

**Thanks  
For  
Volunteering!**

REVISED: APRIL 2019



**BOYS & GIRLS CLUBS**  
OF CENTRAL GEORGIA

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**BOYS & GIRLS CLUBS**  
OF CENTRAL GEORGIA

# **Volunteer Handbook**



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## Holiday Schedule

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Often our Clubs provides childcare for non-school days. However, for major Holidays BGCCG is also closed. The following is a tentative schedule of when BGCCG operations will be **closed**:

January – New Years Day; Martin Luther King Jr. Holiday

April – Good Friday

May – Memorial Day

July – Independence Day\*

September – Labor Day

November – Thanksgiving Holiday

December – Christmas Holiday

**\*Note Clubs will be closed the week of July 4<sup>th</sup>**

**Staff Training and Additional Closure Dates**  
**(notifications to be sent when dates are set)**

**Programs, calendar of events and other information**  
**may be found on our website: [www.bgccg.org](http://www.bgccg.org)**

## Club Telephone/Computer Usage

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Good business practice dictates that our office telephones and computers be restricted to the business of the organization. Volunteers should restrict personal calls except in the case of an emergency. Club computers should not be used, unless discussed with a Unit Director.

## Cell Phone

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Volunteers are asked to keep phones away while they are volunteering. If volunteers need to keep phones on their person for emergency situations, we ask that any calls or texts be taken in the office or outside-not in or near the program areas.

## Hour Tracking

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Volunteers use the Volunteer Log-In Sheet located in the front office to clock in and out at the beginning and end of each service. If a volunteer needs verification of hours or a letter of recommendation, please contact the Volunteer Coordinator at [volunteer@bgccg.org](mailto:volunteer@bgccg.org) or call 478-743-4153.

## Volunteer of the Year

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Volunteers are eligible to be selected as a Volunteer of the Year. Club staff and other volunteers may nominate an exemplary volunteer each year to receive the honor. A selection committee will choose a Volunteer of the Year from the nominations. The chosen Volunteer of the Year will be recognized by our board Members as well as on our website and newsletters.

## A Message from our President/CEO and Board Chair

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Thank you for the gift of your time in service of the thousands of local youth we serve through the Club. Volunteerism is at the heart of how we provide the valuable enrichment opportunities to our members. As a volunteer for the Boys & Girls Clubs of Central Georgia (BGCCG), you are playing a vital role in providing positive, life enhancing mentorship to a child. We believe that you will find participating in the development of youth to be a memorable and inspiring experience that will not only change the life of a child, but will also change you! We deeply appreciate you giving of your time and your heart in such a meaningful way.

Phillip Bryant  
President/CEO

Karen Middleton  
Board Chair

## Welcome to the Boys & Girls Clubs of Central Georgia

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We welcome you as a Club volunteer! You are joining our team of over 1000 volunteers every year that provide over 26,000 hours of service in support of our youth. Volunteers are essential to BGCCG program delivery. We appreciate you choosing to help us make a difference in the lives of children in our region.

### Definition of a Boys and Girls Clubs of Central GA Volunteer

A BGCCG volunteer is any person who freely offers to contribute skills and services to help the Club strengthen or expand its impact on youth development, without expectation of financial or other tangible compensation from the organization. Simply put, volunteers provide services that are meaningful and essential to the operation of Boys and Girls Clubs of Central GA that would otherwise be performed by staff, or not at all. A basic principle of voluntarism is that the volunteer worker supplements, supports, and expands the work of the professional, yet never replaces a potential paid staff member.

We work together as a team to provide a positive place for youth. The needs of our Club members are a priority for all who work here. Together, we make a difference!

## Introduction

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Boys & Girls Clubs of Central Georgia began in Macon in 1938 as Macon Police Cadets. In 1944 we became an affiliate Club of Boys & Girls Clubs of America (BGCA) and as such, follow their rules of membership which offers support and a standard for service.

