

# **GREAT FUTURES START **HERE.****



## **DON MOYER BOYS & GIRLS CLUB**

### **THE MISSION OF DON MOYER BOYS & GIRLS CLUB**

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

# **Volunteer Handbook for Don Moyer Boys & Girls Club**

**201 East Park Street, Champaign, IL 61820 | 217-355-KIDS | [www.dmbgc.org](http://www.dmbgc.org)**

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## WELCOME

Thank you so much for your interest in volunteering at Don Moyer Boys & Girls Club. There is no doubt that our organization would not be the establishment it is today without the assistance of great volunteers. These volunteers work in many facets—coaches, tutors, mentors, field trip chaperones, summer camp aids, etc. -- to give the boys and girls of Champaign County a safe place to go, learn and grow into thriving productive members of our community.

Since 1968, the Club has provided positive educational, recreational, leadership, and sports programming for youth via quality after-school programs, a summer camp, and additional afternoon programming during the summer for all members. These programs and services are designed to build character and strengthen life skills, resulting in a healthy and safer community. Our Clubs are staffed by paid, highly trained youth development professionals. Through a system of informal guidance, Club staff form strong bonds with young people and help them make smart choices in life. For many Club members, Club staff members are the most influential positive adult role models in their lives.

The **Mission** of Don Moyer Boys & Girls Club is to inspire and enable all young people, especially those who need us most, to reach their full potential as productive, caring and responsible citizens.

Our **Vision** for the Second Century:

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. The Club's programs foster a sense of belonging, and competence that builds self-confidence and self-esteem.

Following guidance from the Boys & Girls Club Movement, the Club implements programs in five core areas: The Arts; and Sports, Fitness and Recreation; Character and Leadership Development; Health and Life Skills; and Career and Education Development.

We are pleased to have you on our team and will rely on your assistance to help us achieve our mission. This manual will provide you with general policies and practices of Don Moyer Boys & Girls Club along with any forms you might need to fill out before you begin your volunteer experience. It is for your reference and we encourage you to review it carefully before you begin any volunteer experience with our organization. Don Moyer Boys & Girls Club reserves the right to amend any of the policies, rules, procedures or benefits described in this manual.

## **Volunteer Sample Job Descriptions**

### **RECREATIONAL AIDE ASSISTANT SUMMARY**

Our After School Program and Summer Day Camp provide boys & girls ages 6-18 the opportunity to receive the psychological, physiological, and sociological benefits of sports and recreation. The children are introduced to a variety of sports and activities including but not limited to: football, tennis, volleyball, soccer, basketball, track & field, and softball. In addition to athletics, the boys and girls engage in arts and crafts, field trips, character building activities and social and life skill development throughout the week.

#### **TYPE OF WORK YOU CAN EXPECT TO DO**

Assist the staff with specific activities and be a positive and encouraging person. Volunteers are assigned to a specific age group (6-8 year olds, 9-11 year olds, and 12-17 year olds) throughout the duration of their time here.

#### **DESCRIPTION OF REQUIREMENTS/SKILLS NEEDED**

Compassion, patience, consistency, and the willingness to provide assistance and nurture positive experiences for all club members. Volunteers are not required to complete a minimum number of hours (unless it is a school or legal requirement), but they are asked to be consistent with the days and times that they volunteer. Groups are welcome to plan an activity or take part in any previously scheduled activity. Volunteers are needed after school Monday -Friday between 2:00pm and 5:30pm and between 9:00am and 5:30pm during the summer. Specific times can be arranged with the Unit/Program Director or designated staff.

### **TUTOR/HOMEWORK HELP** \*this position is only available during the school year SUMMARY

Assist boys and girls ages 6-18 with daily homework and school projects.

#### **TYPE OF WORK YOU CAN EXPECT TO DO**

Volunteers may identify a child that they would like to help on a consistent basis or they may help whoever requires assistance at the time. When the children do not have homework, they are asked to read a book or they engage in academically enriching activities. The children benefit from having one-on-one attention, whether it be reading or doing their homework. We have found that the children are more motivated when someone comes each day to specifically help them. Our kids need help with specific assignments and they need help studying for spelling and math tests. Many of the children need encouragement to learn and complete their assignments and their teachers and parents are counting on us to make that happen.

