



BOYS & GIRLS CLUBS
OF HARRISONBURG AND
ROCKINGHAM COUNTY



BOYS & GIRLS CLUBS
OF WEST CENTRAL MISSOURI

CELEBRATING
60 Years
OF STARTING
GREAT FUTURES

Volunteer Handbook

Board Approved: _____

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**Boys &
Girls &
Safe Places &
Opportunity &
Fun**



**Whatever
It Takes to
Build Great
Futures.**

Introduction

Document Purpose

Welcome to the Boys & Girls Club of Harrisonburg and Rockingham (BGCHR) and thank you for giving your time and talents to the youth and our programs! The purpose of this Handbook is to provide a written guidebook for volunteers regarding most of the activities and operations that take place at any of the facilities managed by the Boys & Girls Clubs of Harrisonburg and Rockingham. The term volunteer throughout this handbook and policies includes general volunteers, board members, community service, interns and federal work study and others not paid directly by BGCHR. Please read this handbook carefully and refer to it often.

Mission Statement

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

Vision

Provide every young person the hope and opportunity to reach their full potential as individuals and contributing members of our community.

We Provide

A safe place to learn and grow, ongoing relationships with caring adult professionals, life-enhancing programs, and character development experiences. We provide hope and opportunity.

Core Values- ICARE

1. Integrity
2. Collaboration
3. Accountability
4. Respect
5. Excellence

Statements of Affirmation

- I
- w ...create an open, safe, and positive environment.
- ill ...be outcome focused.
-use active listening.
- ...be respectful of all.
- ...be a professional.

BGCA Movement

For more than a century, Clubs have helped put young people on the path to great futures. Boys & Girls Clubs annually serve nearly 4 million young people, through membership and community outreach, in over 4,300 Club facilities throughout the country and BGCA-affiliated Youth Centers on U.S. military installations worldwide.

Boys & Girls Clubs of America (BGCA) History

For more than 150 years, Clubs have been helping kids reach their full potential. Boys & Girls Clubs of America had its beginnings in 1860 with three women in Hartford, Conn.: Mary Goodwin, Alice Goodwin, and Elizabeth Hammersley. Believing that boys who roamed the streets should have a positive alternative, they organized the first Club. A cause was born.



History Highlights

In 1906, several Boys Clubs decided to affiliate. The Federated Boys Clubs in Boston was formed with 53 member organizations – this marked the start of a nationwide Movement and our national organization. In 1931, the Boys Club Federation of America became Boys Clubs of America. In 1956, Boys Clubs of America celebrated its 50th anniversary and received a U.S. Congressional Charter.



**BOYS & GIRLS CLUBS
OF AMERICA**

To recognize the fact that girls are a part of our cause, the national organization's name was changed to Boys & Girls Clubs of America in 1990. Accordingly, Congress amended and renewed the charter. 2006 marked the Centennial year of Boys & Girls Clubs of America, as we celebrated 100 years of providing hope and opportunity to young people across the country.

Boys & Girls Clubs of Harrisonburg and Rockingham



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

Boys & Girls Clubs of Harrisonburg and Rockingham (BGCHR) strives to provide affordable, safe, and diverse mission-driven programs for youth ages 5 to 18. This is accomplished through tested, proven, measurable Boys & Girls Club of America (BGCA) programs, as well as by providing a fun atmosphere for youth to learn and grow.

A 1991 Community Needs Assessment identified the need for a program in Harrisonburg's northeast area to address fighting, vandalism and drug use in public housing and the surrounding community. HUD Drug Elimination Funds seeded the founding for a program which was named YOUR PLACE After

School, licensed with the state in 1992. YOUR PLACE After School served about 40 children with one employee and several volunteers. After great success in reducing vandalism and other community issues, YOUR Place After School sought to expand its scope and mission. In December 1995, YOUR Place was chartered as the Boys & Girls Club of Harrisonburg and became part of the nationwide affiliation of Boys & Girls Clubs of America. Boys & Girls Club of Harrisonburg served about 100 youth in Harrisonburg at the Lucy Simms Educational Center.

From 1996 to 2000, Boys & Girls Club implemented many nationally proven programs, extended service hours, and added a focus on educational enrichment.

Boys & Girls Club expanded to serve children in Rockingham County in 2001. The Club and Rockingham County Schools partnered to operate before- and after-school, and summer programs in 3 schools. Programs were added in another 4 schools in Harrisonburg and Rockingham County since 2001.

Additional BGCHR Facts

- We are one of over 5,000 Clubs operating around the world under charter from the Boys & Girls Clubs of America (BGCA).
- In 2023, we served over 820 children between the ages of 5 to 18, from Harrisonburg City and Rockingham County...and a few from Page and Augusta Counties.
- We have 14 full-time staff members, supported by a team of 40-55 part-time employees--depending on the time of year and children participating.
- A typical school year day starts with a healthy snack and Power Hour (academic time), followed by a variety of fun and educational programs.
- Summer days are filled with programs to maintain academic progress, along with healthy snacks and lunch, weekly field trips, and activities in the library, ball fields, pools, and parks.
- During COVID, BGCHR served as Academic Support Centers, serving all day, Monday through Fridays 7:00am to 5:30pm from May 2020 until August 2021. Staff Organizational Chart

Board of Directors

- BGCHR is a 501 c3 Nonprofit organization that is led by a Volunteer Board of Directors that are empowered to oversee the success of the local nonprofit.
- Currently, BGCHR board has 18 Board positions (3 Cohorts of 6).
- The Board of Directors sets Club policy, provides fiscal oversight, employs the CEO, participate on committees.
- All employees work for the CEO.
- The Board further supports the day-to-day operations that is overseen by the CEO by having in place several sub-committees which assist in the life of the Club.
- For more information on the Board, please speak with your direct supervisor or with the CEO.

Club and Office Locations

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.

