

# Volunteer Handbook

**GREAT FUTURES START **HERE.****



**BOYS & GIRLS CLUBS  
OF ST. CHARLES COUNTY**

## **ABOUT THIS HANDBOOK**

This Volunteer Handbook (“Handbook”) is expressly intended for the use of the volunteers of Boys & Girls Clubs of St. Charles County (hereinafter referred to as the “Club”). This Handbook sets forth basic policies and expectations for volunteer conduct and contains summary information regarding volunteer benefits.

The policies outlined in this Handbook apply to all volunteers. In all cases of interpretation of this Handbook, management decisions are final. The Club may modify any part of this Handbook at its sole discretion, without prior notice. This Handbook supersedes and replaces all previously existing Club volunteer handbooks or policy manuals.

**ALL CLUB VOLUNTEERS ARE EXPECTED TO FOLLOW THE POLICIES AND PROCEDURES OUTLINED IN THIS HANDBOOK. ANY VIOLATION OF THESE OR ANY OTHER CLUB POLICY, PRACTICE OR PROCEDURE WILL SUBJECT A VOLUNTEER TO DISCIPLINE, UP TO AND INCLUDING SEPARATION.**

Volunteers should contact the Community Impact Coordinator with questions concerning the contents of this Handbook.

## **DISCLAIMER**

This volunteer handbook is presented as a matter of information and has been prepared to inform about the Club’s philosophy, policies, and the benefits provided to our volunteers, as well as the conduct expected from them. While this handbook is not intended to be a book of rules and regulations or a contract, it does include important guidelines that volunteers should know. This employee handbook will not answer every question volunteers may have, nor would the Club want to restrict the normal question and answer interchange among us. It is in our person-to-person conversations that we can better know each other, express our views, and work together in a harmonious relationship.

The Club depends on its volunteers; your success is our success. Please do not hesitate to ask questions. Every supervisor will gladly answer them. We believe volunteers will enjoy their work and their fellow volunteers here. We also believe volunteers will find the Club a good place to serve.

No one other than authorized management may alter or modify any of the policies in this volunteer handbook. No statement or promise by a supervisor, manager, or designated staff contact is to be interpreted as a change in policy, nor will it constitute an agreement with a volunteer.

Should any provision in this volunteer handbook be found to be unenforceable and invalid, such findings do not invalidate the entire volunteer handbook, only the specific provision. We ask volunteers to read this carefully, become familiar with the Club and our policies, and refer to it if questions arise.

**Welcome from the Board of Directors:** *On behalf of Boys & Girls Clubs of St. Charles County, we express our appreciation for the contributions you are making in helping to meet the needs of youth and the families in the St. Charles area. You bring to your role a genuine interest in youth, parents, and people; an understanding of their needs and problems; skills to develop programs and the ability to guide youth into productive citizenship.*

*Your work with youth carries a great responsibility. The example you set, and the influence you have with young people, may well be the determining factor as to whether a child becomes a responsible citizen or a liability to society. The satisfactions you will derive from this calling are unlimited.*

**OUR MISSION:** To enable all young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens.

**OUR VISION:** Provide a safe and engaging environment where youth will reach their unlimited potential.

**OUR CORE VALUES:** Boys & Girls Clubs of St. Charles County holds key principles for those we serve, employ, and partner with.

**WE VALUE:**

1. Safety (physical and emotional safety)
2. Belonging (an inclusive community)
3. Compassion (empathy and understanding)
4. Excellence (continuous improvement)
5. Opportunity (leadership, purpose, and passion)

## **BOYS & GIRLS CLUBS OF ST. CHARLES COUNTY PROGRAMS**

### **PROGRAM OFFERINGS**

Club programming is offered at all locations of Boys & Girls Clubs of St. Charles County (St. Charles Unit, O'Fallon Unit, and school-based Wright City Unit). Our programs are split in three main categories: Academic Achievement, Character & Leadership, and Healthy Lifestyles.

### **ACADEMIC ACHIEVEMENT**

We do whatever it takes to reinforce classroom learning, apply education to everyday situations, embrace technology, & provide homework support after school. Academic Achievement Club programs are designed to ensure all members graduate from high school on time, ready for a post-secondary education or trade, and a 21st-century career. They are as follows:

- STEM
- Power Hour
- Career Launch
- Project Learn
- Workforce Readiness
- My Future Digital Literacy Essentials
- Summer Brain Gain
- ACT Prep
- Money Matters
- Career Launch

## **CHARACTER & LEADERSHIP**

We do whatever it takes to ensure members learn to sustain meaningful relationships, develop a positive self-image, and respect their own and others' cultural identities. We empower youth to positively influence their Club and community through program offerings. They are as follows:

- Anti-bullying
- Torch Club (pre-teen community service club)
- Keystone (teen community service club)
- Jr. Youth of the Year
- Youth of the Year
- Youth for Unity
- Mentoring

## **HEALTHY LIFESTYLES**

We do whatever it takes to ensure members can nurture their well-being, grow their self-esteem, set goals, and grow into healthy adults. Healthy Lifestyles programs develop young people's ability to participate in positive behaviors, emphasizing nutrition, physical activity, prevention/education, and over-all well-being. They are as follows:

- Positive Action
- SMART Moves
- SMART Girls
- Passport to Manhood
- Meth SMART
- Healthy Habits
- Triple Play Soul
- Triple Play Body

## **VOLUNTEER OPPORTUNITIES/RESPONSIBILITIES**

Boys & Girls Clubs of St. Charles County provides a safe place for young people to have fun, form friendships, and learn through high-impact youth development programs during critical non-school hours. Volunteers are a big reason why we're able to do this.

