

GREAT FUTURES START [HERE](#).



VOLUNTEER HANDBOOK

Revised 5.7.2024

Volunteer workers play a most important role in the BGCElko program, and their effectiveness is dependent upon a proper relationship with them. Some are highly trained, others are not. They all share our eagerness for the job, or they would not be giving of their time. Respect, encouragement, and training, tactfully given, are indispensable to the success of the program.

In our association with volunteers, however, we should avoid becoming so friendly that the work suffers, they assume special privileges, or that loyalty to the staff member rather than loyalty to the Organization becomes the motivation of the service rendered. When such a situation develops, the volunteer's value is completely nullified, and the agency is confronted with a delicate public relations problem. In our relations with volunteers, we have a serious obligation to maintain friendly but professional standards, both on and off the job, if the best interests of the organization are to be served.

The primary responsibility for orienting new volunteers will remain with the supervisor given the assignment. In general, these orientations should be scheduled on a group basis.

Organization Mission

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

Job Description

Volunteers will leverage their knowledge, expertise and resources to ensure that the youth of the Boys & Girls Clubs are led to develop sportsmanship, improve players, and give competition.

Volunteer Onboarding

Upon offer of a position, each new volunteer shall receive and confirm in writing receipt of an up-to-date policies and procedures manual or handbook that, at a minimum, articulates current:

Before working with any Club members, all volunteers shall be given an orientation that includes an overview of the following:

- The organization's mission, goals, policies and procedures and schedule;
- Job descriptions and performance standards for their position;
- The needs and other relevant characteristics of program participants, including cultural and socioeconomic characteristics;
- Personnel and volunteer policies and procedures, including expectations regarding work hours and schedules, breaks and planning time;
- Operational policies and procedures related to safety, supervision, transportation, facilities, emergency operations, etc.; and
- Completion of the required **Child Abuse Prevention Trainings** approved by BGCA.

Policies and Procedures

Required Training

BGCElko conducts and reports through a BGCA-approved process the following training for all staff members and volunteers with direct repetitive contact with young people (at the intervals noted for each):

Before providing services to young people, and annually thereafter:

1. BGCA-Foundations

Annually:

All the policies, including all safety policies, for BGCElko.

Abusive Behaviors

No abuse of any type will be tolerated and may be cause for immediate termination. Staff and volunteers must use positive techniques of guidance, including redirection, positive reinforcement and encouragement, rather than competition, comparison and criticism. Staff and volunteers shall have age appropriate guidelines and environments that minimize the need for discipline. Physical restraint is used only in pre-determined situations (necessary to protect the child or other children from harm), is only administered in a prescribed manner and must be documented in writing. Staff shall not abuse children including, but not limited to:

- Physical abuse – strike, spank, shake, slap
- Verbal abuse – humiliate, degrade, threaten
- Sexual abuse – inappropriate touch or verbal exchange
- Mental abuse – shaming, withholding love, cruelty
- Neglect – withholding food, water, basic care

Physical Interactions

Every staff member and volunteer of BGCElko is required to maintain appropriate physical contact with minors. Appropriate and inappropriate interactions include, but are not limited to, the following:

Appropriate	Inappropriate
Side hugs – Shall not last for more than one second	Full-frontal hugs or kisses
Handshakes	Showing affection in isolated area
High-fives and hand slapping	Lap sitting
Holding hands (with young children in escorting situations)	Wrestling or piggyback/shoulder rides
	Tickling
	Allowing youth to cling to an adult's leg
	Staff and volunteers shall never kiss children on any body part.
	Staff and volunteers shall not touch any child anywhere that a swimsuit will cover.
	Staff and volunteers shall not give children massages or crack any body part.

Commented [Office1]: The old section on Physical Contact with Participants indicated a time limit on hugs of "shall not last for more than one second." Do you want this added?

Additional items included:

- Staff and volunteers shall never kiss children on any body part.
- Staff and volunteers shall not touch any child anywhere that a swimsuit will cover.
- Staff and volunteers shall not give children massages or crack any body part.

Verbal Interactions

Every staff member and volunteer of BGCELko is required to maintain appropriate verbal interactions with minors. Appropriate and inappropriate interactions include, but are not limited to, the following:

Appropriate	Inappropriate
Positive reinforcement	Name calling
Child-appropriate jokes (no adult content)	Inappropriate jokes (adult-only content)
Encouragement	Discussing sexual encounters or personal issues
Praise	Secrets
	Profanity or derogatory remarks
	Harsh language that may frighten, threaten or humiliate youth

Abuse and Safety Resources

BGCELko prominently displays BGCA-approved collateral that shares ethics hotline, crisis textline and safety helpline information with members, staff, volunteers and families. We also share all safety policies with parents and guardians upon receiving a youth membership application.

PROHIBITION OF PRIVATE ONE-ON-ONE INTERACTION POLICY

BGCELko is committed to providing a safe environment for members, staff and volunteers. To further ensure their safety, the Organization prohibits all one-on-one interactions between Club

members and staff and volunteers (including Board Members). All staff and volunteers must abide by the following:

- Ensure all meetings and communications between members and staff or volunteers are never private (see definition below).
- Ensure in-person meetings take place in areas where other staff and/or members are present.
- Communicate to another staff member whenever an emergency arises that necessitates an exception to this policy.
- Never initiate private or isolated one-on-one contact with a member.
- Never have a private or isolated meeting or communication with a member. This includes in-person meetings and virtual communications such as texting, video chat and social media between only a staff member or volunteer and a single member.
- Never transport one Club member at a time without a minimum of two staff. This includes transportation in Club or leased vehicles.

