

Boys & Girls Club of Carbon County

VOLUNTEER HANDBOOK **Revised: January 2009**

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1.0 About This VOLUNTEER HANDBOOK

We are delighted about your decision to help us toward the goal that we all consider so important - that of helping to build the citizens of tomorrow. You bring to the Boys & Girls Club of Carbon County (hereinafter referred to as the “Club”) many admirable qualities, a genuine interest in youth, an understanding of the interests and problems of young people, and the ability to guide youth into worthy citizenship. We welcome you to our team.

Each volunteer will be encouraged, trained and developed to assure optimum performance and an enjoyable, meaningful experience. Volunteers will be provided with administrative and supervisory direction and informed of their responsibilities. If at any time a volunteer has questions about his/her responsibilities or about the policies of the Club, feel free to discuss them with the Executive Director.

This booklet presents some of the policies that are currently in effect in our organization. This Handbook cannot possibly cover all of the situations and conditions that might occur, but an attempt has been made to include many of the important aspects of our organization, which are critical for volunteers to be familiar with. In general, these policies follow the recommendations proposed by the Boys & Girls Clubs of America Personnel Service and the National Committee on Personnel and Professional Standards.

The Board of Directors has approved the policies, which are generally accepted as “best practices,” presented in this Handbook. In all cases of interpretation of this Handbook, management decisions are final. The Board of Directors may modify any part of this Handbook at its sole discretion, without prior notice. This Handbook supersedes and replaces all previously existing Handbooks or personnel policy manuals.

This Handbook should be kept for reference whenever necessary.

2.0 Orientation to Boys & Girls Club's Foundational Policies

2.1 Mission Statement

To inspire and enable young people, especially those who need us the most, to realize their full potential as productive, responsible and caring individuals.

2.2 Vision

We embrace a unique approach that values young people and believes that youth can act to build their own futures. Our stakeholders will facilitate opportunities for youth and adults to develop relationships and share in making and implementing decisions that enhance the health of our community. Through experiential learning we will create an atmosphere to help youth gain positive views of themselves in the world, develop skills, and share their unique gifts with the community. We will establish an enduring organization that transcends any individual and is viewed as a gem in the community.

2.3 Purpose

The general purpose of the Boys & Girls Club is to promote the health, social, educational, vocational, character and leadership development of boys and girls. It provides wholesome leisure time activities and guidance under trained leadership.

- The Boys & Girls Club of Carbon County will make an effort to appeal to and recruit membership from all boys and girls in the extended community of Carbon County.
- The Club is non-sectarian in management and membership.
- The Club adheres to equal opportunity for membership and participation in Club activities for all boys and girls in grades 1st – 12th.
- The Club fully respects the individual dignity of all members, volunteers, and staff and actively works to prevent bullying, sexual harassment, malicious teasing, or any other degrading or insulting behavior.
- The facilities are to be used primarily for Club members, but may be contracted for other activities when they do not conflict with Club activities.
- The program has a wide variety of activities intended to meet the needs and interests of every boy and girl.
- Leaders use structured and organized group and individual approaches in providing service and guidance in the development of members' behavior and attitudes.

2.4 Objectives

Youth guidance and development will be based on teaching the following behavioral concepts:

- Respect Yourself
- Respect Others
- Respect Property
- Respect What You Can Be

Our most important tool is our partnership with the youth, our volunteers, the community, and the staff that plans, develops, and conducts activities and programs of interest which promote the Club's mission and purpose.

In order to meet our goals, constant evaluation of all programs is required. Each volunteer is asked to strive to help reach the Club's objectives.

2.5 Goals in Working with Members

- To develop high standards of ethics as the basis for character development in the areas of respect, honesty and reliability.
- To develop an appreciation for healthy lifestyles – mentally, physically and morally.
- To develop an appreciation for education.
- To discover vocational aptitudes.
- To arouse ambition in our members to discover and develop their interests.
- To develop wholesome attitudes regarding healthy and equalitarian personal and family relationships.
- To understand and appreciate the values, rights, and obligations of citizenship in a democratic society.
- To develop respect and tolerance for the rights and beliefs of others and the worth of every individual regardless of race, gender or background.
- To develop respect for the property and legal rights of others.
- To develop positive attitudes toward work and jobs.
- To develop an appreciation of working for the good of others and the improvement of the community.
- To develop an appreciation of teamwork and cooperation as a way to build success for the group and community.
- To develop fair play toward others.
- To develop in each member an understanding of his/her own potential and how each may bring it to fruition.

2.6 Core Programming Areas

The Boys & Girls Club volunteers must learn to look at every activity from two perspectives. How can this activity be made fun and exciting for Club members? And, how can incorporating components that educate, motivate and support positive youth development increase this activity's impact?

The needs and interests of Club members are met through diverse, integrated and intentional programming. Programs shall be offered in all of the following five Core Program Areas:

1. Character & Leadership Development
2. Education & Career Development
3. Health & Life Skills
4. Arts & Culture
5. Sports, Fitness & Recreation

A Core Program Area is a grouping of activities and services along common disciplines deemed important to the growth and development of children. The five Core Program

Areas provide an overall framework for programming in a Boys & Girls Club. Core programs engage young people in activities with adults, peers and family members that enable them to develop self-esteem and reach their full potential. Based on physical, emotional, cultural and social needs and interests of young people, and recognizing developmental principles, Clubs offer program activities in these five core program areas. Following are descriptions of the five Core Program Areas:

Character and Leadership Development: Programs in this core area empower youth to support and influence their Club and community, sustain meaningful relationships with others, develop a positive self-image and good character, participate in the democratic process, and respect their own and others' cultural identities.