Bluestone Club
Bluestone Elementary
750 Garbers Church Road
Harrisonburg, VA 22801
(540) 236-8536 or 434-6060

Simms Club
Lucy F. Simms Continuing Education Center
620 Simms Avenue
Harrisonburg, VA 22801
(540) 421-2722

Elkton Club
Elkton Elementary School
302 West B St.
Elkton, VA 22827
(540) 908-5635

South River Club
South River Elementary School
2101 Elm Avenue
Grottoes, VA 24441
(540) 249-0111

Plains Club
Plains Elementary School
225 American Legion Drive
Timberville, VA 22853
(540) 896-3310

Stone Spring Club
Stone Spring Elementary School
1575 Peach Grove Avenue
Harrisonburg, VA 22801
(540) 421-3221

The Club – Teen Center
Lucy F. Simms Continuing Education Center
620 Simms Avenue
Harrisonburg, VA 22801
(540) 421-2041



Club Hours

For more updated information regarding Club hours please go to bgchr.org.

School Year

- **Bluestone Club**
 - Before-school 7:00am to 8:40am
 - After-school 3:30pm to 6:00pm
- **Simms Preteen Club**
 - Before-school 7:00am to 9:00am
 - After-school 2:00pm to 6:00pm
- **Elkton/Riverbend Club**
 - Before-school 7:00 am to 8:00am
 - After-school 2:40pm to 6:00pm
- **South River Club**
 - Before-school 7:00am to 8:00am
 - After-school 3:00pm to 6:00pm
- **Plains Club**
 - Before-school 7:00am to 8:00am
 - After-school 3:00pm to 6:00pm
- **Stone Spring Club**
 - Before-school 7:00am to 8:00am
 - After-school 3:00pm to 6:00pm
- **Teen Center Club**
 - After-school 2:00pm to 6:00pm



Summer

- **Simms Club**
 - 7:00am to 5:30pm
- **Elkton/Riverbend Club**
 - 7:00am to 5:30pm
- **South River Club**
 - 7:00am to 5:30pm
- **Plains Club**
 - 7:00am to 5:30pm
- **Teen Center Club**
 - 10:00am to 5:30pm

Section 1: Club Membership

Eligibility

Membership at Boys & Girls Clubs of Harrisonburg and Rockingham County, hereafter referred to as BGCHR, is open to all school-age children ages 5/6 to 18, with a focus on those attending public schools in the area. If a member is still in high school and has turned 19, they are still eligible for membership until they graduate. We charge a weekly fee and there is a financial assistance program available for those who need support.

Club Rules

The Club Director is responsible for posting a list of Club rules where all members can easily observe them. It is the responsibility of the staff to ensure that all members have read the Club rules and understand them.

Basic Club Rules (Non-Negotiable):

- Profanity
- Fighting/Violence of any kind
- Misuse of equipment, supplies, facility, vehicles, etc.
- Disrespect towards staff, members, volunteers, etc.
- Intoxicants i.e.; drugs or alcohol
- Tobacco products
- Inappropriate clothing (unsafe, suggestive or containing drug/alcohol, or sexual messages)
- Inappropriate or lewd behavior
- Theft
- Bullying

Volunteer Code of Conduct

Volunteers are expected to:

- Understand the policies of the Club.
- Be positive role models by showing respect and courtesy to members and staff.
- Expectation to treat members, volunteers, and staff with respect regardless of race, creed, color, sex, or ability.
- Refrain from ridiculing or yelling while at Club.
- Respect staff by addressing concerns privately at an agreed upon time and place.
- Provide the same level of respect one deserves and would expect from others to all children and staff while in the Club setting.
- Engage in Club and child activities to strengthen the foundation of support for your child.

Volunteers are expected to communicate with members, other volunteers, and staff in a positive manner.

Discipline Policy – Positive Reinforcement

PURPOSE: To ensure that programs operate safely, and provide enjoyment to participants as well as create a fun and safe environment for all. 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.

It is the goal of the BGCHR to strengthen the moral compass and assist in character development of its members. Our programs are designed to help youth develop the skills to make necessary and responsible decisions and to accept the consequences of their actions. However, Boys & Girls Club must always operate in a safe manner to ensure the wellbeing of all participants. We have discipline procedures in the event of a violation of our code of conduct. These procedures *may not* be applicable to more severe infractions. In the case of a severe infraction, the Club reserves the right to discipline appropriately, this may mean immediate suspension without going through the warning procedures.

Zero Tolerance Policy

The safety of our members is our primary concern and therefore we have no tolerance for fighting, drug possession, weapon possession or bullying. If a member acts in an aggressive manner with the intent of harming another member he/she will be suspended. We understand that each situation is different, and some incidents are more severe than others; therefore, our discipline may vary depending on each individual incident.

Bullying Policy

BGCHR prohibits bullying as defined by this policy. Retaliation against anyone involved in the complaint is a violation of BGCHR policy.

Bullying occurs when a Club member or a group of Club members engages in written or verbal expression or physical conduct that:

1. Will have the effect of physically harming a Club member, damaging a Club member's property, or placing a member in reasonable fear of harm to the Club members person or of damage to the Club members property; or
2. Is sufficiently severe, persistent, or pervasive that the action or threat creates an intimidating, threatening, or abusive Club environment for a Club member.

Examples of bullying may include hazing, threats, taunting, teasing, confinement, assault, demands for money, destruction of property, theft of valued possessions, name-calling, rumor spreading or ostracism. If bullying occurs, BGCHR will take appropriate disciplinary action in accordance with its Disciplinary Policy.

Technology/Internet Policy

STAFF AND VOLUNTEER (S&V) USAGE

Before a staff member can use Club technology equipment or a personal device, he/she shall read and sign the Technology Acceptable Use policy and return it to the Club.

