



**BOYS & GIRLS CLUBS**  
**OF GREATER GASTON**

# Volunteer Handbook

# WELCOME!

Dear Boys & Girls Clubs Advocate,

Thank you for becoming a Boys & Girls Clubs volunteer! We are excited that you will be volunteering with our members and are delighted you have chosen the Boys & Girls Clubs as your way to reach out and work with your community.

You are a valuable and integral part of the success of the Boys & Girls Clubs and we hope that you find it both exciting and a rewarding opportunity. Remember that the Director of Volunteer Services, Club Staff, and Club Director are all here to help provide guidance and assistance as you transition into your volunteer roles.

Again, thank you for your time and interest in the Boys & Girls Clubs Volunteer Program. Enclosed are a few documents that will help provide you with the knowledge you need to begin to empower our members. Please review the Volunteer Handbook, sign the last page, and return it to the Director of Volunteer services.

If I can ever be of assistance, please do not hesitate to contact me.

Sincerely,

Fatima Gardin  
Director of Volunteer Services

# Club Locations

**Administrative Office**

310 South Boyd Street  
Gastonia, NC 28052  
Phone: (704)864-6171  
Fax: (704) 864-5525

**Bessemer City Club**

401 East Washington Ave  
Bessemer City NC 28016  
Phone: (704)-629-5663  
Fax: (704)-864-5525

**West Gastonia Club**

310 South Boyd Street  
Gastonia, NC 28052  
Phone: (704)864-6171  
Fax: (704) 864-5525

**Bradley Teen Center**

1425 West Franklin Blvd  
Gastonia, NC 28052  
Phone: (704) 865-9592  
Fax: (704)-864-5525

**Please send all correspondence to:**

PO Box 23 Gastonia, NC 28053

# Contact Information

Fatima Gardin  
310 South Boyd Street  
PO Box 23  
Gastonia, NC 28052  
Phone: (704) 864-6171  
Fax: (704)  
Email: [fgardin@bgcgreatergaston.org](mailto:fgardin@bgcgreatergaston.org)

## Our Mission

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

## Our Vision

To provide all children of Gaston County, who want or need a positive place to learn and go, reasonable access to Boys and Girls Club's programs.

## Membership Information

Members must be between the ages of 6-18 years old and graduated Kindergarten.

Membership is currently \$25 registration fee and \$20 a month school and 40 for summer

Boys & Girls Clubs of Greater Gaston serves over 800 kids annually.

- 92% of the Boys and Girls Clubs of Greater Gaston families have annual household Incomes of \$30,000 or less.
- 82% come from single family homes.

## Hours of Operation

The Boys & Girls Clubs hours of operation are based on the Gaston County school calendar.

### **School Year:**

After-School:

2:30-7:00 p.m.

School Holidays/Teacher Workdays:

7:30 a.m.-5:30 p.m.

Summer:

7:30 a.m. – 5:30 p.m.

## Officers:

Dolph Sumner, *President*  
Alan Wiggins, *Vice President*  
Ned Carpenter, *Treasurer*  
Chris Pridnia, *Past President*

## Board of Directors

Chris Pridnia  
Diego Romero  
Quintin Shuler  
Mark Stephens  
David Stewart  
Wes Styers  
Craig Watson  
Erik Witten  
Dolph Sumner

Melissa Balknight  
Ned Carpenter  
Tucker Cole  
Brad Collins  
Jane Collins  
Chip Craig  
Bill Eccles  
Chuck Elliott  
Bill Gray

Beverly Kelair  
Gayle Kersh  
John Lockett  
Ron Lovelace  
Mark McIntosh  
Eddie Meeks  
Bruce Miller  
Dan Nation  
Allen Wiggins

## Volunteer Information

Welcome to the Boys & Girls Clubs serving Gaston County. On the behalf of our organization, we are pleased to have you working with us and trust your volunteer experience will be interesting, pleasant and rewarding. Your work with youth carries a great responsibility. The examples you set and the influence you have may be the determining factor as to whether or not the Club members become responsible citizens or liabilities in society.

### **“Fun with a Purpose”**

This slogan best describes the Boys & Girls Clubs. Young people are attracted to the Clubs because of “fun” and opportunities they enjoy during their after-school experience. The education opportunities, athletic programs, social recreation or simply the chance to be with friends in a safe atmosphere; all of these things add to the success to the Boys & Girls Clubs. Volunteering with Boys & Girls Clubs should prove to be both rewarding and fun. Working together as a team to improve the lives of children is what we are all about.

