



**BOYS & GIRLS CLUBS**  
OF THE CEDAR VALLEY

# Volunteer Handbook

Revised February 2018

**GREAT FUTURES START HERE.**



### **Welcome from Volunteer Coordinator**

Welcome to the Boys & Girls Clubs of the Cedar Valley! Thank you for dedicating your time to our organization. We are confident that you will have a fun and rewarding experience while at the club. As volunteers we hope that you sharpen your skills and enhance your talents during your involvement with the Club and its members.

Our volunteers have an important role with our members by serving as role models to them. Simply by coming to our Clubs, you are showing our members the importance of service to your community. Volunteers are expected to set a good example for our club members. You will make a great addition to our team!

This volunteer handbook is designed to give you important and useful information that will assist you with your volunteer experience. Please keep it and refer to it when needed. Any additional questions regarding volunteer applications/process should go to:

Erin Hinton     [erin@cedarvalleyclubs.org](mailto:erin@cedarvalleyclubs.org)     (319) 433-2046

Sincerely,

Erin Hinton

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## **History of the Boys & Girls Clubs of the Cedar Valley**

The Boys Club of Waterloo opened its doors in November, 1965 for boys only. In 1979 an addition was added including a gym. At the same time an additional second floor was added during the construction and a Girls Club consequently was opened and integrated into the total programming structure. At this time, Boys Club of Waterloo became The Boys & Girls Clubs of Waterloo. This was done at the request of the United Way board of directors in order to deal with the similar needs of disadvantaged girls that could be effectively met through Boys & Girls Clubs of America core programs.

Today, The Boys & Girls Clubs of the Cedar Valley is the leading agency serving youth in Black Hawk County. Our programs provide service to over 1,200 boys and girls and the club has served over 25,000 youth since 1965. Our four Cedar Valley locations are listed below.

- Waterloo – 515 Lime Street, Waterloo
- Evansdale – 3574 Lafayette Road, Evansdale
- Holmes Junior High School – 505 Holmes Drive, Cedar Falls
- Sacred Heart Church – 627 West 4<sup>th</sup> Street, Waterloo

## **Purpose**

The Boys & Girls Clubs is a youth development organization that promotes character development and prevents delinquency. This is accomplished through services directed at providing behavioral guidance and the promotion of health, social, educational, vocational and character development of children.

Programs and activities are designed to focus on areas such as health and fitness, character and leadership development, skill development, and educational career development in order to benefit the club members.

The Boys & Girls Clubs are not simply a place to “hang-out” or be “babysat” where staff are only there to supervise. Club members are expected to participate in programs that are lead by trained staff that is there to interact and motivate them. Our purpose is to provide opportunities to our members, many of whom come from disadvantaged circumstances, so that they know they can dream of a future with endless possibilities.

## **Mission**

Our Mission of the Boys & Girls Clubs is to inspire and enable all young people, especially those who need us the most, to reach their full potential as productive, responsible, and caring citizens.

## **Who We Serve**

- Club members range in age from 6 years old up to 18 years old.
- 55% Boys and 45% Girls
- 75% of Club members are living below the poverty line.
- 85% of Club members qualify for Free/Reduced Lunch.
- 85% of Club members receive some form of government assistance.
- 81% of Club members are being raised by a single parent.
- 9% of Club members are being raised by a grandparent.
- 1 in 3 of Club members has a parent who is currently or has been incarcerated.

## Programming

The Boys & Girls Clubs of the Cedar Valley teaches programming in 5 Core Programming Areas:

- Character and Leadership
- Education and Career Development
- Health and Life Skills
- The Arts
- Sports, Fitness, and Recreation

## Hours of Operation

Each of our club locations operate under different hours, those times are listed below.

