



GREAT  
FUTURES  
START  
HERE.



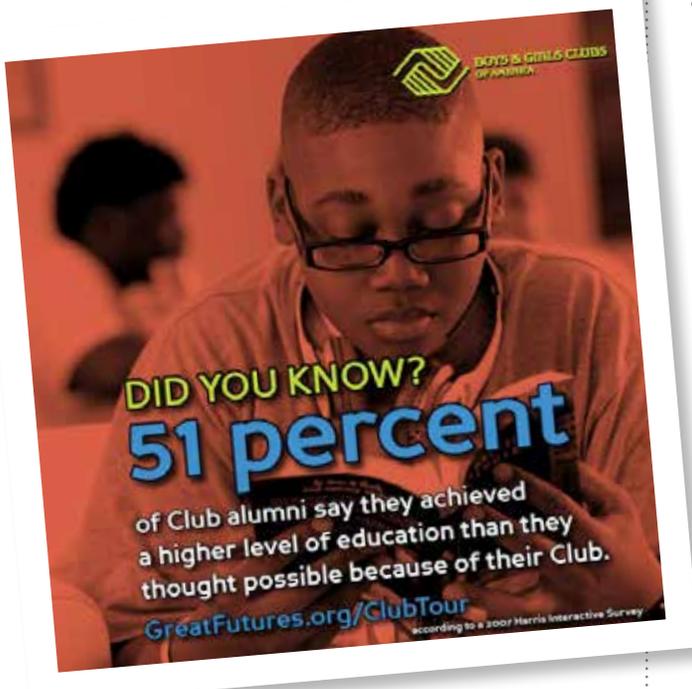
*Volunteer*  
**HANDBOOK**



**BOYS & GIRLS CLUBS**  
OF STANISLAUS COUNTY

Volunteer Handbook

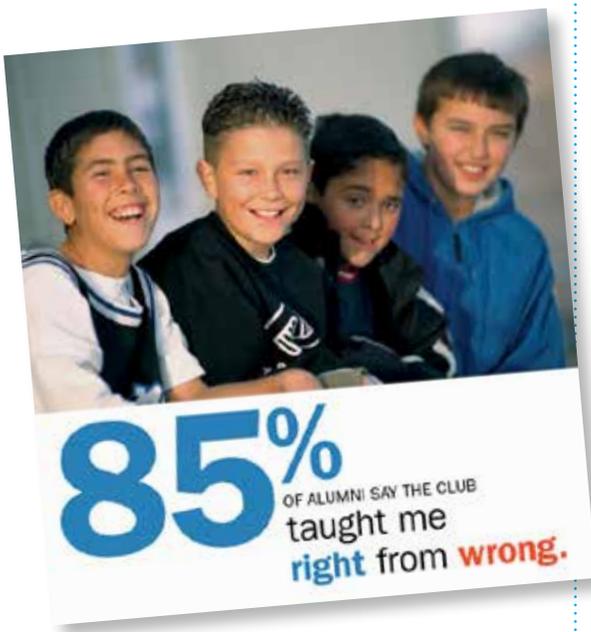
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# Welcome to The Club!

## Mission Statement

Boys & Girls Clubs of Stanislaus County inspires and empowers all young people to realize their full potential as productive, responsible and caring individuals.



**W**elcome to the Boys & Girls Clubs of Stanislaus County! On behalf of our Board of Directors, Club staff along with our entire organization, we are pleased to have you volunteering with us and trust your volunteer experience will be interesting, pleasant and rewarding.

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

This handbook is to serve as your guide to volunteer policies and practices established at our Clubs. Every effort has been made to implement policies that are fair to you, and acceptable for our organization. This manual cannot possibly cover all situations and conditions that might occur or guarantee any specific condition of voluntarism. The manual is an attempt to include the important aspects of voluntarism.

The Boys & Girls Clubs of Stanislaus County 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.

The Boys & Girls Clubs of Stanislaus County believes each volunteer is an individual. We, personally, welcome you to bring a special talent or interest to our organization and share it with our members. Our Club members are eager to learn and explore new opportunities. Volunteers bring a fresh perspective to our youth development programs. Our organization appreciates your consideration!

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!

*Most sincerely,*

*From all of us at the Boys & Girls Clubs of Stanislaus County*

# 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 and share their wealth of experience.

**W**hatever the reason for volunteering – everyone receives personal benefits! There is a great deal of satisfaction that comes from being involved in the lives of others, as well as positive psychological advantages.

Meeting and interacting with Club members, staff and volunteers helps to develop personal maturity on all levels. Everyone connected with our Clubs is encouraged to join together as a team to provide A Positive Place for Kids! The needs of Club members are a priority first and foremost. Together, we all can make a difference.

As a volunteer, our Clubs support any special talents or interests you may wish to share with our youth that will help sharpen their skills and enhance their learning opportunities.



## Boys & Girls Club of Stanislaus County request that its volunteers:

- Are at least 18 years old
- Submit a Volunteer Application
- Agree to a Screening process
- Interview with paid Club staff
- Attend an orientation on the organization
- Sign an agreement 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.

## Volunteer and Other Classifications

**B**oys & Girls Clubs of Stanislaus County defines a volunteer as any individual who, by choice and without monetary payment, contributes time and service in one or more Core Program Areas on a regular basis to assist the organization in the accomplishment of its Mission. Other definitions include:

**Registered Volunteers:** Those for whom certain criterion has been established. This criteria includes completion of a volunteer application, training on various registered programs, and an orientation on Program Basics in addition to attending the Volunteer Orientation.

