



**BOYS & GIRLS CLUBS**  
OF HARRISONBURG AND  
ROCKINGHAM COUNTY

VOLUNTEER AND INTERN HANDBOOK



## Volunteer and Intern Handbook

**W**elcome to the Boys & Girls Club of Harrisonburg and Rockingham (BGCHR) and thank you for giving your time and talents to the children and our programs! The Handbook is designed as a guide for appropriate workplace behaviors for all volunteers. The term volunteer includes general volunteers, community service, interns and federal work study and others not paid directly by BGCHR. Please read it carefully and refer to it often.

### 1.0 Boys & Girls Club Overview

#### 1.1 Mission

To enable all young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens.

#### 1.2 Values

iCARE

Integrity  
Collaboration  
Accountability  
Respect  
Excellence

#### 1.3 General Information

The Boys & Girls Clubs of Harrisonburg and Rockingham County (BGCHR) serves the community by providing enriching programs for our community's youth in a safe and caring environment. BGCHR provides out of school programming for ages 5 – 18 in before and after school as well as summer sessions. The Club is a non-profit affiliated with the national Boys & Girls Club of America. BGCHR is referred to as BGCHR and/or the Club throughout this handbook.

The Club has six physical location and seven clubs. The administrative headquarters are located in the historic Lucy Simms Educational Center in the city of Harrisonburg. The Simms Club and the Blue Teen Center are located in the Simms building. The Club has two other city locations at Stone Spring and Spotswood elementary schools and three in the County at Plains, Elkton, and South River elementary Schools. The Club's administrative office hours are 8:00AM – 4:00PM. Club sites' hours vary depending upon the time of year and the programs being offered.

#### 1.4 History

In the early 1990's, city and organizational leaders realized many youth in the community were at risk of gang recruitment and the peripheral behaviors associated with gangs. "Your Place after School" was established in 1991 to address those concerns. Leaders quickly realized providing a safe, productive, caring environment for after-school aligned with Boys & Girls Clubs of America objectives and values. Consequently in 1995, the Boys & Girls Clubs

of Harrisonburg and Rockingham County was established in Harrisonburg's Lucy Simms Educational Center with the support of the city leaders. The Club now serves nearly 900 youth annually through its seven sites. Throughout its 25-year history, BGCHR has served our members with nationally proven programs developing character and citizenship, healthy lifestyles, and academic success. BGCHR's impact on the community since 1995 has been to be a positive force in the lives of our young people in order for them to become productive, caring citizens.

### **Focus**

BGCA is a youth development program serving young people between the ages of 5 and 18 with emphasis in three areas:

*Good Character and Citizenship;  
Academic Success; and,  
Healthy Lifestyles.*

### **Core Beliefs**

Boys & Girls Club provides:

*A safe place to learn and grow;  
Ongoing relationships with caring, adult professionals;  
Life-enhancing programs and character development experiences;  
Hope and opportunity*

### **RULES**

The Boys & Girls Club rules are stated simply and in a positive way.

There are three rules:

1. We are safe.
2. We participate to have fun.
3. We respect ourselves and the personal space and property of others.

Volunteers and Interns MUST:

- Enforce these rules and obey them personally at all times.
- Call if you are unable to come to complete your commitment.

### **OFFICE INFORMATION**

The Administrative Offices are located at 620 Simms Avenue with hours Monday through Friday, 8:00am to 4:00pm. The number is 540-434-6060. Club sites' hours vary depending upon the time of year and the programs being offered.

### **ABSENCES**

Clubs rely on volunteers. Members look forward to your time with them. All volunteers and interns are required to provide notice for absences (unscheduled and scheduled) to their supervisors.

### **INCLEMENT WEATHER**

The Club's policy on inclement weather is to mirror that of the school system in which it resides. There may be times when the Club is open but you cannot safely travel to your Club for your assigned shift. If this is the case, contact your immediate supervisor to let them know of your inability to be at your shift as soon as possible.

### **HOLIDAYS**

The following nine days are holidays when all Clubs and the administrative office will be closed:

- New Year's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- The Friday following Thanksgiving
- Christmas Eve
- Christmas Day

When an agency holiday falls on a Saturday, the Club will be closed on Friday. When it falls on a Sunday, the Club will be closed the following Monday.

## **Standards and Expectations**

The mission of the Boys and Girls Clubs of Harrisonburg and Rockingham implies upholding proper values and behaviors for the youth we serve therefore, each volunteer is expected to conduct themselves in a professional manner and model the behavior we seek from our members.

