

GREAT FUTURES START **HERE.**



**DON MOYER
BOYS & GIRLS CLUB**

Volunteer Handbook

Mission Statement

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

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WELCOME

Thank you for your interest in volunteering for Don Moyer Boys & Girls Club (DMBGC). We count on volunteers like you to help us offer quality programs and meaningful relationships with caring adults.

Our organization would not be what it is today without the assistance of great volunteers who serve in many facets – coaches, tutors, mentors and more – to give the young people of Champaign County a safe place to learn and grow into thriving members of our community.

Since 1968, DMBGC has provided positive educational, recreational, leadership, and sports programming for youth of all ages via quality after-school programs and summer camps. These programs and services are designed to build character and strengthen life skills, resulting in a healthy and safer community.

DMBGC is a 501.c.3 nonprofit community-based organization and an affiliate of Boys & Girls Clubs of America. We serve over 1,000 youth each year, ages 5-18, providing a stable source of positive guidance for kids who desperately need it. We are committed to making our programs accessible and affordable, with an annual membership of only \$20.

Our successful youth development strategy is built around five core program areas: The Arts; Education; Health & Wellness; Leadership & Service; and Sports & Recreation. We strive to instill in each of our Club members a sense of competence, usefulness, belonging, and influence or power over their own lives.

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 are the most influential positive adult role models in their lives. The impact is real: in a national survey, 54% of our alumni said the Club saved their life.

This manual will provide you with DMBGC's general policies and practices. It is for your reference and we encourage you to review it carefully before you begin any volunteer experience with our organization.

There are many ways to give back to youth in your community – but none have greater impact than building confidence, teaching life skills and helping plan for a great future. When you give, you help us provide youth with a safe place to go after school and life-changing opportunities they wouldn't get anywhere else. On behalf of our Club kids and staff, thank you for the generous donation of your time and talents.

OUR MISSION

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 CORE BELIEFS

A Boys & Girls Club provides:

- A safe place to learn and grow
- Ongoing relationships with caring adult professionals
- Life-enhancing programs and character development experiences
- Hope and opportunity

OUR VALUES

We challenge ourselves to operate with a consistent set of values to shape the nature of our relationship with the community and each other and to set high standards for our staff, volunteers and youth.

Consistency & Accountability – We insist that all individuals associated with the Club are consistent and accountable in their words and actions.

Personal & Organizational Integrity – We strive to be honest, ethical, respectful and exemplary stewards who make decisions in the best interest of youth, their families and community.

Purpose & Competence – We approach each day with the excitement that we can make a difference in the lives of youth.

Synergy – We encourage differing points of view and the possibilities that can be achieved with freshness of thought and energy.

Diversity – We value and respect the differences in our communities and the possibilities that can be achieved with full inclusion.

Fun & Creativity – We strive to provide opportunities to have fun and exercise creativity.

Safety – Youth, families, staff and volunteers should expect to be safe and free from exploitation in the Club, its programs and in the community.

Advocacy – We advocate for the health and well-being of youth and their families through community partnerships.

Education – We reinforce the importance of continuous learning.

Entrepreneurial Spirit – We strive to invigorate youth, families, partner agencies, communities and ourselves with the zest of adventure and reasonable risk that transforms dreams and possibilities into realities.

OUR HISTORY

The National Movement

Boys & Girls Clubs of America had its beginnings in 1860 with three women in Hartford, Connecticut: Mary Goodwin, Alice Goodwin and Elizabeth Hammersley. Believing that boys who roamed the streets should have a positive alternative, they organized the first Club. With character development as the cornerstone of the experience, the Club focused on capturing boys' interests, improving their behavior and increasing their personal expectations and goals. A cause was born.

In 1906, several Boys Clubs decided to affiliate. The Federated Boys Clubs in Boston was formed with 53 member organizations – this marked the start of a nationwide Movement and our national organization.

In 1931, the Boys Club Federation of America became Boys Clubs of America.

In 1956, Boys Clubs of America celebrated its 50th anniversary and received a U.S. Congressional Charter.