Under the Technology Acceptable Use policy, the following relevant principles shall apply:

Club devices: Shall include all Club-owned existing and/or emerging technologies and devices that can take photographs, play, and record audio or video, input text, upload and download content and/or media and transmit or receive messages or images.

Personally owned devices: Shall include any and all staff-owned existing and/or emerging technologies and devices that can take photographs, play and record audio or video, input text, upload and download content and/or media and transmit or receive messages or images.

Club Purposes: Shall include but are not limited to the delivery of program activities, accessing sanctioned training or career development opportunities, communication with experts and/or authorized Club staff and for Club purposes or management of other Club activities, such as member check-in or incident reporting. Staff are expected to act responsibly and thoughtfully when using technology resources. Staff bear the burden of responsibility to ask their supervisor when they are not sure of the permissibility of a particular use of technology prior to engaging in that use.

Authorized use: Personally owned devices are permitted for use during approved Club times for Club purposes and in approved locations only. The Club expressly prohibits the use of personally owned devices in locker rooms, restrooms, and other areas where there is an expectation of privacy.

Appropriate use: Staff may not use any technology to harass, threaten, demean, humiliate, intimidate, embarrass, or annoy their peers or others in their community. Any inappropriate use of a personally owned device, as determined by a supervisor, can lead to disciplinary action including but not limited to confiscation of the device, immediate suspension from the Club, termination of employment or volunteer assignment or other disciplinary actions determined to be appropriate to the Club's existing disciplinary policies including, if applicable, referral to local law enforcement.

Monitoring and inspection: BGCHR reserves the right to monitor, inspect, copy, and review a personally owned device that is brought to the Club. Staff may refuse to allow such inspections. If so, the staff member may disciplinary action up to and including termination

Loss and damage: Staff are responsible for keeping devices with them at all times. Supervisors and the Club at large are not responsible for the security and condition of the staff member's personal device. Furthermore, the Club is not liable for the loss, damage, misuse, or theft of any personally owned device brought to the Club.

Any inappropriate or unauthorized use of a personally owned device, as determined by a supervisor, can lead to disciplinary action including but not limited to confiscation of the device, immediate suspension from the Club, termination of employment or volunteer assignment or other disciplinary actions determined to be appropriate to the Club's existing disciplinary policies, including, if applicable, referral to local law enforcement.

Inappropriate communication includes but is not limited to:

- Obscene, profane, lewd, vulgar, rude, inflammatory, threatening, or sexual content or disrespectful

language or images typed, posted, or spoken by staff or members.

- Information that could cause conflict.
- Personal attacks, including prejudicial or discriminatory attacks.
- Harassment (persistently acting in a manner that distresses or annoys another person) or stalking others.
- Knowingly or recklessly posting false or defamatory information about a person or organization.
- Communication that promotes the destruction of property, including the acquisition of weapons or other destructive devices.

If a staff member is told to stop sending communications, he/she must cease the activity immediately. Staff must be aware of the appropriateness of communications when using Club or personally owned devices. Inappropriate communication is prohibited in any public or private messages, as well as material posted online.

Staff may not use any technology to harass, threaten, demean, humiliate, intimidate, embarrass, or annoy others. This behavior is cyberbullying, which is defined as bullying that takes place using existing or emerging technologies and devices. Any cyberbullying that is determined to disrupt the safety and/or well-being of the Club, Club staff, Club members or community is subject to disciplinary action.

Examples of cyberbullying include but are not limited to:

- Harassing, threatening or hurtful text messages, emails, or comments on social media.
- Rumors sent by email or posted on social networking sites.
- Use of embarrassing pictures, videos, websites, or fake profiles.

Communication with Club members: Staff may never use personal devices to communicate directly with a single Club member. Proper protocol dictates that all communication between staff and Club members must include an additional staff member and at least two Club members. This also includes overnight events such as Keystone Conferences and Youth of the Year events.

Monitoring and inspection: BGCHR reserves the right to monitor, inspect, copy, and review a personally owned device that is brought to the Club. Staff may refuse to allow such inspections. If so, the staff member may be subject to disciplinary action up to and including termination.

Internet access: Personally owned devices used at the Club must access the internet via the Club's content-filtered wireless network and are not permitted to directly connect to the internet through a phone network or other content service provider. BGCHR reserves the right to monitor communication and internet traffic and to manage, open or close access to specific online websites, portals, networks, or other services. Staff must follow Club procedures to access the Club's internet service.

Loss and damage: Staff are responsible for keeping devices with them at all times. Supervisors and the Club at large are not responsible for the security and condition of any staff member's personal device. Furthermore, the Club is not liable for the loss, damage, misuse, or theft of any personally owned device brought to the Club.

Password and access: To prevent unauthorized access, devices must lock themselves and require authentication using the strongest features available on the device. A minimum standard would require a typed password of at least six characters or numbers, though some devices utilize fingerprint or other biometric technologies.

