult role models, and a variety of life-enhancing programs that support the educational, emotional, physical, and social development of youth, without regard to social, racial, ethnic, or religious background.

We serve more than 14,000 children and teens, ages 6 to 18, in our Clubs, and through our programs and partnerships.

Our approach focuses on six core initiatives: Arts; Education; Leadership; Life Skills; Sports, Fitness and Recreation; and Technology. During the summer, all five Clubs run summer camp programs for children and leadership programs for teens.

Our service network includes five traditional Clubs, four shared-space Clubs in Boston public schools, and the Youth Service Providers Network:

Five traditional Clubs serve the communities of Charlestown, Chelsea (Jordan Club), Dorchester (Blue Hill Club), Roxbury (Yawkey Club) and South Boston. Each Club has an education center, technology center, teen center, multi-purpose gym, arts room, music room, social recreation area and swimming pool.

Four shared-space Clubs allows BGCB to coordinate "out-of-school time with in-school time" for hundreds of students annually. We provide a safe haven and diverse activities, including the arts and physical activities, with an emphasis on academics, to help children develop the skills necessary to become competent and capable leaders. Our shared-space Clubs are located at the Condon Elementary School, South Boston; Dearborn Middle School, Roxbury; Sumner Elementary School, Roslindale; and Mattahunt Elementary School, Mattapan.

Youth Service Providers Network (YSPN) places licensed clinical social workers at police stations to provide prevention and intervention services and referrals to the city's high-risk youth and their families. Since 1996, YSPN social workers have been developing relationships with youth who are at risk for arrest, as well as those who are already part of the Juvenile Justice system. The aim is to help young people develop more trusting relationships and offer them choices.

We serve a diverse youth population that is 39% African-American, 25% Latino/Hispanic, 19% Caucasian, 2% Asian, and 15% multi-racial or other. 56% of members are between 6 and 12 years of age. During the school year, 50% of members visit a Club at least twice per week; 25% visit at least three times per week. Nearly 49%* of members responding to our survey have a reported family income under \$27K and 60%** do not live with both parents.

* in addition, 6% didn't know family income or were unwilling to report it

** 6% did not report family situation

Finances

Club membership costs \$25 per year – just \$5 annually for teens – although the cost of providing programming and services is more than \$1,800 per member. BGCB raises approximately 80 percent of its operating budget annually through private philanthropy.

Volunteer Job Descriptions

Position Description:

Boys & Girls Clubs of Boston is looking for volunteers who can assist with the daily activities in all of our program areas*. These activities range from helping members with homework to playing games in the gym. Interested in running a volleyball team, or possibly a synchronized swimming class? BGCB is always looking for new, innovative ways to enhance our programming.

*Program areas include: Aquatics, Athletics, Arts, Education, Technology, Music, and Social Recreation.

Requirements and Responsibilities of Volunteers

- Assist Program Director with daily activities and ongoing programs
- Ensure safety of members through supervision of area and enforcement of Club rules and regulations
- Portray positive role model for youth by maintaining an attitude of respect, patience, courtesy, and understanding
- Sustained enthusiasm and commitment to working with youth is key
- Lifeguard certification is preferable (if volunteering in aquatics)
- Minimum requirement of one hour per week for twelve weeks
- Completion of volunteer application and clearance on state and national CORI (Criminal Offender Record Information) and SORI (Sex Offender Registry Information) forms

Mentor Job Description

BGCB is also looking for responsible and committed adults to participate in our mentoring program. Slightly different than our volunteer program, mentors are asked to commit to one hour and a half long session per week for a span of eight months. If you're interested, please refer to www.bgcb.org to apply.

Supervisor: BGCB Designated Staff

Locations: All Clubs & Shared-Space Clubs

Position Description:

Do you remember that one caring adult that you looked up to as a child or teenager? Be that caring adult for a BGCB member. Build relationships through weekly club visits, helping with homework, talking about sports, and just providing an open ear. As a mentor, you could be the one to change a child's life!

Requirements and Responsibilities

- Work with members one-on-one or in a group setting to provide mentoring services
- Ensure safety of members through supervision of members and enforcement of Club rules and regulations
- Portray positive role model for youth by maintaining an attitude of respect, patience, courtesy, and understanding
- Sustained enthusiasm and commitment to working with youth is key
- Minimum requirement of one and a half hours per week for program year (September-June)
- Occasional meetings with Club supervisor to discuss progress of mentee
- Completion of volunteer application and clearance on state and national CORI (Criminal Offender Record Information) and SORI (Sex Offender Registry Information) forms

Performance Standards

Attendance/Tardiness

In order to provide a high quality of services, it is preferred that volunteers work their scheduled hours. If a volunteer is unable to make it to work, they should contact their supervisor with adequate notice. In the event that a volunteer will knowingly arrive late for work, he/she is expected to call their supervisor and inform them of their expected arrival time.

