



VOLUNTEER HANDBOOK

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.

Welcome to Boys & Girls Clubs of St. Joseph County!
We rely on the time and energy of volunteers to fulfill our mission
and look forward to you joining us!



BOYS & GIRLS CLUBS
OF ST. JOSEPH COUNTY

Important Contacts

<p>Boys & Girls Clubs Main Office 502 E. Sample St. South Bend, IN 46601 574-232-2048</p> <p>Jacqueline Kronk <i>Chief Executive Officer</i> 574-232-2048 ex 3120 jkronk@bgcsjc.org</p> <p>Duane Wilson <i>Chief Operating Officer</i> 574-232-2048 ex 2401 dwilson@bgcsjc.org</p> <p>Lindahl Chase <i>Director of Development</i> 574-232-2048 ex 3116 lchase@bgcsjc.org</p> <p>Alyssandra Howe <i>Community Engaged Learning Coordinator and Volunteer Coordinator</i> 574-232-2048 ahowe@bgcsjc.org</p> <p>Susie Brennan <i>Director of Strategic Partnerships</i> sbrennan@bgcsjc.org</p>	<p>OC Carmichael Jr. Youth Center <i>BGCSJC Flagship Site</i> 502 E Sample Street South Bend, IN Club Director: Ashley Person aperson@bgcsjc.org</p> <p>Career Academy 3801 Crescent Circle South Bend, IN 46628 Club Director: Lucinda Reese lreese@bgcsjc.org</p> <p>Success Academy 3408 Ardmore Trail South Bend, IN 46628 Club Director: Ray Martin rmartin@bgcsjc.org</p> <p>Harrison Elementary <i>South Bend Empowerment Zone</i> 3302 W Western Avenue South Bend, IN 46619 Club Director: Sarah Bond sbond@bgcsjc.org</p> <p>Wilson Elementary <i>South Bend Empowerment Zone</i> 56660 Oak Road South Bend, IN 46619 Club Director: Destiny Castillo dcastillo@bgcsjc.org</p> <p>Walkerton Elementary <i>John Glen School Corporation</i> 805 Washington Street Walkerton, IN 46574 Club Director: Heather Harrison hharrison@bgcsjc.org</p> <p>North Liberty Elementary <i>John Glen School Corporation</i> 400 School Drive North Liberty, IN 46554 Club Director: Heather Harrison hharrison@bgcsjc.org</p>
	<p>Marquette Primary <i>South Bend Community School Corporation</i> 1818 Bergan St South Bend, IN 46628 Club Director: Shanell Exum sexum@bgcsjc.org</p>

Important Contacts

<p>Darden Primary <i>South Bend Community School Corporation</i> 18645 Janet Drive South Bend, IN 46637 Club Director: Abigail Amat aamat@bgcsjc.org</p>	<p>Battell Elementary <i>School City of Mishawaka</i> 715 E Broadway Street Mishawaka, IN 46545 Interim Club Director: Jurnee Scruggs jscruggs@bgcsjc.org</p>
<p>Muessel Elementary <i>South Bend Community School Corporation</i> 1021 Blaine Avenue South Bend, IN 46616 Club Director: Courtney Bond cbond@bgcsjc.org</p>	<p>Beiger Elementary <i>School City of Mishawaka</i> 1600 E 3rd Street Mishawaka, IN 46544 Club Director: Taylor Gordon tgordon@bgcsjc.org</p>
<p>Lincoln Elementary <i>South Bend Community School Corporation</i> 1425 E Calvert Street South Bend, IN 46613 Club Director: Charnelle Maefield-Martin cmartin@bgcsjc.org</p>	<p>Emmons Elementary <i>School City of Mishawaka</i> 1306 S Main Street Mishawaka, IN 46544 Club Director: Jen Kocsis jkocsis@bgcsjc.org</p>
<p>Monroe Primary <i>South Bend Community School Corporation</i> 312 Donmoyer Avenue South Bend, IN 46614 Club Director: Affrica Jenkins ajenkins@bgcsjc.org</p>	<p>Hums Elementary <i>School City of Mishawaka</i> 3208 Harrison Road Mishawaka, IN 46544 Club Director: Ariana Kellogg akellogg@bgcsjc.org</p>
<p>John Young Middle School <i>School City of Mishawaka</i> 1801 N Main Street Mishawaka, IN 46545 Club Director: Anastasia Davis adavis@bgcsjc.org</p>	<p>LaSalle Elementary <i>School City of Mishawaka</i> 1511 Milburn Boulevard Mishawaka, IN 46544 Club Director: Braxton Carrillo bcarrillo@bgcsjc.org</p>
<p>Nuner Elementary <i>South Bend Community School Corporation</i> 2716 Pleasant Street South Bend, IN 46615 Club Director: Jess Alexander jalexander@bgcsjc.org</p>	<p>Liberty Elementary <i>School City of Mishawaka</i> 600 Pregel Drive Mishawaka, IN 46545 Club Director: Corey Whittaker cwhittaker@bgcsjc.org</p>
<p>Madison Primary <i>South Bend Community School Corporation</i> 832 N Lafayette Boulevard South Bend, IN 46601 Interim Club Director: Travis Washington twashington@bgcsjc.org</p>	<p>Twin Branch Elementary <i>School City of Mishawaka</i> 3810 Lincolnway E Mishawaka, IN 46544 Club Director: Taylor Brown tbrown@bgcsjc.org</p>



