

**GREAT FUTURES START [HERE.](#)**



**BOYS & GIRLS CLUBS**  
OF CENTRAL AND NORTHERN  
NEW HAMPSHIRE

# **VOLUNTEER**

# **HANDBOOK 2024**



## WELCOME STATEMENT

Dear Volunteer,

Thank you for your willingness to donate your time and serve the needs of the Boys & Girls Clubs of Central and Northern New Hampshire. On behalf of the Board of Directors, Club staff, and our entire organization, we are pleased to have you volunteer with us and trust your volunteer experience will be interesting, pleasant, and rewarding. We expect great things from you!

Our mission is “**To inspire and enable all young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens.**” Your volunteer service to our Club members carries great responsibility. The examples you set and the influence you have may be determining factors as to whether or not Club members become productive, caring, and responsible citizens.

This handbook is your guide to understanding policies and practices at the Club. **Volunteers are welcome to enhance our programming when appropriate based on the director’s decision, staffing, training, and supervision. Volunteers or students are never to take a role of a staff person or be unsupervised.** Every effort has been made to establish policies that are fair to you and acceptable to our organization. This handbook cannot possibly cover all situations and conditions that might occur or guarantee any specific condition of volunteerism. Boys & Girls Clubs of Central and Northern New Hampshire reserves the right to change any or all of the policies, procedures, and rules as outlined in this handbook. Copies of the changes will be available to all volunteers.

We believe that each volunteer is an individual. We personally welcome you to bring a special talent or interest to our organization and share it with our members. Our Club members are eager to learn and explore new opportunities.

This handbook is for you. Please read it carefully and keep it for future reference.

Thank you for volunteering your time to support our Clubs!

Sincerely,

A handwritten signature in black ink, appearing to read 'C. Emond', written in a cursive style.

Christopher Emond  
Chief Executive Officer

# What We Are All About

## *Club History*

The Boys & Girls Clubs of Central and Northern New Hampshire started as a Concord-based organization that has grown to encompass the Greater Concord area, Lakes Region, Kearsarge-Sunapee region, North Country and Upper Valley. The Club evolved from serving primarily school-aged children to offering child care and early learning classrooms, thanks to a merger with Lakes Region Child Care Services in 2019.

The story begins in 1944 with the opening of the Addison Martin Boys Club in Concord. Named in honor of its first director, Patrolman Addison Martin of the Concord Police Department, the original clubhouse was located in St. Timothy's Church on Highland Street. The building itself was little more than a basketball court, but under the direction of caring staff, it became the site of many, many happy memories.

When Officer Martin left the police force, the club was renamed the Concord Patrolman's Association Boy's Club. Then, attracted to the growing national Boys Club movement, the Concord Patrolman's Association Boy's Club became the Concord Boy's Club in 1962.

In 1983, the Concord Boy's Club became one of the first in the United States to formally add "& Girls" to its name, allowing girls to join as full members. Construction of the flagship clubhouse at Bradley Street was completed in 1987. That preceded decades of growth into neighboring communities like Hopkinton and Allenstown and thus the transition to "Boys & Girls Clubs of *Greater Concord*."

Meanwhile, in 1998, 14-year-old Robbie Mills of Laconia lost his life at the hands of two boys who wanted his bike. In response to that tragedy a group of determined Lakes Region students, parents, and civic leaders sought to "provide a safe, supervised place for middle school and high school students during after-school hours." The Belknap County Teen Center (later Teen Center of the Lakes Region) was formed and, in 2007, formally joined the Boys & Girls Clubs of America. The Lakes Club had purchased a permanent home at the former St. James Church on Main Street in Laconia in 2013.

In 2015, the Boys & Girls Clubs of Greater Concord and Boys & Girls Club of the Lakes Region merged to form the Boys & Girls Clubs of Central New Hampshire. The organization boasted regional clubhouses in Concord, Laconia, and Suncook, as well as numerous school-based programs in towns such as Andover, Weare, Sutton, and Warner. With a goal of expanding early childhood programs that it had been piloting, the organization pursued a union with Lakes Region Child Care Services (LRCCS), which offered a wealth of expertise and credibility in the early childhood development field. Founded in 1969 by Sara Allan, LRCCS operated three award-winning child care centers and several before/after school programs in Laconia and Belmont.

Most recently, the Boys & Girls Clubs of Central New Hampshire joined with the Boys & Girls Club of the North Country to form the Boys & Girls Clubs of Central and Northern New Hampshire (2023). The North Country Club had been established in 2005 in response to the pressing need for affordable, high-quality after-school programming in the Littleton, NH area. During its early years, it was an affiliate of the Boys & Girls Club of Greater Manchester. The North Country earned its Boys & Girls Clubs of America charter in October 2013.

The Boys & Girls Clubs of Central and Northern New Hampshire now operates over two dozen early learning centers and after-school programs, including an early childhood education teaching lab on the campus of NHTI. Our programs welcome over 1000 infants through teens weekly. From developmental assessment and hands-on enrichment to community service programs and nutritious meals, our Clubs provide children and youth with the resources and opportunities they need to thrive.

## Recruitment

The Boys & Girls Clubs of Central and Northern New Hampshire believes that qualified volunteers contribute to the overall strategic success of our organization.

The Boys & Girls Clubs of Central and Northern New Hampshire shall conduct criminal background checks of all employees and volunteers who have direct, repetitive contact with children. Name-based or fingerprint-based record searches may be used in any combination but shall, at a minimum, (a) verify the person's identity and legal aliases, (b) provide a National Sex Offender Registry search, and (c) provide a national criminal record search. Such checks shall be conducted prior to employment/volunteering and at regular intervals, not to exceed twelve (12) months.

All background check findings shall be considered when making employment or volunteer decisions. The Boys & Girls Clubs of Central and Northern New Hampshire reserve the right to base their decision on the following factors:

- refusal to consent to a criminal background check,
- making a false statement in connection with such criminal background check,
- the candidate is registered, or is required to be registered on a State or National sex offender registry,
- candidate has been convicted of a drug-related offense committed within the last five years,
- candidate has been convicted of a felony consisting of:
  1. murder;
  2. child abuse;
  3. a crime against children, including child pornography;
  4. domestic violence
  5. abduction or human trafficking
  6. a crime involving rape or sexual assault;
  7. arson, weapons: or
  8. Physical assault, battery.

### Background Checks for Youth

The Boys & Girls Clubs of Central and Northern NH requirement on background checks applies to all employees and volunteers, including youth (minors). Even though some states seal juvenile court records and prohibit employers from using such records for employment or volunteer purposes, some states do not. Accordingly, the Boys & Girls Clubs of Central and Northern NH will verify the applicant's identity and legal aliases (if any) by verifying their Social Security number as part of the background check process.

When conducting background checks on youth, youth do not have the authority to enter into an agreement or give consent in their own capacity. Parental or legal guardian consent is therefore needed to authorize the background check.

### Starting the Process

All interested volunteers will meet with the Community Engagement Manager to discuss interest and placement. Once interests, previous experience volunteering with children, time commitment, and other factors are discussed, the Community Engagement Manager or HR member will connect the volunteer to one of the Branch, Site, or Center Directors to learn more about a particular program. When an agreement is reached and the right placement is found that meets both the interests of the volunteer and the program, the member of the HR team will lead the volunteer through all the required paperwork, and trainings. Once the volunteer has

successfully completed all the required paperwork including training requirements, the volunteer will be able to begin making an impact and joining our community!

Volunteers who complete an FBI live scan and are cleared through the Child Care Licensing Unit as eligible can be out of a licensed program for up to 180 days without needing to repeat the process based on the Child Care Licensing rules.