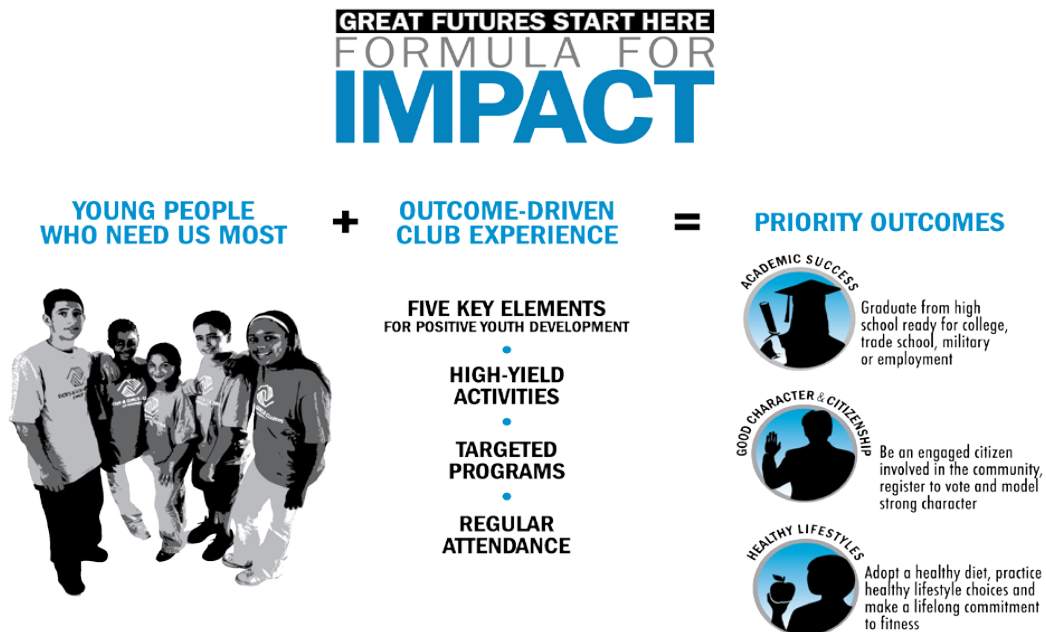
Lost Articles

The Club will not be responsible for the loss of personal funds or belongings, nor is the Club insured for such type loss. Therefore, it is the sole responsibility of each Club employee to adequately safeguard his or her respective personal belongings.

Section 2: Club Environment

Formula for Impact

Formula for Impact is a roadmap for the Club to help ensure that members achieve our priority outcomes of Academic Success, Good Character & Citizenship and Healthy Lifestyles. It incorporates high yield learning activities, targeted programs, regular attendance and the five key elements for positive youth development.



Five Key Elements

The Boys & Girls Clubs of America have identified Five Key Elements that are essential to providing a positive, impactful experience for members.

1. **A Safe, Positive Environment** - The Club is a safe haven where members feel physically and emotionally secure at all time
2. **Fun** - The Club facility, staff and programs offer a welcoming, positive environment that allows members to engage in play, be happy and eager to come to the Club.
3. **Supportive Relationships** - The Club ensures that every young person feels connected to one or more adults and has friendships with peers.
4. **Opportunities and Expectations** - Club staff consistently communicate the expectation that every child has the potential to excel, be productive and succeed at the Club and in life.
5. **Recognition** - The Club takes every opportunity to recognize and validate Club members' achievements and accomplishments.

High-Yield Activities

High-yield activities are designed to provide members with fun experiences that are hands-on, interactive, and intentionally develop critical thinking skills. These activities are fun with a purpose, meaning that members have a fun time while learning valuable skills.

Targeted Programs

Targeted programs are provided at each Club site to meet the significant and specific needs of our members. Targeted programs are pulled from our five Core Program Areas: Education & Career, Character & Leadership, Health & Life Skills, the Arts, and Sports, Fitness & Recreation. Examples include Positive Action, Passport to Manhood, Career Launch, and Power Hour to name a few.

Priority Outcomes

Once we provide those young people who need us with an outcome driven Club experience the following three priority outcomes result.

1. Academic Success
 - Members will graduate from high school with a post-graduation plan to include college, trade school, military, or employment.
2. Good Character & Citizenship
 - Members will be engaged citizens involved in the community, register to vote, and model strong character.
3. Healthy Lifestyles
 - Members will adopt a healthy diet, practice healthy lifestyle choices, and make a lifelong commitment to fitness

The Youth Development Strategy

BGCHR uses a youth development strategy that focuses on successful character development. Club programs and services promote and enhance the development of Boy & Girls by instilling:

- A Sense of Competence: the feeling there is something Boy & Girls can do well.
- A Sense of Usefulness: the opportunity to do something of value for people.
- A Sense of Belonging: a setting where young people know they "fit" and are accepted.
- A Sense of Power of Influence: a chance to be heard and to influence decisions.

Dress Code

You are a role model. 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 Operations Manager with any questions. For Members, refer to Parent and Member Handbook. For staff, refer to Employee Handbook

Appearance and Atmosphere

Front Desk

Each Club will have an area determined as the front desk. It should be always kept neat, clean, and organized. Volunteers will be able to easily find the scan/sign out sheet at this location. Please note that there are appropriate areas to eat and to take breaks. Food is not allowed at front desk.

Interaction with Members in the Club Environment

One-on-One Interaction = Club staff, volunteers, members will **never** be alone with a Member.

Positive Redirection and No Yelling

- Always redirect member behavior in a positive way that clearly models how the member should behave in the future.
- Never yell at a member as a form of discipline.

Consistent Expectations

- Set consistent expectations that hold members accountable to the Member Code of Conduct.
- Report to staff when member behavior(s) violate the Member Code of Conduct.

Build Meaningful Relationships

- Know the names of each member.
- Be friendly. Always show interest in what members are doing, what progress they are making at the Club, their hobbies, and other activities.

- Commend good qualities and actions.
- Remember that a sense of humor is very valuable and necessary for a positive Club environment.
- Develop the respect, trust, and confidence of members.
- Always maintain poise. Keep their temper under control.
- Look for the good qualities...all members have them.
- See the member's side of a question or issue.
- Treat all members in an equal manner by avoiding preferential treatment.

Interaction with Members Outside the Club Environment

Club staff and volunteers shall not accept nor offer invitations to Club members for activities not connected with the Club, without the approval of the CEO, and never on a one-on-one basis outside Club activities.