This manual presents volunteer policies and practices in effect at the Boys & Girls clubs. Every effort has been made to establish policies that are fair and generally acceptable to our organization. This manual does not cover all situations and conditions that may occur, but an attempt to include the important aspect of volunteering with the Boys & Girls Club volunteers, and it should be read carefully and kept for reference. You may be reassured that Boys & Girls Clubs are interested in you as and individual and as a volunteer!

# Volunteer Application, Orientation, & Placement

Upon contact, potential volunteers will be asked to complete an application providing factual information. The form will request these details: Name, Address, telephone number(s), the kind of volunteer work desired, days and hours available, prior volunteer and work experience, and personal and employment references. The applicant should also be asked to sign a release of information granting the Boys & Girls Clubs to conduct general and criminal background checks. All information will remain confidential.

After completing the application process, each volunteer will attend a volunteer orientation that will introduce potential volunteers to the Boys & Girls Clubs.

The orientation will include the following:

- An interpretation of the Clubs daily services & general practices.
- A tour of the facilities.
- Mission and goals of the Club.
- Programs and services provided to Club members and the benefits they offer.
- Role of volunteers in the Club.

Volunteers will not be permitted to work in the Club until the orientation has been completed.

Professionally and ethically, the Boys & Girls Clubs volunteer program must screen each candidate. There is also a legal duty to screen depending on specific circumstances and legal requirements that vary from state to state (National Child Protection Act of 1993). Checking personal and employment references for volunteer candidate is essential. These references provide a reliable source of information about the candidate and help in assessing qualifications and work experience. Because of the close nature of the relationship between volunteers and youth an in-depth criminal background check will be conducted for each potential volunteer. A candidate's refusal to sign a release for this investigation will result in rejection of the application. For more information about the Boys & Girls Clubs criminal background check, contact the Executive Director.

Placement is the final process in finding a suitable project or position for those who qualify – the result of matching each volunteer's skills and interest with the Boys & Girls Clubs requirements. The candidate's first choice in assignment will be considered in determining placement. If there is a more suitable assignment for the applicants for the Club's point of view the applicant will be informed.

## **Equal Opportunity**

The Boys & Girls Clubs is an equal opportunity organization. The established policy of the organization is to affirm and dedicate itself to the primary principle of non-discrimination in all phases of its activities. Volunteer decisions, on all matters including recruitment and

selection shall be made solely on merit, on a non-discriminatory basis. Neither shall the organization tolerate harassment of any form to its volunteers or staff. It is expected that all management and supervisory personnel will provide leadership in support of this policy.

### **Policy on Confidentiality**

The official volunteer records will be kept in the office of the Director of Volunteer services and are confidential. Volunteer records are available only for review upon request. The review must be conducted in the presence of the Director of Volunteer Services. Volunteer records will only be made available to other agencies or organizations upon receipt of written authorization as required by legal process.

### **Whistleblower Policy**

The Boys & Girls Clubs requires Board Members, ongoing volunteers, and employees to observe high standards and personal ethics in the conduct of their duties and responsibilities. Employees and representatives of the organization must practice honesty and integrity in fulfilling their responsibilities and comply with all applicable laws and regulations. Each Board Member, Ongoing volunteer, and employee of the Boys & Girls Clubs has an obligation to report in accordance with this Whistleblower Policy (a) questionable or improper financial issues (including accounting or auditing matters), and (b) instances where one has a good faith basis to believe that employees and representatives of the Boys & Girls Clubs did not practice honest and integrity or engage in inappropriate behavior contrary to the mission of the Boys & Girls Clubs or violated any applicable laws and regulations.

The Whistleblower Policy is intended to encourage and enable Board Members, ongoing volunteers, and employees to raise concerns within the ambit of this policy for investigation and appropriate action. With this goal in mind, no Board Member, ongoing volunteer, or employee, who, in good faith, reports a concern shall be subject to retaliation or, in case of an employee, adverse consequences.

Board members and other volunteers should submit concerns directly to the Executive Director. Contact information for the Executive Director may be attained from the Administrative offices 704-864-6171.

### **Attendance**

The positions volunteers fill are vital to our Club members. Therefore it is essential that volunteers be punctual and regular in attendance.

*Volunteers must sign in and out using the established Member track system or Notebook. Volunteers should notify the volunteer liaison as soon as possible of any planned or unexpected absence.*

## **Volunteer Resignation**

Volunteers may resign at any time; however, we ask that you give as much notice as possible, so that preparations can be made to fill the volunteer position.

