

# **Boys & Girls Clubs of Fort Wayne**



**BOYS & GIRLS CLUB**  
OF FORT WAYNE

**VOLUNTEER HANDBOOK**

**February 2018**

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# WELCOME!

## *Great Futures Start Here*



Welcome to the Boys & Girls Clubs of Fort Wayne (BGCFW) family. We believe that consistent, ethical and quality performance is the key to success and will result in loyal AND mutually beneficial relationships. As a volunteer with our staff, dedication to providing the best service to our members is our number one priority.

The information contained in this handbook applies to all volunteers of Boys & Girls Clubs of Fort Wayne. Our objective is to provide you an environment that is constructive to both personal and professional growth. This handbook is designed to acquaint you with Boys & Girls Clubs of Fort

Wayne and provide you with general information about requirements, benefits and policies affecting your employment. Please read it carefully and become familiar with it. You are responsible for complying with the provisions of this handbook.

Thank you for joining our mission, “to inspire all young people, especially those who need us most, to reach their full potential as productive, caring, and responsible citizens.”

Joe Jordan  
President & CEO  
Boys & Girls Clubs of Fort Wayne

## **Mission & Vision Statement**

It is the intention of the management of Boys & Girls Clubs of Fort Wayne (BGCFW) to provide a safe, enjoyable and satisfying experience for our volunteers. We exist to fulfill the needs of our members by providing a safe, fun, and supportive environment that contributes to the BGCFW mission and vision.

### ***Our Mission:***

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

### ***Our Vision:***

To be the leader in addressing the growing needs of young people through exceptional programming, staff, facilities, strategic partnerships and collaborations.

The Story of the Boys & Girls Club of Fort Wayne  
By  
Rudy Mahara

While living in Lafayette, Indiana and working for Equitable, I had a client, Brad Baumgardner, who was the Executive Director of the Boys & Girls Club of Lafayette, Indiana. He gave me a tour of his Club. I was amazed by the enthusiasm of the kids and the passion of the staff. I could see that lives were being changed.

Shortly after that tour, I was promoted with Equitable and moved to Fort Wayne, Indiana in 1988. I was settling into Fort Wayne just a few weeks when I received a call from Brad. He asked me for a favor. He told me that Fort Wayne was the largest city in the United States that did not have a Boys & Girls Club. He said two representatives from the Boys & Girls Club national office would be in Fort Wayne the following week and asked me if I would meet with them for lunch. I was very reluctant at first as I was new in town and really knew no one. He was persistent and I agreed to meet with them. I remembered that my Big Brother in my college fraternity, Duane Hinshaw, lived in Fort Wayne. I gave him a call to let him know I was in Fort Wayne and asked if he would join us for this lunch. At the lunch I learned Duane was in senior leadership of the Juvenile Probation Department. The individuals from the national office were very convincing. I knew there was *magic* in the Boys and Girls Club and Duane knew the needs of Fort Wayne and the challenges of working with at risk youth.

We had no idea how to get started. The national office provided us with a ten step process to start a new Boys and Girls Club. Duane and I agreed to investigate further and checked out the feasibility of bringing a Boys and Girls Club to Fort Wayne. We were too naïve to know that it couldn't be done.

We began to do a feasibility study and recruit a quality board of directors. I had the vision and passion and Duane knew the needs, the city and the key community leaders. We talked to everybody in town that would listen. We presented the problems currently in our city and the value of establishing a Boys and Girls Club. We asked each city leader if our plan was feasible and whether Fort Wayne needed another non-profit organization. After our passionate presentation I closed the meeting by asking them, "If this idea moves forward, will you support us and be a board member?"

The response was remarkable; it must have been God's will. We had business people tell us they had grown up in a Boys and Girls Club and told us how it had saved their lives. They couldn't wait to give back and help establish a Club in Fort Wayne. Within three months we had a board of directors that other non-profits would dream of having. Ian Rolland, then president and CEO of Lincoln Life pledged \$50,000 and had one of his top people join our board. The president of DANA Corporation was a board member and pledged \$252,000. The vice-president of General Electric pledged to remodel a building if we got one. Local business leader, Tom Kelley, joined the board and made a financial pledge. The northeast Indiana president of McDonalds joined the board. The regional president of NIPSCO joined the board and pledged money. Other board members were bankers, lawyers, school superintendents and principals, local media personalities and the list went on. Foundations pledged \$85,000 for the next three years.

