



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

# **VOLUNTEER MANUAL**

**2023 - 2024**

**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

For 29 years, the Boys & Girls Club of Burbank and Greater East Valley has served over 3,900 youth from the City of Burbank and surrounding communities. The Club has a Main Club facility and 27 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

### Volunteer onboarding point of contact

Once the volunteer candidate completes the onboarding process, the Membership Director will connect the volunteer(s) to the designated person below:

Group volunteers:

Director of Program – Arpineh Khodaghlian (818) 842-9333 ext. 122  
[Aprineh@bgcburbank.org](mailto:Aprineh@bgcburbank.org)

High school volunteers:

Teen Coordinator – Ellie Dreslough (818) 842-9333 ext. 119  
[Ellie.Dreslough@bgcburbank.org](mailto:Ellie.Dreslough@bgcburbank.org)

Individual volunteers:

Membership Director – Priscilla Ochoa (818)842-9333 ext.117  
[priscillaocha@bgcburbank.org](mailto:priscillaocha@bgcburbank.org)

## 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. In addition, we have an extended Teen Night, which is held every Friday from 6:30 p.m. to 9:30 p.m.

**School-based Sites:** At our elementary and middle 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.

**BGCB 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 any BGCB staff member.**

## Volunteer Program Safety, Policies & Procedures

### 1. Volunteer Requirements

**\*Note: One time group or individual volunteers only need to complete the volunteer application, background check and orientation.**

a) **Volunteer Application**

Adult and high school candidates for volunteer service, whose commitment involves working directly with Club members, must agree to submit a completed volunteer application and information for the completion of a background check.

b) **Background Check**

Once Adult and high school candidates have completed the volunteer application, they will receive an email from First Advantage with a link to complete the background check process. The background will cover

- a) National Sex Offender Registry
- b) National criminal search
- c) Local criminal search

c) **Livescan**

Candidates over the age of 18 years old must complete a Livescan. Please contact the Membership Director, Priscilla Ochoa at [priscillaochoa@bgcburbank.org](mailto:priscillaochoa@bgcburbank.org) for the Livescan form and payment waiver. BGC Burbank will cover the cost of your Livescan. Volunteers must complete the “Applicant” portion of the LiveScan Request Form and take it to:

City of Burbank Management Services Department

[301 East Olive Avenue Burbank, CA91502](#)

Phone Number: 818-238-5340   Live Scan Hours:

Monday: Closed

Tuesday/Thursday: 1pm – 5pm

Wednesday/Friday: 9am – 1pm

**\*Please call 818-238-5425 to schedule an appointment**

**\*Due to COVID-19, it is recommended that you call in advance to schedule an appointment time.**

Once completed, please email the Membership Director, Priscilla Ochoa [priscillaochoa@bgcburbank.org](mailto:priscillaochoa@bgcburbank.org) a copy of your LiveScan form or ATI number from the form.

d) **Tuberculosis Test/Assessment**

Adult candidates whose commitment involves working directly with Club members at the school sites submit proof of a current negative TB test.

e) **Mandatory trainings**

Adult and high school volunteers are required to complete online trainings, which are mandated through the Boys & Girls Club of America. Please contact the Membership Director, Priscilla Ochoa at [priscillaochoa@bgcburbank.org](mailto:priscillaochoa@bgcburbank.org) for instructions on how to access the trainings. Once completed,

volunteers are required to send a copy of the three certificates to the Membership Director. Below are the required BGCA trainings.

**1. Abuse Risk Management:**

This course explains how offenders operate, the devastating effects of abuse, and the specific steps you can take to prevent abuse.

Training time: 30 minutes

**2. Duty to Report: Mandated Reporter:** Adults have a moral responsibility – and in many cases a legal responsibility – to report suspected child abuse or neglect. In this course you will learn: Why reporting suspected abuse and neglect is critical, What your legal responsibilities are to report suspected abuse and neglect, What types of conduct must be reported, How to report suspected abuse and neglect, How to respond if a child discloses abuse or neglect to you.

Training time: 30 minutes

**3. Keeping Your Boys & Girls Club Safe:** Find out what water, isolation, structure, absenteeism, and age have in common. This module shows you where and when abuse is more likely to occur in Boys & Girls Club programs, and the specific steps you can take to keep children safe. You will also learn how to keep yourself and your coworkers safe from false allegations of abuse.