- Waterloo
  - **School Year:** Monday through Friday, 3:00 p.m. to 6:45 p.m.
  - **Summer:** Monday through Friday, 8:30 a.m. to 5:00 p.m.
- Evansdale
  - **School Year:** Monday through Friday, 3:45 p.m. to 6:00 p.m.
  - **Summer:** Monday through Friday, 8:30 a.m. to 5:00 p.m.
- Holmes Junior High School
  - **School Year (Only):** Monday through Thursday, 3:00 p.m. to 5:00 p.m.
- Sacred Heart Church
  - **School Year:** Friday, 3:30 p.m. to 5:00 p.m.
  - **Summer:** Monday through Friday, 8:30 a.m. to 5:00 p.m.

## Non-School Days

On non-school days, the Club will be open from 8:30 a.m. to 5:00 p.m. There will be no STEM Programs on non-school days.

## Early Dismissals and School Closings

On weather emergencies when school is closed or has an early out, the club is closed. If there is a late start, the club will open. If you are unsure, contact Volunteer Coordinator or the Unit Director for your site.

## Holidays

The following are the holidays observed by the Club and we will be closed:

New Year's Eve	Memorial Day	Thanksgiving & Day After
New Year's Day	Independence Day	Christmas Eve
Martin Luther King, Jr. Day	Labor Day	Christmas Day

If one of the above holidays falls on a Saturday, it will be observed on the preceding Friday. If one falls on a Sunday, it will be observed on the following Monday.

## Staff

We are a small staffed organization but each member plays an important role to our mission. Each one of us knows the value of having volunteers at all of our unit locations. Listed below are the full-time staff members who you may see around the building.

Chuck Rowe	CEO	<a href="mailto:chuck@cedarvalleyclubs.org">chuck@cedarvalleyclubs.org</a>
Bryan Burton	Director of Operations	<a href="mailto:bryan@cedarvalleyclubs.org">bryan@cedarvalleyclubs.org</a>
Chelsea Szczyrbak	Director of Development	<a href="mailto:chelsea@cedarvalleyclubs.org">chelsea@cedarvalleyclubs.org</a>
Erin Hinton	Event and Volunteer Coordinator	<a href="mailto:erin@cedarvalleyclubs.org">erin@cedarvalleyclubs.org</a>
Brenda Vavroch	Executive Director of Evansdale	<a href="mailto:brenda@cedarvalleyclubs.org">brenda@cedarvalleyclubs.org</a>
Kelsie Simmons	Waterloo Unit Director	<a href="mailto:kelsie@cedarvalleyclubs.org">kelsie@cedarvalleyclubs.org</a>
Tess Ware	Assistant Unit Director & Life Skills Coordinator	<a href="mailto:tess@cedarvalleyclubs.org">tess@cedarvalleyclubs.org</a>

## Guidelines and Rules for Volunteers

The following are guidelines and rules for all volunteers of BGCCV.

- Introduce yourself to the club members – avoid standing around talking to staff and/or other volunteers.
- Treat club members and club staff with respect and dignity – please listen to what staff says.
- Be dependable and stay with your assigned age group each time you volunteer. If you cannot make your assigned time at the Club, please notify the Director of Volunteers so we know not to expect you.
- Avoid using cell phones while supervising club members. Set an example for club members.
- Leave personal problems at the door.
- Do not take club members out of the club area without permission from the Unit Director.
- **Do not pick up any club member.**
- Pass along any club member concerns which you feel need further attention to staff and/or Unit Director.

## Dress Code

Volunteers are seen as role models by our members. We expect that all volunteers dress in appropriate attire and be prepared to carry out the activities of the day. The following guidelines are to be followed at all times.

- No clothing can advertise or have reference to tobacco products, drugs, profanity, alcohol, racism or any other inappropriate image.
- Shorts are permitted, but must be of an appropriate length and cannot be “skintight.”
- All shirts must have sleeves (tank tops, halter tops, etc. are not allowed)
- Shoes appropriate for the workplace must be worn at all times. Gym shoes are highly encouraged to be worn daily.
- No hats of any kind should be worn indoors unless for medical reasons or for special occasion approved by Unit Director.
- No cutoff jeans or sweatpants.

Personal appearance should be a matter of concern for all volunteers and staff. If a supervisor feels your attire is out of place, you may be asked to change and/or leave the club until you are properly dressed.