### **Drug and Alcohol Free Workplace**

The mission of the Club is to serve youth. Using illegal drugs and unlawfully using lawful substances runs counter to that mission. The Club is dedicated to protecting the safety, health and well-being of its volunteers and all individuals who come into contact with its workplace(s) and property and/or use its products and services. All volunteers must be free of illegal drugs and alcohol in order to perform their jobs and serve the mission. This applies to all applicants for employment and to all volunteers in all job classifications.

Substance abuse, which includes the possession, use or sale of illegal drugs or the unlawful use or misuse of lawful substances, including alcohol and prescription drugs, will not be tolerated. The Club prohibits the illicit use, possession, sale, attempted sale, purchase, attempted purchase, conveyance, distribution, cultivation or manufacture of illegal drugs, intoxicants or controlled substances, including alcohol and prescription medicines.

It is a condition of maintaining employment at the Club to refrain from using illegal drugs and unlawfully using lawful substances, including alcohol and prescription medicines. Failure to abide by these guidelines may result in termination.

### **Dress Code**

Personal appearance plays an important role in the public's perception of an volunteer as an individual and of the Club as an organization. Dress also plays an important part of an volunteer's ability to do their job and stay safe. All volunteers are to dress in a manner that does not adversely affect Club operations or the character of the Club's mission. Volunteers should consult their supervisors and/or the Director of Operations for counseling on proper attire for their position.

### **Code of Ethics**

The 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. Refer to the Code of Ethics and Conflict of Interest Policy.

## **Conflict of Interest**

The basic principle of conflict of interest is that employees, board members, and volunteers (stakeholders) should avoid any activity, investment or interest that might reflect unfavorably upon the integrity or good name of the Club or in any way damage the Club's business or reputation.

Any stakeholder who wishes to engage in outside professional, business or volunteer activities must be certain that the proposed activity does not:

- Interfere with the volunteer's effective performance of his or her Club duties
- Make use of any of the Club's proprietary or confidential information
- Unauthorized use of Club time, resources, facilities or equipment

Whenever there is possible conflict of interest, it should be discussed with the volunteer's supervisor and/or the Director of Operations or the Executive Director. The Club's Ethics and Conflict of Interest Policy are available for review at any time.

## **Open Communication**

Volunteers are encouraged to bring their comments, questions or complaints to their supervisor's attention as soon as possible. If the volunteer's supervisor does not resolve the issues, the volunteer may request a meeting with the appropriate Department Head.

## **Harassment**

It is the policy of the Club to provide a work environment free of harassing conduct. The Club will not tolerate any form of harassing conduct that is based upon an individual's race, color, sex, national origin, age, disability, marital status or other protected status. For these purposes, the term, "harassing conduct" includes, but is not limited to, slurs, jokes or other verbal, graphic or physical conduct relating to an individual's race, color, religion, sex, national origin, age, disability, marital status, veteran status or other protected status. The term, "harassing conduct" also includes sexual advances, requests for sexual favors and other conduct of a sexual nature. Any volunteer violating this policy will be subject to corrective action potentially including discharge.

For clarification, harassment on the basis of race, color, religion, sex, national origin, age, disability, marital status, veteran status or other protect status is defined as conduct which has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

An volunteer who believes s/he and/or another Club volunteer has been subjected to harassing conduct should immediately contact their supervisor or the Executive Director. A prompt investigation will be conducted of each and every complaint and appropriate action will be taken. Volunteers are required to participate in all Club investigations.

Complaints will be handled confidentially, to the extent possible. The Executive Director or his/her designee has the responsibility for investigating and resolving complaints of harassment. In the event of a complaint involving the Executive Director, the Board Chair

(Chief Volunteer Officer) should be notified and s/he will fulfill the investigatory role in this process. Please refer to the Conflict Resolution Grievance Policy and Procedure.

### **Conflict Resolution**

The Club wants to assure its volunteers that ideas, suggestions and complaints will be heard. It is the Club's policy to attempt to resolve disputes that may arise between or among fellow volunteers or between volunteers and their supervisors.

Open communication between volunteers and immediate supervisors is encouraged. Volunteers should feel free to voice ideas, suggestions or complaints without fear of reprisal or retribution. Otherwise, if volunteers have ideas, suggestions or complaints to share, they are directed to follow these simple steps:

**STEP 1:**The volunteer is directed to discuss complaints with his or her immediate supervisor within 3 working days (if practical) of the matter causing the complaint. A volunteer should provide detail and offer possible solutions. Most matters can be resolved at Step 1.

**STEP 2:**If the volunteer is not satisfied with the results of a discussion with his/her immediate supervisor, the volunteer is directed to take the matter to the next highest supervisor (in other words, his or her immediate supervisor's supervisor- usually the Director of Operations) within 3 working days, if practical, after meeting with the immediate supervisor.