Exceptions may only be made when delivering medical or counseling services by a licensed, trained therapist or similar professional. All exceptions shall be documented and provided to Club leadership in advance.

If an emergency arises that necessitates an exception to this policy, the emergency exception shall be communicated to Club leadership as soon as practicable, and ideally before engaging in one-on-one interaction.

ONE-ON-ONE INTERACTION POLICY GUIDANCE

The following guidance should be used when implementing related policies and procedures.

Definitions

One-on-One Interaction

One-on-one interaction is defined as any private contact or communication (including electronic communication) between any Club participant and an adult, including adult staff, minor staff, volunteers, Board Members and others who might encounter members during regular programming and activities.

Private contact/communication is any communication, in person or virtual, that is between one youth member and one adult (18 or over) that takes place in a secluded area, is not in plain sight and/or is done without the knowledge of others. Private places can include, but are not limited to, vehicles, rooms without visibility to others, private homes and hotel rooms. Examples of private contact include, but are not limited to:

- Meeting behind closed doors (in rooms without windows or visible sightlines) or any spaces that are not visible to others.
- One staff member transporting one member in a vehicle.

- Electronic communications (e.g., text, video, social media) between one member and one staff member or volunteer.

Public contact/communication is any communication or meeting, in person or virtual, that is between at least three individuals, including two staff and one member, one staff and two members or variations of these combinations. Examples of public contact include, but are not limited to:

- Meeting in plain sight of others (e.g., in a quiet corner of an active games room).
- Transporting members via public transportation (e.g., bus, taxis, train, air) or transporting multiple members.
- Electronic communications (e.g., text, video, social media) between multiple members and adults (e.g., group chats).
- Public places can include, but are not limited to, buses, airports, shopping malls, restaurants and schools.

Impact on Mentoring Programs

Mentorship is a key component of BGC programming and has tremendous positive impact on members. Prohibition of one-on-one interaction does not have to negatively affect mentor programs and/or relationship building. Mentors can adjust their practices to include:

- Holding mentoring and coaching sessions in areas where other staff and/or members are present or can see you – for example, in large rooms where meetings are visible but not heard.
- Copying parents, staff or other members (when appropriate) on written and/or electronic communications.
- Scheduling meetings during Club hours and at the Club site.
- Documenting interactions between mentors and youth.

Impact on Partnerships with Local Mentoring Organizations

- All local mentors are required to abide by Club policies, including background check requirements and prohibition of one-on-one interaction.
- External mentors are required to abide by all Club safety policies and procedures.
- A written agreement should be in place to determine how and when the external organization assumes custody and responsibility of the member; these procedures should be clearly communicated to parents or guardians.
- Every interaction between mentor and youth will be documented and maintained.

RESTROOM POLICY

BGCElko is committed to providing a safe environment and enforces the following restroom policy for members, staff, volunteers and other adults. The following definitions are provided to assist in Restroom Policy enforcement:

Program Times

Program time is defined as the times that BGCElko operates its usual services, including its before/after school programs, childcare, and full-day summer camp program.

Other Program/Event Times

Other program/event times is defined as any program or event run by BGCElko or any other entity/individual that is above and beyond the program time defined above.

Adult

Any individual that is 19 years old or older and is not a member of BGCElko.

Youth Member

Any youth that is 18 years old and younger that is a member of BGCElko.

Youth

Any youth that is 18 years or younger and is not a member of BGCElko.

Restroom Usage

- There will be either a designated adult restroom to ensure adults and minors never utilize a restroom at the same time or the Club will have single-user restrooms.
- Only one youth member may utilize a restroom at one time during all designated program times.
- When using restrooms at public facilities during field trips, a minimum of three youth will be escorted by one staff member, who will wait outside the main entrance of the restroom.
- Designated bathrooms will be utilized to separate BGCElko youth members and non-BGCElko adults and youth during hours when program times coincide with other program/event times held at BGCElko.
- Adults and youth will have access to all bathrooms during other program/event times. Guardians or adults are responsible for monitoring the bathroom safety and behavior of their youth during other program/event times.
- Designated childcare staff may assist children in bathrooms, if the child is under the age of six and are registered in the licensed childcare program. Bathroom door must remain open.

Restroom Monitoring

Restrooms shall be regularly monitored by designated staff according to a schedule set by Club leadership. Monitoring includes walk-throughs, inspections and/or any of the best practices outlined below:

- Only one child from each group may receive a restroom pass at any time.
- Younger children and teens will have separate restrooms.
- A trained staff person will be positioned near restroom entries to maintain auditory supervision of space.

Staff observing unacceptable restroom conditions or incidents shall:

- Immediately notify Club leadership of the incident.
- Document, in writing, restroom conduct incidents and report them to Club leadership as soon as possible in compliance with the Club's Incident Reporting Policy.

The approved discipline policy will be enforced when in violation of this policy.

Duties and Responsibilities

- Leading practice sessions
- Provide feedback and coaching during competitions
- Mentor players to develop sportsmanship and respect for the game
- Motivate players to improve
- Maintain the equipment to ensure safe playing conditions
- Complete Foundations: Preventing Abuse in Youth-Serving Organizations