

Volunteer Handbook



**BOYS & GIRLS CLUBS
OF UTAH COUNTY**

Welcome!

Thank you for volunteering at the Boys & Girls Clubs of Utah County! We are proud to offer one of the most effective evidence-based afterschool programs in the United States and could not do it without you. Here are some things that will be helpful to know as you begin your service:

- Everyday, over 15 million children are on their own after school (Afterschool Alliance, 2009)
- Families of 18.5 million children reported that they would utilize afterschool programs if they were available (Afterschool Alliance, 2009)
- Statistics show that the afterschool hours from 3 pm – 6 pm are when the most juvenile crime and drug and sex experimentation occurs (Fight Crime: Invest in Kids, 2003)
- In 2013, Utah County's poverty rate was 14.2%. These families often have a greater need for afterschool programs, but circumstances prevent them from being able to access such services

As you begin your service at the Boys & Girls Clubs of Utah County (hereafter referred to as BGCUC), it is our goal to make your experience here as enjoyable and fulfilling as possible. We want our volunteers to feel like they are contributing members of our team who are as appreciated and welcomed as our paid staff and Club members (the youth). Your feedback and suggestions are always welcome, and we hope to be able to accommodate your skills, talents, and personal goals so that you can get as much out of volunteering as do our Club members.

Again, thank you for your service. We hope that this orientation will provide you with knowledge and tools that will help you as you complete your on-site orientation and start working with the youth. If there is anything we can ever do to make your experience more memorable and meaningful, please do not hesitate to let us know.

Sincerely,

Garrett Nagaishi
Volunteer Coordinator and AmeriCorps VISTA

This handbook is meant to be a first resource when you have any questions or concerns about your service. Please read through it prior to beginning on-site training and refer to it often afterwards.

The handbook addresses the following topics:

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The Mission and Vision of the BGCUC

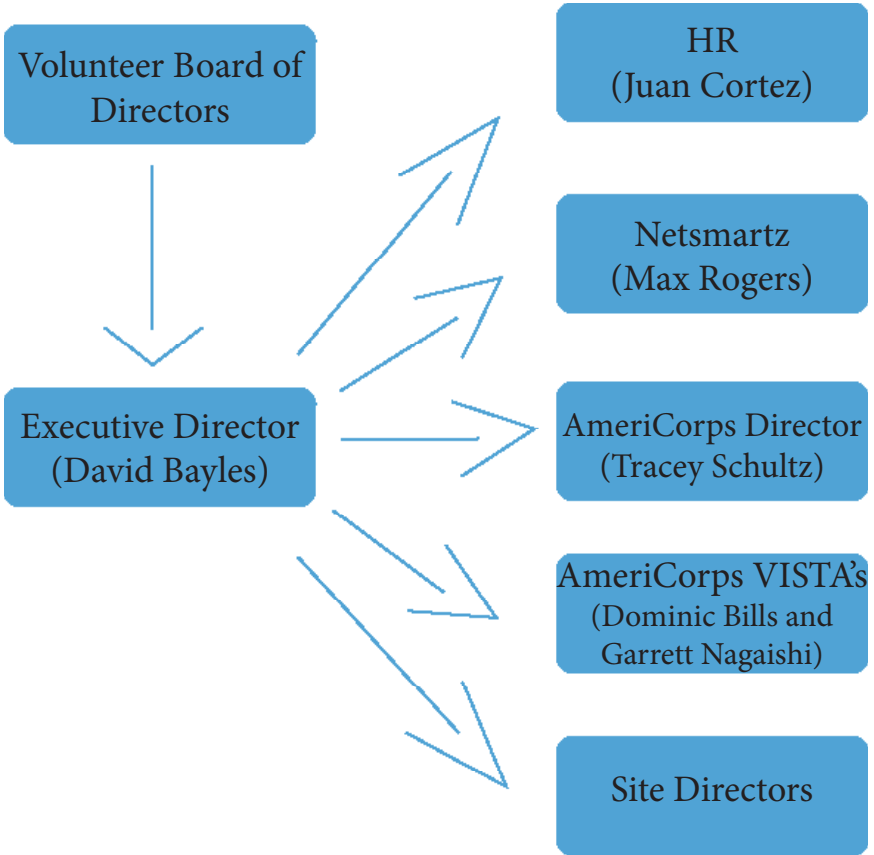
The mission of the Boys & Girls Clubs of Utah County is **to inspire and enable all young people, especially those who need us most, to realize their full potential as productive and responsible citizens and leaders.**

We envision a future in which the Boys & Girls Club Movement is a catalyst for an age in which success is within reach of every child, and whole generations of children are inspired to a level of civic engagement not seen since the founding of our nation.