Making the Most of Your Volunteer Experience

Thank you, again, for your generosity of time and energy! We look forward to working together with you to provide a high-quality program which reflects the five BGCA Pillars:

- Character & Leadership
- Education & Career
- Health & Wellness
- the Arts
- Sports & Recreation

We are committed to providing a welcoming and supportive space for our BGCSJC Members to grow and explore while maintaining a safe and healthy environment.

Please bring your energy!

Actively engage with Members. Your focus should always be on them and on nothing else. Cell phones need to be kept either in your car or pocket (on silent or vibrate). They are only to be used in case of an emergency. Be attentive to the Member in front of you. Let them know that you value your time with them.

Be inclusive

Club demographics are very diverse with Members of all races, socioeconomic backgrounds, and personal circumstances. Club Members should be treated fairly and with respect to foster their personal, emotional, social, and academic growth. Appreciate diversity.

Be adaptable

We appreciate your patience and adherence to ongoing and changing COVID-19 safety protocols and procedures. Even if the program looks different from previous years, the BGCSJC mission remains the same!

Arriving at the Club Site

Volunteers should check in with the Club Director upon arriving at the site.

On your first day you will receive a volunteer lanyard that will help our Members and staff identify you.

Dress Code

While you are serving, you can wear jeans, khakis, khaki shorts, t-shirts, gym shorts, tennis shoes, closed-toe/heel sandals, or any clothes that are conducive to the activities you will be doing while at Club. Appropriate, athletic or activewear is generally best. Please avoid open-toed sandals, untidy clothes, sleeveless t-shirts or shirts with spaghetti straps, clothing with derogatory statements, and hats worn indoors. Please wear your name tag at all times.

Calling in Sick/Arriving Late

In the event that you cannot volunteer during your scheduled time due to illness or others conflict, please let us know as soon as possible so that your Club Director has time to plan accordingly. Please see page 2 for phone numbers and email addresses of important contacts at each site.

Policies and Procedures

Harassment

Harassment in any form will not be tolerated. Any form of harassment including, but not limited to, sexual harassment or harassment based on race, ethnicity, religion, gender, sexual orientation, national origin, disability, or any other protected class, should be reported to your Unit Director or the Volunteer Coordinator.

Alcohol, Drugs, and Profanity

Boys & Girls Clubs are tobacco-, drug-, and alcohol-free environments. Reporting to your volunteer assignment under the influence or in the possession of alcohol or drugs is grounds for immediate termination.

The Club fosters positivity and inclusivity. Profanity and **racial slurs or jokes are not tolerated.**

Disagreements with Other Employees/Volunteers

If, for any reason, a disagreement or argument occurs with a staff member or another volunteer, it should never take place in front of our Members, parents, or school staff members. If you need assistance resolving the problem, please contact your Unit Director.

Safety During Activities and Club Time

We strive to provide a positive and safe environment for our Members. Volunteers are never to be left alone with Club Members or left with other volunteers but without BGC staff present.

Physical Safety: If you see a potential safety risk, address it with a staff member immediately. Member safety is our top priority; please do not begin your activity until you feel it is safe to do so.

You are encouraged to play sports with Club Members, but if you have underlying health problems, please use your discretion.

Emotional Safety: We serve a diverse group of children and emotional safety is paramount. Please help us ensure that children are welcomed, encouraged, and supported. If you see a potential situation that compromises the emotional safety of a Club Member, BGC staff member, or otherwise please address it with a club staff member or administrative staff immediately.

Signs of Illness

If a Member exhibits signs of illness or experiences any symptoms, please report it to staff immediately. The Member's temperature will be checked and appropriate First Aid administered. The child will be separated from the group and parent/guardian contacted.

Injuries

If a Member is hurt, inform the most senior staff member (team lead or Unit Director) on duty so that the child can be evaluated in a timely manner. In some cases, first aid will need to be administered at the location. If so, this should be done by a staff member.

