



**BOYS & GIRLS CLUBS  
OF COLUMBUS**

# **Volunteer Handbook**

# *Welcome to* **The Clubs!**

Welcome to Boys & Girls Clubs of Columbus. On behalf of the 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 may be the determining factor as to whether or not Club kids become responsible citizens.

This handbook is your guide to volunteer policies and practices in effect at the Club. Every effort has been made to establish policies that are fair to you and acceptable for our organization. This handbook cannot possibly cover all situations and conditions that might occur or guarantee any specific condition of volunteerism. The following policies were created to apply in most situations that occur. However, where the Club believes that the individual needs or circumstances of a volunteer require special consideration, exceptions to the policies may be made.

Boys & Girls Clubs of Columbus reserves the right to change any or all of the policies, procedures and rules as outlined in this handbook. Copies of the changes will be available to all volunteers.

Boys & Girls Clubs of Columbus 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.

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 Club staff are interested in you as an individual and a volunteer. Thank you for volunteering your time to support our Clubs!

*Most sincerely,*

Sonia Sprayberry  
Volunteer Coordinator

# Volunteer Program

There are many different reasons why people volunteer. Some are interested in working with youth as a profession, some are in the middle of their careers and desire to bring a new dimension to their lives, and others desire to share their wealth of experience as they grow older.

Whatever 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. Everyone connected with Boys & Girls Clubs of Columbus works together as a team to provide a positive place for kids. The needs of Club members are a priority first and foremost. Together, we can all make a difference.

As a volunteer, we hope that you sharpen your skills and enhance your talents during your involvement with the Clubs and its members.

Boys & Girls Clubs of Columbus requests that its volunteers:

- Submit a volunteer application
- Attend volunteer orientation or be trained by the volunteer coordinator
- Complete background checks showing no criminal records
- Sign an agreement form verifying that procedures, expectations, and releases have been read and understood

The most important factor 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 Procedures

**Assignment:** A volunteer can be assigned to a position once all application paperwork has been completed. Assignment to a specific position will occur based upon the volunteer's interests, skills, and location.

**Attendance:** The positions volunteers fill are vital to our Club members. Therefore, it is essential that volunteers be punctual and regular in attendance. Volunteers must sign in and out upon arrival and departure. 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 Check:** All potential volunteers of the Clubs, who have direct contact with children, are required to authorize a criminal background check with the appropriate law enforcement agency or agencies. The result of this inquiry is reviewed and accepted before the assignment of a volunteer.

**Dress Code:** All clothing should be appropriate for the activities performed. When in a Club, a volunteer lanyard is to be worn around the neck at all times. Volunteer lanyards are not to be taken out of the Club. Be sure to wear closed-toe shoes and appropriate apparel for being around small children.

**Grievance Procedures:** Any volunteer who has a complaint concerning the volunteer procedure or policy should discuss the matter with his/her immediate supervisor.

**Recording Hours:** All volunteers must record their hours of service by signing in and out upon arrival and departure.

**Resignation:** Resignation is defined as a separation from the Club initiated by the volunteer. A few weeks' notice of intent to resign is appreciated and should be given to the volunteer's immediate supervisor.

**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 suggestions are welcome!

**Terminations:** All voluntarism by the Club is at---will and may be terminated at any time, with or without cause and without prior notice by the Club.

**Training:** Training will be provided when necessary. Volunteer orientation is considered a new volunteer's initial training. Subsequent training will be provided

when necessary by volunteer's direct supervisor.

**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.
- Be dependable. Keep your promise.
- Leave your personal problems at home.
- Do not take members out of the Club, drive them home, or meet with members outside of Boys & Girls Clubs without prior approval from your supervisor.
- Do not post photos of Club members on any forms of social media (Facebook, Instagram, Snapchat, etc.)
- Pass along any concerns which you feel need further attention to your immediate supervisor.
- 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 of utmost concern. Inappropriate touching or contact with youth by volunteers is prohibited. Whenever possible, avoid being alone with a child in a Club setting. 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), the volunteer will be suspended and the case will be investigated by the Executive Director.

# Standards of Conduct

**Confidentiality:** All information given regarding Club members is confidential (unless it is information regarding their safety that need to be reported). No volunteer may discuss any youth outside of Club property.

**Drug---Free Workplace:** The possession, use, or distribution of illegal drugs and/or alcohol is prohibited within our workplace environment. All volunteers are prohibited from entering the workplace under the influence of illegal substances and/or alcohol and are required to abide by the policy.

**Personal Belongings:** The Club cannot be responsible for the loss of personal funds or belongings, nor is it covered by insurance for such loss. Therefore, it is the responsibility of each volunteer to adequately safeguard personal belongings.

Members of Boys & Girls Clubs of Columbus 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 are always needed to provide a clear understanding for all volunteers. This list is not intended to be all---inclusive or to cover every situation. If a volunteer violates any rules established by the organization, including the following rules, the volunteer will be subjected to termination.

The following violations are subject to disciplinary action, including terminations:

- Inappropriate contact with Club members.
- Falsifying volunteer information.
- Unsatisfactory work performance.
- Excessive tardiness or absenteeism.
- 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.
- Drug/Alcohol possession, use, sale, purchase or distribution on organizational property.
- Endangerment to oneself or others.
- Carrying a concealed weapon on organizational property
- Smoking on the premises.

# Volunteer Contract

Signing the volunteer contract assures that you have read and will comply with the terms in the handbook, as well as the agreements listed below.

**MEDIA RELEASE:** I do hereby grant permission to BGCC to use my image for Club purposes.

Such use includes the display, distribution, publication, transmission, or otherwise use of photographs, images, and/or video taken for use in materials that include, but may not be limited to, printed materials such as brochures and newsletters, videos, and digital images such as those on the BGCC website.

**LIABILITY RELEASE:** By signing this contract, I agree to indemnify and hold harmless the Boys & Girls Clubs of Columbus, its directors, officers, employees, and volunteers as to any and all losses and any claims which may be made against the Clubs, including, but not limited to personal injury or death, and property damage of any persons which may result from my use and occupation of the premises.

**STANDARDS OF CONDUCT:** By signing this contract, I acknowledge that I have read and agreed to the policies outlined in the Standards of Conduct provided to me in the volunteer handbook.

Enjoy your volunteer experience and thank you again for volunteering your time!

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Sign Name: \_\_\_\_\_