Dress Code

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 clothing with advertisements, labels and/or messages that promote or depict drugs, violence, alcohol and/or tobacco; clothing with inappropriate language or messages; and clothing that is revealing or tight.

Volunteer Application

The volunteer application can be completed and submitted electronically. The application is available at www.bgcb.com. In addition, we ask that one reference letter be submitted. It can be sent to Alexa Kuzmich at BGCB's Main Office - 50 Congress St. Suite 730, Boston, MA 02109.

Criminal Background Check

All volunteers are required to submit a state and national CORI (Criminal Offender Record Information Form) as well as a SORI (Sex Offender Registry Information Form) prior to their start date. CORI forms must be signed in the presence of a BGCB staff and accompanied by a government issued ID, which may include any of the following forms of ID: driver's license, state ID, birth certificate, or social security card. A copy of the ID is also required. Forms take between 2-3 weeks for clearance.

Workplace Policies & Procedures

Personal Conduct

BGCB expects all volunteers to conduct themselves professionally at all times by embodying the highest ethical standards, treating people with dignity and respect, always upholding and enhancing the reputation of BGCB and the well-being of our club members, and conducting business according to the mission and values of BGCB.

Discrimination Policy

BGCB takes the subject of discrimination very seriously and expects that BGCB volunteers comply fully with our discrimination policy. Every volunteer has the right to an environment that is free from intimidation or harassment. As a matter of policy, BGCB prohibits all forms of discrimination. If a volunteer believes he/she has been subjected to discrimination or harassment of any kind, the Club's Executive Director or BGCB's Volunteer Coordinator should be informed. The Volunteer Coordinator can be contacted at 617-994-4700. BGCB will investigate and, where inappropriate conduct has occurred, take prompt and appropriate disciplinary action.

What is Discrimination?

Certain behaviors that are offensive to individuals or groups based on race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, or any other status protected by law may be discriminatory, as may unwarranted differential treatment.

Examples of Discrimination

- Jokes, slurs, stories, or posted material (paper or electronic) depicting any group in an unfavorable light
- Offensive or demeaning terms, oral or written
- Differential treatment based on an individual's legally protected status rather than on a legitimate business concern.

Sexual Harassment Policy

BGCB is committed to providing a workplace that is free from all forms of sexual harassment. This includes, but is not limited to, staff, volunteers, vendors, consultants, temporary personnel, and applicants for employment. It is a violation of BGCB policy as well as state and federal law for any person employed by, volunteering for or conducting business with BGCB to sexually harass any other person employed by, volunteering for or conducting business with BGCB of the same or opposite gender. If a volunteer believes he/she has been subjected to sexual harassment of any kind, the Club's Executive Director or BGCB's Volunteer Coordinator should be informed. The Volunteer Coordinator can be contacted at 617-994-4700. BGCB will investigate and, where inappropriate conduct has occurred, take prompt and appropriate disciplinary action.

Examples of Sexual Harassment

- Sexual advances, whether they involve physical contact or not
- Requests for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued employment
- Sexual jokes
- Use of sexual epithets; written or oral references to sexual conduct; gossip regarding one's sex life; comment on an individual's body; comment about an individual's sexual activity, deficiencies, or prowess
- Displaying sexually suggestive objects, pictures, or cartoons
- Leering; unwelcome staring; whistling; brushing against the body; sexual gestures; suggestive, insulting, or offensive comments
- Inquiries into an individual's sexual experiences
- Discussion of one's sexual activities
- Assault or coerced acts

Abuse/Neglect Prevention Policy

Volunteers will portray a positive role model for youth by maintaining an attitude of respect, patience, courtesy, tact, and maturity. While the highest level of ethical behavior and use of best practices of child development are always expected as the norm of conduct, the following guidelines are illustrative to assist volunteers in meeting these practices:

- Youth will be responded to with respect, consideration, and treated equally regardless of sex, race, religion, culture, sexual orientation or economic status. Care will be given to respect special needs.
- Constructive methods must be used for handling inappropriate individual and group behavior and any corrective action must not be associated with food, rest or other physical requirements. Corporal punishments of any kind, including isolation, berating, humiliating, threatening, frightening or physical punishments are strictly prohibited.
- Generally, volunteers should avoid being alone with a child in a closed-in space or non-public area where other staff cannot observe them.
- Volunteers should refrain from activities with Club members outside of Club activities and community events.
- Volunteers may not date or socialize with club members.

Suspected Child Abuse/Neglect

The safety and security of club members is of utmost importance. When a suspicion of possible child abuse/neglect involving a club member is brought to the attention of any volunteer, the volunteer must immediately notify the Clubhouse Director or senior manager of the program. The Clubhouse Director or senior manager will take various steps to investigate, notify the appropriate internal and external authorities and document the situation.

