

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. Others are retired and choose to give of their time and share their wealth of experience.

Whatever the reason for volunteering, everyone receives personal benefits from their work. There is a great deal of satisfaction that comes from being involved in the lives of others as well as positive psychological advantages. Personal maturity is developed by meeting and interacting with Club members, staff and volunteers.

Everyone connected with the Clubs works together as a team to provide a positive place for kids. The needs of Club members are a priority for all who work here. Together, we all can make a difference.

As volunteers we hope that you sharpen your skills and enhance your talents during your involvement with the Club and its members.

VOLUNTEER PROCESS

At the Boys & Girls Clubs of El Paso we strive to create positive matches between our Clubs' needs and the interests and abilities of potential volunteers. Our application/interview process is designed to help us make those matches.

I. Application

Prospective volunteers complete and return the application to the Boys & Girls Clubs of El Paso. Applications can be picked up at any location or printed from the club website at www.bgcelpaso.org

II. Background Check

In order to ensure the safety and well being of our Club Members, all volunteers over 18 years of age, whose commitment will last more than one day or who will work unsupervised with Club Members must complete a criminal background check. Results will be kept strictly confidential. BGCEP assumes the cost of the procedure. Individuals with any record of youth-related and/or sexual offenses are not permitted to volunteer with BGCEP. Volunteers whose records indicate other types of criminal offenses will have their cases reviewed by the Chief Professional Officer and the Director of Operations who, as a committee, will determine whether or not it is appropriate for the person in question to volunteer.

Exemptions to the above stated policies might exist. However, the Chief Professional Officer must approve all such exemptions.

Volunteers who are exempt from the background check requirement must be supervised by Club personnel at all times, while they are interacting with Club Members.

Background checks may be performed annually and in no case less than every 2 years. Continued volunteering is conditional that no instances are revealed which may be or appear to be damaging to the image of the Boys & Girls Clubs of El Paso or inconsistent with its policy.

Volunteers cannot use background checks from other agencies or employment, in lieu of the BGCEP process BGCEP is prohibited from giving any prospective volunteer a copy of his/her own background check results –even those that show no record of offenses.

III. **The Interview**

Applicants will participate in a face-to-face or phone interview with the Club Directors in order to gauge the interests and abilities of the individual.

IV. **Orientation**

Before volunteer employment begins, volunteers will be required to attend a group or individual orientation meeting with the Club Director. This orientation will cover our volunteer expectations, the Club's core ideals, Club programming, discipline procedures, etc. Volunteers will also be provided mandatory training requirements to be completed before working with BGCEP youth.

V. **Placement**

After completion of the Volunteer Orientation and Training, the volunteer will be placed within a club program. Every effort will be made to grant volunteer requests as to where a volunteer is placed. However, occasions may arise where the volunteer is asked to serve outside of his/her regular duties.

Note: Attending an orientation and/or submitting an application does not guarantee volunteer placement.

VOLUNTEER OPPORTUNITIES

Volunteer opportunities at the Boys & Girls Clubs of El Paso are plentiful and rewarding! By donating your time and influence, you will be serving as a positive role model and presenting a positive influence to our members. Within our program there are many opportunities that suit the talents and desires of all potential volunteers.

PROGRAM VOLUNTEER

Does the Club offer a program that interests you and would allow you to showcase and share your talents? Become a Program Volunteer and commit yourself to supporting and enhancing one of our *weekly programs* by working in an area with a Lead Staff.

TUTORING

Power Hour, our after school homework help programs for 1st – 12th graders, are always in need of volunteers to help members with their homework. For those members in need of extra or more personalized educational assistance, one-on one tutoring opportunities exist. Tutors are asked to commit *a minimum of one hour per week for a full school year* to meet with a member at a set time determined by the tutor, the member's guardian and the Club member.

MENTORING

Many of our members are in need of positive role models and would benefit greatly from the individual attention of a caring adult. A mentor is paired with a club member to meet on a weekly basis. We ask mentors to make a minimum time commitment of *one hour per week for a full school year*. A set appointment time will be agreed upon by the mentor, the member's guardian, and the Club member. Activities during the mentoring session will differ upon both the member and the mentor. Anything that offers positive reinforcement to the member and signals to them that they have the respect and admiration of an accomplished adult will do wonders for the member.