**STEP 3:**If the volunteer believes that the matter remains unresolved, he or she is directed to present the matter in writing to the Executive Director within 3 working days, if practical. The Executive Director shall consider all matters brought to his/her attention pursuant to this procedure and all decisions made by the Executive Director shall be final.

In the event of a complaint involving the Executive Director, another Club official will fulfill the investigatory and decision making role in this process. Customarily these will be the Board President (CVO) or the President-Elect. Please refer to the Conflict Resolution Grievance Policy and Procedure.

### **Whistleblower**

Volunteers have a duty to report any code of conduct violation they either experience or observe, regardless of whether the alleged violation is being perpetrated by a Club volunteer or any other third party. Under no circumstances will a person be retaliated against because of a bona fide report of what he or she perceives to be harassing conduct.

It is the Club's policy to comply fully with the spirit and letter of all federal, state and local laws and regulations that apply to the Club and its business operations. If an volunteer believes that another volunteer of the Club may be acting in violation of any such law or regulation or in violation of a Club policy, the volunteer has a duty to report the perceived violation, preferably in writing, to the Executive Director within 24 hours of the observation of such conduct. All inquiries pertaining to perceived violations will be handled in the strictest confidence possible.

Examples of perceived violations of law include violations of child labor laws, wage-hour regulations and unlawful discrimination or harassment. Examples of violations of Club policy include volunteer theft and breach of the Club's Confidentiality Policy.

Moreover, the Club also expects and encourages its volunteers to report any questionable accounting or auditing concerns to the Club's Executive Director or Treasurer. Volunteers may confidentially and anonymously submit their concerns in writing to P.O. Box 1223 Harrisonburg, VA 22803, Attention: Executive Director – Confidential. When necessary or appropriate or when financial irregularities are involved, volunteer concerns will be forwarded to the Club's Audit/Finance Committee.

Compliance with this policy is a term and condition of continued employment with the Club. If volunteers have any questions with regards to their duty to report perceived violations, they may contact the Club's Executive Director. The Whistleblower Policy is available for review at any time.

### **YOU ARE A ROLE MODEL**

Young people look up to and watch how you conduct yourself. You are expected to be a positive role model by following these guidelines:

- *Do* offer praise and encouragement whenever possible.
- *Do* discuss positive, healthy ways to spend leisure time.
- *Do* participate in activities such as games and team sports, remembering that you are a role model. Always conduct yourself in a sportsman-like way and promote team spirit.
- *Do* follow all Boys & Girls Club rules.
- *Do* dress appropriately, and wear BGCHR identifying shirts or badges.
- *Do* talk about education and the benefits of going to college.
- *Do NOT* discuss parties or other events which involve drug or alcohol use in the presence of children.
- *Do NOT* use foul or abusive language.
- *Do NOT* smoke or bring smoking materials on yourself.
- *Do NOT* take over the game or activity. Be aware of the child who is being left out and involve him or her rather than making the 'big play' yourself.

### **Safety Issues**

Safety is of the utmost concern. You are expected to place the highest value on the physical and emotional well-being of the children.

- *Do* consider the safety of the children at all times. Ask yourself if there is any potential for injury or harm in an activity before you begin it. Eliminate the risks or stop the activity immediately.
- *Do* give hugs if you feel comfortable doing so, but always take your cues from the child. If the child in some way shows or states that he or she is uncomfortable with physical contact, show respect for that child by not hugging him or her. *Be sure to use a side hug rather than a frontal hug.*
- *Do* make sure that all children are under the supervision of a staff member at all times.
- *Do NOT* meet with a child alone in private. We have a One on One and Restroom Usage policy that all Clubs, volunteers, staff and members follow.
- *Do* follow BGCHR guidelines regarding appropriate use of technology. Cell phones are to be put away while supervising members, unless it is part of the curriculum for that day. Computers are to be used with age-appropriate sites and materials.
- *Do NOT* attempt to counsel a child. If a child confided in you that he or she has been abused or neglected, the law states that it needs to be reported to proper authorities. You should report it immediately to the Unit Program Director, the

Volunteer Coordinator or any staff member. They will contact the proper authorities and make the necessary referrals.

### **Background Checks**

Club volunteers and interns, especially those providing direct service to our members, are subjected to background checks upon their service date. Background investigations require an individual's social security number, and may include, but are not limited to, an volunteer's driving record, a national sex offender search, state and federal criminal records searches or credit checks. Any offenses or convictions may prevent service at the Clubs.