To recognize the fact that girls are a part of our cause, the national organization's name was changed to Boys & Girls Clubs of America in 1990. Accordingly, Congress amended and renewed our charter.

2006 marked the Centennial year of Boys & Girls Clubs of America, as we celebrated 100 years of providing hope and opportunity to young people across the country.

Today, there are more than 4,000 Boys & Girls Clubs in the United States, Puerto Rico, the Virgin Islands and domestic and international military bases, serving over 4.8 million members on a daily basis.

Don Moyer Boys & Girls Club History

Don Moyer Boys & Girls Club was incorporated as a non-profit organization in 1968 and became a member of Boys Clubs of America in October of that year. In May of 1969, the Club purchased and moved into an old church building at 201 East Park, Champaign. A 1.45-million-dollar renovation took place in 1994. The old structure was converted into a gymnasium, and an 11,000 square foot addition was built on the east side of the old building.

DMBGC assisted in opening new Clubs in Danville (1989), Bloomington-Normal (1992), and Mahomet (1994). Those operations have now become separate organizations.

In 2018, Don Moyer Boys & Girls Club celebrated 50 years of providing Great Futures for youth in Champaign County. The Park Street location continues to be our main program site. However, over the years the Club has also established other service sites in the community when appropriate. DMBGC currently has two additional Club sites at Pleasant Acres Elementary and JW Eater Junior High in Rantoul, Illinois.

OUR PROGRAMS

Academic Support Program

The Academic Support Program serves youth in grades K-5 with a focus on improving academic performance and ensuring that all Club members progress to the next grade level. Programs include homework help and tutoring, along with activities in our five core program areas: Leadership & Service, Sports & Recreation, Health & Wellness, Education, and the Arts.

Program Hours: Weekdays 2:00pm-5:30pm

Teen REACH Program

Teen REACH (Responsibility, Education, Achievement, Caring and Hope) is a comprehensive youth development initiative that provides after-school program services to at-risk youth. Club youth in grades 6-12 have access to homework help and tutoring, caring adult mentors, life skills education, and service-learning activities. Through individualized case management and parental involvement, the Club ensures that all youth in this program will graduate from high school on time with a plan for the future.

Program Hours: Weekdays 3:00pm-8:30pm

CU Change Program

The CU Change program targets 40 high-risk youth age 11 to 17 through a partnership with the Champaign County Mental Health Board. We provide services to youth throughout the school day, after-school hours, and in the summer. DMBGC caseworkers meet with school social workers, counselors, teachers, parent/guardians, and probation officers to provide support in areas of improvement for each youth. These intensive efforts are designed to improve academic performance and guide youth to a successful future.

Summer Camp & No School Days

When kids are out of school, the Club is open. We offer Summer Camp each year for our Club members with an emphasis on preventing summer learning loss and providing enriching activities and field trips. We also provide Club programming on select No School Days during the academic year.

Program Hours: Weekdays 7:30am-5:30pm

Specialized Programs

The Club offers a variety of specialized programs throughout the year during drop-in and weekend hours. These may include intramural sports leagues, performing arts programs, mentoring programs, cooking classes, teen nights, and more.

VOLUNTEER POSITIONS

From building bonds and holding them accountable to homework help and career advice, there are so many ways to make a real difference in a child's life. The volunteer positions listed below are available year-round. This is just a small sample; you can view a complete list of open positions at www.dmbgc.org/volunteer.

Homework Tutor

Each day Club members participate in Power Hour, the Club's program for homework completion and academically enriching activities. As a Homework Tutor, you'll be matched with 2-3 youth who need additional support with completing homework and improving their skills in core subject areas.

Time Commitment: 1 hour/week for a minimum of 10 weeks.

Mentor

Are you interested in going the extra mile to make a lasting impact on a child's life? As a mentor, you will be matched with 1-2 Club members in need of positive guidance and support. You will meet weekly to talk with your mentee(s) about self-esteem, family struggles, career exploration, drug and alcohol abuse, and more.

Time Commitment: 1 hour/week for a minimum of 10 weeks.