SPECIAL INTEREST

Have an idea for a new program not offered by the Club? Become a Special Interest Volunteer and design and run a program of your very own. All program ideas should be submitted to the Club Director or Volunteer Coordinator, who will assist you in the development of your program.

SPORTS COACHING

Do you love sports? The Boys & Girls Clubs is always looking for volunteers in developing leagues based on sportsmanship and development and require a ten week commitment for coaches.

YOUTH OF THE YEAR COACHING

Youth of the Year (YOY) is the highest recognition provided to youth at Boys & Girls Clubs of America. As a YOY Coach you would meet with one or more youth 2 times a month for one year to help them complete their application and prepare an award winning speech that they will use to compete against other candidates. Youth who become national finalists will meet the President of the United States and receive a full scholarship to a university of their choice.

VOLUNTEER POLICIES

CONFIDENTIALITY

Information regarding Club members, paid staff and volunteers, both verbal and written, is often privileged and confidential. Personal information is not to be released without written consent of the individual involved.

GROOMING & DRESS CODE

All volunteer staff should be dressed and groomed in appropriate good taste. The following guidelines are to be followed at all times.

- No clothing can advertise or have reference to tobacco products, drugs, profanity, alcohol, racism or any other inappropriate image.
- Shorts are permitted, but must be of an appropriate length and cannot be “skintight.”
- All shirts must have sleeves (tank tops, halter tops, etc are not permitted).
- Shoes appropriate for the workplace must be worn at all times. No “flip-flops” unless appropriate for the activity. (i.e. swimming, boating, etc.).
- No hats of any kind should be worn indoors unless for medical reasons or the day has been designated as “Hat Day” for the entire Club.
- No cutoff jeans or sweatpants are to be worn.
- Body décor is limited to no more than two earrings per ear, with all other types of visible body ornaments being removed before arriving to work. Any visible tattoo’s cannot be related to or endorse tobacco products, drugs, profanity, alcohol, racism or any other inappropriate image.

Personal appearance should be a matter of concern for each employee. If your supervisor feels your attire and/or grooming is out of place, you may be asked to leave your workplace until you are properly attired and/or groomed.

PERSONAL CONDUCT

Boys & Girls Club expects all volunteers to conduct themselves professionally at all times by embodying the highest ethical standards, treating people with dignity and respect, always upholding and enhancing the reputation of Boys & Girls Club and the wellbeing of our members,

and conducting business according to the mission and values of the Boys & Girls Club. We view our volunteers as role models for our children and representatives of our agency and expect you to live up to that expectation.

SMOKING POLICY

In order to provide a safe and healthy environment for our members, their families and our staff we ask you to follow the no-smoking policy we have on the premises. The policy is as follows:

- Smoking is prohibited in the presence of Boys & Girls Club Members
- Smoking is prohibited in any part of the Boys & Girls Club of El Paso facilities, including the area immediately surrounding the building, on the athletic fields or in Club vehicles.
- Volunteers who choose to smoke must do so off of Boys & Girls Club grounds and away from program space and children served by the Club.

DRUG & ALCOHOL POLICY

Use of drugs, alcohol and/or any other mind-altering substances on the agency grounds at any time is strictly forbidden and will not be tolerated at the Boys & Girls Club of El Paso. To maintain a drug-free workplace, Boys & Girls Club strictly prohibits all staff and volunteers from manufacturing, distributing, possessing or using drugs (including unauthorized possession/use of prescription drugs) on the grounds at any time. Volunteers and staff are also prohibited from using alcohol while at work or reporting to work while under the influence of alcohol or illicit drugs.

Again, our zero tolerance policy of drugs, alcohol or any other mind-altering substance is in full effect as well. Persons violating this policy will be subjected to disciplinary action which may result in dismissal.

ATTENDANCE/ TARDINESS

In order to provide high quality services for our members, we ask that our volunteers work and complete their scheduled hours. Scheduling your hours to volunteer can be done with the full time staff member that is in charge of that particular program. If a volunteer is unable to work a scheduled shift, they should contact their supervisor with adequate notice. In the event that a volunteer will knowingly arrive late for work, they are expected to call their supervisor and/or the front office and inform them of their estimated time of arrival.