## General Club Rules

The following are the General Club Rules for all Boys & Girls Clubs of the Cedar Valley locations. Additional rules may be enforced and is up to the Unit Director.

- All members must register and pay membership dues.
- All members must attend the Club during official open hours only.

- All members must attend school in order to attend the Club. If they are sick, suspended, or gone from school for any other reason, members are not allowed at the club.
- A reachable telephone number is required for all members at the Club.
- No smoking or tobacco is allowed on the Boys & Girls Clubs grounds.
- Food is allowed in designated areas only (unless otherwise mentioned)
- Foul language is not allowed.
- Do not abuse/damage the Boys & Girls Club's property or equipment.
- Bicycles should be locked up to the bike rack outside the front door. (The Club is not responsible for lost or stolen bikes.)
- Valuables are the responsibility of the club member.
- Put all trash in the trashcans.
- Gambling is not allowed.
- You must obey all game rules.
- The Administrative Offices are off limits, unless otherwise spoken by staff.
- All safety rules must be obeyed.
- Disrespecting staff, volunteers, or other members and/or their property will not be tolerated.
- Appropriate dress is required.
- Cell phones are only allowed at the front desk.

This is a list of General Club Rules, in no way does it represent ALL rules enforced by the Boys & Girls Clubs staff. Suspensions will be at the sole discretion of the Unit Director and on an individual basis.

### **Disciplinary Action for Club Members**

The following is a guideline and will be followed in typical situations. Certain behaviors carry with them a "zero tolerance" policy, in which the punishment will result in immediate suspension or expulsion of the club member from the club and its programs.

- i. Initial Warning: Club member is warned by staff to stop inappropriate behavior/action. Time out from activity may be issued at discretion of staff member.
- ii. Second and Final Warning: A discipline report is filled out by the staff member and contact with the parent is made. Both parent and member are reminded of our policies and procedures, and notified that the continuance of inappropriate behavior/actions will result in suspension of membership privileges.
- iii. If member continues with the inappropriate behavior/actions they will be suspended from the club for a number of days determined by the Unit Director. Each suspension after the first will result in an increased number of days the member is suspended. Written documentation is submitted to the parent.
- iv. More than 5 suspensions may result in expulsion from the club its programs for a specified time.

### **Safety Rules**

The Boys & Girls Clubs of the Cedar Valley is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, the Club will not tolerate, in any manner, any threats, acts, or intent to commit a violent act that jeopardizes the safety of staff, volunteers, club members or any physical assets of the organization. This includes verbal or physical threats, as well as other forms of intimidation, such as abuse or destruction of property, sexual harassment bullying, abusive language or

other hostile or inappropriate behavior that may cause others to feel unsafe, anxious or threatened in the workplace.

The safety and security of club members, staff, and guests is of utmost concern. The following list is the safety rules that should be followed for each Club location.

- Members and volunteers must obey staff
- Hitting/fighting is not allowed.
- Do not run in the halls, stairways or activity rooms.
- Do not play in restrooms.
- Do not touch the fire extinguishers or fire alarms. If pulled, it will result in an automatic suspension from the club.
- No club member may be out or in areas of the club without staff supervision.
- No club member is to leave the building on their own without prior consent from parent/guardian.

Inappropriate touching or contact with youth by volunteers is prohibited. If a volunteer has any knowledge of or becomes aware of any circumstances which may endanger the health, safety or well-being of club members, said volunteer must bring the matter to the attention of the Unit Director. Volunteers should not have contact with club members outside of regular club activities.