Boys & Girls Clubs of Central Georgia is a Partner Agency of United Way of Central Georgia. BGCCG relies on donations which come from a variety of sources, BGCA, United Way of Central Georgia, government grants, private foundations, private & public companies and the generosity of individual donors.

- Our typical program delivery is after school hours on weekdays. We are not open on weekends.
- We offer a full day summer camp in several locations.
- We offer programs that are developed by Boys & Girls Clubs of America and have been tested and proven to work.
- We collect and report our program outcomes to Boys & Girls Clubs of America.

## General Regulations

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**After Hours Use of Buildings:** Staff or volunteers are not permitted to remain in a building or use the facilities.

**Care of Personal Belongings:** BGCCG cannot be responsible for the loss of personal funds or belongings, nor is it covered by insurance for such losses. It is therefore the responsibility of the volunteer to adequately safeguard his or her own belongings.

**Use of vehicles:** All transportation of members will be conducted in a BGCCG vehicle by BGCCG staff members. No members will be transported in privately owned vehicles. In the event a volunteer is asked to drive, a motor vehicle background check must be completed and prior approval from the CEO/President must be obtained prior to the trip.

## Conditions for Volunteering

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**Equal Opportunity:** The acceptance of volunteers to serve at BGCCG is based on qualifications and abilities in accordance with standards established by the Board of Directors without regard to race, color, sex, age, marital status, ethnic or national origin, religion, veteran, or handicapped status in accordance with the principals embodied in the U.S. Civil Rights Act of 1964, as amended, and other discrimination laws.

All volunteers must fill out a volunteer application that will include authorization to perform a background check and list references. This information will be kept on file in a restricted access area. References are requested on the application and will be telephoned for a recommendation. A background check will be performed using a secure service provider, First Advantage, that reviews the national criminal database and state sex offender records. Our policy requires a background check to be performed every two years. **(Fees are the responsibility of the volunteer)**

Once accepted, the volunteer will be informed as to which staff member he/she will report to. BGCCG's chain of command will be in effect for volunteers so we may maintain proper reporting channels.

- All volunteers serving in the Clubs report to the Site/Unit Director
- Unit Directors report to the Director of Clubs Operations
- Director of Clubs Operations reports to CEO/President
- CEO/President reports to the Corporate Board

We believe an enjoyable volunteer experience begins with pacing an individual's skills, talents, and time commitments to the needs of the Club. We work with each volunteer to individualize their experience to make it as meaningful as possible while working towards personal goals. Volunteerism at the Club is a partnership that ultimately benefits our members.

## Drug-Free Workplace

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The Club is a drug-free workplace. The possession use or distribution of illegal drugs and/or alcohol is prohibited within our workplace environment. All staff & volunteers are prohibited from entering the workplace under the influence of illegal substances and/or alcohol, and are required to abide by the policy. All volunteers & staff are required to inform appropriate supervisors of policy violations.

**ZERO-TOLERANCE POLICY: Volunteers who violate this policy will be dismissed.**

## Policy Against Harassment

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The Club will not tolerate any harassment of any volunteer relating to race, color, sex religion, national origin, age, or disability.

Harassment includes, but is not limited to, slurs, jokes, other verbal, graphic or physical conduct relating to an individual's race, color, sex, religion, national origin, age, or disability. The Club will not tolerate any unwelcome sexual advance, request for sexual favors or any other conduct of sexual nature by a female or male. These actions constitute harassment when:

Submission to or rejection of such conduct is either explicitly or implicitly made a condition of volunteerism; or becomes the basis for a placement decision regarding the volunteer; or creates a hostile, offensive or fearful work environment.

Harassment of any nature is a serious offense. Retaliation against a volunteer staff member who makes charges of harassment is also serious and will not be tolerated. Harassment of retaliation will result in action, up to and including discharge.

Any volunteer believing, he/she has been a victim of harassment should talk to their Unit Director, Program or Club Operations Director.

