



**BOYS & GIRLS CLUBS**  
OF HUNTINGTON VALLEY

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# Culture Guide

## **Our Mission**

To inspire and enable the healthy development of all young people, especially those who need us most, to reach their full potential as productive, responsible and caring members of our community.

Everything we do at Boys & Girls Club begins and ends with purpose. The young people who walk through our doors every day are counting on us — and that responsibility shapes every decision we make, every relationship we build, and every dollar we steward.

Our four pillars are not simply words on a wall. They are the commitments we make to each other and to the communities we serve.

When our values guide our work, and our work reflects our values, our mission moves forward. That is the standard we hold ourselves to — **TOGETHER.**



## Our **Four** Pillars

### Youth Safety & Well-Being

Our fundamental commitment to protecting and nurturing the young people we serve. Every decision, policy, and action must prioritize creating safe, supportive environments where youth can thrive and reach their full potential.

### Employee Value & Support

Investing in our team creates the foundation for excellent youth services. When employees feel valued, supported, and empowered, they bring their best selves to the mission and build lasting positive impact in young people's lives.

### Financial Stewardship

Responsible management of our resources ensures sustainability and maximizes our impact. Every dollar entrusted to us must be used wisely and transparently to advance our mission and serve more youth effectively.

### Donor & Community Partnerships

Building trust with supporters sustains our work for generations to come. Authentic relationships, transparent communication, and demonstrated impact inspire continued investment in our mission and strengthen our community presence and long-term resilience together.

## Our **Five** Shared Values

**5** Humility  
Exceptionality  
Passion  
Trust  
Legacy

**Each value includes practical actions you can take with four key groups:**

- The children and families we serve
- Your fellow team members
- Staff members you may supervise
- Your supervisors

Start with the behaviors that apply to your current role, and refer back to the guide as your responsibilities grow.

# Humility

We value approaching others with openness, admitting when we don't have all the answers, and learning from everyone around us.

“The best leaders are those who admit they don't have all the answers.”

## How to demonstrate Humility with Club Members and Families

- › Proactively offer help and take time to understand their needs, responding with patience and support
- › Listen without judgment, follow through with care, and treat everyone with empathy and respect
- › Approach every interaction with genuine interest in learning from their perspectives

## How to demonstrate Humility with Team Members

- › Ask for help when needed and offer support when you see others struggling
- › Be open, honest, and willing to learn from each other
- › Share credit and recognize each other's contributions

## How to demonstrate Humility with Staff You Manage

- › Admit mistakes, model accountability, and stay approachable for guidance and support
- › Lead by example and empower your team through trust and respect
- › Check in regularly and be present when help is needed

## How to demonstrate Humility with Supervisors

- › Build relationships based on mutual respect and communicate clearly about your needs
- › Show initiative and openness to feedback
- › Demonstrate willingness to learn and grow from their guidance



# Exceptionality

We value going beyond “good enough” by combining competence, commitment, and genuine care for others to create extraordinary experiences.

“Competence makes one efficient, commitment makes one an expert, concern for others makes one empathetic, but collectively, all three make one exceptional!”

## How to demonstrate Exceptionality with Club Members and Families

- › Meet their unique needs by viewing programs through their eyes and supporting their diverse interests without judgment
- › Ensure everyone feels safe, heard, and included while bringing something new to each program area daily
- › Provide exceptional customer service and let families know they’re capable of great things

## How to demonstrate Exceptionality with Team Members

- › Communicate clearly, know your job expectations, and plan collaboratively with daily goal discussions
- › Hold each other accountable while providing constructive feedback and creating a fun, positive environment
- › Recognize each person’s unique talents and accept everyone for who they are without waiting for perfection

## How to demonstrate Exceptionality with Staff You Manage

- › Set clear goals, maintain open communication, and continuously improve by filtering what works
- › Compliment regularly, respect their decisions, and let them know how important and exceptional they are
- › Encourage trying new things, learning from mistakes, and demonstrate self-awareness by asking questions when uncertain

## How to demonstrate Exceptionality with Supervisors

- › Complete designated work tasks without being asked and follow through consistently
- › Ask questions when uncertain and try new things while learning from mistakes
- › Show initiative and openness to growth opportunities



# Passion

Bringing energy, heart, and purpose to our work because we believe in the impact we make every day.

