



**BOYS & GIRLS CLUB**  
OF BURBANK AND GREATER EAST VALLEY

# Volunteer Manual



**2016-17**

**GREAT FUTURES START [HERE.](#)**

## **Welcome!**

Thank you for choosing the Boys & Girls Club as your volunteer experience. We hope you will find the following information helpful during your time with us.

### **Who We Serve**

The Boys & Girls Club serves over 3,000 youth from the City of Burbank and surrounding communities. The Club has a Main Club facility and 18 satellite locations.

### **Mission Statement**

The Boys & Girls Club of Burbank and GEV's mission is to inspire and enable all young people to realize their full potential as productive, responsible, and caring citizens.

### **Vision**

Provide a world-class Club Experience that assures success is within reach of every young person who walks through our doors, with all members on track to graduate from high school with a plan for the future, demonstrating good character and citizenship, and living a healthy lifestyle.

### **Priority Outcomes**

- Academic Success
- Good Character and Citizenship
- Healthy Lifestyles

## Programs & Services

### **Main Club Departments/Programs**

**Learning Center:** Our Learning Center provides youth with opportunities to explore education and discover their own learning styles through a wide variety of programs. This program area provides members with homework help and is home to our Deaf and Hard of Hearing program.

**Tech Lab:** Tech Labs introduce youth to the many different skills needed to become proficient with different STEM (Science Technology Engineering and Math) skills.

**Social Recreation:** The GamesRoom is a place for Club members to gather, meet friends and learn to work together. Tournaments are offered in foosball, pool, bumper pool, chess and various games on a regular basis.

**The Arts:** Club Members are encouraged to develop skills in both fine and performing arts. Club Members work on individual and group projects. They are given the opportunity to enter their work in local and national art shows.

**Athletics:** Athletics programs offer opportunities for youth to learn the concept of responsibility, teamwork, and leadership, as well as to develop and maintain good health and physical fitness through a variety of activities.

**Teen Programs:** Teens can participate in sports leagues, field trips, leadership clubs, and college preparation programs that operate until 8pm, Tuesday-Thursday. In addition, we have an extended Teen Night, which is held every Friday from 7:00 p.m. to 10:00 p.m.

### **School-based Sites:**

At our elementary, middle school and high school sites, the Club needs help with helping youth to complete homework, creative arts activities, athletics, special initiatives, leadership development, and more. Please contact the Club for more details.

**BGCC is always in search of new opportunities to fulfill our mission. If you have a program, workshop or project idea, feel free to talk to a staff member or the Director of Operations.**

## **Volunteer Program Policies & Procedures**

### **I. Criminal Background Checks**

All candidates for volunteer service, whose commitment involves working directly with Club members, must agree to submit a completed application, a fingerprint form and information for the completion of a background check. Volunteers working at school sites must also submit TB clearance.

The background checks are accomplished by sending the candidate to City of Burbank Management Services for fingerprinting. We then receive the application and fingerprint card and send information to the background check provider. The cost for fingerprinting is \$20.

### **II. Record Keeping**

Your supervisor and co-workers value your contribution and they depend on you to be present at the schedule time. Volunteers who know they will be absent or late should notify their supervisor or Volunteer Coordinator as soon as possible.

You need to sign in and report to your assigned supervisor (or person in charge) upon arrival. Please remember to keep an accurate record of your attendance on a Club time sheet everyday you volunteer. Keeping an accurate tally of volunteer hours is very important.

### **III. Your Volunteer Commitment**

A successful volunteer experience depends, in part, upon setting realistic expectations of how much time you can give. Be honest with yourself. It is better to start out with just an hour or two a week and then add to the commitment later. Consistency in honoring your commitment is very important. If you are working one-on-one with a Club Member or helping with a specific program or activity, staff and Club Members will be counting on you to be there.

Because relationship building is a core component of the work we do at Boys & Girls Club, we ask that long-term, non-project-based volunteers try to commit to at least three months of service. However, you have the right to terminate your volunteer commitment at any time Boys & Girls Club reserves the same right. If/when you find that you are unable to continue volunteering, please make every effort to come in one last time to say goodbye to the staff and Club Member(s) with whom you worked.