**Registered For Credit Volunteers:** Those who receive a fixed gratuity or credit from the organization, or from another agency of which our organization is accountable for volunteer

performance and time (such as court-mandated volunteers, work fare volunteers, students or interns.) Applications must be completed.

**Unregistered Volunteers:** Those individuals that participate only briefly for special events, special one-time programs, or for a special circumstance.

**Member:** Youth who have paid an annual membership fee to become a Club member.

**Paid Staff:** Regular employees of the Boys & Girls Clubs of Stanislaus County who help to accomplish the organizational Mission.

**Please Note:** Every Club volunteer has an "at-will" relationship with our organization. Volunteers are free to resign their position at any time, just as our Clubs reserve the right to terminate a volunteer for any reason at any time.

# Volunteer Procedures

## Responsibility for Activating Volunteer Staff

Paid Club staff activates a volunteer after a criminal background and sex offender check are cleared through the Boys & Girls Club of Stanislaus Administrative Office. A volunteer must sign a consent (as part of the volunteer application process) agreeing to the performance of the background and sex offender checks, and release of the results to Boys & Girls Clubs of Stanislaus, Inc. 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 staff is responsible for activation and termination of all volunteer staff at their site.

## Assignment

A volunteer can be assigned to a position when all application paperwork and background checks have been completed. Assignment to a specific position will occur when a volunteer appears to have the skills and abilities to meet the needs of the Club and its members. 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.

## 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 will need 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.

## 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.

## Evaluations

All Club volunteers assigned a position may have the opportunity for an objective review of their performance measured against the position description to help them reach their potential. A position evaluation of each volunteer will be completed annually, or when a position assignment change occurs.

Recommendations based on a volunteer's performance will be made in writing by the supervisor and placed in an individual volunteer file.

## Grievance Procedures

Any volunteer who has a complaint concerning any volunteer procedure or policy should discuss the matter with his/her immediate assigned Club supervisor. If the volunteer and the immediate supervisor cannot reach a mutually satisfactory solution to the grievance, it may be taken to the President/Chief Professional Officer.

## Orientation

All new volunteers will be required to attend a scheduled orientation covering issues such as Club philosophy and our Core Programs. Once the orientation process is complete, a volunteer will receive two volunteer t-shirts or two "winter wear" shirts depending upon the season. In addition, volunteers will be issued a volunteer badge with a bar code. This badge will allow a volunteer to sign in and out of the Club.

## Volunteer File

Individual volunteer files are maintained for all volunteer staff positions. Position descriptions are the responsibility of the paid staff and will be updated as needed.

## Position Descriptions

Written volunteer position descriptions are maintained for all volunteer staff positions. Position descriptions are the responsibility of paid staff and will be updated as needed.

## Recording Hours

All volunteers will record their hours of service.

## 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 property of the Club including volunteer badge and t-shirts.

## 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.

## Terminations

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

## Training

Provision is made for a planned program of in-service training adapted to the different categories of volunteers at the expense of the organization within budget limitations. There will be continuous training of all Club workers, including volunteers, through regular staff meetings and other training programs.

## Voluntarism of Paid Staff

Non-exempt (including all part-time) employees can volunteer during hours they are not scheduled to work. Employees cannot expect payment for volunteer hours. If a non-exempt employee does

a non-related service for a Club on a volunteer basis, the service must be provided completely at the employee's initiative and of his/her own free will. Employment will never be based on a person's willingness to volunteer for the Club.

## 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. All corrections should be in the positive.
- 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 a youth of the opposite sex 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).

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 and/or take appropriate action.

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 President/Chief Professional Officer.



## Standards of Conduct

Members of the Boys & Girls Clubs of Stanislaus County 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 or to cover every situation. If a volunteer violated any rules established by the organization, including the following rules, the volunteer will be terminated.

Disciplinary action may include the following: oral, written, probation, suspension and termination. The following violations are subject to disciplinary action up to, and including terminations:

- 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.
- Drug/Alcohol possession, use, sale, purchase or distribution on organizational property.
- Providing volunteer service after having ingested alcohol or illegal drugs.
- Endangerment to oneself or others.
- Carrying a concealed weapon on organizational property or at any organizational function.
- Illegal conduct of any kind.
- Smoking on premises.
- Same dress code applies for volunteers as do Club Members.

## Harassment Free Environment and Policy Agreement

Boys & Girls Clubs of Stanislaus County does not and will not tolerate harassment of our volunteer staff. The term “harassment” includes, but is not limited to, unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature. Such examples constitute sexual harassment when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual’s volunteerism.
2. Submission to or recognition of such conduct by an individual is used as the basis for volunteerism decisions affecting the individual.
3. Such conduct has the purpose or effect of interfering with an individual’s performance or creating an intimidating, hostile or offensive working environment.

All forms of sexual harassment are prohibited, whether verbal, non-verbal or physical. Sexual harassment includes, but not limited to, “repeated” offense sexual flirtations, advances or propositions; continued or repeated commentaries about an individual’s body; offensive sexual language, and the display of sexually suggested pictures or objects.

If you feel that a staff member, volunteer, or an employee of a vendor is harassing you in any way, you should notify your supervisor immediately. The matter will be investigated thoroughly and, where appropriate disciplinary action will be taken.

If you feel that a supervisor, Club staff or member of management has acted inconsistently with this policy, or if you feel that your complaint concerning a staff member, volunteer, or employee of a vendor has not been handled to your satisfaction, please contact the President/Chief Professional Officer immediately. Your complaint will be handled in a confidential manner and you will not be penalized in any way for reporting such conduct. Please do not assume that the organization is aware of a possible problem. It is your responsibility to bring your complaints and concerns to our attention so that we can help you resolve them.

**BE GREAT.**