“The only way to do great work is to love what you do.”

## How to demonstrate Passion with Club Members and Families

- › Show warmth, empathy, and a welcoming presence in every interaction
- › Maintain a positive tone and engaged body language, in person and across all communication platforms
- › Go above and beyond to support children and families with care and enthusiasm
- › Approach challenges with optimism and a solution-focused mindset

## How to demonstrate Passion with Team Members

- › Be engaged, supportive, and invested in one another’s success and well-being
- › Maintain a positive attitude and openness to new ideas and challenges
- › Communicate with optimism, respect, and encouragement
- › Share ideas, energy, and solutions that strengthen the team

## How to demonstrate Passion with Staff You Manage

- › Show initiative, curiosity, and a desire to grow
- › Be engaged, prepared, and open to new challenges
- › Communicate openly and contribute to a supportive, growth-focused environment
- › Help foster a culture that values enthusiasm, dedication, and purpose



# Trust

Building reliable relationships through consistency, integrity, and believing in each other's best intentions.

“When we tell people to do their jobs, we get workers.  
When we trust people to do their jobs, leaders.”

## How to demonstrate Trust with Club Members and Families

- › Show up consistently, be reliable in all commitments, and take their word intentions
- › Model trustworthy behavior and maintain confidentiality when applicable
- › Build and maintain trust through transparency, follow-through, and genuine care

## How to demonstrate Trust with Team Members

- › Work collaboratively with shared commitment to our mission and assume the best intentions from colleagues
- › Help when needed, provide guidance when requested, and address situations professionally
- › Be punctual, prepared to work, and maintain professionalism while following policies consistently

## How to demonstrate Trust with Staff You Manage

- › Trust them to complete daily tasks independently while ensuring they follow safety procedures and protocols
- › Take their word when issues arise and work together as a unified team
- › Maintain confidentiality and remember that we all work toward the same mission and vision

## How to demonstrate Trust with Supervisors

- › Be reliable and punctual in all work responsibilities while following policies consistently
- › Communicate openly about challenges and successes
- › Take ownership of your work and maintain professional boundaries



# Legacy

We value creating a lasting positive impact that inspires others and builds a better future for our community.

“Leave a legacy that will inspire others to dream more, learn more, do more, and become more.”

## The Legacy we see at BGCHV:

Our legacy is evident in the stories that surround us: parents who attended our Club as children now bring their own children; former Club members return as engaged couples, asking to take pictures where they first met; children who start with us at age two continue attending through 8th grade; community members regularly share stories of how our Club impacted their childhood; former Club members return as Youth Development Professionals, inspired to create the same positive impact they experienced.



### How to demonstrate Legacy with Club Members and Families:

- › Create lasting positive impacts that families will remember and value for generations
- › Build relationships so meaningful that families choose to return and recommend us to others
- › Provide consistent, caring support that shapes young people's development in lasting ways

### How to demonstrate Legacy with Team Members:

- › Influence and mentor colleagues in ways that inspire their professional growth
- › Share knowledge and skills that help others advance in their careers
- › Model the values and behaviors you want to see continued in the organization

### How to demonstrate Legacy with Staff You Manage

- › Develop talent through mentorship, creating future leaders who want to excel
- › Promote hard work and dedication, leaving staff feeling empowered and valued
- › Provide growth opportunities that help them advance within the organization

### How to demonstrate Legacy with Supervisors

- › Work with integrity and purpose, knowing that your reputation will follow you
- › Show commitment to the mission that extends beyond your immediate responsibilities
- › Be someone whose work and character supervisors can point to with pride



**At the Boys & Girls Clubs of  
Huntington Valley, our culture isn't  
just what we say. It's what we do.**

Every interaction, every decision, and every effort we make shapes the experience for our youth, our families, and one another. By living out our shared values of Humility, Exceptionality, Passion, Trust, and Legacy, we create more than just a place for kids to go after school. We create a community where great futures begin.

Thank you for being a part of this mission. Your commitment matters, and together, we make a lasting impact.

**GREAT FUTURES START HERE.**  
**WITH EACH OF US, EVERY DAY.**



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