Snack Volunteer

Each day we serve Club members a healthy snack after school. As a Snack Volunteer you will help prepare and serve snack, monitor the cafeteria, and work with youth helpers to teach them leadership skills in the kitchen.

Hours: Weekdays 3:30pm-5:30pm

Time Commitment: 1 day/week for a minimum of 10 weeks.

Sports & Recreation Volunteer

Do you love to play sports and cooperative recreational games? Do you have a passion for helping youth develop positive attitudes towards physical activity? As a Sports & Recreation Volunteer, you will work with Club staff to provide programs and activities designed to help all youth become physically literate - having the competence, confidence and intrinsic motivation to be physically active every day.

Time Commitment: You can join us in the Gym on a drop-in basis, or lead a regularly scheduled program once a week based on a set curriculum.

THE VOLUNTEER PROCESS

Step 1 – Volunteer Application & Background Check

Submit a volunteer application and background check at dmbgc.org/volunteer.

Step 2 – Volunteer Orientation

All volunteers completing more than five hours of service are required to attend a Volunteer Orientation. This orientation will cover our volunteer expectations, the Club's core ideals, Club programming, policies and procedures.

Step 3 – Volunteer Handbook

All volunteers receive a copy of this handbook. When you've finished reading, please sign the Volunteer Agreement on the final page and submit it to the Club.

Step 4 – Mandated Reporter Training

As a volunteer, you'll be required by law to report suspicion of child abuse or neglect. This online course will help you understand your critical role in protecting children by recognizing and reporting child abuse. Create an account at mr.dcfstraining.org, complete the training, and submit your Certificate of Completion to the Club.

Step 5 – Complete Background Screening

Safety is our number one priority. All volunteers are required to pass an additional background screening. Look for an email from VeriScreen and follow the link to complete your background check online.

Step 6 – Placement

Once approved, we will match you with the appropriate Club program based on your skills, interests and availability. A Program Coordinator will contact you to set up a regular schedule and serve as your point of contact throughout your volunteer service.

VOLUNTEER CONTACT

Volunteers are initially screened and trained by the Program Administrative Assistant, who can be reached at volunteer@dmbgc.org.

After completing the onboarding process, you will be supervised by a Program Coordinator. Our current Program Coordinators are listed below.

Morgan Davis
Elementary Services
Coordinator, Champaign
mdavis@dmbgc.org

Franquel Forbes
Teen Services
Coordinator, Champaign
fforbes@dmbgc.org

Dominette Hatchett
Teen Services
Coordinator, Rantoul
dhatchett@dmbgc.org

ACCIDENT REPORTS & PROCEDURES

The Don Moyer Boys & Girls Club does everything we can to avoid any type of accident or injury. First aid supplies are located in the Club and traveling kits are available in all Club vehicles. All accidents require written documentation in the form of an incident report.

If an accident or an injury occurs 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.

If an accident or an injury occurs to a volunteer, they must contact an on-site supervisor 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.

BACKGROUND CHECKS

DMBGC is committed to selecting and retaining the best volunteers to serve our youth. As part of the initial selection process and on an annual basis, DMBGC will conduct criminal background checks with local and national authorities on every applicant. Background investigations may include but are not limited to fingerprinting, checks of a driver's license, National Sex Offender search, state and federal criminal records.

While contacts with law enforcement do not disqualify you from volunteering, we are always concerned about the kinds of behavior that result in encounters with police. It is important that you understand that your work with children requires you to demonstrate responsible behavior. Conduct that casts poorly on the Club and yourself should be avoided. Any felony or conviction that is inconsistent with the mission and purpose of the Don Moyer Boys & Girls Club may prohibit a volunteer from serving at the Club.

CELL PHONE & SOCIAL MEDIA 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 responsibilities of the volunteer at that time.

While on Club premises, the use of social networking sites such as Facebook, Twitter, Instagram, Snapchat, TikTok, etc. are prohibited unless permission is given from the Program Director or Executive Director 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 or without permission. Remember that information about our children is to be kept confidential at all times. If at any time a member requests your “friendship” or “follow” on one of these sites, it is imperative that you do not accept it, so that you too can keep your social life private and confidential.