## **Volunteer Dismissal**

Sometimes, for a variety of reasons, it is necessary to dismiss a particular volunteer. This typically happens when the volunteer does not meet the Club's expectations. The volunteer will be called in for a meeting and given the opportunity to address the reasons for dismissal. The discussion will be kept on a professional level at all times. If it is determined that dismissal is necessary, the volunteer may be given the opportunity to resign. Grounds for discipline, dismissal, or legal action include, but are not limited to:

- The possession or use of illegal drugs/ alcohol during schedule work time or any Club activity. The Boys & Girls Clubs is a drug free environment, and all associated with the Boys & Girls Clubs are expected to maintain that standard;
- The possession of weapons on any Boys & Girls Clubs site;
- Immoral or indecent conduct; soliciting persons for immoral purposes;
- The use of foul or offensive language on any Club site;
- Physical altercation or any aggressive action. Disruptive conduct including: gambling, fighting, horseplay, coercion, intimidation or threats against club employees, volunteers or members.

## **Grievance Procedures**

When a volunteer declares he or she has a complaint, he/she will be given opportunities to express such a complaint. The complaint should be submitted in writing to the Director of Volunteer Services. If the Director of Volunteer Services and the volunteer cannot resolve the issue in a mutually satisfactory manner, they shall put the facts that are agreed upon as well as those not agreed on, along with the description of the grievance in writing within three working days of the presentation of the grievance.

One copy will be to the Unit Director and Operations Director. Upon receipt of the grievance a meeting with the grievant and other appropriate persons will be convened. No legal counsel or outside counsel is permitted in these meetings. After the meeting the Director of Volunteer Services will respond to the grievant and put his/her grievance in writing. The Director of Volunteer Services will be responsible for tracking all processes to its final resolution.

## **Trial periods**

The first two weeks of the volunteer service will be deemed as a trial period. This will give the volunteer as well as the staff time to make observations and suggestions. Should there be a need for reassignment or transfer this will be the time to determine necessary changes.

## **Volunteer Recognition**

Recognition is a form of compensation for the volunteer's service. A volunteer's pay to a great extent is recognition and assurance that he/she is a partner of the team, providing valuable and accepted service.

## **Dress Code**

Volunteers should look the part of the leader at all times. You may wear comfortable clothes that are discreet and in good taste. This includes shorts and blue jeans with appropriate tops. Tops and bottoms that expose the midriff should not be worn on site. Sandals are acceptable, but thong type shoes should be avoided.

## **Smoking**

Smoking of tobacco is prohibited in Club vehicles and on Club Property.

## **Telephone Usage**

Volunteers are permitted to use the telephone for local calls.

## **Injuries**

All injuries or accidents must be reported to the immediate supervisor and Unit Director at once.

## **Personal Belongings**

The Club cannot be responsible for the loss or theft of personal funds or belongings, nor is it covered by insurance for such loss. Therefore, it is the responsibility of each volunteer to adequately safeguard personal belongings.

## **Media Relations**

Only paid staff or other personnel as authorized by the Executive Director or Director of Operations shall provide information shall release written or verbal statements for publications regarding the Boys & Girls Clubs. Incoming media calls or visits should be automatically transferred to the paid staff person in charge. All inquires about the Club should be accepted graciously. Every attempt should be made to seek answers and forward them to the inquiring party.

## **Volunteer Responsibilities**

The Boys & Girls Clubs has compiled the following guidelines for volunteers. It is imperative that these guidelines be followed carefully in order to prevent injury to you or the children in your care.

- You are empowered to challenge inappropriate behavior:
  - Cursing or general disrespect of Club, members, or staff
  - Being too loud
  - Destroying property or games
  - Teasing or fighting with other members
- Avoid touching a child when either the child or you are angry.
- Children are energized by action, not plans, do something. Have fun! The more you interact with the children, the more they will interact with you.
- Stay focused on the task at hand. Members will attempt to distract you with request and demands, particularly while you are participating in an activity. Use positive reinforcements to reward good behavior.
- Do not enter the bathroom or bathroom stall with a child. If a child becomes ill or requests special attention, alert the Unit Director.
- Staff restrooms are available for all volunteers; please refrain from using member restrooms.
- Limit physical contact with children. They may want to hug or hold your hand, and this is fine. Do not, however, ever attempt to lift or carry a child in order to prevent an undesirable action. If a child becomes physically unmanageable, contact a staff member.
- Do not use personal vehicles to transport members.
- Strive to be a positive role model for young people by showing respect for others in relationships with staff, members, and parents.
- Above all, enjoy your experience at the Boys & Girls Clubs.

Volunteers will use positive techniques of guidance, including redirection, anticipation of elimination of potential problems, positive reinforcement and encouragement rather than competition, comparison or criticism.

Volunteers will abstain from using humiliating or frightening discipline techniques. Volunteers will not take disciplinary action other than verbal reprimands. Club members should be referred to a staff member, or Club director for discipline.