Workplace Violence Policy

Volunteers are expected to behave in an appropriate and professional manner at all times, upholding BGCB's value of treating others with dignity and respect. Any remarks, actions, or behaviors that are threatening will not be tolerated. Examples of unacceptable threatening or violent behavior include, but are not limited to, the following: any physical contact or attempted act of aggression, any threatening remarks, and any threatening or violent gestures. More specifically, types of violence may include:

- | | |
|-----------------------------|----------------------------|
| • Harassment / intimidation | • Destruction of property |
| • Punching/hitting | • Threats, oral or written |
| • Shoving/pushing | • Throwing objects |
| • Kicking/tripping | • Stalking |

For everyone's safety and welfare, volunteers are prohibited from bringing any type of weapon or explosive onto BGCB property, in their possession or in their vehicles. The definition of weapon or explosive includes, but is not limited to: any object or item considered a weapon or explosives under federal, state, county, and city laws, including fireworks, firearms, and knives.

Emergency Procedures - Worksite Accidents and/or Injuries

When an accident or injury to a volunteer occurs, management and/or staff at the scene should make an immediate assessment about whether to call 911 or have the volunteer seek immediate medical treatment. It is important for the individual who is injured to receive proper medical treatment in a timely manner. Volunteers who are injured on the job are encouraged to use the nearest hospital or their own medical provider to receive medical treatment.

Internet & Email Usage

With the expansion of the Internet for both business and personal use, volunteers are authorized to use BGCB systems to access the Internet for direct business purposes, as well as general information such as news, weather, travel directions and so on. However, such personal use must not interfere with the workday, must not violate BGCB's Standards of Conduct, and must not cause BGCB to incur additional expenses, such as hardware or software damage, or recovery from viruses.

Of particular concern is the use of BGCB equipment to access sites that others are likely to find offensive, such as those with sexually explicit or violent content or those that encourage intolerance for others. BGCB expects that volunteers will use judgment and discretion when using email for personal reasons and must not allow it to interfere with the workday.

BGCB retains the right, at its sole discretion, to access and monitor all uses of the Agency's business equipment, including Internet access and email correspondence.

Personal Property

BGCB does not assume responsibility for loss or damage to a volunteer's personal property on BGCB premises, and BGCB does not reimburse for any losses or damage to personal property resulting from theft, fire, automobile accidents, or any other condition for which personal insurance is available.

Smoking Policy

BGCB intends to provide a healthy and safe environment for all youth served. Smoking can pose a risk to the health of the smoker, as well as to nonsmokers who are subjected to second-hand smoke. BGCB has established a no-smoking policy to protect the health of all those who use our facilities.

- Smoking is prohibited in the presence of Club members.
- Smoking is prohibited in any facility operated by BGCB.
- Volunteers who choose to smoke must do so off BGCB grounds and away from program space and children served by the Agency.
- BGCB's smoking policy always complies with current state laws.

Drug & Alcohol Policy

Volunteers of Boys & Girls Clubs of Boston must constantly be aware of the image posed by alcohol use and the unacceptability of drug use. Use of drugs, alcohol, and/or any other mind-altering substances on the agency premises during children's programming or in the presence of children served by the Agency is strictly forbidden.

To maintain a drug-free workplace, BGCB strictly prohibits all volunteers from manufacturing, distributing, possessing, or using drugs (including unauthorized possession or use of prescription drugs) in the workplace, or in the presence of children served by the Agency. Volunteers are also prohibited from using alcohol while at work or reporting to work while under the influence of alcohol or unlawful drugs. In addition, public over-use of alcohol or any use of mind-altering substances in the community is detrimental to the mission of BGCB and affects the reputation of the Agency. Therefore, such use may violate this policy. Exceptions to the alcohol policy may occur during BGCB-sponsored fundraising or staff events where children may or may not be present.

Confidentiality and Security of Information

Volunteers who work with confidential information should treat the information carefully. Volunteers may not use or disclose, any confidential information, knowledge, or important data received or developed during employment, unless specifically authorized to do so by BGCB management. Confidential information and sensitive data include, but are not limited to, personnel or business records, member lists (paper or electronic), information concerning members, families, or staff, and other information or documents (paper or electronic) that may be considered confidential due to personal information.

Agency Closings and Program Cancellations

Boys & Girls Clubs of Boston conducts many different programs and have several operational areas with different scheduling requirements. Please review the holiday schedule for specific closing dates. Please note that clubs may or may not be open on floating holidays. Call the Club if there is a possibility of closing due to inclement weather.

Holiday Schedule

All BGCB Programs, Clubhouses and Administrative Offices observe 13 holidays. Floating holidays are scheduled differently at each club or program site, based on the Club or Program Director. The following is a list of all holidays observed by BGCB:

New Year's Day
Martin Luther King Day
President's Day
Evacuation Day
Patriots Day
Memorial Day
Bunker Hill Day
Independence Day
Labor Day
Columbus Day
Veterans Day
Thanksgiving Day
Christmas Day