Per BGCCNNH rules anyone who resigns from a volunteer role will need to complete the entire onboarding process from the beginning, including reference checks, background checks, trainings, etc. For that reason, volunteers are encouraged to volunteer on a consistent and regular basis. This can be as limited as once a month.

## Volunteer Opportunities

There are many different ways for you to be involved at the Club! Each location has different members and needs, but are open to different ideas based on volunteer interest. Some of the opportunities include:

1. Athletics
2. Food Service
3. Book Reading
4. Music and Movement
5. Administration
6. Student/Intern
7. Field Trips
8. Events
9. Health and Wellness
10. Arts and Crafts



Some activity examples that volunteers have run in the past:

1. Tennis
2. Running
3. Videography
4. Painting
5. Cooking
6. Theater and Acting
7. Dance
8. Storytelling

# **Program Benefits**

## **For Volunteers:**

- ❖ Opportunity to help the community/show community pride
- ❖ Increased networking opportunities
- ❖ Public recognition opportunities

## **For Members:**

- ❖ Introduce members to a variety of programming
- ❖ Make new connections through adult role modeling and mentoring

## **For the Boys & Girls Club:**

- ❖ Increased name and face recognition
- ❖ The community will have an opportunity to better understand the Boys & Girls Clubs of Central and Northern NH, its mission, vision, member needs, etc.
- ❖ Ability to manage events more effectively
- ❖ Increased volunteer recruitment and retention

## Levels of Volunteerism

We want to ensure that all volunteers can learn about our programs and participate as active volunteers in a way that works best for them. We also must ensure that club members are safe and are working with well-trained volunteers and staff. We have come up with some different levels of volunteerism, to help you decide which path is right for you!

### *One Time / “In-House Field Trip”*

These are extremely limited, one-time engagements. This could include reading a story, giving a presentation, or any other one-time activity that would have little to no direct interaction with members. ***Volunteers will not be left alone with a group and will be always present with a staff member.*** Volunteers can not walk through the building alone without being escorted. This includes trips to the restroom. They would not repeat their visit. All one-time volunteers must sign in on the volunteer/visitor log.

### *Student/Intern*

Students or interns are another volunteer classification. This would apply to high school students who are working toward volunteer hours, or college students doing practicum or other hours. Students and interns must complete BGCCNNH paperwork before volunteering, including passing a background check. Students and interns may have required trainings to complete before volunteering. Students and interns must punch in and out in our Management Tracking System.

**YOUTH UNDER 18:** *High school students and/or college interns under 18 years of age that are looking to complete volunteer hours will be registered as non-member youth volunteers. Non-member youth volunteers will complete background checks and required BGCA trainings before volunteering at any of our facilities. Non-member volunteers cannot be left alone with members, and adult staff and/or volunteers cannot be one on one with non-member youth volunteers. Non-member youth volunteers cannot be active Club members.*

ABOVE 18: Staff will work with these volunteers to ensure they get the outcome they need, be it training hours, practicum time, feedback on teaching, etc. They are not ever left alone with members or asked to care for the members. Background checks and trainings are required.

### *Standard Volunteer*

This is a volunteer who is routinely attending the club and works with members directly. This would range from once or twice a week, to multiple hours. A standard volunteer must complete BGCCNNH paperwork prior to volunteering, including passing a background check. Volunteers must submit three references, who will be contacted before volunteering. Volunteers must punch in and out of the Management Tracking System. Some trainings will be required.

### *Coach/Extended Volunteer*

Volunteers, such as coaches, who may be attending off-site events with members would fall under this category. This type of volunteer functions very similarly to a staff member and may have responsibilities reserved for staff. This level of volunteerism should be EXTREMELY LIMITED and will be discussed by the Boys & Girls Club of Central and Northern New Hampshire prior to having a volunteer begin this role. Coaches and extended volunteers must submit three references, who will be contacted prior to volunteering. Coaches or extended volunteers must complete BGCCNNH paperwork prior to volunteering, including passing a background check and completing many required trainings. Coaches and volunteers must punch in and out in MTS. If the volunteer will be alone with members, per our no 1-1 policy, special waivers must be submitted and approved by the CEO, and a log must be kept. BGCA required trainings must be completed which includes the following:



- BGCA-approved child abuse prevention – Keeping Your Boys & Girls Club Safe
- BGCA-approved mandated reporting -- Duty to Report: Mandated Reporter
- BGCA-approved grooming prevention – Abuse Risk Management

## *Outside Services*

Members of the community who have communicated with the family and the club before working with a member fall in this category. This includes speech pathologists, occupational therapists, or other services that are coming into the club to work with members during club time. **Background checks are required prior.** This category of volunteer should be logged as a volunteer, and cannot be one on one with members. A staff member must be present or outside service volunteers need to be within an open space where they can be monitored by a staff member. Outside services volunteers must punch in and out of the Management Tracking System.

The exception to the no-one-on-one rule will be outside services professionals that have a No One on One Waiver signed by the family, and have completed the three required BGCA trainings which include the following:

- BGCA-approved child abuse prevention – Keeping Your Boys & Girls Club Safe
- BGCA-approved mandated reporting -- Duty to Report: Mandated Reporter
- BGCA-approved grooming prevention – Abuse Risk Management

## **Our Non-Harassment Policy**

The Boys & Girls Clubs of Central and Northern New Hampshire is committed to maintaining an environment that is free from sexual harassment and other types of discriminatory harassment due to race, color, national origin, religion, age, sex, sexual orientation, gender identity, physical or mental disability, genetic information, pregnancy, veteran or military status, marital status or any other legally protected status. The Boys & Girls Clubs of Central and Northern New Hampshire's commitment begins with the recognition and acknowledgment that such harassment is unlawful.

This policy applies to all the Boys & Girls Clubs of Central and Northern NH settings and activities and includes Boys & Girls Clubs of Central and Northern NH-related trips and social events. The Boys & Girls Clubs of Central and Northern New Hampshire expressly prohibits any form of harassment that interferes with the ability of any volunteer to perform their duties. Any company property (e.g., telephones, copy machines, facsimile machines, computers, and computer applications such as e-mail and Internet access) may not be used to engage in conduct that violates this policy. This policy covers volunteers against harassment, as well as other individuals who have a relationship with the Boys & Girls Clubs of Central and Northern New Hampshire.

Please note that while this policy sets forth our goals of promoting a workplace that is free of sexual or other illegal harassment, the policy is not designed or intended to limit The Boys & Girls Clubs of Central and Northern New Hampshire's authority to take disciplinary action, up to and including termination of volunteer agreement, and/or any other action that we find appropriate when identifying conduct that is deemed unacceptable, regardless of whether that conduct may be unlawful sexual harassment or any other form of unlawful harassment.

The Boys & Girls Clubs of Central and Northern NH is committed to providing trainings on the prevention of workplace harassment and discrimination, either web-based or in person. Based on the level of volunteerism you may be asked to complete this training upon signing your volunteer agreement.

If you experience sexual harassment or other discriminatory conduct by a superior, Club employee, another volunteer, vendor, or a person we serve we urge you to notify your direct supervisor, human resources representative, or the Chief Executive Officer immediately so that they may have an opportunity to investigate and promptly deal with the problem. Although reports may be made verbally, volunteers are strongly encouraged to make any reports of sexual harassment or other discriminatory harassment in writing. Doing so can assist in the investigation process.

## **Allegations of Child Abuse**

The safety and protection of children and teens is the number one priority for the Boys & Girls Clubs Movement. Even one safety incident is too many. Any incident that impacts the well-being of the young people entrusted to our care must be taken seriously.