We had a board of directors of 25 people, all community leaders, and they were on fire. We had a first year budget of \$225,000 and it was already committed as we got closer to starting the Club. Duane Hinshaw shocked us all as he had decided to apply to be our first executive director. He would resign his job with the probation department if he was selected. Duane was on fire. He said he had spent his whole career at the end of the line once kids had been incarcerated. He wanted to get in the front of the line to help the kids to stay out of the court system and break the chain of poverty. After a national search, it was unanimously determined that Duane was the best choice to lead the Boys and Girls Club of Fort Wayne. On a side note, Duane went on to be very successful in this position and became a Vice President of the south east area of the United States for the national office of Boys and Girls Clubs of America. Mr. Henshaw retired from BGCA in 2016 from the national office.

There was a line of kids waiting for the Club to open on its first day. That ***magic*** started the second the doors opened and it continues today. If you ever need a pick me up, stop by the Boys and Girls Club and you will feel the ***magic***. During those early years the Boys and Girls Club also was a positive influence for the city and was on every media outlet on a regular basis. The Club was awarded multiple state and national awards. Lives were being changed for the better.

I am very grateful that Brad shared with me the vision of the Boys and Girls Clubs in 1988. I thank God for giving me the ability to share that vision in Fort Wayne with the community leaders. I am very proud and humbled that the thousands of volunteers that have made the Boys and Girls Club of Fort Wayne ***magic*** happen. I have hope for the tens of thousands of kids that have had their lives brightened by the ***magic***.

Today we have four locations, serving 3,000 kids annually and have an annual budget of over \$2 million.

The journey has just begun. The Boys and Girls Club does a great job with the kids ages 6 through 18. Once they become teenager we see less and less of them. There are still way too many of our young men growing up in the prison system. There are way too many young women seeing teen pregnancy as a ticket for survival. We need to keep the ***magic*** in their life until they become young adults.

Now at the Fort Wayne Boys and Girls Club we are launching a multi-million dollar campaign to build a staff and teen center. We will have targeted programs that will keep that ***magic*** alive from puberty to adulthood. Giving the young adults pride and purpose will create a paradigm shift in our community.

It is here we can lower the prison population and decrease teen pregnancy. Lower the dependency on welfare, support and strengthen families, provide jobs, education and PURPOSE!

## **What You Can Expect as a Boys & Girls Clubs of Fort Wayne Volunteer**

Your responsibility as a volunteer:

1. Be realistic and candid in accepting your assignment, taking into consideration your interests, skills and availability, as well as the needs of the Clubs.
2. Learn your volunteer assignment by completing required orientations, asking questions and staying in touch with the supervisor.
3. Contribute to BGCFW by being reliable and dependable in doing your job and working with employees.
4. Follow all policies and procedures of BGCFW, observe confidentiality when needed, and engage in appropriate public behavior at all times.
5. Participate in the feedback process by letting the volunteer coordinator know how you feel about your volunteer experience and by giving constructive suggestions for improvement in any area.

## **What You Can Expect BGCFW to Provide for You**

1. A suitable assignment based upon your interests, skills and availability as well as the agency's needs.
2. Orientation and training to help you perform your job.
3. The opportunity to work as part of a team to contribute to the welfare of the children we serve, and to be recognized for your contribution.
4. The support you need to do your job, including necessary equipment, supplies, work space and helpful supervision.
5. The opportunity for feedback about your volunteer experience.
6. The chance to grow and develop as a volunteer through participating in other agency activities, special training events and meetings.