We can accomplish these goals by following some guiding principles:

- **Safety:** We strive to maintain a safe and secure environment for our members and staff.
- **Integrity and Accountability:** We are honest and forthright in all of our dealings, including those with members, staff, supporters, and the community.
- **Commitment to Excellence:** We strive to provide the highest quality of service possible to our members and we demonstrate the highest level of professionalism in all of our interactions with our constituents.
- **Youth-centric Approach:** We focus on what is best for our members.
- **Respect:** We treat everyone with respect, including our members, their families, our staff, and our supporters.
- **Compassion:** We respond to our members and staff with care and compassion.
- **Reliability and Consistency:** We say what we'll do and then we do what we say.

Administrative Breakdown of the Club



What Club Members Do

Our Clubs are not intended to be “hang out” spots for youth. The clubs are specially designed to not only help families who aren’t able to pick up their children after school, but also make an active effort to support the youth in their personal, academic, and professional development. Our organization’s Core Promise to Youth is “To provide a safe, positive place and have significant impact on their lives.” The Clubs are not solely about completing homework or staying on task; we believe that a volunteer’s most important role is to develop a strong relationship with our Club members.

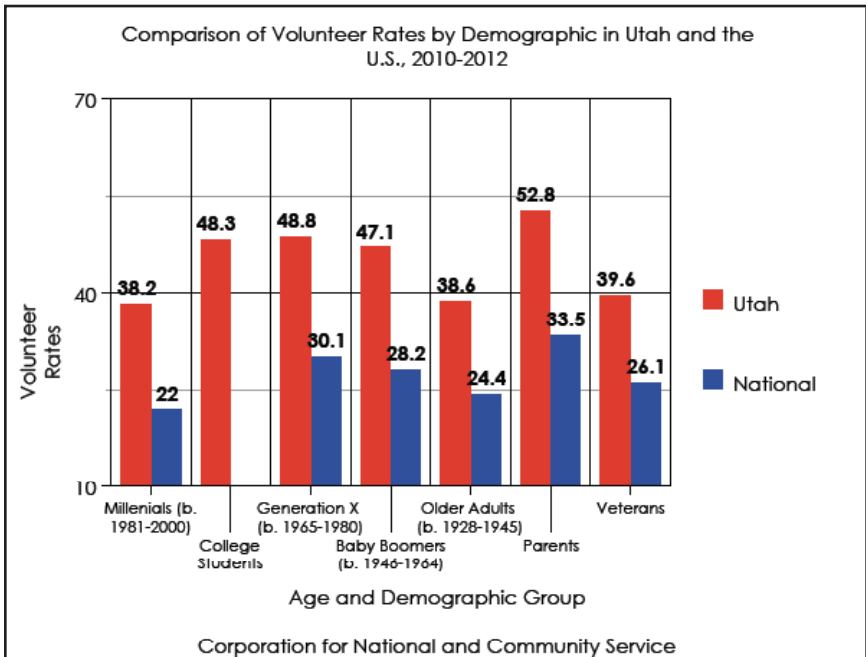
Each day our Clubs offer a variety of activities and services to our Club members, including:

- Homework help (“Power Hour”)
- Games and sports
- Technology and computer education
- Arts
- STEM (Science, Technology, Engineering, Math) activities
- Special clubs for interested Club members
- Athletic programs (Leagues)
- Special events (Parties, sleepovers, etc.)

What Volunteers Do and How They Benefit

The Boys & Girls Clubs of Utah County is proud of its commitment to the community. Only 10-12% of its annual budget goes to administrative and fundraising costs. That means 88% of its total budget goes directly to the afterschool programs. It also means that we rely heavily on the selfless service of our volunteers to keep our programs available and affordable for those in our community who need them most.