### **Drug-Free Workplace**

The Boys & Girls Clubs of the Cedar Valley is committed to protecting the safety, health, and well-being of its staff, club members, and all individuals who come into contact with its workplace(s), and property, and/or use its products and services. As part of this mission, the BGCCV is also committed to maintaining a Drug-Free Workplace. This Policy applies to all applicants of the club. As a result, we prohibit the following:

- Possessing, distributing, selling, or manufacturing of any illegal drug while on the Club premises.
- Consuming or being under the influence of alcohol or any controlled substance while on the Club premises, in Club vehicles, while using any Club equipment, or while conducting business-related activities off the Club premises – whether on work time or not. This prohibition includes the use, sale, transfer, possession, or manufacture of drugs and controlled substances.
- Using or smoking tobacco products including, but not limited to cigarettes, cigars, pipes, and smokeless tobacco, while inside the Club facilities or vehicles.

### **Volunteer/Mentor Guidelines and Agreement**

As a volunteer, when you complete the volunteer packet you sign and agree to the Boys & Girls Clubs of the Cedar Valley Volunteer/Mentor Guidelines. Therefore we hold you to these expectations as a volunteer/mentor. The form is attached below for you to reference.

*As a volunteer, I agree to:*

1. Interact with the Club Members the whole time I am volunteering at the Boys & Girls Club. This may include some physical activity, as well as a variety of other Club activities. Please let the Director of Volunteers know of any concerns or limitations you may have.



2. Check-in and check-out at the volunteer information desk every time I volunteer.
3. Wear clothing that is appropriate and comfortable. Make sure my clothing isn't offensive, distracting, or revealing.
4. Not lift, pick up, or carry any child while I am volunteering at the Boys & Girls Club.
5. Reinforce all of the Boys & Girls Club rules and announcements made by Club staff.
6. Help all staff lead Boys & Girls Club members.
7. Keep my cell phone in a safe place where it won't distract me from interacting with the kids.

*As a mentor, I agree to:*

1. Work on homework with my mentee before having free time. I understand that homework is a main priority when interacting with my mentee.
2. Come see my mentee at least once a week for an hour. I agree to come every week. If I need to miss a week, I agree to reschedule our meeting time for a day that better fits in my schedule.
3. Only meet with my mentee one-on-one. I agree to not allow friends or other Club members to meet with my mentee and I. I understand that this mentor/mentee relationship is a one-on-one interaction.
4. Stay in the Boys & Girls Club building while I am mentoring my mentee. I agree to not leave the premises during my time spent with my mentee at the Boys & Girls Club.
5. Not have a relationship outside of the Boys & Girls Club. I agree to only visit my mentee at the Boys & Girls Club. I will not transport my mentee outside of the Boys & Girls Club.
6. Clean up all messes my mentee and I make while at the Boys & Girls Club. I agree to ensure my mentee helps me clean up whatever mess we make, wherever it may be in the building.

By signing this volunteer agreement, I agree and understand to all of the above statements. If I don't understand something, I will contact the Director of Volunteers and discuss it in further depth with her.

Volunteer Name Printed: \_\_\_\_\_

Volunteer Name Signed: \_\_\_\_\_



## Lesson/Activity Proposal Continued

Answer the following questions so that we could potentially implement your lesson/activity at the Club.

Which age groups would this activity work with? (Check all that apply)

Elementary	Middle School	High School	Adults	No Preference

Location – Choose one of the Club locations for your activity. (Check all that apply)

<b>Waterloo</b> Kindergarten through High School	
<b>Evansdale</b> 1 <sup>st</sup> through 5 <sup>th</sup> Graders	
<b>Holmes Junior High School</b> 7 <sup>th</sup> through 9 <sup>th</sup> Graders	
<b>Sacred Heart Church</b> 1 <sup>st</sup> through 5 <sup>th</sup> Graders	
<b>No Preference</b>	

Additional Comments/Notes:

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## Handbook Acknowledgment Form

By signing this form, I acknowledge that I have received a copy of the Boys & Girls Clubs of the Cedar Valley Volunteer Handbook. I understand that it contains important information about the Club's policies, that I am expected to read the Handbook and familiarize myself with its contents, and that the policies in the Handbook apply to me. I understand that this handbook supersedes all previous written and verbal policies, and the club may change the policies in the Handbook at any time.

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*Volunteer's Signature*

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*Date*

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*Director of Volunteer's Signature*

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*Date*