### **IV. Your Role as a Volunteer**

Club personnel, as trained professionals, have the ultimate authority regarding Clubhouse policies and procedures. They officially represent Boys & Girls Club, and are held legally accountable for matters affecting the safety and welfare of Club members. If you feel that a staff member is acting inappropriately or a policy or procedure is inappropriate or ineffective, feel free to speak to the Site Coordinator or Director of Operations. However, it is important that all volunteers respect staff decisions regarding member discipline and other Clubhouse procedures at all times.

Volunteers are never responsible for contacting parents, schools, medical professionals, or others on behalf of the Club, unless specifically directed by appropriate Clubhouse personnel.

As a volunteer, you are expected to maintain appropriate boundaries with Club Members. Under no circumstances will volunteers have contact with any Club Member outside of approved club programs and activities.

At no time will any volunteer be in a room, or any location, alone with a Club member without being in clear view of others.

**PROTECT YOURSELF AND OUR CLUB MEMBERS!** A Club member or his/her parents may misinterpret behavior that you perceive as harmless. Always be aware of what may or may not be considered appropriate with regards to physical contact with a youth. Physical contact of any kind should not be initiated toward Club members by volunteers and is generally not permitted except in emergency situations.

Volunteers are never permitted to provide transportation to Club members in their own vehicles or in Club vehicles. Volunteers are not approved as drivers for the Club in any capacity.

Your volunteer service with BGCC assumes an obligation to maintain confidentiality, even after you cease volunteering. Any violation of confidentiality seriously injures Boys & Girls Club's reputation and effectiveness. If you are questioned by someone outside the organization and you are concerned about the appropriateness of giving them certain information, remember that you are not required to answer, and we do not wish you to do so. Instead, as politely as possible, refer the request to your supervisor.

#### **V. Club Closings and Changes in Hours of Operations**

Please make yourself aware of flyers or posted announcements regarding any events that might excuse you from your commitment on a given day. Clubhouse personnel make their best efforts to notify or remind volunteers of any impending dates of Club closures or changes in operating hours. More information on operating hours and Club closures is available at [www.BGCBurbank.org](http://www.BGCBurbank.org).

#### **VI. Discrimination and Harassment**

The Club is committed to diversity in its volunteer program. We do not discriminate in volunteer opportunities on the basis of military status, marital status, disability, race, ethnicity, age, color, religion, gender, national origin, sexual orientation, or political belief.

The Club intends to provide a work environment that is pleasant, healthful, comfortable, and free from intimidation, hostility or other offenses which might interfere with work performance. Harassment of any sort - verbal, physical, visual – will not be tolerated. Harassment can take many forms. It may be, but is not limited to: words, signs, jokes, pranks, intimidation, physical contact, or violence. Sexual harassment may include unwelcome sexual advances, requests for sexual favors, other verbal or physical contact of a sexual nature when such conduct creates an intimidating environment, prevents an individual from effectively performing the duties of their position, or when such conduct is made a condition of employment or compensation, either implicitly or explicitly.

As a volunteer, you contribute to keeping our work environment free of harassment. If you become aware of an incident of harassment whether by witnessing the incident or being told of it, you must report it to your Site Coordinator, the Director of Operations, or any administrator of the Club with whom you feel comfortable. When the Club becomes aware that harassment might exist, it is

obligated by law to take prompt and appropriate action, whether or not the victim wants the organization to do so.

If you feel that you have experienced harassment, report the incident immediately to your Site Coordinator, the Director of Operations or any administrator of the Club with whom you feel comfortable. Appropriate investigation and disciplinary action will be taken.

The Club accepts no liability for harassment of one volunteer or staff member by another volunteer or staff member. The individual who makes unwelcome advances, threatens or in any way harasses another individual is personally liable for such actions and their consequences.

## **VII. Standards of Conduct**

All volunteers must adhere to certain rules of behavior and conduct. The purpose of these rules is to be certain that you understand what conduct is necessary. When each person is aware that he or she can fully depend upon fellow workers to follow the rules of conduct, then our organization will be a better place to work for everyone.

### **Unacceptable Activities**

Generally speaking, we expect each individual to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below.