## Mission

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The Boys and Girls Clubs of Central Georgia strives to enable all young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens. We're dedicated to providing a safe, positive place and having a significant impact on their lives.

### Vision

The Vision of the Boys & Girls Clubs of Central Georgia is that all of our members graduate from high school, are work and college ready with skills that enable them to be self-sufficient, have a clear plan for their future, live a healthy lifestyle, and are responsible, caring and productive citizens.

### We believe that...

- Children are an integral part of a community and the future of our society.
- Our best hope for the future is to support growth and enrichment through challenging, fun activities with the guidance of caring adult role models.
- Children learn and develop through a choice of diverse experiences.
- Every child deserves equal access to community programs and resources.
- Adults gain immense satisfaction by personally contributing to the positive development of youth.

### Our five core program areas... Character and

#### Leadership Development

Empowers youth to sustain meaningful relationships, develop a positive self-image, participate in the democratic process, and respect their own and others' cultural identities.

#### Education and Career Development

Youth master basic educational disciplines, apply their learning to everyday situations, and embrace technology to achieve career success.

#### Health and Life Skills

Young people learn to adopt positive, self-nurturing behaviors, set personal goals, and live as self-sufficient adults.

#### The Arts

Participants will develop creativity and cultural awareness through knowledge and appreciation of the visual arts, crafts, performing arts, and art education.

#### Sports, Fitness, and Recreation

Programs in this area develop fitness, positive use of leisure time, skills for stress management, appreciation for the environment and social skills.

## Dress Code

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All volunteers will be provided with a volunteer **ID Badge** to be worn while volunteering. The ID Badge allows staff, members, and parents to easily identify volunteers.

Please avoid:

- Clothing with gang signs, promotion of alcohol or tobacco, or offensive material
- Baseball caps
- Open-toed shoes
- Excessive jewelry, body piercing and tattoos
- Short skirts, dresses, or shorts
- Spaghetti straps or low-cut tops
- Excessive perfume or cologne

## Safety Tips

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Club members deserve the best possible examples of conduct, decorum and good citizenship. The behavior of volunteers sets the example for our youth to follow. It is expected that all volunteers will conduct themselves at all times in a manner reflecting the mission of the Club.

### **Limit physical contact.**

Side Hugs are okay if appropriate. Follow 3 second rule. Give a high-five or make a unique handshake!

No lap sitting. Not a jungle gym.

Leave the discipline to staff. Get help if you see anything inappropriate.

### **Youth Interaction**

- Make children the priority!

## About the Volunteer Handbook

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This handbook is designed to provide an overview of the policies and procedures that will act as a guide for Boys & Girls Clubs of Central Georgia volunteers. Much of the information contained here is the same as the information in our Employee Handbook.

This handbook cannot possibly cover all situations and conditions that might occur, but an attempt has been made to include the important aspects of volunteerism. Boys & Girls Clubs of Central Georgia reserves the right to change any or all of the policies or procedures described.

We appreciate your commitment of time to serve the youth of Central Georgia.

### **Distribution of Manual**

The manual will be reviewed with all volunteers at orientation prior to the volunteer beginning an assignment. The manual will be available on the BGCCG website and at each club for future reference.

### **Development of Volunteer Policies and Practices**

Volunteer policies and practices are approved, and periodically reviewed by BGCCG Corporate Board, with the participation of CEO/President. BGCCG has set forth its policies in this manual to ensure the fair and consistent application of the organization's policies and procedures among all volunteers and to present continuity and understanding within the organization.

BGCCG will extend its best efforts to recognize all rights and privileges described in this manual except when doing so would impair the operation of the organization or expose the organization to legal liability.

## Online Assessment

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All volunteers will need to read this handbook and pass a short online assessment before they begin their volunteer service. The assessment covers what the Boys & Girls Club of Central Georgia is, what programs we offer, and child safety regulations. Orientations will be conducted in person by the Unit Director.