Training time: 30 minutes

f) **Orientation**

Adult and high school volunteer candidates will need to complete an orientation by the Teen Service Coordinator or designated personnel before or on the first day of volunteering. During the orientation volunteers will need to complete:

- a. Tour of facility or area
- b. Sign in/out protocol
- c. How to track volunteer hours
- d. Review BGC Safety Policy and Procedures
- e. Review Mandated Reporter BGC Burbank Memo

**2. Eligibility**

The Boys & Girls Clubs of Burbank and GEV will not consider an applicant eligible for volunteer service, if such individual:

- refuses to consent to a criminal background check,
- needs hours for court-ordered community service
- makes a false statement in connection with such criminal background check,
- is registered, or is required to be registered on a State or National sex offender registry,
- has been convicted of a felony consisting of: murder, child abuse, a crime against children, including child pornography, spousal abuse, a crime involving rape or sexual assault, arson or, physical assault, battery
- or has been convicted of a drug related offense committed within the last five years. In order to provide a safe environment for our staff and youth, BGCA national has implemented a policy that clubs are not to hire any employee with a record, which includes misdemeanors.

**3. Record Keeping**

Volunteers need to sign in and out on our volunteer sign-in sheet when they are at the club and report to their assigned supervisor (or person in charge) upon arrival. Keeping an accurate tally of volunteer hours is very important and is the responsibility of the volunteer.

#### 4. 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. Volunteers will need to present a schedule they will be committing too. They will also need to notify the appropriate person in charge if they will be absent or late.

#### 5. Your Role as a Volunteer

Club personnel, as trained professionals, have the ultimate authority regarding Clubhouse policies and procedures. They officially represent the 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 feel free to speak to the site Unit Director, Teen Coordinator, Membership Director, or Director of Programs. However, it is important that all volunteers respect staff decisions regarding member discipline and other Clubhouse procedures at all times. As a volunteer, you can serve as a valuable role model by showing our Club members the proper way to handle conflict through non-aggressive actions. If you are experiencing issues with a Club member, please seek a staff member, to 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.

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 regard 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 BGCB assumes an obligation to maintain confidentiality, even after you cease volunteering. Any violation of confidentiality seriously injures Boys & Girls Clubs' 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 point of contact at BGC Burbank.

#### 6. Dress Code

Volunteers are expected to wear clean clothing and dress appropriately while at the club. Pants and shorts should be properly hemmed and fit/be worn at the waistline. Girls' tops/blouses must cover any undergarments, the chest, and midriff so they remain covered even when actively participating in physical activities. Severely ripped jeans are not permitted at the Club.

**Items to avoid:** See through tops, low cut/crop tops, short shorts, short skirts, and low-rise pants and jeans. Boys must wear pants that fit at the waist and completely cover underwear. Excessively baggy or saggy pants or shorts are not acceptable. Gang affiliated wear is not acceptable.

**For safety reasons, closed-toe shoes must be worn and are required.** Volunteers will not be allowed to partake in volunteer duties for the day if the dress code has been violated, no exceptions.

## 7. 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).

## 8. 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, and 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, 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 Unit Director, Teen Coordinator, Membership Director or Director of Programs, 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 Unit Director, Teen Coordinator, Membership Director or Director of Programs, 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.

## 9. 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 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 Club of Burbank and GEV efforts to operate.
- ❑ Willful violation of safety rules or failure to observe safety rules or Boys & Girls Club of Burbank and GEV safety practices; tampering the Boys & Girls Club 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/vaping 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.

## 10. 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 your site Unit Director, Teen Coordinator, Membership Director, or Director of Programs. 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.

## 11. Bathroom Use

Volunteers are prohibited from using the same restroom as Club Members. If only one bathroom is at the site/facility, volunteers are not permitted to use the restroom at the same time as Members. Volunteers must ensure the main bathroom door is locked when using the restroom or place an ‘occupied’ sign to prevent Members from accessing the restroom while in use. If volunteering at the Main Club, volunteers are to use the bathroom in the membership lobby. If volunteering at a school site, please ask the site Unit Director which bathroom is available for staff and volunteers. Violation of this policy will result in discipline, up to and including termination.

## 12. Club member accident reports

In the event a member is hurt, volunteers should report all injuries, accidents, and medical emergencies to the nearest staff member. Staff will then take appropriate action to properly document the incident and contact the necessary personnel. Only CPR/First Aid-certified employees are authorized to attend to minor injuries.

### **13. 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, and 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.*

Thank you for showing interest in volunteer at a Boys & Girls Club of Burbank and Greater East Valley. Your commitment and dedication to our youth is appreciated and can truly make a positive impact their lives. Whether you help with homework, coach a game, or teach an art project, you'll have the opportunity to build healthy relationships with our youth. In turn, you will find that spending time with these young people has a positive impact on you as well.