Utahns are nationally recognized for the amount of service they perform every year. The federal government's Corporation for National and Community Service has consistently shown that Utahns from almost every age group and demographic rank first in percentage of people who volunteer. This is no fluke. Utahns have a sincere desire to serve. The BGCUC is proud of this fact and hopes its volunteer program can live up to the expectations of America's most prolific volunteers.



Volunteers provide direct service to the community by working alongside our Club members and staff to promote one of the most effective evidence-based afterschool programs in the nation. Volunteers' specific duties vary depending on the site and time of year they serve. During the school year, volunteer responsibilities include:

- Helping Club members with their homework while instilling an appreciation for education
- Teaching computer skills and preparing the youngest generation for future success in school and their careers
- Coaching sports and cultivating friendships, sportsmanship, and cooperation
- Leading activities both indoors and outdoors

Benefits

It is our sincere hope that you will be able to find your time here at the Club not only enjoyable, but also beneficial to your personal and professional development. Here are some things to consider:

- Both undergraduate and graduate programs give great consideration to volunteer experience
- Employers value employees who take the time to volunteer and be involved in their community
- The BGCUC encourages volunteers to share their unique skills and talents with Club members
- Our site directors are happy to work with you to develop specific skills and enhance your professional development

What You Can Expect from Volunteering

We know that sincere volunteers are not looking to sit around and wait to be given tasks. We also know that there are hundreds of volunteer opportunities out there and you chose the Boys & Girls Clubs for a reason.

As a volunteer at the BGCUC, here are some things you can expect from us:

- A site director/supervisor who cares about your safety, wellbeing, and happiness
- On-site training that will go over all the logistics of volunteering, including tracking hours, signing in and out, what to do when you arrive, and how to sign up for shifts
- To know your duties and responsibilities and to have the resources necessary to complete your tasks
- To be given real responsibility and accountability in order to provide the motivation necessary to actively fulfill the organization's mission
- Recognition from our staff
- Updates on our programs and organization, and inclusion within our team
- A voice within our organization so you can appropriately give feedback and make suggestions

What We Expect from Your Service

Our programs only work when everyone involved—staff, volunteers, and the community—makes an active contribution. There are certain expectations and standards we have of everyone that works or volunteers at the BGCUC:

- **Professionalism:** respect Club members, staff, and other volunteers
- **On time:** you are expected to be on time and ready to work for the entire shift you sign up for
- **When you're present, be present:** give Club members the attention they deserve by focusing on them and not on other volunteers or staff or being on your phone
- **Accountability:** your site director will want to meet with you periodically to discuss your experience at the Club, go over your performance and goals, and to give you the resources necessary to be an effective member of our team

As our mission statement says, our Club members are the ones who “need us most.” We have high expectations of our volunteers. As our Policies and Procedures Manual states: “Volunteers are staff and are considered to be partners in implementing the mission and programs of the Club, with each having an equal but complementary role to play.”

General Volunteer Guidelines

Confidentiality and Taking Pictures

We encourage volunteers to get to know the Club members and share their experiences with family and friends through stories and photos. Please ask the site director before taking pictures of or posting any information about Club members.

Dress

Please wear clothing that is appropriate for the activities. Clothes may never display vulgar or suggestive images or wording. Our programs sometimes include messy activities, so dress accordingly. Clothing

should be clean, in good condition, and modest.

Drugs and Alcohol

Obviously, no drugs or alcohol are permitted on school and Club grounds. Intoxicated volunteers will be immediately relieved of their positions.

Personal Property

The Boys & Girls Clubs of Utah County cannot be responsible for damaged or lost personal belongings. It is your responsibility to keep all items safe. Thus, it is best to leave valuables at home.

Working with Youth

Our primary concern at the BGCUC is safety. We have all heard horror stories about what happens when youth are unsupervised or supervised by the wrong people. This orientation and your on-site training will emphasize the importance of knowing how to appropriately work with youth, and what to do in emergencies.

Best Practices

The BGCUC has a strict policy on being alone with youth: **no staff member or volunteer may ever be alone with a child.** If you ever find yourself in this situation, quickly find another adult who can provide that supplemental supervision (or go to another room).