Child abuse is an injury or pattern of injuries to a child that is not accidental. Child abuse includes non-accidental physical injury, physical neglect, sexual abuse, and emotional abuse. Sexual abuse, a form of child abuse, is the exploitation of a child for the sexual gratification of an adult or older youth.

As an organization entrusted with the care and well-being of youth, the Boys & Girls Club condemns child abuse/sexual abuse. The Boys & Girls Club will report all suspected allegations of child abuse to the appropriate authorities and will cooperate fully in the investigation and prosecution of anyone abusing children. All allegations of child abuse by Boys & Girls Club employees or volunteers will be dealt with immediately in the following manner:

1. All allegations are to be treated as serious incidents and immediately reported to the immediate supervisor, who will then communicate with management and/or the executive director. All accusations must be reported to the appropriate authorities. Before calling, once reported, the incident must be documented immediately with factual information.
2. All allegations involving Boys & Girls Club employees or volunteers will be investigated and action will be taken to ensure that the individual does not have any further contact with children until the investigation is concluded. When an allegation is made against an employee or volunteer, that person is to be immediately suspended pending investigation (generally with pay if deemed appropriate by the executive director or designee for employees) from all duties and asked to prepare a written statement regarding the incident. The person should be cautioned not to return to the facility until the investigation is concluded.
3. The President of the Board of Directors is to be briefed by the Executive Director as soon as possible.
4. The Executive Director or designee will conduct a meeting with the parent(s)/guardian(s) of the affected youth as soon as possible.
5. A full report of the incident will be placed in the employee or volunteer file. Pending the results of the investigation employee or volunteer may return to the Club or their agreement with the Boys & Girls Clubs of Central and Northern NH may be terminated.

## Reporting Suspected Child Abuse

Anyone who suspects that a child is being abused is to report his or her suspicions immediately to the Branch/Center/Unit Director. Document what you witnessed as well as your response, in case there is a follow-up in which you are involved. It is critical that the staff member keeps the child with them at the Boys and Girls Club facility along with another adult until appropriate authorities come if they fear that the child may come to harm when returning to the home environment or environment where the suspected abuse has taken place. The appropriate governmental authority will determine whether or not there is abuse. Please note that only BGC employees are to make a direct report to the DCYF, and as a volunteer, you may be asked to contribute to the call. When reporting, it is critical to have as much information as possible prepared by the Branch/Center/Unit Director, such as:

- Child's full name
- Date of birth
- Name and addresses of parents/caretaker
- Parent/guardian work number if known
- Other siblings in the house and their ages
- Child's address and telephone number
- Description of injuries and/or abuse
- Any other details which may be helpful to the investigating agency

Confidentiality must be strictly maintained in order to protect children and adults. **Discussion with uninvolved staff and others is prohibited.**

If for any reason a parent or a guardian is trying to take a child home forcefully while the BGC staff is waiting for the appropriate authorities to arrive, make sure to follow Child Abduction protocol, and NEVER try to physically stop any individual from leaving the building.

### **DCYF PHONE NUMBER: (603) 271-6562**

**If a serious allegation is made against any member of The Boys & Girls Clubs, staff, volunteer, etc., action will be taken to ensure the individual does not have further contact with the child until the investigation is concluded. The individual may be put on administrative leave during this time. A report may be made to DCYF and the police to assist with investigating the accusation.**

### WHAT CAN ADULTS DO TO PREVENT SEXUALLY HARMFUL BEHAVIOR BETWEEN CHILDREN

- Set and respect physical boundaries.
- Encourage children to also respect themselves and others.
- Demonstrate to children that it is all right to say “no” and that they need to accept “no” from others.
- Stay aware of how children are interacting with one another.
- Talk with children, and listen to what they have to say.
- Set clear guidelines
- Regularly remind children of other trusted adults with whom they can talk about the circumstance that makes them feel uncomfortable.

# YOUTH WORKER POLICIES

## General Rules

### YOUTH WORKER DEFINITIONS

“Youth worker” is used as an umbrella term to describe all minors, defined as youth under the age of 18, who work in Clubs as official staff/employees, non-member youth volunteers, or work-based learning participants.

A **Youth Employee** is anyone under the age of 18 employed by the Club for compensation, where the employer controls what tasks must be done. *(The Boys & Girls Clubs of Central and Northern NH may hire youth who are 16 and 17 years of age. Youth employees cannot be in a dual role as a member and are compensated for their work. )*

A **Non-Member Youth Volunteer** is a person who does something, especially helping other people, willingly and without being forced or paid to do it. They are not members of the Club. *(The Boys & Girls Clubs of Central and Northern NH will accept non-member youth volunteers who are 16 and 17 years of age. A non-member youth volunteer cannot be in a dual role as a Club member and a volunteer. No time frame has to lapse to transition from an active Club member to a non-member youth volunteer, but a non-member youth volunteer must complete all required trainings and other required paperwork, including background checks, and go through an onboarding process before transitioning into that role.)*

A **Youth Work-based Learning Participant** is a Club member and they are part of an educational work-readiness program that develops employability skills, knowledge, and experience. *(The Boys & Girls Clubs of Central and Northern NH will accept work-based learning participants at 15 years of age.)*

### SAFETY GUIDELINES

-Adult employees and volunteers of the BGCCNNH will not be alone or have one on one interactions with any youth, including youth employees, and non-member youth volunteers. At the end of the day, if there are no other employees or volunteers present, directors must ensure that the youth worker leaves as the last member is leaving. They can stay and help close, clean, organize, etc. only if there is a third employee or volunteer on-site and in the same vicinity/view.

-Locations that have only one adult staff member cannot employ youth, or have non-member youth volunteers.

-Supervisors must include another adult (director, manager, HR) if they need to have a private conversation with a youth worker. Meet in rooms with clear sightlines and/or windows.

-No social media, including online gaming, can be used to friend a youth worker or to communicate with a youth worker.

-Any text messaging, or email communication with a youth worker must be done in a group setting.

- Non-member youth volunteers can never be left alone with a group, and even when working with an adult staff person they will not be counted in licensing ratio.

- Adult staff and adult volunteers cannot carpool or give rides to youth workers or invite them to after-work non-Club sanctioned events or engage in any other activities outside of work.

-All youth workers will be identified by a name tag color or another piece of clothing.

-All non-member youth volunteers who are assigned to assist with youth will not be assigned to work with their age group and will not be allowed to supervise other teens. All youth non-member volunteers shall be placed to volunteer within the junior program or below and will be under the supervision of an adult staff member.

-When placed in spaces where youth workers need to share a common space as teen members, supervisors and adult staff members must take an active role in supervising any teens involved in the program and intervene in any incidents where necessary. Youth workers, including non-member youth volunteers, will never supervise or directly implement programming activities for teen members.

-Ensure that youth non-member volunteers have a photo release signed by the parent/guardian when using youth photos in promotional materials.

-All youth non-member volunteers must receive training in youth worker rights, basic supervision of other youth, sexual harassment, recognizing child abuse, reporting suspected abuse, review of basic FirstAid/CPR and safety rules, and emergency preparedness. Additional trainings such as Prosolutions will be required.

-Supervisors must monitor youth non-member volunteers, instruct them when needed and offer regular feedback. Youth non-member volunteers will be given periodic check-ins following the standard practices of the Boys & Girls Clubs of Central and Northern NH.

-BGCCNNH management and supervisors are responsible for ensuring that all youth workers do not face discrimination or harassment from anyone in the workplace.

-Supervisors must instruct youth non-member volunteers on what to do if they get hurt on the job. Supervisors must work closely with HR staff to ensure that all parties are on the same page and to immediately communicate any issues or incidents.