Prohibited Forms of Discipline

Club staff and volunteers are prohibited from using physical punishment for member behavior management. No form of physical discipline is acceptable. This prohibition includes spanking, slapping, pinching, hitting, or any other physical force as retaliation or correction for inappropriate behaviors by members. Staff, volunteers, and board members will have age-appropriate expectations and guidelines that minimize the need for discipline. The following actions are prohibited:

- *Physical Abuse*: Spanking, hitting, pinching, shaking, slapping, twisting, biting, shoving, or inflicting any other form of corporal punishment.
- *Verbal abuse*: Threats, name calling, angry yelling or derogatory remarks about a member or the member's family.
- *Mental abuse*: Physical restraint, binding or trying to restrict movement or enclosing in a confined space such as a closet, locked room, box, or similar cubicle; shaming, humiliation, ostracizing, punishment for toilet accidents or cruelty.
- *Sexual Abuse*: Inappropriate touching, exposing oneself, sexually oriented conversations.
- *Neglect*: Withholding food, water, or medical care.

Physical Contact

The following will be carefully followed by all Club staff and volunteers:

Appropriate Physical Interactions	Inappropriate Physical Interactions
<ul style="list-style-type: none"> • Side hugs • Shoulder-to-shoulder or “temple” hugs • Pats on the shoulder or back • Handshakes • High-fives • Pats on the head when culturally appropriate • Touching hands, shoulders, and arms • Arms around shoulders • Holding hands (with young members in escorting situations) 	<ul style="list-style-type: none"> • Full-frontal hugs • Kisses • Showing affection in isolated area • Lap sitting • Wrestling • Piggyback rides • Tickling • Allowing a member to cling on your leg. • Any form of affection that is unwanted by the youth. • Compliments relating to physique or body development of a member. • Touching bottom, chest, or genital areas • Any sexual relationship or sexual contact with members. <i>Engaging in sexual relations with a member is a serious violation and the police will be notified</i>

Verbal Interactions

Club staff, volunteers and board members are prohibited from speaking to members in a way that is, or could be construed by any observer, as harsh, coercive, threatening, intimidating, shaming, derogatory, demeaning, or humiliating. Staff, volunteers, and board members will not initiate sexually oriented conversations with members. Staff, volunteers, and board members are not permitted to discuss their own sexual activities with members.

Appropriate Verbal Interactions	Inappropriate Verbal Interactions
<ul style="list-style-type: none"> • Positive reinforcement • Appropriate jokes • Encouragement • Praise 	<ul style="list-style-type: none"> • Name-calling • Discussing sexual encounters or in any way involving members in the personal problems or issues of staff, volunteers, and board members • Secrets • Cursing • Off-color or sexual jokes • Shaming • Belittling • Derogatory remarks • Harsh language that may frighten, threaten, or humiliate members.

	<ul style="list-style-type: none"> • Derogatory remarks about the member or his/her family
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Gift Giving

Many child abusers groom youth by giving gifts, thereby endearing themselves to the youth. They may instruct the youth to keep the gifts a secret. This may start teaching the youth to keep secrets from parents/guardians.

When staff or volunteers interact with members, they are in a position of trust and power. These relationships must not jeopardize the effective functioning of BGCHR by the appearance of either favoritism or unfairness in the exercise of professional judgment. In relationships with members, and/or member's parent/guardian, the staff member is expected to be aware of his/her professional responsibilities and to avoid actual conflict of interest, favoritism, or bias.

Club staff and volunteers will only give gifts to groups of members, and only under the following circumstances:

- The Operations Manager and CEO must be made aware of and approve the gift.
- Parents/guardians must be notified.

Section 3: Health, Safety and Security

Health, safety, and security issues are covered in each section as they are an integral part of every aspect of what we do at the Club. This section covers topics that require additional explanation or are not covered elsewhere in the manual. Items provided here are only ones that volunteers of which volunteers should be aware and, in almost all cases, refer issues to staff.

Scheduling Ratios

BGCHR is to maintain a staff ratio of 1:18 or meet other applicable guidelines. For scheduling purposes, during program hours, the Club Director or the Club Director's designated supervisor must be on site.

Smoking Policy: There is no smoking in or around the Club.

Confidentiality

Volunteers will never tell outsiders, a parent or guardian the name of Club members.

Injury Prevention

1. Youth are supervised by paid staff in all activities and places within the Club.
2. Staff will review rules for safe playground use with members on a regular basis.
3. Dangerous substances such as cleaners and chemicals will be locked and stored away from the members to prevent injuries.

Accident Procedures

In the event of any accident first assess the severity of the situation and determine if 911 or other services need to be called. Please call the nearest paid staff so they can follow our procedures.

Sickness of Members, Staff or Volunteers

If anyone at the Club has a contagious disease, virus, or infection they may not attend or participate at Club. Too sick to attend the program are when the following conditions exist:

- Fever above 100.5°
- Vomiting or diarrhea
- Visible sickness including head lice, pink eye, ringworm, rash, chicken pox, etc.
 - If you are not well enough to participate in the regular activities and programs.

Child Abuse & Neglect

CPS Hotline 1 (800) 552-7096
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Mandatory Reporting

BGCHR is committed to ensuring the safety of its members. As professionals working with members, staff are mandated by Virginia State Law to report any incidences of suspected child abuse and neglect, within the required time frame in an appropriate and thorough manner. BGCHR supports this mandate and requires all full and part-time staff to follow applicable procedures when warranted. Volunteers are to report immediately to a supervisor if they believe they have witnessed or heard about abuse.

Reporting Suspected Abuse

As professionals working with youth, BGCHR staff are mandated by the Code of Virginia to report any incidences of suspected child abuse and neglect of our Members. The Virginia Department of Social Services (VDSS) operates a Child Protective Services (CPS) Hotline to receive reports of child abuse and neglect.

Safety and Security

Topics in this section are focused on safety and/or security issues not covered elsewhere in the manual.

Access and Accountability: All members, staff, volunteers, and guests must be screened for access to the facility.

Accounting for Volunteers and Guests: All volunteers and guests that enter the BGCHR facilities and will be working with youth, staff or other volunteers must scan/sign in and out at the facilities front desk notating the time of arrival and departure. Additional requirements may be required depending on current guidelines put out by the state or other government agencies. All Volunteers must be clearly identified by wearing of BGCHR Volunteer identification provided by the front desk. These credentials must be returned at the end of volunteer session.