Education and Career Development: Programs in this core area enable youth to become skilled in basic educational disciplines, set goals, explore careers, prepare for employment and embrace technology to achieve success in a career.

Health and Life Skills: Programs in this core area 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.

Arts & Culture: Programs in this core area enable youth to develop their creativity and cultural awareness through knowledge and appreciation of the visual arts, crafts, performing arts and creative writing.

Sports, Fitness and Recreation: Programs in this core area develop fitness, sportsmanship and teamwork, positive use of leisure time, skills for stress management, appreciation for the environment and social skills.

In addition, the Club may also implement Specialized Program Initiatives. These initiatives or programs focus on meeting significant, specific needs that have been identified within the Boys & Girls Club Movement and our Clubhouse. Because their scope is broad, they relate to or complement several or all of the five Core Program Areas.

2.7 Five Substantive Elements in Effective Club Programming

1. Safe, Positive Environment: Club staff, volunteers, facilities, programs and age-appropriate settings create stability, consistency and a sense of physical and emotional safety for members. The Club provides structure and clearly defines acceptable behaviors.
2. Fun: The Club generates fun for members. Members develop a strong sense of belonging through connections they establish with staff, volunteers, and peers. Staff and volunteers, make the Club feel like home, fostering a family atmosphere and creating a sense of ownership for members.
3. Supportive Relationships: Club members develop meaningful relationships with adults and their peers. Staff members and volunteers actively encourage such relationships. Staff members and volunteers display warmth, caring, appreciation, acceptance and guidance in their interactions with members.
4. Opportunities and Expectations: Club members have the opportunity to acquire physical, social, technological, artistic and life skills. The Club encourages members to develop a moral character while reinforcing high expectations and helping members with school and post-secondary education.

5. Recognition: The Club recognizes and supports young people's self-worth and accomplishments. Staff members and volunteers encourage youth and provide positive reinforcement as they make improvements and experience successes. The Club showcases young people's achievements.

2.8 Youth Development Strategy

The philosophy underlying the Club's programming is the Youth Development Strategy. This strategy defines how youth development professionals and volunteers interact with young people. The strategy was developed by social scientists at the University of Colorado and has been field tested at Boys & Girls Clubs across the country. All programs and activities are designed to maximize opportunities for young people to acquire four basic "senses" which help them build self-esteem and grow into responsible and caring citizens. These four basic "senses" are:

1. Sense of Competency: Young people feel proud and confident when they acquire new skills and know they can do something and do it well. This happens naturally through participation in programs, but it can be enhanced through a conscious effort to help youth develop skills and to recognize them formally and informally for their achievements. The Boys & Girls Club of Carbon County gives young people opportunities to gain skills and knowledge that will be valuable to them throughout their lives.
2. Sense of Usefulness: Young people know the satisfaction of doing something of value for others. It is important to seek out opportunities for young people of all ages to do something useful for others, whether it is helping at the Club or participating in community service projects. The Boys & Girls Club of Carbon County gives young people opportunities to contribute.
3. Sense of Belonging: Young people know they are welcome at the Club, feel that they fit in and are accepted. This occurs naturally at the Club. It is enhanced through warm greetings from staff members and volunteers when young people arrive at the Club, small group programs, publishing and posting names and photographs of young people involved in programs, or anything else, tangible or intangible, that helps young people feel safe, comfortable and accepted at the Club. Belonging gives our members a stake in their future. The primary socializing institutions of our society (family, schools, clubs) can provide youth with a sense of belonging within their community and their culture, helping them to feel connected to the world in which they live.
4. Sense of Influence: Young people at the Club know their opinions are heard and valued, and that they can influence decisions. This can be enhanced through participation in youth councils, discussion groups, interest surveys and other opportunities to contribute to the development of Club programs and rules. The Boys & Girls Club of Carbon County gives our members a chance to have a personal sense of influence on the world around them.

When the Youth Development Strategy is fully implemented, the self-esteem of the youth is enhanced and an environment is created that helps them to achieve their full potential.

Discuss with the Program Director or Executive Director how these strategies are specifically implemented in the programs that you will be running.

2.9 Youth Development Outcomes

Outcomes are defined as the benefits participants receive during or after involvement with a program. It describes a change that may relate to knowledge, skills, attitudes or behavior. Boys & Girls Clubs define and communicate their success of a program by measuring outcomes. The following are Boys & Girls Clubs of America's Youth Development Outcomes:

- **Positive Self-Identity:** Youth set and attain goals. They have a positive view of their future by confidently making the necessary decisions to achieve their life plans. Self-sufficiency and the ability to support themselves along with others is a result of this outcome.
- **Health and Well-being:** Youth adopt a healthy diet. They practice healthy lifestyle choices, respect their bodies, abstain from drug and alcohol use, and make a lifelong commitment to fitness.
- **Positive Values:** Youth develop and demonstrate strong character. They are guided by positive values including honesty, integrity, caring and fairness.
- **Commitment to Learning:** Youth value education and lifelong learning. Their commitment becomes an integral part of their future plans.
- **Social Competency:** Youth have positive relationships with family, friends and coworkers, in addition to appreciating cultural diversity.
- **Community and Civic Involvement:** Youth are engaged citizens of their community and the world.

Helping young people achieve these long-term outcomes is the reason Boys & Girls Clubs exist. Regardless of the program or activity being offered, the number one goal of the Club shall be to provide guidance and to assist youth in meeting these outcomes.

There are a variety of ways to measure Youth Development Outcomes, including but not limited to the BGCA Commitment to Quality toolkit. Please ask your supervisor how you can incorporate measurement tools into your program implementation.