# **Recruitment and Selection Procedures & Policies**

## **Volunteer Records, References and Privacy**

BGCFW maintains records on each volunteer which are the property of BGCFW and are confidential. Volunteers are required to notify the volunteer coordinator and/or supervisor of any changes in emergency contact information, home address, phone numbers, and e-mail address and to report any additional educational or skill training acquired after volunteering. It is the responsibility of the volunteer to regularly update their personal and emergency contact information.

Volunteers may review their records by notifying the volunteer coordinator and/or supervisor to set a time that is mutually convenient.

## **Recruitment and Equal Opportunity**

Volunteers are recruited without regard to gender, disability, age, race, color, national origin, veteran status or religion. Volunteers are recruited based upon their skills, abilities, desire and suitability to perform volunteer responsibilities.

## **Recruitment of Minors**

Volunteers must be 18 years of age and have a high school diploma or GED.

## **Service at the Discretion of the Organization**

BGCFW accepts the service of all volunteers with the understanding that such service is at the sole discretion of the Club. Volunteers agree that BGCFW may at any time, for whatever reason, decide to terminate the volunteer's relationship with the Club or to make changes in the nature of their volunteer assignment.

## **Background Checks**

BGCFW strives to maintain a safe and productive workplace with honest, trustworthy, qualified, reliable and non-violent volunteers and employees who do not present a risk or harm to their co-workers, club members or others. All background checks will be performed in accordance with applicable federal and/or state laws and program regulations.

Potential and current volunteers are expected to cooperate fully with background checks. Cooperation includes, among other things, providing written consent to conduct a background check and responding truthfully to any inquiries pertaining to these checks. Failure to cooperate in these respects or any attempt to interfere with implementation of this policy, or the agencies efforts to obtain relevant information may result in termination of volunteer involvement.

## **Orientation & Training**

Newly assigned volunteer will be scheduled on the next available date to attend an orientation prior to their start date. Only volunteers that are working directly with members will need to attend the full orientation. This orientation includes mandatory training in:

- Organization's Structure, Goals, Purpose
- H.I.P.A.A. and Clubs privacy practices
- Drug Free Workplace
- Respect and Dignity
- Abuse, Neglect and Exploitation
- Incident Reporting
- Communication Strategies

# **Supervision, Feedback and Other Policies**

## **Role of Supervisors**

Each volunteer has a supervisor who is responsible for direct management of that volunteer. The supervisor is responsible for the day-to-day management and guidance of the work of the volunteer and shall be available to the volunteer for consultation and assistance.

The supervisor has primary responsibility for developing suitable assignments for the volunteer, and providing feedback to the volunteer regarding their work.

## **Performance Feedback**

Volunteers and their supervisors are encouraged to have informal, open and honest discussion on an ongoing basis about work performance and goals of the volunteer.

As a result of performance feedback, volunteer development activities may be pursued. Development efforts are focused on building the capabilities of all volunteers.

## **Communicating with Volunteer Coordinator**

A supervisor is responsible for maintaining regular communication with the volunteer coordinator regarding the status of the volunteer they are supervising and are responsible for all timely and necessary paperwork to the coordinator. The volunteer coordinator should be contacted regarding any change in the work or status of the volunteer.

Each volunteer will be provided with contact information for the volunteer coordinator regarding questions or concerns.

## **Tracking Volunteer Hours**

ALL volunteer hours are to be tracked and logged. Hours of service include the time spent in service in the Club, special events, and attending meetings or training classes. ALL volunteers **MUST** sign **in** and **out** on the Volunteer Log Sheet using your volunteer number found on your badge, at the front desk of each Club. This is how your hours are tracked.

## **Attendance**

BGCFW expect all volunteers to assume diligent responsibility for their attendance and promptness. Volunteers who are unable to come to work or who will be late should notify their supervisor prior to their scheduled work time. Frequent absenteeism or lateness that is unexcused or excessive may result in separation.

## **Holidays**

BGCFW observes the following holidays;

- New Year's Eve
- New Year's Day
- Martin L. King Day
- Friday Before Easter
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and Day After
- Christmas Eve and Christmas Day

When a holiday falls on a Saturday, the holiday will be observed on the previous Friday, unless otherwise designated by the President & CEO. When a holiday falls on Sunday, the holiday will be observed on the following Monday, unless otherwise designated by the President & CEO.