## **DESCRIPTION OF REQUIREMENTS/SKILLS NEEDED**

Compassionate, patient, caring people who are willing to volunteer Monday -Friday from at least 2:00-5:30pm are needed. Typically, the elementary age children are given a packet of work in the beginning of the week to complete and turn in on Friday. For that reason, Monday-Thursday we require more volunteers. Volunteers are asked to be consistent with the days and hours that they volunteer. Some computer knowledge is helpful with the older children. Education majors would benefit greatly from this experience. Groups can make a daily, weekly or monthly commitment to the children. These days can be arranged with the unit director.

## **ATHLETIC PROGRAM COACH**

### **SUMMARY**

Athletics provides members the chance to learn the value of teamwork, goal setting, and the pursuit of excellence in performance. In addition, they are developing athletic skills, being physically active, and having a great time and a lot of fun.

### **TYPE OF WORK YOU CAN EXPECT TO DO**

Coach or assist in coaching football, wrestling, tennis, volleyball, basketball or track and field. Football runs from April -November; Basketball runs from November-February; Track and Field runs from March-May; Summer Camps have included football, basketball, tennis, volleyball, softball, soccer and cheerleading.

## **DESCRIPTION OF REQUIREMENTS/SKILLS NEEDED**

Volunteers are needed for practices each week to coach a specific sport to our members ages 6-18. A significant background and knowledge in a specific sport is necessary. Volunteers may opt to coach a specific age group. Each sport is different, but the boys and girls are primarily placed on teams by age/grade level and secondarily by skill level. Volunteers must be patient and be willing to adapt to varying situations. The Boys & Girls Club strives to give the opportunity for equal playing time in practices and games. Coaches must be able to coach various skill levels and ensure participation by all the children on the team. Coaches must be able to commit to the entire season.

Additional opportunities are available with special events, technology assistance, facility maintenance, janitorial help, and clerical duties. If you have an interest in any of these aspects of volunteering please contact the office at (217) 355-KIDS (5437).

## **Volunteer Process**

### **Volunteer Contact:**

Tommy Walls, Director of Program Services  
217-352-4229  
[twalls@dmbgc.org](mailto:twalls@dmbgc.org)

Charles Burton, Director of Operations  
217-355-5437  
[cburton@dmbgc.org](mailto:cburton@dmbgc.org)

### **Step 1 — The Application**

Applications will be distributed at orientations. Prospective volunteers complete and return the application Don Moyer Boys & Girls Club.

### **Step 2 — The Background Check**

The continued safety of our Club members is of the utmost importance. Therefore, in keeping with the national policy of the Boys & Girls Clubs of America, every adult staff and volunteer member is subject to a criminal background check prior to beginning the volunteer or employment period.

### **Step 3 — Orientation**

Before volunteer employment begins, volunteers will be required to attend a group or individual orientation meeting with a full-time staff member of Don Moyer Boys & Girls Club. Orientations are held the 1<sup>st</sup> and 3<sup>rd</sup> Monday of every month (Please contact DMBGC to verify and confirm attendance). This orientation will cover our volunteer expectations, the Club's core ideals, Club programming, discipline procedures, etc.

### **Step 4 – Placement**

After completion of the Interview, Application and Orientation, the volunteer will be placed within a Club program. Every effort will be made to grant volunteer requests as to where a volunteer is placed. However, occasions may arise where the volunteer is asked to serve outside of his/her regular duties. *Note: Attending an orientation and/or submitting an application does not guarantee volunteer placement.*

### **Volunteer Contact**

If you have questions about volunteering, please contact the appropriate staff by email or by phone (see contact information above). Thank you for your interest in volunteering with Don Moyer Boys & Girls Club.