Relationships

Volunteers are not to contact Club members outside of the Club. It is inappropriate to maintain any kind of relationship with Club members outside of the Club, even if such relationships are via social media and seem completely harmless. While we believe the Clubs are the perfect environment to foster meaningful relationships between Club members and adults, there are simply too many risks associated with carrying on such relationships outside of the Clubs. If you happen to run into a Club member outside of the Club, don't worry: it's OK to stop and chat.

Physical

- Enforce **Safe Touch**: high fives, fist bumps, and, with the child's permission, side hugs are permissible; any other physical contact is not allowed
- Observe the Club members and check facilities constantly
- Never lend nor borrow money or equipment from Club members
- Physical contact is never permissible when disciplining

Emotional

- Be sincere in the Club's work; set a good example
- Be friendly
- Commend good qualities and actions
- Try to be constructive, not repressive, in all dealings with Club members
- Focus on positive behavior, and use incentives for correct choices and actions
- When necessary, be firm; at all times, be fair
- Use of inappropriate language by anyone shall not be tolerated

Policies for Club Members (children and youth)

Understanding the general policies and procedures expected of Club members will enable you to be more confident and effective in your duties as they pertain to involvement with the youth.

Posted Club Rules:

1. Respect Club Members, Staff, and Property
2. Keep your Hands, Feet, and Body to Yourself
3. Use Appropriate Language
4. Follow the Directions of the Club Staff
5. Have Fun!

Additional rules:

- Club members are expected to put away all materials, books, games, etc. after use
- Club members should know the rules; if they are not on task, this behavior needs to be addressed

- There are boundaries for all facilities in which the Clubs operate; acquaint yourself with these so you can enforce them
- If there is free play time, behavior and activities need to be in accordance with the Posted Club Rules

Do not be afraid to address the behavior of Club members that is not in accordance with these guidelines. Volunteers are entrusted with the same level of authority that staff members are and you are expected to ensure our Clubs remain safe, fun, and productive for all youth.

When youth are not behaving the way they should, talk to them. Ask them if they know that their behavior is not in accordance with Club rules. Talk to them about the actions that are unacceptable and discuss how they can make better choices. Try redirecting their energy and attention to something else.

Time outs and taking away privileges should only come when poor behavior has become excessive and positive disciplining techniques fail to correct the behavior. If you ever feel that a Club member's behavior warrants such measures, always consult with a staff member and site director before instituting any punishments.

Best Practices for Working with Youth

Utah is a mandatory reporting state. This means everyone is obligated to report suspected abuse or neglect. This can be done anonymously and without any fear of reprisals for your report. The Child Abuse Intake Hotline is **1-855-323-3237**. In addition to calling the

- By the age of 18, 1 in 4 girls and 1 in 7 boys will be victimized by sexual violence
- In Utah in 2005, only 9.8% of victims had reported to the police
- Rape is the only category of violent crime in Utah whose rate exceeds the national average
- Utah's contribution to the national cost of child abuse is about \$2.84 million per day

(Taken from UCASA, Sexual Violence: Protect Yourself With the Facts)

hotline when abuse is suspected, be sure to inform your site director about what happened. Failure to report suspected abuse or neglect is punishable by up to six months in jail and/or a \$1,000 fine.

It is important to understand what abuse is and what it looks like. If a child tells you he or she has been abused or subjected to treatment that you believe to constitute abuse, take the child seriously.

Physical Abuse: non-accidental physical injury (ranging from minor bruises to severe fractures or death) as a result of punching, beating, kicking, biting, shaking, throwing, stabbing, choking, hitting (with a hand, stick, strap, or other object), burning, or otherwise harming a child . . . Such injury is considered abuse regardless of whether the caregiver intended to hurt the child. Physical discipline, such as spanking or paddling, is not considered abuse as long as it is reasonable and causes no bodily injury to the child.

Physical Indicators	Behavioral Indicators
unexplained burns, bites, bruises, broken bones, or black eyes	easily frightened, especially of parent(s) and other adults

Physical Indicators	Behavioral Indicators
fading or barely noticeable marks after an absence	wary of physical contact
confinement	afraid to go home
unexplained welts	destructive to others (including animals) or self

Sexual Abuse: includes activities by a parent or caregiver such as fondling a child's genitals, penetration, incest, rape, sodomy, indecent exposure, and exploitation through prostitution or the production of pornographic materials.