CELL PHONES, INTERNET EMAIL & SOCIAL NETWORKING USAGE

Volunteers are permitted to use their cell phones as needed on the premises; however, usage should be kept to a minimum and should not interfere with the workday or the responsibilities of the volunteer at that time. Forms of cell phone usage include, but are not limited to, phone calls, text messaging, checking email and internet usage. **It is strictly forbidden to send messages, pictures or call any of the members at the Boys & Girls Club without permission.** Remember that information about our children is to be kept confidential at all times.

Volunteers are permitted to use Boys & Girls Club computers for direct business purposes only, which include: Member homework assistance, news, weather, travel directions etc. The use of the internet for personal reasons is strictly prohibited unless permission is given from the supervisor. In addition, the use of social networking sites such as Facebook, MySpace, Urban Chat, Blogs, Twitter etc. are prohibited unless permission is given from the Chief Professional Officer and it is Boys & Girls Club related.

We understand that as a volunteer, you may have a page on one of these social networking sites. **It is strictly forbidden to post messages, pictures or posts about any of the members at the Boys & Girls Club without permission.** Remember that information about our children is to be kept confidential

at all times. If at any time a member requests your “friendship” on one of these sites, it is highly recommended that you do not accept it, so that you too can keep your social life private and confidential.

Remember, we view our volunteers as role models for our children and representatives of our agency and expect you to live up to that expectation. The Club may provide computers, printers and other electronic devices to its volunteers to perform their job functions. These devices and all related materials, including software, are the Club property and may be used for the Club business only. Only software that is authorized by the Club may be used, copied or installed on the Club equipment. All data contained on the Club’s electronic devices belong to the Club and cannot be altered without specific written authorization. No data stored on the Club’s electronic devices is to be released to any person or outside organization.

Outside computer services such as the Internet, e-mail, instant messaging etc., may be accessed and used for the Club business only and only with proper authorization. The Club’s electronic devices and/or services may not be used to solicit or create any offensive or disruptive messages. The Club devices and/or services shall not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information or similar materials. All messages composed, sent or received on the Club’s electronic devices are and remain the property of the Club; they are not the private property of any volunteer. The Club may review, audit, intercept, access and disclose all messages created, received or sent over the Club’s systems for any purpose without the permission of the volunteer; the confidentiality of any electronic message should not be assumed.

All computer-related passwords must be disclosed to the Club or they are invalid and cannot be used. Computer-related passwords and security codes assigned to volunteer may not be communicated to any other volunteer unless specifically authorized. Volunteers may not retrieve or read any electronic messages that are not sent to them. Volunteers who access electronic files from remote locations are governed by the terms of this Policy and must return all files and file copies to the Club at the conclusion of their employment. Any exception to this Policy must receive prior approval from the Chief Professional Officer.

PERSONAL PROPERTY

The Boys & Girls Club of El Paso does not assume responsibility for loss or damage to a volunteer’s personal property on Boys & Girls Club premises and does not reimburse for any losses or damage to personal property resulting from theft, fire, automobile accidents or any other condition for which personal insurance is available.

MEDIA

All media inquiries are to be referred to the Chief Professional Officer or his/her designee. While we encourage news coverage on programs, any news stories must be approved by the CPO or designee prior to filming. All program information of interest should be sent to the CPO for promotions as a possible news article.

INJURIES

All injuries or accidents must be reported to the Club Director at once. Forms are available for accidents or incidents involving members and volunteers.

TRANSPORTATION

Volunteer staff are forbidden to transport Club members for Club activities or any other reason in their personal vehicles.

WORKING CONDITIONS

The physical working conditions in the Club must comply with legal requirements of safety and sanitation. It is the responsibility of all volunteer staff to immediately report and correct, if possible, hazards which may come to their attention.