## **Performance Standards**

### **Sign In/ Sign Out Policy**

All volunteers must sign in when entering the Club and must sign out when exiting. All volunteers will receive a Volunteer Identification lanyard to wear during volunteer service. Please return lanyards upon leaving the facility. Sign in sheets will also track volunteer's hours and days of service.

### **Dress Code**

While casual clothing is the norm when working with children, volunteers are expected to use their professional judgment and dress conservatively, neatly and appropriately. Some examples of inappropriate dress include sleeveless shirts, crop tops, shorts that are not fingertip length, clothing with messages that promote or depict drugs, violence, alcohol, tobacco, are sexual or discriminatory in nature. Clothing with inappropriate language or messages and clothing that is too revealing to tight are other types of clothing that should be avoided when working with children.

### **Volunteer Application and Background Screening Packet**

The application and background screening packet can be pickup and submitted in person at the Don Moyer Boys & Girls Club Administrative Office Monday-Friday, 9am-5pm at 201 East Park Street; Champaign, IL 61820. You will need to provide us with a Valid ID (Driver's License, or ID card) and a copy of your Social Security card. Submission of an application form does not necessarily guarantee the exact times and dates the volunteer requests. Applications are viewed once per week, so volunteers are encouraged to submit their requests for specific times and dates at least one week in advance.

### **Personal Conduct**

Don Moyer Boys & Girls Club expects all volunteers to conduct themselves professionally at all times by embodying the highest ethical standards, treating people with dignity and respect, always upholding and enhancing the reputation of Boys & Girls Club and the well-being of our members, and conducting business according to the mission and values of the Boys & Girls Club.

We view our volunteers as role models for our children and representatives of our agency and expect you to live up to that expectation.

### **Transportation Policy**

Volunteer staff are forbidden to transport Club members for Club activities in their personal vehicles.

## **Standards of Conduct**

Each volunteer has an obligation to observe and follow the Clubs policies and to maintain proper standards of conduct at all times. If an individual's behavior interferes with orderly and efficient operations, correction disciplinary measures will be taken.

The Don Moyer Boys and Girls Club reputation has been built on excellent youth development service, quality work, and a dedication to high standards of conduct. To maintain this reputation requires the vigilance and active participation of every volunteer. The opinions and attitudes that people have towards the Club may be influenced for a long period of time by the behavior and actions of one volunteer.

Each volunteer must be sensitive to the importance of providing fair and courteous treatment in all working relationships, projecting a professional image, and maintaining the standards of conduct expected of all Club volunteers.

## **Harassment Policy**

The Don Moyer Boys & Girls Club is committed to the idea that all children, employees, volunteers, members, coaches, parents/guardians of children have the right to work/play/study in an environment that is free from discrimination or harassment based on race color, religion, age, sex, national origin, disability, marital status or other protected status.

## **Examples of Harassment**

Unwelcome or unwanted advances, including sexual advances. This means patting, pinching, brushing up against, hugging, cornering, kissing, fondling, or any other similar physical contact.

Unwelcome requests or demands for favors, including sexual favors. This includes subtle or blatant expectations, pressures or requests for any type of favor, including a sexual favor whether or not it is accompanied by an implied or stated promise of preferential treatment or negative consequences concerning one's employment or other status.

Verbal abuse or kidding that is oriented toward a prohibited form of harassment, including that which is sex-oriented and considered unwelcome. This includes comments about one's national origin, race, age body, disability, or appearance where such comments go beyond mere courtesy; telling "dirty jokes" that are unwanted and considered offensive; or any tasteless, sexually oriented comments, innuendoes, epithets, slurs, negative stereotyping or actions that offend.

Any type of sexually oriented conduct or other prohibited form of harassment that would unreasonably interfere with one's work performance, study, play, or other activities conducted on the Boys & Girls Club premises. This includes extending unwanted sexual attentions to someone whether or not it reduces that person's productivity or time available to work at assigned tasks, study, or play.

Creating a work/ play/ study environment that is intimidating, hostile, abusive, or offensive because of unwelcome or unwanted conversations, suggestions, requests, demands, physical contacts or attentions whether sexually oriented or otherwise related to a prohibited form of harassment.