-Youth non-member volunteers should not communicate with licensing, or DCYF on their own. Youth non-member volunteers, if they have witnessed something, should have support from an adult employee who will assist with filing a report. The supervisor must be present and remember to follow a rule of three. For the second employee, try to include employees that have witnessed the situation, or are the primary staff in that group. Adult staff should be considerate of the following factors:

- Youth non-member volunteers may need consent from a parent or a leag guardian.

- Some youth non-member volunteers may not be ready to handle sensitive and difficult situations, so consider their developmental level. Remove youth from discussions with officials and families.

- Give opportunities to provide additional support for youth workers.

## **SAFETY POLICIES**

The Boys & Girls Clubs of Central and Northern NH prohibits isolated one-on-one interactions between Club members and staff or volunteers, including board members. This includes prohibiting one-on-one contact at any time at the Club, in vehicles, or by phone, text, social media, meeting behind closed doors, or any other means. Youth volunteers are minors, and the same rule will be followed as with Club members, one-on-one interactions with youth volunteers are prohibited per the Boys & Girls Clubs of Central and Northern NH policies and all staff must ensure that a second staff member is present when communicating with youth volunteers.

## **OUTSIDE OF CLUB ACTIVITIES**

All staff and volunteers, including youth staff (under age 18), are strictly prohibited from meeting Club members outside of any Club-sponsored activities. The only exception to this rule is if the Club participant is a child or sibling of a staff member or volunteer.

Youth who work or volunteer time at the Club may have pre-existing relationships with their peers but are expected to disclose those relationships with the human resources manager at the beginning of their service, in light of policies prohibiting employees and volunteers from having unauthorized contact with members outside Club programming. In those instances where preexisting relationships may lead to one-on-one interactions, a Request for Waiver of Boys and Girls Club Policy Prohibiting One-on-One Interactions With Members must be

completed and signed off by the Executive Director before such interactions can occur. Any interaction, outside what is written here, is a direct violation of the Boys & Girls Clubs of Central and Northern NH policies and practices and may lead to immediate termination of employment.

No volunteers will be assigned to work with other youth without an adult present. Having youth present as a volunteer does not count towards the required ratios. Additionally, youth will not be assigned to assist with any child care groups of similar age.

Supervisors must clearly define when youth volunteers are on duty and not on duty. The club does not allow non-member youth volunteers to be active Club members at the same time. No time frame has to lapse to transition from an active Club member to a non-member youth volunteer, but a non-member youth volunteer must complete all required trainings and other required paperwork, including background checks, and go through an onboarding process before transitioning into that role.

**Child abuse** is when an adult or another child, whether through action or by failing to act, causes serious emotional or physical harm to a child. Sexual abuse or misconduct may include but is not limited to:

- Any sexual activity, involvement, or attempt of sexual contact with a person who is a youth (under 18 years old).
- Sexual activity with another who is legally incompetent.
- Physical assault or sexual violence, such as rape, statutory rape, abuse, molestation, or any attempt to commit such acts.
- Unwanted and intentional physical conduct that is sexual in nature, such as -touching, pinching, patting, brushing, massaging someone's neck or shoulders, and/or pulling against another's body or clothes.
- Inappropriate activities, advances, comments, bullying, gestures, electronic communications, or messages (e.g., by email, text, or social media).

**Grooming** is when someone builds an emotional connection with a child to gain their trust for the purposes of sexual abuse, sexual exploitation, or trafficking. Grooming behaviors may include but are not limited to:

- Targeting specific youth for special attention, activities, or gifts.
- Isolating youth from family members and friends physically or emotionally. This can include one-on-one interactions such as sleepovers, camping trips, and daily activities.
- Gradually crossing physical boundaries, full-frontal hugs that last too long, lap sitting, or other "accidental" touches.

## **MANDATED REPORTING**

Every staff member or volunteer of Boys & Girls Clubs of Central and Northern NH who becomes aware of or has suspicion of child abuse or neglect must immediately report to Club leadership. The incident must be reported to the appropriate authorities according to statewide mandated reporting laws, as well as to Boys & Girls Clubs of America (BGCA) within 24 hours via the critical incident system. Chief Executive Officer is responsible for making reports to BGCA via the critical incident system. Directors must inform the CEO of all incidents and they will determine if it is something that should be reported to BGCA.

## **INCIDENT AND ACCIDENT REPORTING**

Please note that youth non-member volunteers can share information to be included on the form, about what they have witnessed, but the incident and accident forms should be completed and signed by supervising adult staff.

## **EMERGENCY OPERATIONS PLAN**

All of the Boys & Girls Clubs of Central and Northern NH locations have an Emergency Operations Plan in

effect that outlines steps that employees should take to protect children and other adults in our facilities. Employees learn to respond calmly and effectively in a crisis by reviewing emergency operation plans and practicing emergency drills. Emergency drills are practiced based on the State of NH, Child Care Licensing Unit expectations. The branch, center, or site directors ensure that the children and staff evacuate promptly, record results, and address concerns related to the process. Drills can, and will, happen regardless of the time of day, weather, and or season.

Emergency Operations Plan will be reviewed with all volunteers, including youth volunteers, within 30 days of beginning volunteer service, based on the child care licensing rules. Information will be reviewed at the location where the volunteer is scheduled to provide service hours, as part of the onboarding checklist, and orientation.

Emergency Operations Plan is posted at each location.

In case of an emergency, parents/caregivers of the youth will be contacted to discuss the safety and health of the youth.

### **ENTRANCE, EXIT, AND PROGRAM SPACE CONTROL**

All facilities that are owned by the Club shall have entries and exits controlled and monitored by paid adult staff (18 years of age or over) during the hours of operation, or entrances to the facilities will be locked and only those with access codes will be able to enter. There shall be a system to monitor and track everyone who is in the facility.

Only designated adult staff (18 years of age or over) shall be authorized to possess keys and be tasked with the responsibility of opening or closing the building.

All program spaces shall have clear lines of visibility and be monitored by adult staff when in use. Areas that are not in use shall remain locked and only accessible by adult employees.

All interior and exterior spaces, hallways, stairs, and stairways shall be monitored, maintained, well-lit, clean, and free of hazards and obstructions. All storage closets and other unused spaces are to be locked during operational hours in spaces where the organization has the authority to do so.

### **REQUIRED TRAININGS FOR YOUTH WORKERS**

**(Most of the listed trainings will apply to non-member youth volunteers)**

The Boys & Girls Clubs of Central and Northern NH conducts and will report through a BGCA-approved process the following trainings for all youth non-member volunteers before being placed to work in programs with Club members.

1. Youth Volunteer Rights
2. Basic Supervision of Other Youth
3. Sexual Harassment (every two years)
4. Recognizing Abuse (annually complete BGCA-approved child abuse prevention training called Foundations: Preventing Abuse in Youth Serving Organizations )
5. Reporting Suspected Abuse
6. Bloodborne Pathogens
7. Club orientation to the following: Club policies and procedures, BGCA programming, general Club safety including injury prevention, child care licensing rule book, etc.

Additional trainings may be offered based on needs and interests from year to year. Some of the optional trainings may include trauma-informed care, coaching, leadership, health, and safety, etc.