## **Leaving Volunteer Assignment and Exit Interview**

A volunteer may decide to terminate their service at any time and for any reason. Notice of the volunteer's decision to separate should be communicated as soon as possible to the volunteer's supervisor. Volunteers are encouraged to give 2 weeks' notice of intent to resign stating the reason for leaving and intended last day of work. Supervisors need to notify volunteer coordinator of resignation.

A volunteer who does not report to work for 3 consecutive assignments without contacting their supervisor may be considered to have abandoned the position and voluntarily resigned from the position. An exit interview should be scheduled on or before the last day of volunteering.

## **Staff Volunteering**

Any staff member who desires to do volunteer work outside their normal working hours, may do so with approval prior to volunteering. Staff can only volunteer for duties that would NOT be part of their normal position duties.

## **Volunteer/Member Relationships**

### **Member Confidentiality**

Volunteers, employee, consultants and agents of BGCFW will not discuss a present, past or future member with unauthorized individuals. This protects the member and/or family's rights to privacy. This right also extends to any and/or all documents on file at BGCFW.

All Volunteers are expected to maintain a professional relationship with members at all times. Abuse, neglect, exploitation and mistreatment are expressly forbidden. Some examples are listed below:

1. Volunteers shall not, at any time, take advantage of members for personal or other's gain. This includes using the members for chores or work benefiting others.
2. Volunteers are prohibited from employing physical and verbal abuse or violating any members' rights as punishment or in any relationship with members. Physical abuse includes: forced physical activity, hitting, pinching. Verbal abuse includes; screaming, swearing, name-calling, belittling, or other verbal activity that could cause damage to the member's self-respect or dignity.
3. Suspected instances of abuse, exploitation, member mistreatment or any infractions of this Policy by Volunteers must be reported to the supervisor, Volunteer Coordinator, Director of Programs & Operations, or President & CEO immediately.

Member safety is of utmost importance to the staff at BGCFW. Abuse and neglect of members will not be tolerated.

### **Problem Solving Procedure**

BGCFW is concerned with any situation affecting the volunteer relationship. If you have a problem or a complaint concerning your volunteering or if you believe you are not

being treated properly, you are encouraged and expected to take the appropriate steps set forth below in an effort to resolve the matter. These steps are made available for a volunteer to voice an opinion or discuss a problem with management without prejudice or fear of retaliation. No one may penalize you or treat you differently in any way for using this Problem Solving Procedure in good faith.

1. If a volunteer has a problem or complaint, the volunteer should discuss it with his or her immediate supervisor as soon as possible.
2. If the problem is not satisfactorily resolved or the problem is with the immediate supervisor, the volunteer has the right to discuss it with the Volunteer Coordinator. It is expected that the problem will be brought to the attention of the Volunteer Coordinator within ten (10) working days of its occurrence. The Volunteer Coordinator has ten (10) working days to resolve or respond to the problem.

Not all complaints can be resolved to everyone's satisfaction however, in each case, the reason for the decision will be clearly explained to the volunteer.

## **Health & Safety**

### **Workplace Safety and Security**

BGCFW takes pride in being a Club of concerned and dedicated individuals working together to provide the highest quality service to our members in a safe and efficient manner. In order to provide a secure, safe and healthy work environment, BGCFW provides information to volunteers periodically about workplace safety, health and security issues through email and other means.

Volunteers are discouraged from bringing large amounts of cash or other personal valuables to volunteer unless absolutely necessary. BGCFW is not responsible for personal items that may be lost or stolen.

BGCFW believes that the majority of accidents are preventable. However, even under the best circumstances, an accident may occur. All volunteers are expected to follow safe work practices. If injury occurs, the volunteer is expected to stop the activity that caused the injury and seek first aid or medical attention. All accidents and/or injuries, regardless of how insignificant, should be immediately reported to the supervisor and an incident report completed. A reporting procedure for accidents and medical emergencies, have been adopted that meets all legal requirements and must be complied with, by all volunteers.