The distribution, display, or discussion of any written or graphic material including calendars, posters, cartoons, or names that denigrates or shows hostility or aversion toward an individual or group because of race, color, religion, age, sex, national origin, disability, marital status, or other protected status.

### **What to do about Harassing Conduct**

Any volunteer who believes him or her and/or another Club employee has been subjected to harassing conduct should immediately contact the Unit/Program Director or Executive Director. 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 Unit/Program Director, Executive Director or his/her designee has the responsibility for investigating and resolving complaints of harassment. In the event of a complaint involving the Executive Director, the Board President will fulfill the investigatory role in this process.

### **Termination Policy**

All voluntarism by the Club is at-will and may be terminated at any time. All terminations will be documented in writing.

### **No Retaliation or Reprisals**

Volunteers and Employees have a duty to report any harassing conduct they either experience or observe, regardless of 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.

### **Suspected Child Abuse/Neglect**

The safety and security of all Boys & Girls Club members is of utmost importance and we take it very seriously. When suspicion of possible child abuse/neglect involving a member is brought to the attention of a volunteer, the volunteer must immediately notify a staff member. The staff will then take the appropriate measures to investigate the situation.

### **Workplace Violence Policy**

Volunteers are expected to behave in an appropriate and professional manner at all times. Any actions, comments or behaviors that are threatening to the members or staff will not be tolerated.

Some examples of unacceptable threatening or violent behavior include, but are not limited to the following: punching, hitting, shoving, pushing, kicking, tripping, destruction of property, threats, throwing objects or stalking. In addition to this policy, volunteers are prohibited from bringing any type of weapon or explosive device onto Boys & Girls Club property, in their possession or in their vehicles. The Boys & Girls Club has a zero tolerance policy for any of the above offenses.

## **Emergency Procedures**

The Don Moyer Boys & Girls Club does everything we can to avoid any type of accident or injury. When an accident or an injury does occur to a child, please contact the closest staff member immediately and give as much detail about the incident as possible. The staff member will then take the appropriate steps to resolve the incident and contact parents/medical professionals if necessary.

When an accident or an injury occurs to a volunteer, they must contact staff, including the Unit/Program Director, immediately and decide what action—if any—is the best to take. It is important for the injured individual to receive proper medical treatment in a timely manner.

If major medical attention is required, the injured volunteer must give a full report to the supervising staff or his/her designee before they leave the premises (if possible). If not, they must contact the Unit/Program Director or Executive Director as soon as possible. Volunteers who are injured on the job are encouraged to use the nearest hospital or their own medical provider to receive medical treatment.

## **Cell Phones, Internet, Email & Social Networking Usage**

Volunteers are permitted to use their cell phones as needed on the premises; however, usage should be kept to a minimum and should not interfere with the workday or the responsibilities of the volunteer at that time. Forms of cell phone usage include, but are not limited to, phone calls, text messaging, checking email and internet usage.

Volunteers are permitted to use Boys & Girls Club computers for direct business purposes only, which include: Member homework assistance, news, weather, travel directions etc. The use of the internet for personal reasons is strictly prohibited unless permission is given from the Director of Program Services or Director of Operations. In addition, the use of social networking sites such as Facebook, MySpace, Urban Chat, Blogs, Twitter etc. are prohibited unless permission is given from the Director of Program Services or Director of Operations and it is Boys & Girls Club related.

We understand that as a volunteer, you may have a page on one of these social networking sites. It is strictly forbidden to post messages, pictures or posts about any of the members at the Boys & Girls Club with permission. Remember that information about our children is to be kept confidential at all times. If at any time a member requests your “friendship” on one of these sites, it is highly recommended that you do not accept it, so that you too can keep your social life

private and confidential. Remember, we view our volunteers as role models for our children and representatives of our agency and expect you to live up to that expectation.

The Club may provide computers, printers and other electronic devices to its volunteers to perform their job functions. These devices and all related materials, including software, are the Club property and may be used for the Club business only. Only software that is authorized by the Club may be used, copied or installed on the Club equipment. All data contained on the Club's electronic devices belong to the Club and cannot be altered without specific written authorization. No data stored on the Club's electronic devices is to be released to any person or outside organization.