Searches

BGCHR reserves the right to conduct an inspection of all members, staff, volunteers, vendors, and visitors, to monitor compliance with rules concerning safety wherever they may be. There is no general or specific expectation of privacy.

A search may be deemed necessary when BGCHR Club Director determines reasonable cause.

If deemed necessary, staff are allowed:

- To search a person who is entering, leaving, or who is already in the Club.
- To search any article in that person's possession.
- Require the removal of coats, hoodies, headgear, gloves, or footwear.

The main purpose of searching any individual is:

- For the safety of all individuals on BGCHR premises.
- To reduce the risk of inappropriate items being brought on site.
- To prevent unauthorized access.
- To reduce the risk of unauthorized removal of company property.
- To reduce the risk or unauthorized removal of other Club member's property.

BGCHR reserves the right to administer random checks when information received is reasonable and/or behavior is suspicious.

BGCHR reserves the right to require personal items such as coats or bags to be kept in a coatroom, cubbies, lockers, or other storage area to reduce the likelihood of theft, conflict, or other unsafe situations.

As a rule, with the exception of items relating to personal hygiene or health, no one should ever bring anything that he or she would not be prepared to show and possibly turn over to staff and/or law enforcement authorities. If an individual at Club refuses to be searched they shall be dismissed from the Club and the appropriate disciplinary actions will be determined by the Club Director. This policy shall apply to all individuals who are entering or leaving the premises of any BGCHR facility.

Supervision Guidelines

- Staff will not allow any unsupervised transition through the facility.
- Be mindful of trips to the bathrooms. Most incidents of member-to-member abuse occur in the bathrooms.
- Staff will do periodic sweeps of the entire activity area. If members are lingering outside of the planned activity area, staff will encourage those members to join an activity.
- A schedule of programming will be maintained and posted by the Club entrance and distributed to staff.
- Volunteers will always have a staff person present with them at Club.

Transportation of Members

Staff and volunteers are not allowed to transport members in their personal vehicles.

Use of Restrooms

BGCHR Bathroom Policy as approved by Club Safety Committee. Boys & Girls Clubs of Harrisonburg and Rockingham (BGCHR) is committed to safeguarding the health, safety and dignity of all persons who use its restrooms. Restrooms shall be regularly cleaned and sanitized, fixtures shall be functional and maintained in good repair, and restroom rules of conduct shall be strictly enforced. Where BGCHR operates in facilities owned and managed by others, the organization will coordinate with the property owner to ensure that the restrooms meet the organization's standard of care.

In **all** facilities the following procedures are to be enforced:

- Adults, teens, and kids do not use the restroom at the same time.
- The number of kids in the restroom must be limited to one person at a time.

Where possible these are best practices to adhere to the policy above.

- Where available Adults, teens and kids have separate restroom facilities which are clearly stated, and the policy is enforced. In situations where facilities are shared staff make other on duty staff aware that they are going to the restroom so that visual coverage is provided.

Facilities Physical Security

At each Club site, the following is expected to ensure the security of the facility.

1. There will only be one entrance into the Club for members, parents/guardians, and visitors.
 - The front desk is to be positioned to engage and identify all who enter.
 - Barriers are to be used, if necessary, to prevent people from entering unnoticed.
 - Lock or otherwise secure all points of entry or exit.
 - Members are not allowed to open locked entry doors to allow other wanting entry.
2. Front desk staff will:
 - Identify all persons before admitting them into the Club by asking for ID.
 - Require parents/guardians and visitors to be escorted by staff or volunteers.
 - Record all persons entering and leaving the Club.
 - Verify that repeat visitors have been properly screened.
 - Add screening and checking of MTS for approval of pickup and volunteer.
3. Club members' personal belongings will be secured and will not contain items that are harmful to other members.
 - Members' personal belongings are to be stored in an observable room or individual storage bins.
 - Members' will not be allowed to carry backpacks with them while in the Club.
4. Staff and volunteers will exhibit a clear presence.
 - All staff are to convey a sense of professionalism in their manner and work.
 - All staff are to adhere to the dress code found in the Employee Handbook.

Cell Phone Use

- Staff and volunteers are not allowed to be on their cell phones while at Club.
- Staff and volunteers will pay full attention to the members they are always supervising.
- Staff and volunteers should instruct anyone that might need to call them during work hours to call the site phone number.
- If an emergency arises of a personal nature that necessitates cell phone use, the individual will inform the Club Director immediately and ask permission to use it.
- Staff can use their cell phones at any time in the event of a work-related emergency involving member or staff.

Inclement/Severe Weather and Other Emergency Closings

BGCHR follows the operating status of the facility owner during inclement weather. For school-based Clubs this means the County Clubs follow the status of Rockingham County Public Schools (RCPS) and City Clubs follow the status of Harrisonburg City Public Schools (HCPS). Simms Clubs and the Administrative Offices follow the instruction of Harrisonburg City employees.

If the school district is closed due to inclement weather, the affected Clubs will be closed. If there is a delayed start or an early closure, the Club schedule(s) will alter accordingly.

Communication regarding the status of Club, if in question, will come from the Club Director. When BGCHR remains open in inclement weather, volunteers may use their discretion whether to attempt to come to or leave early because of weather conditions.

Section 4: Programming

Core Programming

BGCHR provides diverse programs meeting the interests of all members. Core Programs engage members in activities with adults, peers and family members that enable them to develop self-esteem and to reach their full potential. All programs provided are age-appropriate for elementary, middle school and high school level members. Beyond these program possibilities there are several locally developed programs that you can learn about by speaking with your Club Director or Program & Training Specialist. Many programs use field-tested curriculum developed by the Boys & Girls Clubs of America (BGCA). Club sites offer programming in five core-programming areas:

Education

These programs help youth create aspirations for the future, providing opportunities for career exploration and educational enhancement. Some examples are:

- **Power Hour: Making Minutes Count**

Power Hour provides Club professionals with the strategies, activities, resources, and information to create an engaging homework help and tutoring program that encourages Club members at every age to become self-directed learners.