2.10 Informal Behavior Guidance and Self-Image Building Techniques

Volunteers are asked to:

- Do their utmost to know every Club member by name, and when given the opportunity, meet their parents/legal guardians.
- Greet Club members by name on the street and be the first to wave or say hello.
- Give recognition when a Club member least expects it. Compliment the member who offers to help a new member get acquainted. Recognize the good behavior of the member who normally exhibits poor behavior. Reinforce any positive behavior of a member in the presence of peers and adults.
- Commend good actions and behavior.
- Make all corrections in positive form.
- Show interest in all members. Be on the lookout for shy or quiet members who can get lost in the crowd.
- At all times be: Friendly; Fair; Fun!

2.11 Major Points to Remember When Working with Members

- Position yourself for good supervision.
- Be alert, alive and enthusiastic.
- Never lend any money or ask to borrow money from Club members.
- Do not meet with members outside of the Club activities without permission from parents and your supervisor.
- Members come first and need your full attention. Any personal business conducted by volunteers during programming hours shall be limited to emergency situations only.

3.0 Club Policies

The following Club policies have been approved by the Board of Directors and reflect day-to-day practices that every volunteer needs to be familiar with. These policies *are not* a complete compilation of the approved policies currently in place at the Club. If at any time a volunteer has a question about the policies below or any other policy questions at the Club, please feel free to ask the Executive Director.

3.1 Hours of Operation

3.1.1 Business Hours

The Club's normal business hours are Monday through Friday 10 am – 6 pm.

3.1.2 Program Hours

As per BGCA operating standards, the Club shall be open and shall make activities available to its members on average at least ten months per year, five days per week and four hours per day. The general program hours for the Club are as follows:

School Year: Monday – Friday Weekday Evenings* Friday Evening Saturday & Sunday Early Release Days School In-Service Days	3:00 pm – 6:00 pm 6:00 pm – 8:00 pm 6:00 pm – 10:00 pm Special Events Only 2:00 pm – 6:00 pm 2:00 pm – 6:00 pm
Summer Vacation: Monday – Friday Friday Evenings Saturday & Sunday	12:00 pm – 6:00 pm 6:00 pm – 10:00 pm Special Events Only
National Holidays: New Years Day (January 1 st) Memorial Day (Last Monday in May) Independence Day (July 4 th) Labor Day (First Monday in September) Thanksgiving Break (Thursday & Friday) Christmas Break (December 24 th & 25 th)	CLOSED CLOSED CLOSED CLOSED CLOSED CLOSED

*The Club may be open for special activities as deemed beneficial by the Executive Director.

Note: The above days are subject to change as needed.

By decision of the Executive Director, the Club may be closed on additional days and/or holidays.

3.2 Open Door Policy & Limitations on Liability

The Boys & Girls Club of Carbon County operates on an OPEN DOOR POLICY. Members are required to sign in and out, but are free to come and go as they please. Staff and volunteers DO NOT monitor those members who leave Club property, except during approved Club activities. If a parent/legal guardian wants their children to remain in the Club, they must make sure to instruct him/her to do so. It is not the responsibility of Club staff or volunteers to enforce rules stipulated by a parent/legal guardian.

3.3 Equal Opportunity for Full Participation

The Club shall provide equal opportunity for full participation in every aspect of the Club's activities and/or programs. This shall be carried out without regard to race, color, religion, gender, age, physical condition, developmental disability, sexual orientation, or national origin through a positive continuing effort. The Club shall seek to fulfill this goal to the extent that care for a single member's needs does not override the ability of the Club to provide positive experiences for Club members as a whole.

3.4 Supervision

All Club activities, whether on or off the premises, will be under continuous adult supervision with the following adult staff or volunteer-to-member ratio, as recommended by the Boys & Girls Clubs of America: These recommendations shall be reviewed yearly and revised in accordance with any new and applicable state laws:

Instructional:	1 adult to 20 youth
Drop-In:	1 adult to 25 youth
Group Clubs:	1 adult to 15 youth
Teams:	1 adult to 15 youth
Day Camp:	1 adult to 10 youth
Day Trips:	1 adult to 8 youth
Overnight:	1 adult to 6 youth (minimum of 2 adults present)
Swimming:	1 lifeguard to 25 swimmers / 1 spotter to 10 swimmers

There shall always be two adults on site (one of which must be a staff member) during Club hours when there are Club members present.

Additionally, all activities off-site shall always have two adults on duty, one of which shall be a staff member. The following exceptions may be made:

- Two volunteers may supervise off-site activities without a staff member present, if and only if **all** of the following apply:
 1. Both volunteers have read and understand the *Volunteer Policy Handbook*.
 2. Both volunteers have fully completed requisite volunteer training as verified by the Executive Director.
 3. One of the two volunteers is certified in **Infant, Child, and Adult CPR and Basic First Aid**.
 4. Advanced notice of volunteer-only supervision has been given to parents of participants and approved of on requisite permission slips.

5. Vehicular transportation will not be given by any volunteer to transport participants to programming site.

- Only one adult supervisor is required for off-site activities at **Field School Park**. This supervisor must be either the Executive Director or the Program Director.

Volunteers shall not spend time alone with a single member.

Volunteers shall never leave the Club unattended if members are present.

Volunteers shall not walk members to their residences during or after Club hours.

3.5 Mandatory Reporting of Child Abuse & Neglect

The Club falls under Montana state law for mandatory reporting of child abuse or neglect. When volunteers know or have reasonable cause to suspect, as a result of information they receive in their official capacity, that a child is abused or neglected, they are obligated by law to report the matter promptly to the Executive Director. The Executive Director and the volunteer shall then, by law, promptly notify the department of public health and human services at the Montana toll-free child abuse hotline (866) 820-5437.

