



BOYS & GIRLS CLUB
OF NORTHERN WESTCHESTER



Volunteer Handbook



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Welcome

Dear Volunteer,

Welcome to the Boys and Girls Club of Northern Westchester. The members, staff and Board thank you for your interest in the Club and are excited that you have chosen to volunteer your time and talents with us. For more than 75 years, volunteers have been a valuable resource for our members and staff. You are joining a long register of volunteers who have changed the lives of kids in our community.

This handbook was created to give you essential information about the Club. Policies and expectations for volunteers are included. Please refer to this information should you have any questions. The Club staff are also here to answer questions and provide guidance as you transition into your volunteer role.

At the end of this handbook you will find important forms that must be filled out and returned to the Club. Please refer to the *Volunteers Forms List* page for specific information.

Again, thank you for becoming a BGCNW volunteer. We appreciate your interest in supporting our members and will work hard to make sure this is a rewarding experience for you.

If you have any questions or need assistance, please do not hesitate to contact Shantae Artis (914-666-8069 ext. 106) or Solveig McShea (914-666-8069 ext. 105).

Sincerely,

Alyzza Ozer
CEO
Boys & Girls Club of Northern Westchester



MISSION STATEMENT

To inspire and enable all young people to realize their full potential as productive, responsible and caring citizens.

ABOUT THE BOYS & GIRLS CLUB OF NORTHERN WESTCHESTER

The Boys and Girls Club of Northern Westchester (BCGNW) in Mount Kisco is a nonprofit organization dedicated to the service of all youth through quality programs designed to enhance their lives through education, athletics and social interaction.

The BGCNW helps members build self-esteem by incorporating a proven youth development strategy in all programs and services. This strategy instills in every member:

A sense of competence: The feeling there is something they can do well;

A sense of usefulness: The opportunity to do something of value for other people;

A sense of belonging: A setting where members know they are accepted and fit in, and

A sense of power or influence: A chance to be heard and to influence decisions.

The goal of all BGCNW programs is to teach youth to feel good about and believe in themselves. Programs are designed to be fun while teaching valuable life lessons.

WHAT MAKES A BOYS & GIRLS CLUB UNIQUE

- Full-Time, College-Educated and Professionally Trained Staff
Our experienced and knowledgeable staff develops meaningful programs, which address the issues and concerns of our world and have achieved documented positive results. Part-time staff and volunteer leaders supplement this.
- Building Centered
Our facility offers a safe, warm, friendly atmosphere especially designed to conduct Boys and Girls Club programs. Our members take pride in their Club and see it as their own special place. Summer Adventure Clubs use the outdoor campsite areas as well as the indoor facility.
- Guidance Oriented
The Club helps young people make appropriate and satisfying adjustments in their physical, educational, social, emotional, vocational and personal lives.



GENERAL CLUB STATEMENTS

AFFERIMATIVE ACTION STATEMENT

BGCNW advertises in the public media in order to make openings known to all. Children are admitted regardless of race, creed, color, sex, national origin or religion. Children with disabilities are admitted to our program. BGCNW works cooperatively with the Committee of School Age Special Education of local districts in the placement of children with disabilities.

INSURANCE

BGCNW carries standard liability coverage. This does not cover medical cost for anyone injured in the normal course of participation in any program. All persons participate at their own risk.

STANDARDS

BGCNW School Age Child Care Programs (the Afterschool Fun Club and Summer Adventure Club) are governed by the Club’s Board of Directors, CEO and Director of Operations. The Afterschool Fun Club is registered with the New York State Office of Children & Family Services. The Summer Adventure Club is licensed by the Westchester County Health Department. The Director of Operations, Leaders and Assistant Leaders are required to update and reinforce their knowledge through college level courses, workshops and in-service training.

KEY CONTACTS

			914-666-8069
CEO	Alyzza C. Ozer	aozer@bgcnw.com	ext. 109
Director of Operations	Barbara Cutri	bcutri@bgcnw.com	ext. 107
Director of Development	Solveig McShea	smcshea@bgcnw.com	ext. 105
Teen Center Director	Athenia Lee	alee@bgcnw.com	ext. 129
Child Care Director	Betty Lou Ostrye	bostrye@bgcnw.com	ext. 103
Director of Sports, Fitness & Recreation	John Tunas	jtunas@bgcnw.com	ext. 125
Director of Healthy Lifestyles & Volunteer Programs	Shantae Artis	sartis@bgcnw.com	ext. 106
Aquatic Director	Dennis Munson	dmunson@bgcnw.com	ext. 115
Assistant Aquatic Director	Bob Rishel	bobrishel@bgcnw.com	ext. 117
Registration	Pablo Malaver	pmalaver@bgcnw.com	ext. 136



GUIDELINES AND REONSIBILITIES FOR VOLUNTEERS WORKING WITH CLUB MEMBERS

ASSIGNMENT

- Assist in the assigned area, as determined by the Director of Volunteer Programs or Director of Development.
- Follow directions and cooperate with the staff in charge of the assigned area.
- Attend any trainings or meetings scheduled that are pertinent to the volunteer's service.