### **Discipline Issues**

All disciplinary problems should be handled by staff members, if you witness a child acting out or breaking a rule:

- *Do* inform a staff member.
- *Do* discuss with the child alternatives to the behavior.
- *Do NOT* demand an apology, all apologies should be sincere and voluntary.

### **Confidentiality Policy**

In order to best serve the members of the Club, BGCHR has determined confidentiality will be maintained in all programs, departments, functions and activities. Except with the express permission of the Executive Director or Board President, volunteers may not at any time during or after their employment use, duplicate or disclose by any means, any such information to any unauthorized person or club entity.

Moreover, volunteers shall not disclose any information about a person, including the fact that he or she is or is not served by the Club, to anyone outside of the Club unless authorized by the Executive Director, Board President or other authorized personnel.

### **Use of Club Computers/Electronic Devices**

The Club may provide computers, printers and other electronic devices to perform tasks. All use of computers, printers, and electronic devices shall be consistent with BGCHR's goal to provide programming excellence for the youth we serve.

Users shall be held personally liable for the content of any electronic message they create. The Club's electronic devices and/or services may not be used to solicit or create any offensive or disruptive messages. 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. Accessing, uploading, downloading, or distributing profane, pornographic, obscene, or sexually explicit material is absolutely prohibited. All messages composed, sent or received on the Club's electronics are and remain the property of the Club.

There should be no expectation of privacy with the use of the Club email systems and the use of internet resources is subject to monitoring. It is against policy to intentionally access another volunteer's email for unapproved business or personal purposes.

Any electronic or online communications by volunteers with Club members must be professional in nature, content, and tone. Communicating with members on non-Club matters via electronic resources is not permitted. Volunteers must be sensitive to the appearance of impropriety in their conduct with members. Personal contacts may be interpreted as inappropriate and result in disciplinary actions, up to and including dismissal.



"Friending" members on social networking sites (outside of Club-related activity) is strongly discouraged.

The devices provided by the Club and all related materials, including software, are the Club's property and may be used for Club business only. Only software that is authorized by the Club may be used, copied or installed onto Club equipment. All data contained on the Club's electronic devices belongs 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 outside of the organization.

Outside computer services such as the internet, e-mail, instant messaging etc. may be accessed and used for Club business only after receipt of proper authorization.

Any exception to the Club's acceptable use of electronics must receive prior approval from the Director of Operations or the Executive Director.

### **Social Media**

Social networking and other online resources offer opportunities for collaboration and increased communication stakeholders and the public. Volunteers must be aware that unacceptable content or inappropriate interactions may adversely affect the reputations and careers of the Club, members and staff. Any online behavior results in a digital footprint that is nearly impossible to remove.

Refrain from using social media while on work time or on BGCHR equipment, unless it is task-related as authorized. Do not use BGCHR email addresses to register on social networks, blogs or other online tools utilized for personal use.

All communications should be professional which means using proper grammar, format and vocabulary. Always be fair and courteous when communicating to stakeholders (including vendors). Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with colleagues or by utilizing our Open Communication Policy. Avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or company policy.

Material posted on volunteers' personal websites and other internet sites such as My Space, Wiki, or Facebook should model the behavior volunteers are expected to exhibit, both on and off the worksite. Inappropriate content, including messages and pictures, which diminishes professionalism or discredits capacity to maintain the respect of members and parents, or that will impair the ability of that volunteer to serve as a role model for students is prohibited. This type of material would include text or pictures involving hate speech, nudity, obscenity, vulgarity, sexually explicit content, and/or other material which creates or may reasonably be expected to create a disruption to the Club mission and environment.

### **One on One Contact & Restroom Policy**

The Boys & Girls Club of Harrisonburg and Rockingham County is committed to providing a safe environment and enforces the One on One and Restroom Policy for members, staff, volunteers, and other adults.

The One on One Contact Policy states that meetings and communications (in-person and virtual) between members and staff and volunteers (known as adults) shall not be in a one-on-one situation alone with a member but rather should include at least three individuals.

The Restroom Policy states staff/volunteers follow the policies and protocols available at each site and school jurisdiction. Sites that have adult-designated bathrooms shall be used by all adults. Sites that do not designate adult-only bathrooms shall ensure staff enter bathrooms alone. All sites shall follow age and gender grouping protocols for members. states that staff/volunteers use designated adult restrooms. Should separate restrooms be unavailable, staff shall use restrooms at designated intervals to ensure they are not using restrooms at the same time as youth members. Please refer to these policies frequently and at your assigned location.

**Y**ou are valuable to our program.  
Thank you for giving your time and your talents!

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