WORKPLACE VIOLENCE POLICY

Volunteers are expected to behave in an appropriate and professional manner at all times. Any actions, comments or behaviors that are threatening to the members or staff will not be tolerated. Some examples of unacceptable threatening or violent behavior include, but are not limited to the following: punching, hitting, shoving, pushing, kicking, tripping, destruction of property, threats, throwing objects or stalking. In addition to this policy, volunteers are prohibited from bringing any type of weapon or explosive device onto Boys & Girls Club property, in their possession or in their vehicles. The Boys & Girls Club has a zero tolerance policy.

EMERGENCY PROCEDURES

The Boys & Girls Club does everything we can to avoid any type of accident or injury. When an accident or an injury does occur to a child, please contact the closest staff member immediately and give as much detail about the incident as possible. The staff member will then take the appropriate steps to resolve the incident and contact parents/medical professionals if necessary. When an accident or an injury occurs to a volunteer, they must contact staff, including the executive director, immediately and decide what action—if any—is the best to take. It is important for the injured individual to receive proper medical treatment in a timely manner. If major medical attention is required, the injured volunteer must give a full report to the Chief Professional Officer before they leave the premises (if possible) If not, they must contact the Director of Operations as soon as possible. Volunteers who are injured on the job are encouraged to use the nearest hospital or their own medical provider to receive medical treatment.

CODE OF ETHICS

The Boys & Girls Club expects all staff members and volunteers to conduct themselves in a manner that exemplifies the highest standard of ethics and propriety in any endeavor or activity that could impact or reflect upon the mission, purpose, integrity, reputation, and professional and business relationships of the organization.

YOUTH DISCIPLINE POLICY

In the case of a youth misbehaving in any matter, Volunteers are required to contact the nearest employee for assistance and complete an incident report. At no time should Volunteers physically grab youth in any form. Under no circumstances is physical punishment ever to be administered to persons served. The Boys & Girls Clubs of El Paso will report to the authorities any physical punishment inflicted on a child by a volunteer and it will result in immediate termination.

Volunteers should not handle any type of behavioral/disciplinary issues.

HOURS OF OPERATION

Normal Club program hours are generally after school Monday - Friday 3:00 p.m.- 8:00 p.m; school located sites 3:00pm – 6:00pm. Clubs hours during Spring Break and summer 1:00 p.m. – 6:00 p.m; School sites Closed.

HOLIDAYS CLUBS CLOSED

The following holidays are observed by the Club:

New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving, Christmas Day and One Floater Holiday

Holidays are subject to change

In the event that any of the above holidays fall on a Saturday or Sunday, the Club will close either Friday or Monday.

Boys & Girls Clubs of El Paso Volunteer Codes of Ethics

- I. Volunteers will never leave a child unsupervised.
- II. Under no circumstances will a member be allowed in a volunteer's vehicle.
- III. Volunteers will not abuse children, including:
 - a. Physical Abuse: strike, spank, shake, slap
 - b. Verbal Abuse: humiliate, degrade, threaten
 - c. Sexual Abuse: including inappropriate touching.
- IV. Using, possessing or being under the influence of alcohol or illegal drugs during the hours of operation is prohibited.
- V. Smoking or use of tobacco products in the presence of children or parents during working hours is not allowed.
- VI. Volunteers must appear clean, neat, and appropriately attired.
- VII. Volunteers must treat children of all races, religions and cultures with respect and consideration.
- VIII. Volunteers must use positive techniques of guidance, including redirection, anticipation of an elimination of potential problems, and positive reinforcement rather than competition or criticism.
- IX. Volunteers must refrain from intimate displays of affection toward others in the presence of children, parents and staff.
- X. Volunteers must not use profanity in the presence of children or parents.
- XI. Volunteers must abstain from using humiliating or frightening discipline techniques.
- XII. Volunteers must portray a positive role model for youth, including but not limited to: maintaining an attitude of respect, loyalty, patience, courtesy, tact and maturity.

I understand that any violation of the Code of Ethics may result in termination of my services at the Boys & Girls Clubs of El Paso.

Applicant Name: _____ Date: _____

Boys & Girls Clubs of El Paso

I have received a copy of the Boys & Girls Clubs of El Paso. Volunteer Handbook and have been afforded the opportunity to ask questions regarding its content.

Volunteer's Signature

Date

Unit Director's Signature

Date