The reports referred to under this section must adhere to the guidelines in the Employment Policy Handbook. (*Section 3.6*)

While the Club is responsible for reporting suspicions, it is *not* responsible for investigating suspicions.

3.6 Member Behavior and Disciplinary Action

3.6.1 Code of Conduct for Members

The Club has adopted, and the Board of Directors has approved, a *Code of Conduct & Discipline Policy for Club Members* (please refer to the attachment at the end of this Handbook.) The Code of Conduct has established unacceptable behaviors and their consequences, including but not limited to the following:

- Refusal to obey paid/volunteer staff;
- Irresponsible or destructive acts;
- Foul language;
- Bullying;
- Sexual harassment, contact or overtures;
- Disrespectful behavior towards others;
- Use of electronic devices with games rated by the ESRB [Entertainment Software Rating Board] as TEEN or more and/or using “fantasy” or “intense” violence, “sexual themes”, “strong language” and/or the use of weapons;
- Possession of weapons, toy or otherwise, or illegal objects in the Club.

3.6.2 Child Guidance

The Boys & Girls Club of Carbon County has ZERO tolerance for violence. Hitting, pushing, play fighting, antagonizing, teasing, bullying, and other physically or verbally violent behaviors may result in the member(s) being asked to leave.

3.6.3 Discipline Policy for Club Members

At times, a Club member may exhibit behaviors that will require redirection and/or discipline. Please refer to **Appendix VI: Code of Conduct and Discipline Policy For Club Members** for disciplinary policies. Please consult a staff member when disciplinary issues arise.

3.6.4 Physical Discipline Policy

Physical discipline of any kind towards employees, volunteers, or Club members will not be tolerated and may be grounds for immediate termination of a volunteer's participation in Club programs or activities.

3.7 Incident & Accident Policy

There are 3 categories of occurrences that require the completion of the appropriate forms:

1. ***Incident:*** An incident is a situation where policy has been violated resulting in some harm to person or property including emotional upset.
2. ***Accident:*** An accident is a situation where person or property has been damaged.
3. ***Unusual Circumstance:*** An unusual circumstance is an occurrence that does not fit into the above categories, but the staff judges to be significant enough to provide written documentation for.

When a volunteer observes an incident, accident or unusual circumstance, he or she shall report the information to an available "on-duty" paid staff member. It is the staff member's responsibility to complete an *Incident Report*, *Accident Report*, or *Unusual Circumstance Report* and follow current policies and procedures for handling the report.

4.0 Personnel Policies

4.1 Volunteer Records

4.1.1 Background Checks

All volunteers are subject to an initial background check and subsequent checks at least every other year. Background investigations may include, but are not limited to, checks of a volunteer's driving record, National Sex Offender search, state and federal criminal records and credit checks. Any offenses or convictions may result in dismissal from the volunteer program.

4.1.2 Medical Examinations

The Club may require a medical report. Volunteering at the Club may be conditional upon this report, and it must be satisfactorily completed prior to reporting to duty.

4.1.3 Volunteer Records

It is asked that volunteers keep their personal information up to date. Please notify the Executive Director if there is a change in status, including but not limited to the following:

- Name
- Home address & mailing address
- Home telephone number
- Emergency contact and phone number
- Date of completion of volunteer training and receipt of Volunteer Handbook.

Volunteers shall report any situation or incident that may affect their duties with the Club or may have an impact on the Club image, including but not limited to any criminal charges (felony or misdemeanor,) whether occurring on or off duty, to the Executive Director within five (5) days of the event.

All records are the property of the Club and shall be kept in a locked file, only to be viewed by the Executive Director and the Executive Committee.

4.2 Absences

Volunteers are expected to report for duty on time so that appropriate adult to children ratios are maintained and programmed activities may proceed in a timely manner. If a volunteer is unable to fulfill his/her commitment on any given day, the appropriate Club staff member/volunteer coordinator should be notified prior to the beginning of the designated event time, preferably at least 24 hours in advance.

If a volunteer is absent for three consecutive volunteer commitment times, the volunteer will be contacted by the Executive Director/volunteer coordinator, who will discuss whether the volunteer wishes to cease his/her participation in the Club's volunteer program.

4.3 Feedback

At least annually, the Executive Director/volunteer coordinator may meet with each volunteer to share feedback and, if necessary, update any personnel records and backgrounds checks. During such meetings, volunteers are encouraged to discuss his/her experiences at the Club.

4.4 Standards of Conduct

All volunteers are expected to maintain good reputations with regard to public behavior and with sensitivity to the presence of youth. All volunteers shall conduct themselves in a manner that is in the best interest of each individual member, the Club's employees and volunteers, and for the betterment and improvement of the organization.

Volunteers should not show partiality or give preferential treatment to any Club member. All volunteers are required to maintain a professional relationship with all members, both on and off work hours.

On controversial community issues, volunteers shall not give their personal views and positions on the basis that it is the Boys & Girls Club view. Additionally, in their personal associations and public statements, volunteers shall not give the impression or state that their views and positions are those of the Club.

4.5 Conflicts of Interest

When acting as a volunteer at any Club activities, volunteers shall not:

- Seek personal financial gain,
- Use the event as an opportunity to propagate their personal, professional or business services or interests, or
- Use the Club's resources, facilities or equipment for personal benefit.