ATTENDANCE

- Sign in at the front desk and maintain a time sheet. A binder is kept at the front desk for these purposes.
- Be punctual and regular in attendance.
- For lateness or absence, contact the director of the area where you volunteer. Contact information is listed on page 4 of this handbook.

CELLPHONE USE

Use of cellphones is not allowed. Cell phones are turned in at the front desk of the Club at the start of a volunteer's shift and returned at shift's end.

COMMITMENT

Volunteers are expected to commit a minimum of 6 weeks of consistent volunteer service.

DRESS CODE

- Dress appropriately. Volunteers should look the part of the leader at all times.
- If working with children, be prepared for indoor and outdoor activities.

GENERAL FUNCTION

Volunteers will assist in assigned areas in accordance with the policies of BGCNW.

INJURIES

All injuries or accidents must be reported to the immediate supervisor or director at once.

KNOWLEDGE OF POLICIES

Read all BGCNW policies found on pages 7-10 of this handbook. If clarification is needed, contact Shantae Artis

QUALIFICATIONS

In accordance with licensing standards, a volunteer must be at least 16 years old. ***Special arrangements may be made with youth younger than 16 on a case by case basis.*** Before starting, all volunteers MUST attend a volunteer orientation and complete and submit all required paperwork and screenings.

RESTROOM USE

Staff restrooms are available for volunteers. Please refrain from using member restrooms.



WORKING WITH MEMBERS

GUIDELINES TO FOLLOW

- Treat members with respect and dignity. We expect that you shall be treated with courtesy by all and, in turn, show courtesy to all within the Club.
- Volunteers do not take disciplinary action towards members other than verbal reminders about appropriate behaviors. If a child is acting inappropriately, you should report that child to a staff member with a description of the behavior.
 - We do not permit corporal punishment under any circumstances.
 - We do not condone inappropriate language under any circumstances.
- Pass along any member concerns which you feel needs further attention to the immediate supervisor or director.

MAKING THE MOST OF YOUR WORK

- Introduce yourself to members.
- Interact with members:
 - Engage them in a conversation about the current activity they are doing
 - Ask questions
 - Offer to help
 - Provide suggestions
 - The more you interact with them, the more they will interact with you
- Stay focused on the task at hand. Do not become distracted by other volunteers. Your job is to be available to the members.
- Manage members with positive techniques:
 - Positive reinforcement
 - Redirection
 - Encouragement
 - Appropriate praise
 - Anticipation and elimination of potential problems
- You are empowered to remind members to make appropriate choices with their behavior. Inappropriate behavior can include:
 - General disrespect of other members, staff or volunteers
 - Inappropriate language
 - Destroying property or games
 - Teasing or fighting with other members
 - Being too loud



POLICIES AND PROCEDURES – ALL VOLUNTEERS

CONFIDENTIALITY

It is essential to maintain members' right to privacy. Information regarding Club members, paid staff and volunteers, both verbal and written, is privileged and confidential.

CONTACT WITH MEDIA

The Media Spokesperson is Alyzza Ozer, CEO. Volunteers MAY NOT speak to reporters or any other media representative. Refer reporters or other representatives of the media (TV, radio, newspaper, magazine, etc.) to the CEO. **NO EXCEPTIONS!**

DISMISSING MEMBERS

Volunteers may not dismiss a child.

HEALTH

Each volunteer involved in programs with Club members must submit a **Medical Report Form** signed by her/his source of medical care based on a thorough examination within three months. Statements must be submitted every two years thereafter.

All volunteers must submit evidence of freedom from tuberculosis. If a Mantoux test proves negative, no further evidence is necessary; if the Mantoux is positive, a chest X-ray must be repeated every two years. A positive x-ray prevents approval for volunteering.

MANDATED SCREENINGS

All volunteers working with Club members are fingerprinted, drug tested and screened through the New York State Child Abuse Registry.

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.

REPORTING SUSPICION OF CHILD ABUSE

In accordance with the provisions of Section 413 and 415 of the Social Service Law, any suspected incidents of child abuse or maltreatment concerning a child must be reported to the State Central Register of Child Abuse and Maltreatment or cause such a report to be made when such employees have reasonable cause to suspect that a child in their care is an abused or maltreated child. If a volunteer has such concerns, she/he should contact Barbara Cutri, Director of Operations, Shantae Artis, Director of Healthy Lifestyle and Volunteer Programs or another program Director.



SAFETY and EMERGENCY PROCEDURES

The staff person in charge in a crisis situation is Alyzza Ozer, CEO, or in her absence, Barbara Cutri, Director of Operations.

PREVENTION

There should never be a time when a program area or classroom is unstaffed. If a staff member is not present, the area must be locked.

EMERGENCIES

When an emergency alarm is sounded (fire drill or emergency evacuation), follow the lead of the staff member in charge. In all cases, use common sense and be sure that the health and safety of children are of paramount concern.