Outside computer services such as the Internet, e-mail, instant messaging etc., may be accessed and used for the Club business only and only with proper authorization. The Club's electronic devices and/or services may not be used to solicit or create any offensive or disruptive messages.

The Club devices and/or services shall not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information or similar materials. All messages composed, sent or received on the Club's electronic devices are and remain the property of the Club; they are not the private property of any volunteer. The Club may review, audit, intercept, access and disclose all messages created, received or sent over the Club's systems for any purpose without the permission of the volunteer; the confidentiality of any electronic message should not be assumed.

All computer-related passwords must be disclosed to the Club or they are invalid and cannot be used. Computer-related passwords and security codes assigned to volunteer may not be communicated to any other volunteer unless specifically authorized. Volunteers may not retrieve or read any electronic messages that are not sent to them. Volunteers who access electronic files from remote locations are governed by the terms of this Policy and must return all files and file copies to the Club at the conclusion of their employment. Any exception to this Policy must receive prior approval from the Executive Director.

### **Personal Property**

The Don Moyer Boys & Girls Club does not assume responsibility for loss or damage to a volunteer's personal property on Boys & Girls Club premises and does not reimburse for any losses or damage to personal property resulting from theft, fire, automobile accidents or any other condition for which personal insurance is available.

### **Smoking Policy**

In order to provide a safe and healthy environment for our members, their families and our staff we ask you to follow the no-smoking policy we have on the premises. The policy is as follows:

- Smoking is prohibited in the presence of Boys & Girls Club Members
- Smoking is prohibited in any part of the Don Moyer Boys & Girls Club facilities, including the area immediately surrounding the building, on the athletic fields or in Club vehicles.

- Volunteers who choose to smoke must do so off of Boys & Girls Club grounds and away from program space and children served by the Club.
- The Don Moyer Boys & Girls Club smoking policy always complies with current state laws.

## **Drug & Alcohol Policy**

Use of drugs, alcohol and/or any other mind-altering substances on the agency grounds at any time is strictly forbidden and will not be tolerated at the Don Moyer Boys & Girls Club. To maintain a drug-free workplace, Don Moyer Boys & Girls Club strictly prohibits all staff and volunteers from manufacturing, distributing, possessing or using drugs (including unauthorized possession/use of prescription drugs) on the grounds at any time. Volunteers and staff are also prohibited from using alcohol while at work or reporting to work while under the influence of alcohol or illicit drugs.

Again, our zero tolerance policy of drugs, alcohol or any other mind-altering substance is in full effect as well.

## **Confidentiality and Security of Information/ Questions from the Media**

Volunteers who work with confidential information should treat the information carefully. Volunteers may not use or disclose any confidential information, knowledge or important data received or developed during their volunteer experience, unless specifically authorized to do so by Boys & Girls Club staff. Confidential information includes, but is not limited to, personnel or business records, member lists (paper or electronic), information concerning members, families or staff, and other information or documents (paper or electronic) that may be considered confidential due to personal information. This includes fundraising and donor information and email list (paper or electronic). When in doubt, play it safe and assume the information is confidential!

If at any time you are approached by a member of the press who is seeking any information about the organization, please refer them to the Unit/Program Director or Executive Director.

## **Code of Ethics**

Don Moyer Boys & Girls Club expects all staff members and volunteers to conduct themselves in a manner that exemplifies the highest standard of ethics and propriety in any endeavor or activity that could impact or reflect upon the mission, purpose, integrity, reputation, and professional and business relationships of the organization.

## **Conflicts of Interest**

The basic principle of conflict of interest is that employees and volunteers should avoid any activity, investment or interest that might reflect unfavorably upon the integrity or good name of Don Moyer Boys & Girls Club or in any way damage the Club's business or reputation.

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

interfere with the employee's or volunteers effective performance of his or her Club duties; make use of any of the Club's proprietary or confidential information; or, require the use of Club time, resources, facilities or equipment. Whenever there is a possible conflict of interest, it should be discussed with the employee's supervisor.