## PHYSICAL INTERACTIONS

Every staff member and volunteer of the Boys & Girls Clubs of Central and Northern NH is required to maintain appropriate physical contact with youth. Appropriate and inappropriate interactions include but are not limited to the following:

Appropriate	Inappropriate
<ul style="list-style-type: none"><li>-Side hugs</li><li>-Handshakes</li><li>-High-fives</li><li>-Holding hands (with young children in escorting situations)</li></ul>	<ul style="list-style-type: none"><li>-Full-frontal hugs</li><li>-Kisses</li><li>-Showing affection in an isolated area</li><li>-Lap sitting (appropriate for early child care/young children)</li><li>-Wrestling or piggyback/shoulder rides</li><li>-Tickling</li><li>-Allowing youth to cling to an adult's leg</li></ul>

## VERBAL INTERACTIONS

Every staff member and volunteer of Boys & Girls Clubs of Central and Northern NH is required to maintain appropriate verbal interactions with youth. Appropriate and inappropriate interactions include but are not limited to the following:

Appropriate	Inappropriate
<ul style="list-style-type: none"><li>-Positive reinforcement</li><li>-Child-appropriate jokes (no adult content)</li><li>-Encouragement</li><li>-Praise</li></ul>	<ul style="list-style-type: none"><li>-Name-calling</li><li>-Inappropriate jokes (adult-only content)</li><li>-Discussing sexual encounters or personal issues</li><li>-Secrets</li><li>-Profanity or derogatory remarks</li><li>-Any harsh language that may frighten, threaten, or humiliate youth</li></ul>

## ABUSE AND SAFETY RESOURCES

The Boys & Girls Clubs of Central and Northern NH prominently display BGCA-approved collateral that shares ethics hotline, crisis text line, and safety helpline information with members, staff, volunteers, and families.

### ***BGCA Hotline Numbers***

**National Child Abuse Hotline** 800-422-4453

Provides free 24/7 access for adults and youth to professional child abuse crisis counselors who offer crisis intervention and confidential referrals.

**Child Safety Helpline** 866-607-7233

Praesidium provides employees, volunteers, parents, and youth with an anonymous helpline for reporting of suspicious or inappropriate behaviors regarding children.

**Ethics Point Hotline** 866-295-3701

Provides employees, volunteers, and parents with anonymous reporting of any unethical or illegal workplace activities.

**Crisis Text Line** Text CLUB to 741741

Provides free 24/7 access for adults and youth to confidential support with professional crisis counselors.

## PROMOTING EMOTIONAL SAFETY FOR YOUTH

Emotional safety is an essential component of the five key elements for positive youth development and helps Clubs create positive experiences, relationships, and environments. If youth do not feel emotionally safe, then they simply do not feel safe at all. Youth volunteers are youth and their emotional safety is essential to their success.



Emotional safety concerns include:

- How safe do youth feel expressing their emotions?
- How secure and confident do youth feel taking healthy risks?
- How excited and confident youth are to try new things.

The Boys and Girls Clubs of Central and Northern NH, as a promise to promote and support the emotional safety of youth, will do the following:

- Clearly explain the operations of the role.
- Give clear instructions. Give the “what,” “why,” and “how” of newly assigned tasks and hold the young person responsible for the outcome.
- Provide regular feedback, and speak with youth if and when they display inappropriate behavior.
- Be a positive role model. Listen, model a positive attitude, attendance, and performance.
- Be flexible and open-minded to new ways of doing things, and allow youth to share input.
- When possible, include youth in organization-wide activities.
- Get to know the youth by asking about their career dreams, goals, hobbies, strengths, limits, and needs.
- Always provide training and emphasize safety and health. Encourage and invite questions.

**Disclaimer:** All youth non-member volunteers will review additional documents, which may include, but are not limited to the Child Protection Policy, Emergency Operations Plan, etc., to understand all the policies that are in place and to ask questions if they need further clarification. All youth non-member volunteers will participate in a Youth Non-Member Volunteer Orientation before starting their role with the Boys & Girls Clubs of Central and Northern NH.

## **Volunteer Expectations**

As a volunteer, you have the opportunity to share your talents and skills and serve as a mentor to our members. Your goal is to make one connection with one member a day. That might be something as simple as asking a child how “How was your day?” or playing a game of catch with them. This is your opportunity to have a positive influence on the life of a child. At the end of the day, if a child is walking out the door with a smile, then you have successfully done your job.

All volunteers must consistently demonstrate an exemplary value system and a positive attitude while in the role. The Boys & Girls Clubs of Central and Northern New Hampshire expects volunteers to be consistent adult role models in their relationship with the youth in their care.

***The following policies have been created for the protection of members and volunteers and must be followed at all times:***

### ***No One-on-One Contact Policy for Staff***

Boys & Girls Clubs of Central and Northern New Hampshire is committed to providing a safe environment. As such, all Club activities shall be under continuous supervision by an appropriate adult at all times.

- Only Club staff may have one-on-one contact with members when in an open area and in plain view of others. Volunteers of the Boys & Girls Clubs of Central and Northern New Hampshire are not counted in staff-to-youth ratios and can not be left to supervise Club members.
- Abide by the organization's disciplinary policies and procedures.
- Ensure at least three individuals are present when supervising members; for Club closings, each director should make sure to have another staff person with them. (one adult and two members, or two adults and one member)
- Maintain proper ratios at all times.
- Be trained on appropriate supervision tactics and behavior patterns.
- Ensure all youth volunteers are supervised by an adult staff member.
- Immediately notify Club leadership and/or submit written reports detailing supervision issues or incidents.

### ***One-on-One Circumstances (Applicable to Employees Only)***

The Boys & Girls Clubs of Central and Northern NH has a No One on One Policy regarding our interactions with members, but in our work, there may be some extenuating circumstances in which it cannot be maintained. Examples include an emergency situation when the second staff person has to leave unexpectedly, coverage at a club with low enrollment where only one staff person is necessary, nap time when a single ratio is allowed during sleep, or coverage with the last pick up at the end of the day. In these cases, we ask the staff to follow some of the following practices which can help to support the safety of both our members and staff.

- When there is a single member left, staff must go to an area where there is another school/building staff around until the parent picks up.
- Maintain space from the youth and avoid physical contact/consoling, if possible. Be up moving around.
- Use a more audible tone of voice and describe what is occurring out loud if other staff or adults are nearby so you are being heard.
- Move to a more public, visible location such as a lobby or big room. If your building or school is equipped with video surveillance, position yourself and the member in view.
- Go outside to the playground or another area outside the club where you are visible if other school/building staff are around.
- If a child needs bathroom assistance, we require a second staff person, but if you are one on one, to the best of your ability, stand in a cracked doorway and coach & assist the child minimally, while giving as much privacy as possible.

In the event of a one-on-one circumstance, we are required to document the details on our One on One Log. Each location will maintain this log which will be turned in on a regular basis and stored at our main location (Bradley St.). Please make sure to detail all aspects of the circumstance; date, time frame, location, name of staff, name of a member, the response to the circumstance (example: moving to big room), pick up person & any other important information.

### ***Restroom Usage***

Having clear policies and procedures is an important step in preventing behaviors such as bullying, sexual misconduct, fighting, and vandalism. It is recommended that each site operated by the Boys & Girls Clubs of Central and Northern New Hampshire develop and document practical policies, procedures, and strategies for ensuring safety in each facility.

#### **The best practices to follow are:**

- Issuing restroom passes or keys.
- Prohibiting mixed age groups (children, teens, and adults) from sharing a restroom. Please check in with the Branch/Center/Unit Director.
- Limiting the number of restroom users and keeping the doors open.

- Positioning staff near restroom entries.
- Implementing restroom inspection and monitoring schedules.
- Designating adult restrooms; should separate restrooms be unavailable, staff shall use restrooms at designated intervals to ensure they are not using restrooms at the same time as youth members.
- Abide by all codes of conduct.
- Intervene and notify Club leadership should inappropriate conduct be observed.

**When observing unacceptable restroom conditions, please**

- Document, in writing, restroom conduct incidents and report them to Club leadership as soon as possible.
- Complete a Repair Request Form and submit it to the Branch/Center/Unit Director.