SHELTER IN PLACE

This is usually called when inclement weather makes leaving the building dangerous. Food, lodging and care are provided.

LOCK IN

No one leaves the building until an "all clear" is announced by authorities.

LOCK DOWN

No one enters the building. Staff and members stay in designated locations.

SUPERVISION OF MEMBERS

Volunteers **MAY NOT** be left alone with children.

WEAPONS AND VIOLENT BEHAVIOR

Dangerous weapons are not permitted in the Club.



VOLUNTEER DRUG AND ALCOHOL POLICY

Read carefully, sign, and return the **Agreement and Consent to Drug and/or Alcohol Testing** page found in the VOLUNTEER FORMS section.

DRUG AND ALCOHOL-FREE WORKPLACE POLICY

BGCNW has a vital interest in ensuring a safe, healthy and efficient working environment for our employees, their co-worker, volunteers, and the members we serve. The unlawful or improper use of controlled substances or alcohol in the workplace presents a danger to everyone. In addition, as a Federal grantee, we have a duty to comply with the requirement of the Drug-Free Workplace Act 1988. For these reasons, the following drug and alcohol free workplace policy has been established as a condition of volunteer placement or continued volunteer placement with BGCNW.

All employees, volunteers and consultants are required to abide by this policy. They are required to inform appropriate supervisors of policy violations.

Volunteers are prohibited from reporting to work or working while using illegal or unauthorized drugs. Volunteers are prohibited from reporting to work, or working when the volunteer uses any drugs, except when the use is pursuant to a doctor's orders and the doctor has advised the volunteer that the substance does not adversely affect the volunteer's ability to safely perform his or her job duties.

In addition, volunteers are prohibited from engaging in the unlawful or unauthorized manufacture, distribution, sale or possession of illegal drugs and alcohol in the workplace including: on organization paid time, on organization premises, in organization vehicles or while engaged in organization activities.

Each volunteer taking a legal drug which could affect job safety or performance is responsible for notifying the Director of Finance and Administration without disclosing the identity of the substance and providing a physician's certificate stating the substance does not adversely affect the volunteer's ability to safely and efficiently perform the volunteer's job duties and /or provide any work restrictions. If the organization and the volunteer's physician have determined that the substance volunteer's job duties or determined that a reasonable accommodation can be made, the volunteer may commence work. A volunteer may not be permitted to perform his or her job duties unless such a determination or reasonable accommodations is made.

In accordance with the Drug-Free Workplace Act of 1988, volunteers must notify the Director of Operations of any criminal drug statue conviction for a violation occurring in the workplace within five (5) days of such conviction.

Your volunteer placement or continued volunteer placement with the organization is conditioned upon your full compliance with the forgoing drug and alcohol free workplace policy. Any violation of this policy may result in disciplinary action, up to and including discharge from your volunteer placement.



Consistent with its fair employment policy, the organization maintains a policy of non-discrimination and reasonable accommodation with respect to recovering addicts and alcoholics, and those having a medical history reflecting treatment for substance abuse conditions. Employees and volunteers are encouraged to seek assistance before their drug and/or alcohol use render them unable to perform their essential job functions or jeopardizes the health and safety of themselves, or others.

BGCNW further reserves the right to take any and all appropriate and lawful actions necessary to enforce this Drug and Alcohol-Free workplace policy, including but not limited to, the inspection of organization issued lockers, desks or other suspected areas of concealment, as well as a volunteer's personal property when the organization has reasonable suspicion to believe that the volunteer has violated this drug and alcohol free workplace policy.

BGCNW will provide education materials and programs on the danger of drugs and alcohol to its volunteers on a periodic basis, provide information on counseling and rehabilitation services available to volunteers with drug problems, and notify funding agencies as defined by the Anti-Drug Abuse Act of 1988, when an employee or volunteer is convicted of a drug offense that occurred in the workplace.

The policy represents guidelines only and should not be interpreted as guarantee of volunteer placement.

Drug Testing

BGCNW is determined to eliminate the use of illegal drugs, alcohol, and controlled substances at our work site. The purpose of this program is to improve job safety on all projects. This program is designed solely for the benefit of our employees and volunteers to provide reasonable safety on the job and protection from offending individuals. In addition, this program attempts to meet our responsibility to the public, whom we serve.

Testing: Drugs and alcohol tests will be administered under the following conditions:

- When a volunteer shows signs of impairment on the job;
- After an accident or occurrence that results in an injury on the job as defined by the Occupational Safety and Health Administration;
- After any vehicular accident when it appears that the volunteer might reasonably have avoided the accident or minimized the consequences, but did not do so;
- At volunteer placement time, when all new volunteers will be required to pass a volunteer placement drug-screening test as a condition of volunteer placement; and
- At periodic intervals, when volunteers may be required to pass a drug screening tests as a condition of continued volunteer placement.

Volunteers who refuse to submit to drug and alcohol testing are not permitted to volunteer.