- ◆ Willful violation of any club rule or policy set forth in this handbook; any deliberate action that is extreme in nature and is obviously detrimental to Boys & Girls Clubs of Burbank and GEV' efforts to operate.
- ◆ Willful violation of safety rules or failure to observe safety rules or Boys & Girls Clubs of Burbank and GEV safety practices; tampering with Boys & Girls Clubs of Burbank and GEV equipment or safety equipment.
- ◆ Negligence or any careless action which endangers the life or safety of another person.
- ◆ Being intoxicated or under the influence of controlled substance drugs while volunteering; and/or use or possession or sale of controlled substance drugs in any quantity while on club premises except for medications prescribed by a physician that do not impair work performance.
- ◆ Possession of dangerous or illegal firearms, weapons or explosives on club property or while on duty.
- ◆ Engaging in criminal conduct (whether or not a criminal report or conviction results) or acts of violence, or making threats of violence (i.e., fighting, provoking a fight, horseplay, or negligent damage of property) toward any individual, on or off club property.
- ◆ Any felony conviction, or any conviction of a crime which involves dishonesty, lack of integrity or probity, indecency, taking or giving of bribes, unauthorized use or removal from the premises of club records or confidential information of any nature.
- ◆ Refusing to follow instructions properly issued by your supervisor pertaining to your volunteer service.
- ◆ Threatening, intimidating or coercing any individual at any time, for any purpose, on or off Club property.
- ◆ Engaging in an act of sabotage; willfully or with gross negligence causing the destruction or damage of Club property, or the property of fellow workers, members, suppliers, or visitors in any manner.

- ◆ Theft of Club property or the property of fellow workers located on Club property; unauthorized possession or removal of any Club property, including documents, from the premises; unauthorized use of Club equipment or property for personal reasons; using club equipment for any unauthorized purpose.
- ◆ Dishonesty; willful falsification or misrepresentation on your volunteer application; alteration of club records or other club documents.
- ◆ Unauthorized dissemination of confidential or proprietary Boys & Girls Clubs of Burbank and GEV information to other organizations or to unauthorized Boys & Girls Clubs of Burbank and GEV workers.
- ◆ Engaging in conduct detrimental to the Club, including malicious gossip or spreading rumors about the club, members, fellow workers or others affiliated with the Club; interfering with a fellow worker during service; engaging in behavior designed to create discord and lack of harmony.
- ◆ Immoral conduct or indecency on club property.
- ◆ Any act of harassment, sexual, racial or other to any Club members, fellow workers, or others affiliated with the club, on or off club premises.
- ◆ Smoking in or around the Boys & Girls Club properties, including parking lots or vehicles is prohibited at all times.
- ◆ Creating or contributing to unsanitary conditions.
- ◆ Obscene or abusive language toward any supervisor, worker or member; indifference or rudeness toward a supervisor, member or fellow worker; any disorderly conduct on Club premises.
- ◆ Eating food and beverages in non-designated areas.

### **VIII. Personal Safety and Injury**

Please be aware of personal safety while volunteering at the Club. Use reasonable judgments when lifting heavy objects, operating machinery or participating in any activity that may involve physical injury. In the event you are injured while volunteering, please report your injury immediately to the Site Coordinator or Human Resources. All accidents, whether or not medical attention is sought at the time of injury must be documented. The Club is not responsible for personal items that are lost or stolen. Please do not bring valuables to the Clubhouses.

### **IX. Club Emergency Guidelines**

In the event of a medical emergency, volunteers should report any medical emergencies to staff to immediately contact 911. Only CPR/First Aid certified employees are authorized to attend to minor injuries.

### **X. Policy on Reporting of Child Abuse and Neglect**

In accordance with the laws of the State of California, Boys & Girls Clubs of Burbank and GEV will immediately report to the proper authorities any case of suspected or confirmed child abuse or neglect. All employees of Boys & Girls Clubs of Burbank and GEV are required to immediately report to a supervisor any case of child abuse (coercion, physical, sexual, emotional, mental) and neglect.

Any volunteer of Boys & Girls Clubs of Burbank and GEV, upon observing, hearing of, or suspecting child abuse or neglect shall make a verbal report immediately, but in no case longer than one hour, to their supervisor or to the person acting in that capacity.