Volunteers should feel free to report without fear of retaliation; any condition which they believe poses a safety, health or security risk in the workplace. BGCFW will investigate such reports promptly and thoroughly and take appropriate corrective action.

Volunteer who violate safety standard, who cause hazardous or dangerous situations, or who fail to report such situations may be subject to separation.

## **Harassment Free Workplace**

BGCFW is committed to a work environment free from unlawful harassment in which everyone is treated with respect and dignity while working or while on BGCFW premises. This policy has been established to emphasize a productive work environment free of harassment. BGCFW will not tolerate harassment based on sex, sexual orientation, race, color, religion, disability, age or national origin.

It is the policy of BGCFW that anyone in our organization who is found to have engaged in such harassment will be subject to disciplinary action up to and including separation.

BGCFW also recognizes that false accusations of harassment can have serious effects on innocent boys and girls. A factual determination by an investigator, based on all evidence found will resolve the issue of whether a harassment has occurred.

It is the responsibility of each volunteer to bring matters of this nature to the attention of the Volunteer Coordinator. Failure to report incidents may suggest acceptance and participation in such acts. Investigation of complaints will be designed to protect the privacy of the parties concerned.

## **Violence Free Workplace**

BGCFW is committed to preventing violence in the workplace and maintaining a safe work environment. Given the increasing violence in society, BGCFW has adopted the following guidelines to deal with intimidation, harassment or other threats of violence that may occur on its premises.

BGCFW will not tolerate any conduct that threatens, intimidates or coerces an employee, member, volunteer or member of the public at any time, including off-duty periods. Additionally firearms, weapons, and other dangerous or hazardous devices or substances are strictly prohibited on the premises.

All suspicious individuals or activities, including actual or threats of violence, both direct and indirect should be reported immediately to your supervisor or the Volunteer

Coordinator. This includes threats by employees, as well as threats by other volunteers, members, vendors, solicitors or members of the public. Volunteers should not attempt to intercede or otherwise become involved with any actual or potentially intimidating, harassing or violent situation.

Volunteers are encouraged to bring their disputes or differences with other volunteers and/or employees to the attention of the Volunteer Coordinator before the situation escalates into violence. BGCFW will promptly and thoroughly investigate all reports of actual or threatened violence as well as suspicious individuals or activities. The identity of the individual making a report will be protected to the extent possible. Any volunteer determined to have participated in any threatened or actual violence, or other conduct that violates these guidelines, will be subject to disciplinary action up to and including separation.

## **Smoke Free Workplace**

BGCGW is committed to the health and safety of all employees, clients and volunteers. Smoking of tobacco or any other substance is not permitted in BGCFW facilities or vehicles.

## **Drug Free Workplace**

BGCFW maintains a workplace that is free from drugs and alcohol abuse. BGCFW will not tolerate the use of illegal drugs/alcohol or the abuse of legal drug use.

BGCFW reserves the right to establish drug and alcohol search and screening procedures consistent with applicable laws. While on BGCFW property or while performing BGCFW business off premises, volunteers are prohibited from unlawful possession, use, manufacture, distribution, sale or dispensation of illegal drugs or alcohol. Such conduct is also prohibited during nonworking time to the extent that it violates laws, negatively affects BGCFW activities or adversely affects the reputation of BGCFW.

Volunteers who are convicted of any drug or alcohol related offense including pleas of no contest, are obligated to inform the Volunteer Coordinator within 5 days of said conviction or plea. Failure to comply with this regulation may result in disciplinary action up to and including separation.

## **Personal Appearance**

Volunteers are expected to maintain a personal appearance that is consistent with the needs for safety, for setting an appropriate example to members, and for maintaining a suitable professional appearance in the execution of their duties.

## **Footwear Policy**

Foot safety is very important. Slips and falls can easily occur if you are not wearing safe and proper footwear for the work that you do. Therefore, all volunteers who have direct member interaction will wear flat shoes with a non-slip sole, such as rubber or grooved and have a closed toe and heel.