***Member Transportation Policy***

The Boys & Girls Clubs of Central and Northern New Hampshire is committed to providing a safe environment. The Club only transports youth in Club vehicles or other vehicles approved by Club leadership. Volunteers shall not transport Club members.

***Confidentiality Agreement***

As you spend time with the members and develop relationships, you will undoubtedly hear and learn a lot about them, both positive and challenging. To protect our members, we require all volunteers to sign a confidentiality agreement stating that what they hear at the Club, stays at the Club.

We do encourage keeping the lines of communication open. By sharing stories, behaviors, and concerns with the Branch/Center/Unit Director, you will be helping the Club keep our members safe. We rely on you using your best judgment in determining what needs to be shared. The following situations need to be shared always:

- 1) If you hear or suspect that a member is contemplating hurting themselves or someone else.
- 2) If you witness, suspect, or hear about child abuse.

Please keep in mind that you may hear or witness other sensitive information. If in doubt, always inform a director.

***How to Build Trusting Relationships***

Staff and members are often separated by age, background, life experiences, and culture making it challenging to find a common ground. There are many cases where staff and members are closely linked by these exact same things, and this can also make it difficult to know where to draw the line between staff and members. Both situations can create roadblocks and difficulties.

It takes time for some youth to feel comfortable just talking with staff. It takes longer still before they feel comfortable enough to share in confidence. Learning to trust—especially for young people who already have been let down by adults in their lives—is a gradual process. Members cannot be expected to trust staff simply because the program has brought them together. Developing an appropriate relationship requires skill, time, and effort.

***Boundaries***

When spending time with youth you will often hear the word *Boundaries*. We expect staff and volunteers to develop intentional communication and relationships with members and their families, with appropriate boundaries in place. There are many ethical considerations, as well as policies set by the Club, that staff and volunteers should consider when deciding appropriate boundaries with members and their families. Here are a few examples.

**Good choices by an adult...**

Asks a member, “How was your weekend?”

**Bad choices by an adult...**

Hangs out with members on the weekend

Listens and empathizes when a member shares sensitive information.

Sharing sensitive information (dating or marital status, talking about parties, etc) about themselves to show that they understand.

Developing a relationship with members based on trust and consistency is the expectation of staff.

- Members can spot insincerity, so be honest, relax and be yourself
- Be consistent, follow through with commitments
- Be non-judgmental
- Be positive
- Be open-minded
- Have realistic expectations, changes won't happen overnight
- Respect youth's viewpoints
- Show sincere interest
- Practice active listening and communicate respectfully
- Strive for mutual respect
- Appreciate and acknowledge any signs of growth
- Do your best to be a good role model at all times
- HAVE FUN 😊

### ***Coachable Moments around Boundaries***

Clear boundaries and expectations for interactions with our members are critical in creating a safer, positive environment at our clubs. If we have well-defined policies, employees/volunteers/members can easier recognize inappropriate boundaries and notice the signs that something is not right.

In some cases, boundary issues may pose dilemmas for an employee/volunteer and there may be no clear or obvious answer.

In determining how to proceed, the following questions may be helpful:

1. Is this in the child/youth's best interest?
2. Whose needs are being met by my actions?
3. Will this have a negative impact on the service I am delivering?
4. Should I make note of my concerns or consult with a colleague?
5. How would the children/youth's family view this?
6. How would I feel telling a colleague about this?
7. Am I treating this child/youth differently from other children/youth for their benefit or mine? (i.e. spending a disproportionate amount of time with a child/youth)?
8. Would my action or intervention make me uncomfortable if I were in the child/youth's place?
9. How would others perceive my behavior?
10. Would I feel uncomfortable if another employee/volunteer were to do the same thing to my own child or to a child in my family?

Examples of boundary violations can help guide answers to these questions and clearly define the boundaries we should be keeping with members. See examples below:

#### ***Physical violations***

- Tickling
- Horseplay/piling on top of one another
- Prolonged hugging (follow ECE rules and side hugs for school-age)
- Massaging
- Wrestling

- Going overboard with affection
- Poking/patting/stroking heads when not appropriate
- Intentionally violating the No One on One Policy
- Children can not play with staff hair, apply sunscreen, etc.

### ***Emotional violations***

- Making members feel overly important, cared about
- Spending too much time with members
- Choosing favorites
- Giving gifts
- Acting possessive
- Sending text messages to members
- Being a friend with members on social networking sites like Facebook, Instagram, Snapchat, TikTok, or any other social media platform.
- Sharing personal information to make the members feel like they have a special relationship.
- Promising extra coaching time, a college scholarship, or other special opportunities on your own without management approval.

### ***Behavior Violations***

- Sneaking around and saying that they will be in one place when they are in another
- Keeping secrets
- Looking at child pornography or exchanging any pictures with members
- Using and coming in under the influence of drugs or alcohol

It is important to bring any concerns to your supervisor. We are working together as a team to make the club the best environment possible for our members. In some cases, a reminder or a different perspective could be a significant help in reflecting and impacting the members. If an employee/volunteer is found to have taken one of the above actions, it will be addressed with them by their supervisor. When possible, this will be handled as a coaching opportunity. The severity of the action will determine how it is handled and could result in disciplinary action, up to and including termination.

## ***Communication Strategies***

It's important to keep conversations member-focused and base them on members' interests and what they want to share. Along with having fun, listening and talking are at the heart of your relationship with members. The communication patterns you establish early on will be key to the relationship's development over time. Especially in the early, tentative phase of your relationship, members should have a high degree of autonomy in your conversation. It is important to respect the boundaries about how much youth choose to reveal about themselves. Take the time and effort necessary for the member to develop trust in you. All staff and members need to earn each other's trust and respect. Following these approaches can help you earn their respect.

- Do not push.
- Be sensitive and responsive to members' cues.
- Understand young people vary in their styles of communication and their habits of disclosure.
- Be direct in letting the member know that they can confide in you without fear of judgment or exposure.
- Know the child's and family's level of comfort in discussing topics and the age-appropriate level.
- Be sensitive to different cultures.
- Be sensitive to the fact that members have different life situations that can impact how they react.

- Any sensitive information that is shared with you by a member should be shared with a director immediately.



## EXPECTATIONS CONTINUED

### Orientation and Training

Once you have been approved to begin volunteering, your Branch/Center/Unit Director will provide you with introductory walkthrough to the Site/Club House. The Branch/Center/Unit Director will review set policies, train you on the volunteer timekeeping requirements, phone, and electronic devices policy, and reinforce child abuse prevention procedures.

In addition, you may be offered the opportunity to participate in trainings such as First Aid and CPR. Please check with your supervisor for the training schedule.

### Working with our Staff

- As a volunteer, you will be given a clear idea of the tasks and responsibilities associated with your position.
- You will be advised who is responsible for your support and supervision, and you will have regular access to this person.
- The relationships that you have with staff will be complementary and mutually beneficial. All employees understand the need for our volunteer service positions and the distinction between paid work and volunteering.
- You will be provided with any additional on-site, program-specific training required for the position.
- You are volunteering to serve on a non-paid and voluntary basis and your work will enrich and enhance our programs and services.

### Feedback Process

The feedback process for volunteers provides an ongoing tool for evaluating how well a volunteer is performing. Volunteers receive periodic evaluations 14 days from the start of their volunteer commitment, 30 days, and two times per year thereafter. The evaluations allow for a volunteer and supervisor to suggest changes, seek suggestions, and enhance the relationship. The goal of the feedback process is to establish an open line of communication.