4.6 Confidentiality Policy

Club volunteers may at times have access to confidential information related to the Club and, particularly, its members. Volunteers may not at any time use, duplicate, or disclose by any means, any such information to any unauthorized person or Club entity. The principle of confidentiality must be maintained in all programs, departments, functions and activities.

Volunteers may not discuss any individual's record, mental, or physical health with unauthorized individuals, whether on or off duty.

4.7 Drug & Alcohol Policy

The Club shall maintain a drug and alcohol free workplace. 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 in any amount or in any manner. Volunteers shall refrain from using illegal drugs or the unlawful use of lawful substances, including alcohol and prescription medicines. It is the policy of the Boys & Girls Club of Carbon County that our work environment and Club members be safe and productive.

Any volunteer who comes to the Club under the influence of alcohol, any illegal substance, or any misused lawful substances shall be turned away and subject to dismissal from their volunteer duties. Bringing drugs, drug paraphernalia, or alcohol to the Club premises or any Club event or activity is grounds for immediate dismissal.

Use or possession of illegal drugs on Club premises will be reported to the police.

Volunteers arrested in connection with any alleged violation of the law for the aforementioned alcohol or other drug offenses will be relieved from any volunteer assignments associated with the Club until, at least, after the matter has been resolved within the appropriate criminal justice system.

Conviction of a DUI/DWI or illicit drug use/possession on or off duty may result in dismissal from duties.

4.8 Smoking Policy

The Boys & Girls Clubs of America has instituted an education campaign to discourage youth from using tobacco products. Adults who smoke nullify much of the effectiveness of such a campaign. Hence, no one is permitted to smoke on or about the premises of the Club. Volunteers may not smoke when participating in an official function.

4.9 Harassment

It is the policy of the Club to provide, at all times, a work environment free of harassing conduct, better enabling us to focus on and fulfill the mission of the Club. The Club will not tolerate any form of harassing conduct that is based upon an individual's race, color, religion, sex, national origin, age, disability, marital status, veteran 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 dismissal.

SO THAT YOU KNOW . . .

Harassment on the basis of race, color, religion, sex, national origin, age, disability, marital status, veteran status, or other protected 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.

Examples of behavior that could be construed as harassment include, but are not limited to:

- Degrading any group or class of people;

- Assigning less desirable work or working conditions to members of a protected group based solely on their group membership; or,
- Treating protected individuals in a demeaning fashion.

Sexual harassment is defined as unwelcome physical or verbal sexual conduct where:

- Submission to the conduct is either an explicit or implicit term or condition;
- Submission to or rejection of the conduct is used as a basis for decisions affecting the person doing the submitting or rejecting; or,
- The conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Examples of behavior which could be construed as sexual harassment include, but are not limited to:

- Explicit or implicit threats to withhold benefits or working conditions in exchange for sexual favors or sexual activity;
- Promises to improve benefits or working conditions in exchange for sexual favors or sexual activity;
- Demands for sexual favors or sexual activity;
- Subtle pressure for sexual favors or sexual activity;
- Deliberate, repeated or unsolicited verbal comments, gestures or physical actions of a sexual nature (i.e., vulgar, lewd or lascivious remarks, hand, facial, or body gestures or movements, or unnecessary touching, patting or pinching); or,
- Comments, jokes, or slurs that are demeaning or demoralizing, and directed to one gender.

WHAT TO DO ABOUT HARASSING CONDUCT . . .

A volunteer who believes he or she and/or another Club employee, volunteer, or Club member has been subjected to harassing conduct should immediately contact his/her supervisor. A prompt investigation will be conducted of each and every complaint and appropriate action will be taken. Complaints will be handled confidentially, to the extent possible. The Executive Director and the Board of Directors have the responsibility for investigating and resolving complaints of harassment. In the event of a complaint involving the Executive Director, the Executive Committee of the Board of Directors will fulfill the investigatory role in this process.

Harassment by any individual, or towards any individual, including but not limited to staff, volunteers, and Club members, will be treated in the same manner.

No Retaliation or Reprisals: Volunteers are asked to report any harassing conduct they experience whether the alleged harassment is being perpetrated by a Club employee, 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.

4.10 Personal Property Policy

The Boys & Girls Club of Carbon County will not be responsible for the damage or loss of personal funds or belongings.

Personal belongings shall be secure and should not contain items harmful to others.

Volunteers shall not bring knives or weapons of any kind into the Club. These items are strictly prohibited.

4.11 No Solicitation Policy

The Club does not permit non-Club related solicitation of any kind, including the collection of funds, pledges, circulation of petitions, distribution of non-Club literature and other similar types of activity during working time by volunteers, employees, or others.

4.12 Dress Code

Volunteers are asked to maintain a neat, clean and well-groomed appearance. Dress shall be modest and shall be consistent with the assigned duties, using good judgment in selecting apparel appropriate to their functional position. In compliance with OSHA, volunteers are asked not to wear open-toe shoes.

Volunteers shall mark their presence by wearing volunteer shirts, or other distinctive clothing or nametags.

4.13 Media Policy

For purposes of general publicity, a volunteer may not speak to the press as an official spokesperson of the Boys & Girls Club of Carbon County without prior clearance from the Executive Director.

4.14 Use of Personal Vehicles

Members shall not be transported in personal vehicles, except in extreme emergencies and when a Club vehicle is not available. In the event of an extreme emergency, a staff member shall contact the Executive Director prior to personal vehicle use. A staff member shall also make every reasonable effort to contact the member's parent or legal guardian for notification/approval (written, if possible) prior to transport.

4.15 Computer Equipment & Software Policy

The following policies govern all Club Information Technology (IT) resources including but not limited to: computers, internal and external networks, software, computer applications and computer-controlled fax transmissions, cellular phone services, telephone services, personal digital assistants, and all peripheral devices such as fax machines, scanners, photo-copiers, zip-drives, cameras, camera phones and text messaging devices.