# Job Descriptions

Volunteer job descriptions are not limited to the skills and tasks that are listed. Other volunteers projects requiring job descriptions can be created as needed.

## Homework Helper/Tutor

Skills	Tasks
<ul style="list-style-type: none"><li>• General K-12 knowledge in core subjects</li><li>• Ability to communicate openly &amp; help members better understand curriculum concepts</li></ul>	<ul style="list-style-type: none"><li>• Assist members with daily homework.</li><li>• Help keep members on task, quiet, and focused on complete their school assignments.</li><li>• Keep members motivated to complete their school assignments</li><li>• Review completed homework for errors.</li><li>• Assist in cleaning program area after completion of activity.</li></ul>

## Social Recreation Area Volunteer

Skills	Tasks
<ul style="list-style-type: none"><li>• Ability to answer general questions about the Boys &amp; Girls Clubs.</li><li>• Ability to communicate with youth members and adults about upcoming activities inside and outside Clubs</li><li>• Basic computer skills using Microsoft Access</li></ul>	<ul style="list-style-type: none"><li>• Answer telephones as needed</li><li>• Greet members, parents, and visitors when entering the building</li><li>• Assist in signing members in and out of Club</li><li>• Assist or lead group activities</li><li>• Disseminate information to parents and members as needed</li><li>• Monitor members and activities within the program area</li><li>• Participate in and initiate games with members</li></ul>

## Arts Program Volunteer

Skills	Tasks
<ul style="list-style-type: none"><li>• Advanced skills in the arts including: art design, digital arts, theater, and other visual art outlets</li><li>• Ability to lead small groups in art projects</li><li>• Assist art instructor with projects</li></ul>	<ul style="list-style-type: none"><li>• Interact with members</li><li>• Give positive reinforcements while members work on projects</li><li>• Lead activities as needed</li><li>• Assist in cleaning program area after each project</li></ul>

## Technology Lab Volunteer

Skills	Tasks
<ul style="list-style-type: none"><li>• Advanced computer skills</li><li>• Ability to teach Microsoft programming in small groups</li></ul>	<ul style="list-style-type: none"><li>• Create creative programs for members using Microsoft Word, Excel, Access and other available tools</li><li>• Monitor computer usage</li><li>• Help members use internet safely</li></ul>

### WHAT NOW?

If you have already attended a Boys & Girls Clubs volunteer orientation, then you are ready to begin volunteering! If you are not currently volunteering, please call Fatima Gardin at (704) 864-6171 to set up your volunteer opportunity.

Here are some steps that will aid you in your first visit and thereafter. Please do not hesitate to ask as questions to make yourself feel comfortable. Transitioning into the Boys & Girls Clubs volunteer experience is an exciting and enjoyable task with the help of the Director of Volunteer Services, Club Volunteer Liaisons, and Club Directors. Please use all of your resources to make your time and tasks meaningful to you.

1. When you first visit your Club, make sure to sign and check in at the front counter. If it is your first time, ask for the Volunteer Liaison. Here are the Volunteer Liaisons for all of the Boys & Girls Clubs serving Gaston and Lincoln County.
  - West Gastonia Club – Marcus Cyprian, Unit Director
  - Bradley Teen Club – Lorenzo Richardson, Unit Director
  - Bessemer City Club – Mary Robinson, Unit Director
2. Next, go to your assigned area (i.e. homework room, computer lab, gym, etc.)
3. Jump right in! Volunteering at the Boys & Girls Clubs is a very empowering experience. You have a chance to change lives each time you come in, so don't be afraid to help, ask questions, and interact with the kids.

## **Volunteer Policies and Procedure Manual Acknowledgement Form**

I hereby acknowledge that I have received and read a copy of the Boys & Girls Clubs Volunteer Policies & Procedures Manual.

I understand that this manual is a general guide and that this manual does not constitute a placement contract and does not create any contractual right for me.

I understand that my placement as a volunteer with the Boys & Girls Clubs is at will and that I do not have any right to continued service at the Boys & Girls Clubs.

I understand that I will not be compensated monetarily for my volunteer service.

I understand that the Boys & Girls Clubs reserves its right to amend or change this manual at any time, or at the Boys & Girls Clubs absolute discretion, terminate the use of this manual.

I understand that no employee of the Boys & Girls Clubs has the right or authority to guarantee my placement for a definite period of time, unless such authorization is in writing and signed by the Boys & Girls Clubs administrative team.

I understand that I can contact the Director of Volunteer Services if I have any questions regarding the Volunteer Policies and Procedure Manual.

SIGNED on this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

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**Volunteer's signature**