### Your Volunteer Contributions

Volunteers are welcome in all of our programs and activities. We are very appreciative of your time and commitment and will demonstrate our appreciation in a cooperative environment. We will also provide feedback to you from time to time to help you learn and to recognize your accomplishments. And, if you see other service opportunities that you would like to get involved with, please let your Branch/Center/Unit Director know.

## Keeping Track of Your Time

It is important that we keep track of your hours of service. Please make sure to use our Management Tracking System to record your service hours as directed by your supervisor. Locations also each have a volunteer log. Volunteers must have their time documented in our online system, as well as in the volunteer log. How this is completed will vary site by site.

## Dress Code

As representatives of the Boys & Girls Clubs of Central and Northern New Hampshire, the staff and volunteers must be easily identifiable and are expected to exhibit a neat, well-groomed appearance, as set in this policy. Personal appearance plays an important role in the public's perception of our staff and the Club as an organization. The following are the Boys & Girls Clubs of Central and Northern New Hampshire dress codes:

- All clothing must be clean, neat, and fit properly; no holes or tears on clothing will be allowed. Clothes must appropriately cover the employee's body when bending, reaching, and stretching.
- All volunteers must either wear a club staff shirt and/or wear a name tag that clearly identifies them as a volunteer of the Club, the name tag may be on a lanyard or a badge.
- Jeans are acceptable without holes and distressing.
- Those who are in the direct care of infants, toddlers, and other age groups that may pull on necklaces, earrings, and other non-jewelry items will not wear such items.
- No adjustments should be made to the BGCCNH-provided clothing such as cutting sleeves or shortening the length.

Please remember that you are modeling behavior and appearance for those that we serve in our programs. While it is important to wear clothing that allows full participation in all activities (including appropriate shoes and outside gear) and a level of comfort, it is imperative that your clothing adequately covers your body and projects a professional image to all those around you.

Volunteers who report in a manner that is inconsistent with this policy will be sent home to change. As always if you have questions regarding this policy please speak to your supervisor or human resources representative.

## Media Policy

All media calls and inquiries are to be treated as important calls and we must ensure that we respond in a timely and informative way. **It is important not to respond to any questions on the initial call.** The person taking the call should say:

**“I cannot respond to your request. You should refer your question to the executive director.”**

The person taking the call should at least obtain information such as the name of the person calling, the business that they are calling from, the topic of the conversation, and the phone number.

**You are to immediately contact the direct supervisor who will contact the executive director or board president in the executive director's absence regarding any media inquiries.**

## Your Professionalism

Punctuality and Attendance – Once you and your supervisor have arranged your service dates and hours, please ensure that you meet these commitments. Our employees and members are counting on you, and your punctuality impacts our programs. We understand that there are unpredictable events at times, and if you are not able to come or will be late, please contact your Branch/Center/Unit director as early as possible, but at least two hours ahead.

-Respectful Language – Crude language, swearing, and discourteous comments have no place at our facilities. Speak to others helpfully and politely and remember that children are often present.

- Drug and Tobacco-free Workplace – The Club is a drug and tobacco-free workplace. Any volunteer who reports to work under the influence of drugs or alcohol will be dismissed.

-Firearms, weapons, and other hazardous materials are not permitted at the Club.

-Reporting Accidents and Incidents – If you or someone else gets hurt or becomes ill during your volunteer hours at the Club, please notify your supervisor or human resources immediately.

- If you become aware of defective equipment or unsafe conditions, please notify your supervisor immediately. The club is subject to OSHA standards and will correct all deficiencies as soon as possible.

-Crisis Management – In the case of an internal crisis situation, please contact your supervisor immediately.

### ***Remember These General Rules***

- 1.) Volunteers are not to send friend requests or accept friend requests from club members, and or youth workers and are not allowed to have personal one-on-one communications with members and or youth workers through any social media accounts.
- 2.) Sharing or taking photos of members, youth workers, and employees is not allowed. This includes volunteers who come to educate our youth about photography, videography, etc. Photos of objects in nature and our surroundings can be used as an example but never photos of the youth in our programs.
- 3.) Volunteers are never to be left alone with one child at the Boys & Girls Clubs of Central and Northern New Hampshire. We follow a policy of one staff with at least two children or two staff with one child. All volunteers shall spend time in an open environment that is in sight of others (e.g. avoiding private or unobserved situations and encouraging open communication).\*\*\*In general most volunteers will never be left alone with any group of children, as the Club does not count volunteers in staff to youth ratios.
- 4.) Volunteers shall never have relationships with members and youth workers outside of Club responsibilities including babysitting.
- 5.) If there is an existing relationship with a Club member or youth worker outside of work responsibilities, due to having a friendship or family relationship, the volunteer must report it to their manager, human resources, and the executive director. There is a Request for Waiver Form of Boys & Girls Club Policy Prohibiting One-on-One Interactions with members. Policy prohibiting engagement with members, including family, outside of work hours, must be followed until the request for a waiver has been signed by a parent/legal guardian of a member, with which there is a preexisting relationship, and approved by the executive director.
- 6.) If you happen to be in a social gathering or a group setting where you may come into contact with a current or former member, please ensure that you follow our no one-on-one policy. Always maintain professional boundaries and confidentiality. Report situations that are more than a brief interaction.
- 7.) Follow best restroom practices by issuing restroom passes, limiting the number of users, or keeping doors open. What practice you follow will depend on what your individual Club does, check in with your director.
- 8.) Proper precautions need to be practiced when assisting young children with toileting or diapering and therefore only staff, or a practicum student with approval from a Center Director, can assist children when



needed. Volunteers should never be alone with a child or youth in the bathroom. This includes keeping the door ajar while assisting children on the toilet and diapering children in a place that provides a level of privacy for the children but is also in an open area, so staff can be observed during these routines.

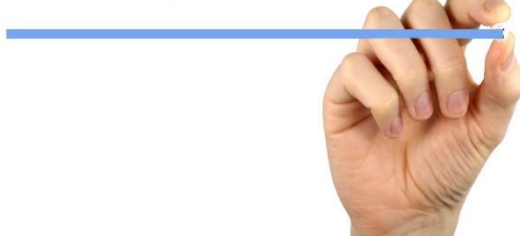
9.) Member attendance is important. If you see that a child is missing, please communicate with a staff member immediately.

10.) The Club has a screen time policy in place. If you witness a child using technology outside of scheduled hours, please communicate/inform the staff person who is in charge to ensure that it is allowed. We discourage the use of personal electronic devices while volunteering so that you can be fully engaged with the members.

11.) It is very important to keep a professional relationship with members and use your judgment. High fives and side hugs are acceptable. Please no back rubs; children should not be placing sunscreen on staff or volunteers, no frontal hugging, and sitting in laps for school-age children. (Rules for Early Childcare programs might be different, check in with the Branch/Center/Unit Director).

12.) Please remember that all rules that are applied to Club members need to be applied to Youth Workers which may include Youth Employees, Non-Member Youth Volunteers, and Youth Work-Based Learning Participants. Please refer to the youth policies section of this document.

# TRAINING



There are many trainings required of both employees and volunteers. These include ways to keep the facilities, members, and yourself safe. We greatly appreciate the time that volunteers take to help us ensure the best environment for our members!

The Boys & Girls Club of Central and Northern New Hampshire will begin every volunteer process with live (in-person) or virtual (online) training consisting of the material in this handbook to ensure every volunteer is set up for success in our programs.