Appropriate Use: All volunteers are responsible for using information technology resources in an ethical, professional, and lawful manner at all times. The following are prohibited:

- Attempting to gain unauthorized access to a computer system or network;
- Unauthorized access to or alteration of another user's data or programs;

- Communications that are abusive, threatening, defamatory, harassing or libelous;
- Communications that contain or convey sexually explicit materials, racial slurs, derogatory gender-specific comments, or any comments that offensively address someone's race, gender, age, sexual orientation, religious or political beliefs, national origin, or disability;
- Commercial use or use that results in a personal financial gain;
- Use for personal political, religious or social activities;
- Use for outside organizations not authorized to use Club facilities;
- Use that violates the patent, copyright, trade secret, trademark, or other intellectual property right, privacy or similar right of another party;
- Use that violates any governmental law, statute, ordinance, administrative order, rule or regulation;
- Personal blogs and blogging.

Security & Privacy: All computer software, software applications and data developed and/or processed by volunteers in the performance of their duties or purchased for the use of the Club, belong exclusively to the Club and may not be copied or removed without written authorization from the Executive Director.

Access to valuable and confidential Club information is limited to authorized users for approved purposes only. Such authorized users are trusted with this access and are responsible and accountable for appropriate use and protection from unauthorized modification, disclosure, distribution or destruction.

The Club does not offer individuals privacy protection in the use of its computers and software. Files and communications may be routinely monitored. The Club may rightfully monitor or access any and all data, including but not limited to Internet usage and e-mail messages, if it suspects breaches of security or other violations of Club policies or the law.

Systems and Data Access: All passwords or access codes are the property of the Club and are maintained by the Executive Director and must not be disclosed without proper authorization.

Documents or files, which contain confidential or sensitive information, shall be stored so that only authorized persons have access. Users must protect these files and documents with great care. They shall not leave documents openly displayed in their work areas. Users shall log off or otherwise secure their computer when leaving it unattended.

Asset Management: The IT Committee shall establish standards authorizing the selection and use of specific hardware, software and network brands and models. The Executive Director is responsible for the acquisition of all technology equipment, including computers, personal digital assistants, software, printers, scanners, computer-attached projectors, digital cameras and related peripheral devices.

All technology requests must be approved and processed by the IT Committee to ensure that all applications conform to company standards and are purchased at the best possible price. All requests for technology must be submitted to the Executive Director on the "Computer Equipment Request" form or associated process.

Software: All software acquired for or on behalf of the Club is and shall be deemed Club property. All such software must be used in compliance with applicable licenses, notices, contracts, and agreements. Unauthorized copying of licensed software is strictly prohibited. Unauthorized copying includes lending software to others to make unauthorized copies as well as permitting someone to use their computer to make an unauthorized copy.

Software Standards: The Club has embraced the Microsoft software platforms, and all software must be Microsoft compatible. Users needing software other than standard programs must request such software from the Executive Director. Each request will be considered on a case-by-case basis, based on business function and support requirements. Any programs of a personal nature will be removed in the event the machine needs to be re-imaged without regard of any data that may be contained in the programs. Any software determined to be in violation of licensing agreements will also be removed.

Hardware: All hardware devices acquired for or on behalf of the Club or developed by company employees or contract personnel on behalf of the Club is and shall be deemed company property. All such hardware devices must be used in compliance with applicable licenses, notices, contracts, and agreements.

Outside Equipment: Equipment not owned by the Club may not be connected to any Club technology resource without the approval of the Executive Director.

Physical Security: The Executive Director, department management and individual users are responsible for the physical security of IT resources located in their work area. Telecommuters are responsible for the physical security of IT resources located in their home office. Procedures shall be in place to reduce the risk of theft, fire or water damage in the work area, including the home office. Physical security guidelines for telecommuters are included in the Telecommuters Policy Manual.

No equipment shall be removed from the user's work area or home office without the express approval of the Executive Director. In the event of theft or missing equipment, the user must inform the Executive Director.

Guidelines for Using IT Resources: The Club may provide computing and network resources for use by its volunteers. General access to the Internet may also be provided to perform specific duties, and must be used appropriately. Examples of inappropriate Internet use include, but are not limited to, the following:

- Conducting illegal activities;
- Accessing or downloading pornographic material;
- Gambling;
- Solicitation for personal gain or profit;
- Revealing or publicizing proprietary or confidential information;
- Representing personal opinions as those of the Club;
- Making or posting indecent or illegal remarks and proposals;
- Personal blogs or blogging.
- Knowingly uploading or downloading commercial software or other copyrighted material in violation of its copyright;
- Downloading business purpose electronic files without reasonable virus

- protection measures in place;
- Intentionally interfering with the normal operation of any Club computer system;
- Any other inappropriate material or actions.

Data File Management: Users will save all data and files on the network drive that has been activated for their use. No data shall be stored only on their local drive. When working off-line, it will be the user's responsibility to *move* the files and data created to the network drive.

In the event that service is required on the computer, there will be no attempt made to recover or protect the software on the local drive. All data may be "wiped" clean and a new company software image installed. Therefore, all data and files must be saved on the user's network drive.

Web Development: No one may use the resources provided by the Club to create or link to web pages of any kind for personal business or personal gain.

All development of websites, business application programs and web enabled youth programs must have the prior review and approval of the Executive Director.