## Confidentiality Agreement

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Information regarding youth, paid staff and volunteers, both verbal and written, is often privileged and confidential.

Personal information about our members is not to be released without written consent of the individual involved.

## Background Check

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All Boys & Girls Clubs of Central Georgia volunteers 18 and older will need to successfully pass a background check before they begin volunteering. The information provided on the Volunteer Application will be used to conduct the background checks. An incomplete application may delay the background check process.

All decisions regarding the results of background checks will follow the policies provided by the Boys & Girls Clubs of America.

## Placement

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Each volunteer will be placed in one or more specific program areas. Placement will be determined by the volunteers' interest and skills, the volunteer's availability, and the Club opportunities available. If a volunteer is not placed in their first choice, they may have the opportunity to change placements when there is a vacancy. If a volunteer feels their placement is not a good fit, has concerns regarding their placement, or experiences issues with staff, they are encouraged to contact the Volunteer Coordinator.

## Attendance and Absenteeism

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Volunteers are a vital part of the Club experience for our members. Therefore, it is essential that volunteers are consistent, which includes showing up and showing up on time. Each volunteer will set an individualized schedule that best meets their needs and are requested to adhere to that schedule.

We do understand that situations may arise that interfere with your volunteer service. Please notify the Unit Director as soon as possible of any planned or unexpected absences.

If absenteeism becomes excessive, your volunteer service with the Club will be reevaluated.

If you find that you can no longer serve as a volunteer for the Clubs, please give notice so the Clubs can adjust the schedule and find a replacement.

## Helpful Tips for Successful Mentorship

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Building positive relationships with an adult is one of the great experiences that the Club provides to our members. By volunteering with us, you become a mentor for our youth. The safety and security of youth is of utmost concern, so below are some important guidelines to follow.

- Introduce yourself to the members and learn their names.
- Treat each member with respect and dignity.
- Use positive language. Use redirection instead of punishment.
- Be dependable and keep your promises.
- Model appropriate behavior and attitudes
- Maintain the rule of 3—you should never be alone with a member
- Do not take members out of the Club area.
- Do not accept money, goods or gifts from members (except items such as handmade crafts, cards, etc.).
- Do not give out any money to members, no matter how small the amount.
- Do not give members your phone number, address or social media information.
- **HAVE FUN!**

## Contact Information

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Our administrative office is located at 277 Martin Luther King Jr. Blvd. West, Suite 202, Macon, Georgia 31201.

Phone 478.743.4153

Email: [admin@bgccg.org](mailto:admin@bgccg.org)

Director of Administrative Services – Ext. 222

Vice President of Strategic Programs & Impact – Ext. 224

Director of Program Quality & Compliance – Ext. 225

Director of Finance – Ext. 226

Director of Club Operations – 478-788-0300

## Club Locations

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Club locations are in Bibb, Houston, Monroe and Candler counties.

Murphy, Felton, Tindall Unit at the Buck Melton Center  
841 Anthony Road  
Macon, Georgia 31204  
Phone: 478.330.7204

Carl D. Thomas Memorial Unit  
6022 Bloomfield Road  
Macon, Georgia 31206  
Phone: 478.788.0300

King-Danforth Unit  
1301 Shurling Drive  
Macon, Georgia 31211  
Phone: 478.238.6427

Boys & Girls Club at Union Elementary School Unit  
4831 Mamie Carter Drive  
Macon, Georgia 31210  
Phone: 478.297.7401

Warner Robins Unit at Deloris Toliver Park  
115 Wallace Drive  
Warner Robins, Georgia 31093  
Phone: 478.225.1231

Forsyth City-Monroe County Unit  
500 GA-83  
Forsyth, Georgia 31029  
478.992.5605

Candler County Unit, Metter Georgia  
421 West Vertia Street  
Metter, Georgia 30439  
Phone: 912.685.2900  
Mailing Address: P. O. Box 1118  
Metter, Georgia 30439

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