- **Summer Brain Gain**

Summer Brain Gain is a fun, educational program that aims to prevent summer learning loss and keep kids on track for the coming school year.



Leadership & Service

Helping members become responsible, caring citizens and acquire skills for participating in the democratic process is the main thrust of these programs. They also develop leadership skills and provide opportunities for planning, decision-making, contributing to Club and community and celebrating our national heritage. All listed below may or may not be running simultaneously however we can include or remove each as the need may arise.

- **Youth of the Year**

Since 1947, Youth of the Year has been Boys & Girls Clubs of America's premier recognition program, celebrating the extraordinary achievements of Club teens. Club members who earn the Youth of the Year title embody the values of leadership service; academic excellence; and healthy lifestyles.



Health & Wellness

These programs develop young people's capacity to engage in positive behaviors that nurture their own well-being, set personal goals and live successfully as self-sufficient adults. All listed below may or may not be running simultaneously however we have the ability to include or remove each as the need may arise.

- **Triple Play: A Game Plan for Mind, Body and Soul**

Triple Play, a comprehensive health and wellness program, strives to improve the overall health of Club members ages 6-18 by increasing their daily physical activity, teaching them good nutrition, and helping them develop healthy relationships.



Delivery Methods

Using different program delivery methods helps ensure program effectiveness. BGCHR utilizes three approaches to program delivery identified by the Boys & Girls Clubs of America. They are:

- **Individual:** Purposeful, one-to-one contacts made with a young person, either through an in person or virtual setting.
- **Small Group:** Typically made up of 8-15 members who meet on a regular basis with an adult leader for a specific program or activity. The interaction between participants is as important as the interaction between the leader and participants. This may be accomplished either through an in person or virtual setting.
- **Large Group:** Large group or drop in activities provides informal and individual involvement to help members improve social or physical skills and confidence. This may be accomplished through either an in person or virtual setting.

Section 5: Food Program

BGCHR provides snack for all members through the Child and Adult Care Food Program (CACFP) and lunch through during summer programs. Our organization must serve meals that meet the program requirements, maintain accurate and complete records and train personnel in program requirements and operations.

Meal & Snack Calendars

Each site is required to have a calendar of meals and/or snack calendar to be served at their Club. It is the Club Director's responsibility to ensure that the calendar is displayed and kept up to date. If there is a change to what is listed on the calendar for a particular day, the calendar must be updated to reflect the actual meal served.

Section 8: Human Resources Management

The Club complies with all federal and state employment laws, as well as with any applicable local laws. The most up-to-date and comprehensive description of BGCHR employment practices and policies can be found in the BGCHR Employee Manual. .

Volunteer Orientation

Volunteers will attend an orientation. The following is completed/covered during in-person orientation:

1. Documentation
 - Emergency Contact Form
 - Volunteer Handbook Signature Page
 - Club Overview
 - Club History
 - Mission Statement, Statements of Affirmation and Core Values
 - Review Volunteer Handbook

Attendance Policy

Attendance and punctuality are important factors for volunteer's success and for serving the youth and Clubs properly. Volunteers are expected to report on time to their assignments. Excessive absenteeism and tardiness are not tolerated and may lead to elimination of the volunteer assignment.

Background Check Policy

Boys & Girls Club of Harrisonburg and Rockingham County is committed to the protection of all persons who are associated with BGCHR including members, staff, volunteers, and guests. As required by the Standards for Licensed Child Day Centers, we shall conduct criminal background checks of all employees and volunteers who have direct repetitive contact with children participating in our programs. BGCHR utilizes name-based or fingerprint-based systems to obtain data for individual background checks, but at a minimum each individual background check shall include:

- (a) verification of the individual's identity and legal aliases,
- (b) a national search of sex offender registries and
- (c) a national search of criminal records.

Background checks shall be conducted prior to employment or volunteer service and renewed every twelve (12) months.

Other data may also be obtained, based on individual employees or volunteer duties or responsibilities.

Background check findings shall be reviewed in a fair, impartial, and confidential manner. Because BGCHR's priority is the safety of the members, staff, and volunteers' certain actions and convictions for certain crimes serve to automatically disqualify applicants for employment or volunteer service in any position that involves working with children. A person will be ineligible for employment or volunteer service if the person:

- (1) refuses to consent to a criminal background check,
- (2) makes a false statement in connection with such criminal background check,
- (3) is registered, or required to be registered on any sex offender registry,
- (4) has been convicted of a felony,
- (5) or has been convicted within the past 5 years of a misdemeanor involving:
 - (a) physical assault or battery,
 - (b) drugs or controlled substances, or
 - (c) cruelty to animals.

With respect to convictions for crimes not listed above, any applicant with such a conviction shall be evaluated on an individual basis to determine whether they should be excluded from consideration based on the conviction.

Training

Volunteers with consistent, repeated interactions with Club Members must take the required safety trainings which include Mandated Reporter and Child Abuse and Neglect.

Personal Appearance

Your personal appearance reflects on the reputation, integrity, and public image of Boys & Girls Clubs of Harrisonburg and Rockingham. All volunteers are required to report to work clean and well-groomed. They will be provided with a Visitor Badge during their time in the Clubs. **Closed toe shoes are required in all program areas.**

No dress code can cover all contingencies so volunteers must exert a certain amount of judgment in their choice of clothing. If you experience uncertainty about acceptable, professional business casual attire for Club, please ask the supervisor.

Failure to comply with the personal appearance standards may result in being sent home to groom or change clothes.