General E-Mail Usage Guidelines: In order to promote efficient and open communications and protect the Club's assets, these guidelines shall be followed:

- *Physical security of messages cannot be automatically assured.* When using e-mail to send sensitive and/or confidential information, care should be taken to ensure proper addressing and delivery. The use of digital encryption may be required to ensure secure transmission. The Club shall attach a confidentiality and privacy statement to every email that goes out of the system.
- *Proper email etiquette shall be observed at all times.*
- *Limit the use of attachments where practical.* Attachments should comply with all other e-mail guidelines.
- *E-mail messages are not private.* Volunteers represent the Club and should use good judgment when communicating messages or data posted to the Internet, or sent directly to another person inside or outside of the Club.
- *Promote efficient use of network resources.* Users who receive wasteful or disruptive communications not related to the Club, i.e. chain letters or unsolicited advertisement, shall delete these immediately. If any of these communications violate Club policy and/or the law, users should report this immediately to their supervisor.
- *Respect the rights of others.* Do not send abusive, threatening, harassing or sexually explicit materials; do not send offensive, sensitive, libelous or defamatory messages.

While the Club is not responsible for such transmissions, it will investigate and address any violations.

5.0 Safety Policies

While some of the policies below require the presence or guidance of a staff person, it is important to the safety of all individuals that volunteers be able to contribute to safety practices at the Club and during Club functions.

5.1 Member Safety

Staff will orient and instruct volunteers about safety in the following areas:

- Safe participation in Club activities;
- Physical boundaries inside and outside the Club, which include but are not limited to the sidewalk and curb, and the fenced in yard and parking area.
- Precautions concerning any hazardous conditions or situations within the Club;
- Emergency drills within the Club.

5.2 Service Capacity

Maximum occupancy will be clearly posted in each room of the facility, and will be in accordance with local building and fire codes. Volunteers should be made aware that maximum occupancy should not be exceeded.

5.3 Security of Premises

The exterior image is the organization's first line of defense in creating a safe environment. The Club will:

- Keep grounds neat and free of trash and debris;
- Trim shrubbery and eliminate hiding places;
- Remove graffiti within 24 hours;
- Repair or remove vandalized items;
- Ensure proper operation of security lighting to discourage loitering, vandalism, or illegal entry;
- Establish a surveillance method for areas that are remote or inaccessible.

The Club will have a single point of entry into the Clubhouse for members, parents, and visitors:

- The reception area shall be positioned to engage and identify all people who enter;
- Staff shall identify all people before admitting them into the Club;
- Staff shall require members to present their membership cards;
- Staff shall record all people entering and leaving the Clubhouse, and supervise all vendors and guests;
- On an ongoing basis staff and/or volunteers shall monitor vestibules, sidewalks, and parking lots where members may naturally gather;
- Other entries and exit doors shall remain locked and/or alarmed, but still permit emergency exit in accordance with fire codes.

The Club interior shall be easy to observe, with few, if any, visual restrictions.

- Key observation points with clear lines of sight shall be established;
- Interior windows should be clear of posters and other items that restrict observation into the space;
- Members should be discouraged from gathering in restrooms, locker rooms, stairwells, and other isolated places;
- Staff and volunteers are prohibited from being alone with a single member, where they are not easily observable by others.

5.4 Fire Prevention & Protections

An emergency evacuation plan will be developed in conjunction with the local fire department, and will be posted for all areas of the facility. Volunteers will be trained in and understand its execution.

Fire drills will be held every 60 days, with the cooperation of the local fire department.

- When drills are held, emergency exits shall be used so youth become familiar with their location.
- Blocked exit drills shall be held. In this drill, the fire exit normally used is blocked with a red board prior to the drill without informing the members. Under such conditions, the youth should know which other exit to use.
- During a practice drill, staff shall inspect the premises to ensure that it is completely empty before leaving the building. Staff shall inspect the premises by: opening the door to each room, clearing everyone from the room, and then closing the door.

5.5 Emergency & Evacuation Plan

If danger is **INTERNAL** and evacuation is necessary (i.e. fire, power failure, or gas leak within the premises:)

- Staff shall call 911;
- Evacuation plans that are posted are to be followed;
- Emergency exits are to be unlocked and clearly marked;
- Direct all boys and girls calmly and orderly toward the exit and away from danger;
- Members shall be instructed to report to the Primary Meeting Point (Field School Park Tennis Courts;)
- Staff shall inspect the premises to ensure that it is completely empty before leaving the building;
- Staff shall inspect the premises by: opening the door to each room, clearing everyone from the room, and then closing the door;
- When exiting the Club, the Executive Director or his/her designee will bring that day's sign in sheet & current membership binder;
- Once the premises has been cleared, staff shall account for all members;
- Once outside, keep all boys and girls away from the building and out of the way of police, firefighters and rescue vehicles;
- If staff is instructed by emergency personnel to move to a secondary meeting place, as determined by emergency personnel, staff shall account for all members before and after escorting them to the secondary meeting place;
- No child shall be allowed to leave either the primary or secondary meeting place without permission from staff and/or parent, and without notifying staff before his/her departure;
- After releasing members, staff shall follow up to ensure each member has made it to his/her home or destination safely;
- As soon as the crisis is under control, staff shall inform the Executive Director, and the Crisis Communication Policy shall be followed. *(Please refer to Appendix VII for the Crisis Communication Policy.)*

If danger is **EXTERNAL** and “Shelter In Place” is necessary (i.e. structural fire in nearby building, fallen power line on Club property, wide-spread power failure, construction gas leak, wild-land fire, severe weather such as windstorm:)