CHILD ABUSE & NEGLECT

The safety and security of all Boys & Girls Club members is of utmost importance and we take it very seriously. Club volunteers are required to take the Illinois Department of Children and Family Services Mandated Reporting Training and are mandated by state law to report incidents of child abuse and neglect in members with whom they volunteer. When suspicion of possible child abuse/neglect involving a member is brought to the attention of a volunteer, the volunteer must immediately notify their supervisor and take the appropriate steps to report this.

CLUB CLOSURES

Please regularly check the Club calendar and notices posted at the front desk for holiday closures and special events. Below is a list of holidays traditionally observed by Don Moyer Boys & Girls Club:

- New Year's Day
- Martin Luther King Jr. Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Black Friday (Day after Thanksgiving)
- Christmas Eve
- Christmas Day

COMPUTER & 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 Program Director or Executive Director.

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 a 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 volunteer service. Any exception to this Policy must receive prior approval from the Executive Director.

CONFIDENTIALITY

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, information concerning members, families or staff, personnel or business records, member lists (paper or electronic), fundraising and donor information, email lists, and other information or documents (paper or electronic) that may be considered confidential due to personal information. When in doubt, play it safe and assume the information is confidential.

DRESS CODE

Volunteers should look the part of a responsible role model at all times.

- All volunteers are required to wear close-toed shoes and a volunteer badge.
- All clothing and footwear must allow for active participation in physical activities.
- No hats or head coverings are to be worn inside buildings except for religious observation.
- Please dress conservatively, neatly and appropriately. Examples of inappropriate dress include clothing with messages that promote or depict drugs, violence, alcohol, tobacco, or are sexual or discriminatory in nature.

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, DMBGC strictly prohibits all volunteers from manufacturing, distributing, possessing or using drugs (including unauthorized possession/use of prescription drugs) on the grounds at any time. Volunteers are also prohibited from using alcohol while at the Club or reporting to the Club while under the influence of alcohol or illicit

drugs. Volunteers determined to be under the influence of drugs or alcohol, including the unlawful use of lawful substances, or who violate this policy in other ways, are subject to immediate discharge.

GUIDANCE & DISCIPLINE

As a volunteer you are not expected to conduct discipline with Club members. However, we do expect volunteers to reinforce Club rules and policies with our Club members. Please be alert and aware of what is happening around you. If you see a situation developing, take the necessary steps to prevent it from escalating: talk to the Club members, redirect their energy or get them engaged in another activity. Please inform a Club staff member if a situation occurs that may need formal guidance and discipline, so that we can appropriately deal with the situation. Please remember, it is your responsibility to communicate with Club staff any and all concerns you may have or situations you may witness while volunteering.

HARASSMENT POLICY

It is the policy of the Club to provide, at all times, an environment free of harassing conduct by anyone including members, contractors, parents, volunteers and/or visitors. The Club will not tolerate any form of harassing conduct that is based upon an individual's race, color, religion, sex, age, national origin, disability, marital status, veteran's status, sexual orientation, 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, age, national origin, disability, marital status, veteran's status, sexual orientation, or other protected status. Any employee or volunteer violating this policy will be subject to corrective action, up to and including discharge.

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

- degrading any group or class of people;
- assignment of less desirable work or working conditions to members of such protected groups based solely on their group membership;
- treatment of protected individuals in a demeaning fashion;
- demanding sexual favors or sexual activity of another person;
- subtle pressure for sexual favors or sexual activity of another person;
- deliberate, repeated or unsolicited verbal comments, gestures or physical actions of a sexual nature toward another person (i.e., lewd or lascivious remarks and unnecessary touching, patting or pinching);
- comments, jokes, or slurs that are demeaning or demoralizing, and directed to one gender over the other.

What to Do About Harassing Conduct

Any volunteer who believes they or another person has been subjected to harassing conduct should immediately contact their immediate supervisor. If the complaint is against your immediate supervisor, you may take your complaint to the Executive Director. If the

complaint is against the Executive Director, you should immediately contact the local Board President.