Code of Ethics

Employees, volunteers (including Board of Directors), and Club members of the Boys and Girls Clubs of Harrisonburg and Rockingham (BGCHR) are committed to observing and promoting the highest standards of ethical conduct in the performance of their responsibilities.

The purpose of the Code of Ethics is to help ensure all employees and volunteers of BGCHR adhere to and promote proper ethical standards, abide by the law, and preserve the organization's integrity, reputation, and professional relationships. Employees and volunteers pledge to accept this code as a minimum guideline for ethical conduct. Please see the Code of Ethics for more information.

Smoking

The Club is a smoke-free work place, no person may smoke in any indoor area of a Club facility. In addition, staff and volunteers may not smoke on Club premises, in Club facilities, vehicles or vans or while on Club business with Club members.

General Safety Policy

It is the responsibility of all Boys & Girls Clubs of Harrisonburg and Rockingham employees to maintain a healthy and safe work environment. Report all safety hazards and occupational illnesses or injuries to your supervisor as soon as reasonably possible.

Security

All persons are responsible for helping to make the Boys & Girls Clubs of Harrisonburg and Rockingham a secure work environment. Refrain from discussing specifics regarding Club security systems, alarms, passwords, etc. with those outside of the Club.

Immediately advise the supervisor of any known or potential security risks and/or suspicious conduct of employees, members, parents/guardians, community supporters, or guests of the Club. Safety and security are the responsibility of all, and we rely on you to help us keep our premises secure.

Other Policies

Each person is responsible for compliance with ALL BGCHR policies. Details of employee policies may be found in this Handbook. The BGCHR has policies concerning:

- Background Checks
- One-on-One Contact & Bathrooms
- Absence from Work
- Anti-Harassment
- Bereavement Paid Leave
- Code of Ethics
- Conflict Resolution (Grievances)
- Disciplinary Policy and Procedures
- Family and Medical Leave
- Whistleblower
- Diversity, Equity, and Inclusion
- Mileage, Meals, and Travel Reimbursement
- Equal Employment Opportunity
- Employee Classification
- Inclement Weather
- Record Retention
- Reporting Suspected Child Abuse

Disciplinary Process

Violation of Boys & Girls Clubs of Harrisonburg and Rockingham policies or procedures may result in disciplinary action including termination of service.

Suggestions

At Boys & Girls Clubs of Harrisonburg and Rockingham, we welcome suggestions for continued improvement and welcome your ideas for better ways to do our job, improve the services of our Club, or better meet member needs. We also encourage you to offer any suggestions derived from seminars, magazines, or other outside sources of information you believe would add value to the Club. If you have a suggestion, please discuss your ideas with the supervisor.

Community Supporters, Members, and Visitor Relations

Boys & Girls Clubs of Harrisonburg and Rockingham strives to provide the best programs

and services possible. Our members and donors support this organization. You are expected to treat every member, donor or visitor with the utmost respect and courtesy during your time. You should never argue or act in a disrespectful manner towards a visitor and only use appropriate measures when dealing with the behavior of our youth members during your working time.

If you are having problems with a member, donor, or visitor, notify the supervisor immediately. If a member, donor, or visitor voices a suggestion, complaint or concern regarding our programs or services, inform your supervisor. Lastly, make every effort to be prompt in following up on member, donor, or visitor questions. Positive relations will go a long way to establishing our Club as a leader in the field of youth development programs.

Volunteers

BGCHR volunteers play a critical role in helping us fulfill our mission. Volunteers can assist in many ways from providing program support, fundraising and event support as well as administrative support. To ensure the safety of our members and to ensure their fit with the organization, the following processes will be followed:

The following is the volunteer policy of BGCHR and their relationship with Club members:

- Volunteers must be pre-approved and must file an application.
- Volunteer applications will be reviewed and approved.
- Volunteer(s) will be subject to the following:
 - Background checks
 - Formal interview
- When results are learned, volunteer(s) will receive an orientation to be conducted by the Ops Manager (or delegate) and/or the Club Director.
- On the first day the volunteer reports to his/her assigned Club, the Club Director will review the new employee/volunteer check list and both will sign off on the form. The Club Director is to return the signed form to the Operations Manager to be placed in the volunteer's file.
- Volunteer assignments will be approved by the Operations Manager
- Volunteer evaluations will be made at least annually and performed by their immediate supervisor.
- School-age community service volunteers will be considered on a case by case basis, subject to approval by the Compliance Director.
- Volunteer(s) will not provide preferential treatment to any member.
- Volunteer(s) will not offer invitations to out of Club activities to any member.
- Volunteer(s) will not drive members to their home or other location(s).
- Volunteer bus and van drivers must be pre-approved prior to operating unit vehicles.
- Volunteer(s) will not remain in the Club after hours

Section 10: External Outreach

Fundraising

Resource Development will be primarily responsible for fundraising in consort with the Board of Directors. A multi-faceted approach to fundraising will be established using an annual RD Plan to meet the budgeted goals for the year.

Operations staff are expected to support fundraising efforts made by the organization. This includes helping with event preparation/setup and during the event as needed by Resource Development.

Components of Fundraising will include:

- Board Pledges
- Staff Giving
- Community Donations
- Capital Campaigns
- Fundraising events/programs and benefits
- Grant seeking and administering
- Endowment & Planned Giving

SPECIAL EVENTS, PROGRAMS AND BENEFITS

Special events can greatly benefit the Boys & Girls Club and/or its members. The RD Committee and Marketing Committees under the direction of the RD Director will work together to plan and implement special events.

Any special event whether its purpose is for fundraising, recognition or entertainment must be submitted in writing to the CEO for review and approval. No commitments, reservations or promotions shall be made prior to the CEO's approval.

In addition, the Board of Directors must approve any fundraising activity that includes the sale of merchandise by the Clubs at special events or to the public.

The CEO is the only person authorized to sign outside fundraising contracts.