- Staff shall call 911;
- Staff shall instruct all members to sit down together in an area of the Club deemed to be safe;
- Staff shall account for all members;
- No child shall be allowed to leave the premises without permission from staff and/or parent, and without notifying staff before his/her departure;
- Staff shall be expected to spend the night if the emergency calls for it;
- After releasing members, staff shall follow up to ensure each member has made it to his/her home or destination safely;
- As soon as the crisis is under control, staff shall inform the Executive Director, and the Crisis Communication Policy shall be followed. *(Please refer to Appendix VII for the Crisis Communication Policy.)*

5.6 Medical Emergency Plan

In the event of injury:

- Staff shall request an ambulance by calling 911;
- To ensure the safety of the injured party, staff shall use their best judgment and training while awaiting the arrival of medical personnel;
- If possible, a staff person or volunteer shall accompany any injured member during ambulance transport;
- As soon as the crisis is under control, staff shall inform the Executive Director, and the Crisis Communication Policy shall be followed. *(Please refer to Appendix VII for the Crisis Communication Policy.)*

APPENDIX I

Code of Conduct & Discipline Policy For Club Members

ZERO TOLERANCE Conduct

While on Club property or at Club sponsored events:

- A member shall not possess, use, distribute, or be under the influence of an illegal or controlled substance not specifically prescribed to that member.
- A member shall not possess, use, distribute, or be under the influence of alcohol.
- A member shall not possess, use, or distribute of any form of tobacco.
- A member shall not engage in any sexual conduct.
- A member shall not commit any overt act or gesture, including:
 - verbal or written communications, physical acts, or any other behaviors with the intent to harass, ridicule, humiliate, intimidate, or harm another member(s)
- A member shall not willfully destroy Club property, including but not limited to any purposeful damage, any act causing malfunction of property, and defacement of Club property.

Discipline Guidelines

- Member will receive immediate one (1) month suspension.
- Member and his/her parent or legal guardian must make an appointment to meet with the Executive Director and a designated member of the Board of Directors within the one the month suspension. The purpose of this meeting will be to ensure that the member and the parent/legal guardian understand the gravity of the offense and to devise a plan to avoid further occurrences. This meeting is mandatory for reinstatement after Zero Tolerance offenses.
- Reinstatement will only be considered with a minimum of twenty (20) hours of community service in the Club.
- After reinstatement, the Club member will serve a 3-month probationary period.

GENERAL Conduct

While on Club property or at Club sponsored events:

- Occupy areas in the Club only when a designated Staff member is present.
- Show respect for people who are in charge by being obedient and courteous, not talking back, cooperating with instructions, etc.
- Show respect for other Club members and their personal space. Keep hands off! No means no!
- Demonstrate appropriate conduct. Running, fighting, bad and abusive words, or name-calling will not be tolerated.
- Use moderation concerning affectionate expressions towards others while at the Club. Physical displays of affection are not permitted.
- Take care of, properly use, and respect all property belonging to the Club and other members.

- Never take anything from anyone or from the Club without written permission. Always replace property appropriately after use.
- Obey all rules pertaining to travel to and from the Club. This includes, but is not limited to, traffic laws, bus rules, and safe pedestrian practices.
- Refrain from using electronic devices with games rated by the ESRB [Entertainment Software Rating Board] as TEEN or more and/or using “fantasy” or “intense” violence, “sexual themes”, “strong language” and/or the use of weapons to destroy, kill or maim human or animal caricatures.
- Obtain staff approval to use any personal electronic devices with games, which members bring into the Club or on Club trips, prior to using them in the Club or on Club trips
- Food or drink is to be consumed in the cafeteria/break room only.
- Be honest and trustworthy with yourself and others in all actions and communication.

Discipline Guidelines

- *First Offense* – Verbal warning.
- *Second Offense* - Formal meeting with member and Club staff with written assignment based on circumstances. Discipline may also include a time-out varying in length of time depending upon the member’s age and gravity of the offense. (The generally accepted rule is one minute of time-out for each year of age.)
- *Third Offense* - Formal meeting with member, parent/legal guardian, and Club staff.
- *Fourth Offense* - Member will receive immediate one (1) week suspension.
 - Reinstatement will be considered with a minimum of ten (10) hours of community service in the Club.

Member Signature _____

Date _____

Parent/Legal Guardian Signature _____

Date _____

APPENDIX II

Boys & Girls Club of Carbon County *Code of Ethics for Volunteers*

The Boys & Girls Club of Carbon County expects all volunteers to conduct themselves in a manner that exemplifies the highest standards 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 Club.

Recognizing that it is not possible to address all ways in which ethical issues may arise, the following principles are intended as a guide in making sound judgments and decisions on behalf of the Club and its mission, not as a comprehensive list of potential concerns.

Pledge of Personal and Professional Conduct

- **Integrity:** I will demonstrate the highest standards of individual conduct, personal accountability, integrity, trustworthiness, fair dealings, considerations of the rights of others, and the highest principles of good business relationships.
- **Excellence:** I will strive to meet the highest standards of performance, quality, service and achievement
- **Honesty:** I will communicate directly, respectfully, honestly and openly, and avoid misrepresentation.
- **Diversity:** I will support diversity -- promoting a working environment that embraces the similarities and differences all people bring to the organization.
- **Respect:** I will respect and act fairly toward all those with whom I come into contact and refuse to engage in or tolerate any form of discrimination or harassment.
- **Responsibility:** I will take responsibility for my actions and decisions and remain a careful steward of the funds and resources entrusted to me.
- **Compliance:** I will comply with the Club's Code of Ethics, the Volunteer's Handbook, all policies and procedures and all laws and regulations affecting the Club.

Volunteer's Signature

Name (please print)

Date

Executive Director's Signature

Date