Accident or Incident Reports

If an accident or incident occurs, please inform a staff member so that they can address it. The reports listed below are only to be filled out by a staff member. However, if you witness an incident that warrants making any type of report, you may be asked to give information regarding the incident.

Accident Reports

Fill these out when the aid given is at more than a Band-Aid. All head injuries (no matter how minor) require an accident report. Staff will notify an emergency contact on record.

Incident Report

This report is for all non-injury related issues that may harm/affect our Members.

Behavioral Report

for all non-injury.

Mandatory Reporting: Suspected Child Abuse

Boys & Girls Clubs of St. Joseph County is a Mandatory Reporting Agency. This means that under the guidance of appropriate laws, any staff person or volunteer having reasonable cause to believe that any child is experiencing abuse, exploitation or neglect shall immediately, verbally report the information to the Unit Director (or Team Lead), and in conjunction with that staff member, report the incident through the Child Abuse Hotline or a local law enforcement agency. The BGC Chief Operating Officer will also be notified immediately.

Criteria for Identifying Possible Abuse

Please note that while these indicators represent common signs that abuse or neglect may be occurring, an individual's sense that something may be awry is often as or more accurate. Caution is best.

The following are warning signs to identify possible abuse:

- Frequent or unexplained bruises or injuries
- Nervousness around adults
- Aggression toward adults or other children
- Inability to stay awake or concentrate for extended periods
- Sudden, dramatic change in activities or personality
- Acting out sexually or showing interest in sex that is inappropriate for age level
- Low self-esteem
- Poor hygiene

Bathroom Procedures

Please only use designated adult bathrooms. Volunteers are not permitted to accompany children to the bathroom. Staff members will escort children according to BGCSJC Policy, prohibiting one-to-one contact. Members will use designated student bathrooms one at a time or in groups of three or more.

Boundaries

Please be mindful of boundaries at all times. Never put yourself in a position that could be deemed inappropriate or unprofessional. For the safety and protection of Members and volunteers alike, you should never be alone with a Member.

Volunteers should avoid:

- Inappropriate physical contact; including but not limited to kissing, tickling, long embracing hugs, backrubs, holding hands, sitting on laps, picking up children.
- Engaging in any sexual or intimate relationship with a child.
- Buying or giving any child special treats or gifts unless specifically authorized by the Unit Director.
- Allowing a child to call you by a nickname or pet name.
- Disclosing personal information about yourself, staff, volunteers, or other children to a member/child.
- Exchanging cell phone numbers with a child.
- Allowing a child to use or handle your personal or business cell phone.
- Giving a child a secretive note of a personal nature or engage in exchanging secrets with a child.
- Spending time with a child outside of the Club.

Social Media

You will undoubtedly form special bonds with the Members. This is understandable and encouraged! However, you are not permitted to engage with Members on social media. We prefer all volunteers to change their social media settings to private if possible. Accepting Members as friends on Facebook, Twitter, Instagram, SnapChat, TikTok, etc. is not allowed. As staff members and volunteers, we are here to serve as mentors to our Members, not to be their friends.

Confidentiality

Members' names and personal situations are confidential and cannot be discussed with people outside of the Club. Pictures can only be taken by BGCSJC staff members. In turn, pictures of Club Members cannot be posted to any social media sites or any other websites that are not affiliated with Boys & Girls Clubs. Personal and professional information of staff members and other volunteers is also considered confidential information.

Guidance and Redirection

Sometimes when working with the children, conflicts will occur. To encourage and reinforce positive behavior, it may be necessary to redirect inappropriate behavior. This may include taking action by doing one or more of the following:

- Calmly ask the child to move to a quiet area so that you or a staff member may talk to them.
- Ask the child to come to where you are because you are unable to hear or understand them.
- Gather information by asking the child to describe the problem. Restate and acknowledge the problem to show that you understand.
- Acknowledge the child's feelings. Hearing a label for what they are feeling may help them understand that they are not acting how they normally would.
- Ask for solutions and choose one together. Ask "What can we do to solve this problem?"
- Stay nearby and follow up in case the problem continues.
- Let a staff member know so that they may also address the issue if necessary.

We provide a safe, positive, and formative experience for Club Members. Please treat Club Members with kindness and compassion at all times.

In the event that redirection is not successful, and a behavior escalates, a staff member (Team Lead or Unit Director) will enforce our behavior policy. We are here to support you as a volunteer and to provide a consistent, loving environment for you and our Members. If a Member is engaging in inappropriate behavior, please let a staff member know so that they may address the issue.





VOLUNTEER AGREEMENT

I have read the Volunteer Handbook and agree to abide by the guidelines set forth by the Boys & Girls Clubs of St. Joseph County.

PRINTED NAME: _____

SIGNATURE: _____

DATE: _____



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