## **Holiday Schedule**

Below is a list of holidays traditionally observed by Don Moyer Boys & Girls Club:

- New Year's Day
- Martin Luther King Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Thanksgiving Day + 1
- Christmas Eve
- Christmas Day

Holidays falling on Saturday will be normally observed on the Friday preceding the holiday and those falling on Sunday will be observed on the Monday following the holiday. Any other holidays or Club closings will be posted in advance on the Parent Information Board.

## **Hints for Working with Boys & Girls Club Members**

Be Yourself! Warmth and friendliness foster volunteer- member relationships. Maintaining a sense of humor and comfort will help ensure your success with young people.

Always be consistent with specific rules and practices maintained by the staff. Also, be familiar with school and classroom rules (i.e.: encourage the children to say please and thank you and to use ma'am/ sir when addressing authority figures).

Maintain your position of responsibility and authority at all times. Do not let friendships or neighborly relations interfere with your role as a volunteer!

Learn the children's and the staff-person's names! You are more likely to bond with them faster if you do!

Be aware and sensitive to the unique gifts and needs of individual children. This is critical (and a little different) at all age levels.

Encourage and praise the children when it is appropriate to do so! Your feedback is important to their growth and development!

If problem solving with the children (i.e.: homework, problems with peers, conflict resolution issues) guide the children to work through the problem rather than giving them the answer right away.

### **Ways to Assist the Staff**

- Assist with planned activities.
- Read stories with the children when they are done with homework.
- Check homework that the children have completed, and make sure they are completely done with the work they have brought home!
- Prepare the child for any daily program changes.
- Help the children understand and follow directions.
- Listen to the boys and girls read aloud to you!
- Share a hobby, talent or experience you have with them
- Help with field trips, if necessary.
- Assist with parties and special events.
- Keep the classroom and materials in order.
- Assist the children with practicing skills they need to develop. You can also get ideas from the homework assigned to them!

## **RECEIPT AND ACCEPTANCE OF VOLUNTEER HANDBOOK**

I HAVE RECEIVED A COPY OF THE DON MOYER BOYS & GIRLS CLUB VOLUNTEER HANDBOOK, AND I UNDERSTAND THAT I AM RESPONSIBLE FOR READING THE POLICIES AND PROCEDURES DESCRIBED WITHIN IT.

I UNDERSTAND THAT THE POLICIES, PROCEDURES AND BENEFITS CONTAINED IN THIS HANDBOOK MAY BE MODIFIED BY THE CLUB AT ANY TIME.  
I UNDERSTAND THAT I AM EXPECTED TO FOLLOW THE POLICIES AND PROCEDURES OUTLINED IN THIS EMPLOYEE HANDBOOK.

I UNDERSTAND THAT ANY VIOLATION OF A CLUB POLICY OR PROCEDURE WILL SUBJECT ME TO DISCIPLINARY ACTION UP TO AND INCLUDING SEPARATION.

I UNDERSTAND THAT MY VOLUNTEERING WITH THE CLUB IS AT-WILL AND THAT I MAY BE DISCHARGED AT ANY TIME FOR ANY REASON WHATSOEVER, WITH OR WITHOUT CAUSE, AND WITH OR WITHOUT NOTICE. NOTHING IN THIS HANDBOOK OR THE CLUB'S POLICIES, PRACTICES, OR PROCEDURES IS INTENDED TO CREATE A CONTRACT FOR EMPLOYMENT, EXPRESS OR IMPLIED, NOR A GUARANTEE OF CONTINUED EMPLOYMENT FOR A SPECIFIC DURATION.

IF I HAVE QUESTIONS CONCERNING THE CONTENTS OF THIS HANDBOOK, I WILL CONTACT THE UNIT/PROGRAM DIRECTOR.

NAME (PLEASE PRINT): \_\_\_\_\_

DATE: \_\_\_\_\_

VOLUNTEER SIGNATURE: \_\_\_\_\_