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 or the Board President's designee has the responsibility for investigating and resolving complaints of harassment. Results of the investigation will be communicated directly to you. If you are unsatisfied with the results of the investigation, you may appeal to the Personnel Committee of the Board of Directors whose decision is final.

No Retaliation or Reprisals

You have a duty to report any harassing conduct you either experience or observe. Under no circumstances will a volunteer be retaliated against because of a bona fide report of what they perceive to be harassing conduct.

INTERACTIONS WITH CLUB MEMBERS

Relationships with Members

- Please do not give/accept money, food or gifts to/from Club members.
- Relationships with members shall be contained within the parameters of volunteer responsibilities and should not overlap outside the Club.
- Never be alone with a Club member in a non-visible area. Adults need to stay within sight of others when working one-on-one with a youth (tutoring, mentoring, etc.)
- Maintain your position of responsibility and authority at all times. Always be consistent with specific rules and practices maintained by the staff and do not let friendships or neighborly relations interfere with your role as a volunteer.
- It is strictly prohibited to socialize with members while off duty, dating or casual encounters, and pursuing romantic or sexual relationships with any Club members.

Outside the Club

- Never allow Club members in your personal vehicle.
- Never invite Club members to your private residence, accept invitations to children's homes, or attend any event that is a private gathering (i.e. birthday party).
- Club members should not have access to your personal phone number, email, or be part of your network on any social networking sites.

Physical Contact

- Any physical contact with a Club member must be respectful of their safety and personal space. Immediately cease from touching a Club member who is in any way uncomfortable or expresses a wish not to be touched.
- High fives and fist bumps are appropriate forms of physical contact with Club members. With permission from the Club member, a side hug is also acceptable.
- Piggyback rides, carrying, members sitting on adult laps or in between legs, or any other behavior that could be perceived as inappropriate is not acceptable.
- All efforts at de-escalation of incidents should be done verbally and physical interventions should not be utilized by volunteers.

- No method of corporal punishment is allowed at the Clubs. Staff and volunteers may never touch a Club member in a way that would harm them.

Appropriate Physical Interactions	Inappropriate Physical Interactions
<ul style="list-style-type: none"> • Side hugs • Shoulder-to-shoulder or “temple” hugs • Pats on the shoulder or back • Handshakes • High fives • Verbal praise • Touching hands, shoulders and arms • Arms around shoulders • Holding hands with young children in escorting situations 	<ul style="list-style-type: none"> • Full-frontal hugs • Kisses • Showing affection in an isolated area • Lap sitting • Wrestling or rough-housing • Piggyback rides • Tickling • Allowing a child to cling to an adult’s leg • Any type of massage given by or to a youth • Any form of affection that is unwanted by the other person • Compliments relating to physique or body development • Touching bottom, chest or genital areas

PERSONAL PROPERTY

The Don Moyer Boys & Girls Club does not assume responsibility for loss or damage to a volunteer’s personal property on 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.

QUESTIONS FROM THE MEDIA

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 Executive Director.

SIGN IN POLICY

All volunteers must sign in when entering the Club and must sign out when exiting. All volunteers will receive a volunteer badge to wear. Please return badges upon leaving the facility. Sign in sheets will also track volunteer hours and days of service.

SMOKING POLICY

Role-modeling healthy lifestyles and behaviors is a key expectation for all volunteers. Volunteers are not permitted to smoke where Club members are present under any circumstances, nor where Club members can view the volunteer smoking. Volunteers who use smokeless tobacco or smoking devices must do so in private, out of the sight of youth and in non-program areas while on Club premises.

STANDARDS OF 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 DMBGC and the well-being of our members, and conducting business according to DMBGC's mission and values. 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 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 community members have towards the Club can 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.

TRANSPORTATION

Volunteers are not permitted to transport Club members in their personal vehicles.

VIOLENCE & WEAPONS 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.

VOLUNTEER AGREEMENT

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 and procedures 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 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 am free to resign my position at any time, just as 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 Program Director.

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 an 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, Volunteer Handbook, policies, procedures and all laws and regulations affecting the Club.

Volunteer Name (Please Print): _____

Signature: _____ Date: _____