Physical Indicators	Behavioral Indicators
soiling	withdrawal or depression
chronic constipation	passive or aggressive behavior
has difficulty walking or sitting	attaches quickly to strangers or new adults in a strange environment
	poor self esteem
	lack of eye contact with adults
	knowledge of sexual acts beyond their years
	experiences sudden change in appetite
	runs away

Emotional Abuse (or psychological abuse): a pattern of behavior that impairs a child's emotional development or sense of self-worth. This may include constant criticism, threats, or rejection, as well as withholding love, support, or guidance. Emotional abuse is almost always present when other types of maltreatment are identified.

Physical Indicators	Behavioral Indicators
delayed physically	poor self esteem
ulcers	difficulty expressing feelings
habit disorders	problems with relationships

Physical Indicators	Behavioral Indicators
	inappropriately adult or infantile
	shows extremes in behavior, such as compliant, demanding, passive, or aggressive

Neglect: when the parent's identity or whereabouts are unknown, the child has been left alone in circumstances where the child suffers serious harm, or the parent has failed to maintain contact with the child or provide reasonable support for a specified period of time.

Physical Indicators	Behavioral Indicators
abandonment	steals; begs
thin; starvation	self-destructive behavior
lack of supervision	failure to thrive
lack of medical, dental care	
frequently absent or tardy	
poor hygiene	
lacks sufficient clothing for weather	

Your Rights and How to Stay Safe

The Volunteer Protection Act of 1997 provides volunteers who are acting within the scope of their responsibilities immunity from liability provided that, “if appropriate or required, the volunteer was properly licensed, certified, or authorized by the appropriate authorities” However, the immunity is for ordinary negligence, not for “willful or criminal conduct, gross negligence, reckless misconduct, or a conscious, flagrant indifference to the rights or safety of the individual harmed by the volunteer.” What this all means is that if you are working within the regulations and standards of the BGCUC, you cannot be held liable for any injuries, damages, etc.

2014-15 Sites and operating schedules

Provo Clubhouse

1060 E 150 N
Provo, UT 84606
parkerj@bcutah.org
(801) 371-6242

School year: M-Th 3-6; F 1:30-6;
open most days schools are closed
Summer: M-F 7am-6pm

Wasatch Elementary

1080 N 900 E
Provo, UT 84604
jaceyr@provo.edu
(801) 374-4910

School year: M-F 7:30-8:30, M-Th
3:20-5:00
Summer: closed

Franklin Elementary

350 S 600 W
Provo, UT 84604
dominiquef@provo.edu
(801) 374-4900

School year: M-Th 3-6
Summer: closed

Amelia Earhart Elementary

2585 W 200 S
Provo, UT 84601
noeliac@provo.edu
(801) 370-4630

School year: M-F 3:20-4:45
Summer: closed

Walden School (K-5)

4230 N University Ave
Provo, UT 84604
lois@waldenschool.us
buzz@waldenschool.us
(801) 655-5874

School year: M-F 7:30-8:30 am per
need; M-Th 3-5; F 1-3
Summer: closed

2014-15 Sites and operating schedules

Walden School (Teen)
4266 N University Ave
Provo, UT 84604
teachbev@gmail.com
(801) 655-5889 x 6013

School year: M-F 7:30-8:30 am; M-Th
2:00-4:30
Summer: closed

South Franklin Teen
770 S 700 W
Provo, UT 84601
angelicar@bgcutah.org
(801) 361-7946

School year: M-F 3-5:30
Summer: M-Th 3-5

Scera Park Elementary
450 S 400 E
Orem, UT 84097
rrobertson@alpinedistrict.org
(801) 610-8118 x 123

School year: T-F 3-5:30
Summer: closed

Aristotle Academy
704 S 600 E
American Fork, UT 84003
nalisaf@bgcutah.org
(801) 616-6651

School year: M-Th 3:10-6:00; F 1:40-
6:00
Summer: closed

Mountain Trails Elementary
3951 N Wood Road
Eagle Mountain, UT 84005
aalm@alpinedistrict.org
(801) 610-8724

School year: T-F 2:15-5:00
Summer: closed

We look forward to
volunteering with you!

Volunteer Coordinator: Garrett Nagaishi
garrettn@bgcutah.org
(801) 610-9637 (call or text)

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1841 N 1120 W
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