## **Volunteering With Kids: A “Youth Development” Approach**

*As a new volunteer, you may have little or no experience working with children or youth. Don't worry! Our Clubs are staffed by trained professionals who will be there to give you guidance and support; however, a little bit of advance knowledge never hurts. The following section is meant to give you the information that will help you walk through the doors of a Clubhouse for the first time, feeling confident and prepared. Of course, if you ever have any doubts about a situation, please don't hesitate to speak to a staff member.*

### **Effective Supervision & Discipline Techniques**

The Club sets high standards of behavior for our members. Misbehaviors always result in some kind of action. As a volunteer, you can help remind youth how to follow a rule, as well as serve as a role model. A key thing to remember is that if you want young people to treat you with respect, you must treat them the same way. Try to say “please” and “thank you” when correcting a child's behavior.

### **What Makes A Child Misbehave?**

All children misbehave at some time or another. But there always seems to be one or two kids who are constantly getting into trouble. It helps to understand that most kids act up for a reason. One common reason that a child misbehaves is because he/she wants attention.

Children may have difficulties following rules or directions if they are hungry or tired. Clubs do provide snacks and participate in the summer lunch program to augment other sources, but they are not designed to meet all the food needs of our youth.

A child may also act out if he or she is uncomfortable with a given situation. The child may not feel welcome or may not fully understand what is expected in a given situation. A child may be afraid of failing at a given task and may act out in an attempt to get out of performing the task. Finally, the child may not be interested in the activity that is going on or may feel it is too easy or too difficult. Finding an alternative task for the child may remedy the situation.

What is the best way determine the cause of a child's misbehavior? Just ask the child! If you can determine the reason, you can solve the problem. The best way is to privately talk to the child and determine what he or she is thinking and feeling.

### **Discipline of Club Members**

If you are experiencing issues with a Club member, please seek a member of staff, explain the situation, and a staff member will handle the disciplinary procedure.

Acknowledging good behavior can go a long way in motivating kids. Remember to let a youth know that you have noticed when the young person made the right decisions and acted appropriately.

### **Kids, Conflict, & Aggression**

Conflict is a natural part of life. It occurs when people have incompatible wants and needs or different interests. Kids are limited in how they deal with conflict. Therefore, they typically react to conflict in 3 ways: fight, flight, or tattling. When a child is angry or frustrated, he or she may resort to verbal or physical aggression. Such aggression can happen as the result of genuine conflict or play-fighting/teasing that has gotten out of hand. Younger kids, who lack the ability to express what

they are feeling, are more likely to resort to physical aggression, while older kids will be more likely to use verbal aggression to express themselves.

As a volunteer, you can serve as a valuable role model by showing our Club members the proper way to handle conflict is through non-aggressive actions. Obviously, on those rare occasions that a physical fight occurs, you should get a staff member immediately and let him or her take control of the situation.

But on other occasions, you may have the opportunity to use a conflict as a learning experience. When the opportunity presents itself, you can teach them the following strategies for handling conflict.

- Negotiation is when the conflicting parties sit down, discuss the differing points of view and come to an agreement as to which viewpoint is the best.
- Compromise is used when the parties both agree to sacrifice something in order to end the conflict.
- Taking turns is a good strategy to employ when kids are fighting over a game or some other piece of equipment. Just make sure that the time is divided evenly and that all kids get an equal turn.
- Active listening occurs when each participant shows that he/she understands what the other party is trying to communicate.
- Threat-free explanation allows each person to express his/her opinion without attacking the other person. Emotions are kept under control.
- Apologizing goes a long way, when used in combination with another strategy. It does not always have to be an admission of wrong-doing. Instead, it can serve as an expression of concern about the other person involved. (Ex: "I'm sorry you were hurt as a result of ...")
- Soliciting intervention occurs when you ask someone who isn't involved in the conflict to help find a solution.
- Postponing the discussion is often a good strategy for letting emotions settle down before addressing the conflict.
- Distraction is a good way to deal with insignificant conflicts among younger kids with short attention spans. You simply turn their attention to some other interesting activity.
- Humor is often a good way to diffuse an emotional situation, before attempting to find resolution.
- Chance. Make the final decision by flipping a coin or drawing straws.

Please refer to your application for other instructions and the personal and professional pledge of conduct.