## **SAMPLE REQUIRED TRAININGS**

**(Some volunteer positions may require fewer or additional trainings such as coaching positions)**

### **Prosolutions (applicable to coaching positions)**

- NH Child Care Licensing Orientation
- Recognizing and Reporting Suspected Child Abuse in New Hampshire
- Child Development
- Emergency Preparedness and Response Planning
- Building and Physical Premises Safety in New Hampshire
- Food Allergies: Recognizing Allergic Reactions and Meal Planning in Children

### **BGCCNNH Platform**

- Volunteer Orientation
- Preventing Workplace Harassment
- Bloodborne Pathogens

### **BGCA Website**

- BGCA-approved child abuse prevention – Foundations: Preventing Abuse in Youth Serving Organizations

**This list is subject to change based on BGCA requirements, state licensing rules, and the Boys & Girls Club of Central and Northern New Hampshire policy updates. Thank you for your flexibility and understanding.**

**Volunteers are welcome to attend all staff training days if space and time will allow.**



**BOYS & GIRLS CLUBS**  
OF CENTRAL AND NORTHERN  
NEW HAMPSHIRE

**Volunteer Confidentially Acknowledgement**

I shall respect the privacy concerns of the people we serve, and I shall hold in confidence all information obtained in the course of professional service, whether that information is obtained through written records or daily interaction with the person. Therefore, I will not disclose an individual's confidential information to anyone Except: 1) As mandated by law; 2) To prevent a clear and immediate danger to a person or persons; 3) Where I am compelled to do so by a court or pursuant to the rules of a court.

I shall store or dispose of professional records in ways that maintain confidentiality. I shall possess a professional attitude, which upholds confidentiality towards people we serve, colleagues, applicants, and any sensitive situations arising within the Boys & Girls Clubs of Central and Northern New Hampshire.

I upon my resignation/termination shall maintain client and co-worker confidentiality and I shall hold confidential all information about sensitive situations within the Boys & Girls Clubs of Central and Northern New Hampshire.

I understand that violation of this confidentiality statement may be grounds for immediate dismissal or disciplinary action.

\_\_\_\_\_  
Volunteer's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date



**BOYS & GIRLS CLUBS**  
OF CENTRAL AND NORTHERN  
NEW HAMPSHIRE

**Volunteer Commitment**

As a volunteer for the Boys & Girls Clubs of Central and Northern New Hampshire, I commit to the following guidelines:

- I will not abuse drugs or alcohol.
- I will stay with the group at all times.
- All projects, activities, field trips, fundraisers, and other special activities must be approved by the Boys & Girls Clubs of Central and Northern New Hampshire staff prior to implementation.
- I will maintain the standards of the Boys & Girls Clubs of Central and Northern New Hampshire by conducting myself in a responsible manner.
- I will welcome all youth and their families to participate regardless of age, disability, nationality, race, religion, gender, sexual orientation, marital status, and veteran status.
- I will only spend time with Club members during Club-sponsored activities.
- I recognize the importance of the commitment that I am making and will make every effort to communicate changes to my shifts, and avoid absenteeism.
- I realize that I represent the Boys & Girls Clubs of Central and Northern New Hampshire no matter where I go and will act professionally and responsibly and in line with our mission.
- I will not use my position at the Boys & Girls Clubs of Central and Northern New Hampshire to further my own personal interests.
- I will serve as a positive role model to youth at all times and set a good example for their actions and behavior.
- I will make a connection with at least one member each day.
- I will be creative and fair while interacting with members.
- I will ask for help and guidance when I need it.
- I will be patient and take the time necessary to positively affect the Club community.
- I will take initiative to fully participate in all activities.
- I will come in excited and eager to play my part in the Club staff team.

I understand the risks, hazards, and dangers inherent in carrying out the duties and responsibilities of my volunteer activities. I agree for myself and my heirs, to release and hold harmless, defend and indemnify, the Boys & Girls Clubs of Central and Northern New Hampshire, its board, members, employees, and volunteers, from and against all claims, demands, actions, and causes of action as a result of personal injury, death, or property damage sustained by me or by others due to my volunteer activity, including my operation of a motor vehicle.

I understand that violation of any of the above guidelines is grounds for immediate dismissal or disciplinary action.

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date



**BOYS & GIRLS CLUBS**  
OF CENTRAL AND NORTHERN  
NEW HAMPSHIRE

## **VOLUNTEER PHOTO RELEASE FORM**

I, \_\_\_\_\_, volunteer of the Boys & Girls Clubs of Central and Northern NH, give my permission to the Boys & Girls Clubs of Central and Northern NH and its legal representatives, and those acting with its permission, or its employees, permission to take photographs and videos of me and use photographs, audio, or videos, for the purpose of informing the public about the Boys & Girls Clubs of Central and Northern NH. I further grant them the right to exhibit, distribute, sell or otherwise dispose of these materials.

I understand that I will not be paid for these photographs, audio, or videos and have no rights to them. I am participating as a volunteer. I hereby waive any right to inspect or approve the finished or advertising copy or printed matter that may be used in conjunction therewith or to the eventual use that it might be applied. I release the Boys & Girls Clubs of Central and Northern NH, its officers, employees, and agents, from any and all claims of harm and liability, including but not limited to claims for attorney's fees, from making, showing, using, or distributing these photographs, audios, and videos.

**I HAVE READ THIS RELEASE AND CONSENT FORM AND I UNDERSTAND AND AGREE TO ITS TERMS.**

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date



**BOYS & GIRLS CLUBS**  
OF CENTRAL AND NORTHERN  
NEW HAMPSHIRE

## **NON-MEMBER YOUTH VOLUNTEER PHOTO RELEASE FORM**

I, \_\_\_\_\_, parent of the non-member youth volunteer at the Boys & Girls Clubs of Central and Northern NH, give my permission to the Boys & Girls Clubs of Central and Northern NH and its legal representatives, and those acting with its permission, or its employees, the permission to take photographs, audios, and videos of my child and use photographs, audio or videos, for the purpose of informing the public about the Boys & Girls Clubs of Central and Northern NH. I further grant them the right to exhibit, distribute, sell or otherwise dispose of these materials.

I understand that I will not be paid for these photographs, audio, or videos and have no rights to them. My child is participating as a volunteer. I hereby waive any right to inspect or approve the finished or advertising copy or printed matter that may be used in conjunction therewith or to the eventual use that it might be applied. I release the Boys & Girls Clubs of Central and Northern NH, its officers, employees, and agents, from any and all claims of harm and liability, including but not limited to claims for attorney's fees, from making, showing, using, or distributing these photographs, audios, and videos.

**I HAVE READ THIS RELEASE AND CONSENT FORM AND I UNDERSTAND AND AGREE TO ITS TERMS.**

\_\_\_\_\_  
Parent Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Non-Member Youth Volunteer Name



**BOYS & GIRLS CLUBS**  
OF CENTRAL AND NORTHERN  
NEW HAMPSHIRE

## **RECEIPT OF VOLUNTEER HANDBOOK**

I have received a copy of the Volunteer Handbook and have either read it or have had it read to me carefully. **I agree that my volunteer agreement is terminable-at-will so that both the Boys & Girls Club and I remain free to end our volunteer agreement at any time and for any reason.** I understand that this manual has been prepared for the information and guidance of volunteers at The Boys & Girls Clubs of Central and Northern New Hampshire. It is intended to cover the procedures, rules, and policies most often applied to our day-to-day work activities. I understand that these policies may change from time to time since policies are under constant review and are revised when appropriate.

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Volunteer Name (Printed)

# THANK YOU!

As an organization, we would not have the level of success that we do without dedicated volunteers.

Volunteers help us:

- Expose members to new topics and ideas
- Bring their insight and experience to children who may not have exposure otherwise
- Allow for more positive adult interactions
- Create stronger ties with the community

Whether you join us once, numerous times over a few months, or bring a year-long program to our clubs – thank you! No impact, however big or small, is ever wasted.