Volunteer opportunities include, but are not limited to:

- One-time chances to help at a Club event such as Trunk or Treat, Back to School Bash, Blue BBQ, or movie nights
- Ongoing opportunities to support Workforce Readiness, ACT Prep, or Youth of the Year programs at Club units
- Club beautification efforts such as garden upkeep, painting, cleaning, etc.
- Special event planning committees for gala, golf, and sporting clay
- Speaking with Club kids about your career, schooling, or community engagement as needed
- Bringing your team in during Summer Blast to help with weekly themed events and activities
- Assisting Club staff to facilitate Club programming

## **VOLUNTEER REQUIREMENTS**

If you have been approved to volunteer for a one-time volunteer opportunity, there is no paperwork necessary. All volunteers sign in at the front desk and wear the nametag provided while on Club property.

If you intend to volunteer on a recurring basis with youth facing activities (two or more times volunteering), then you will need to turn in the following paperwork prior to volunteering:

- Volunteer application with references
- Background check permission form
- COVID waiver
- Completion certificates for the three assigned online training modules
- Volunteer handbook review
- Confidentiality agreement form

Please note: Ongoing volunteer opportunities may be denied due to background check results and/or unfavorable reference checks. We do not accept volunteers referred to us through the court system.

## **BOYS & GIRLS CLUBS OF ST. CHARLES COUNTY VOLUNTEER POLICIES AND PROCEDURES**

### **ORIENTATION**

All new volunteers will receive instruction and direction from a Unit Director, Unit Coordinator, or Community Impact Coordinator.

This orientation should include, but is not limited to:

- Explanation of duties and responsibilities
- Youth development & discipline process
- Review of facility conditions
- Introductions to other staff/volunteers
- Tour of facility
- Child safety review
- Register for a bgca.net account to complete the assigned safety trainings

### **RECORDS**

All volunteer records are and remain the property of Boys & Girls Clubs of St. Charles County and are stored in a secure location. Volunteer records are kept strictly confidential and may be available only to authorized personnel, consistent with Federal Laws. All references must be factually correct and up to date in order that proper follow-up may be accomplished.

It is essential to keep these records up to date, so please notify the Community Impact Coordinator or designated staff contact of any of changes in any of the following:

- Mailing address, telephone numbers, and email address
- Name of person to be notified in case of emergency
- Accident or injury

### **STANDARDS OF PERSONAL CONDUCT**

Boys & Girls Clubs of St. Charles County (the Club) expects all volunteers to conduct themselves in a manner in the best interest of the Club, its employees, and members. As volunteers of the Club, you will be in the position of a role model for our members and are expected to conduct one-self in a way consistent with the mission, vision, and values of the Club. An unfavorable image of an employee or volunteer affects the total organization.

The key to a volunteer's success at the Club is a willingness and ability to have a positive impact on youth, work cooperatively with volunteers, members, management, and employees at the Club, and conduct oneself in a safe and socially acceptable manner in and away from the Club.

Volunteers must avoid any activity, investment, or interest that might reflect unfavorably upon the integrity or good name of the Club or in any way damage the business of the Club.

### **VOLUNTEER DISCIPLINARY POLICY**

The Club has established policies and procedures for the convenience and protection of all its employees/volunteers. The Club reserves the right to take disciplinary action at any time an employee/volunteer exhibits behavior that is not in the best interest of the Club or the youth being served. The disciplinary action taken will be based upon circumstances of the violation and the seriousness and/or frequency of the violation, up to and including dismissal. Disciplinary actions are noted in the volunteer's file.

Serious misconduct may result in immediate suspension or immediate discharge, without notice.

Disciplinary action may include, but is not limited to, the following:

- Verbal warning with email to appropriate Club staff
- Written disciplinary notice with copy to CEO
- Suspension and/or separation

Normal disciplinary actions follow the steps outlined above, but there are situations in which the serious nature of the offense requires omission of one or more steps. The following is a partial list of examples of misconduct, which may be cause for disciplinary action:

- Any felonious act
- Any other conduct which violates any Club policy, or which is not in the best interest of the Club
- Creating or contributing to a disturbance on Club grounds
- Destruction or misuse of Club property
- Disclosure of confidential Club or employee information to unauthorized parties
- Disruptive conduct including gambling; fighting; horseplay; coercion; intimidation or threats against Club members, employees, or volunteers
- Failure to follow generally accepted safety procedures
- Falsifying information, records, or timesheets
- Insubordination or refusal to complete assigned tasks
- Making or publishing false, vicious, or malicious statements against the Club, another Club employee, member, or volunteer
- Smoking on Club grounds in non-designated areas or with Club members
- Theft or unauthorized possession or removal of property or money belonging to the Club, employees, or a third party
- Unauthorized use of Club equipment
- Use of abusive or obscene language
- Use of illegal drugs, or the misuse of alcohol or prescription or over the counter or legalized drugs during working hours
- Violation of the Club's equal opportunity and/or harassment policies
- Vulgarity or abusive treatment to a member, the public, or fellow volunteer

It is the intent of the Club to provide a safe workplace for volunteers and to provide a comfortable and secure atmosphere for others with whom the Club does business. The Club has zero tolerance for violent acts or threats of violence. The Club expects all volunteers to conduct themselves in a non-

threatening, non-abusive manner at all times. No direct, conditional, or veiled threat of harm to any volunteer or Club property will be considered acceptable behavior. Acts of violence or intimidation of others will not be tolerated. Any volunteer who commits, or threatens to commit, a violent act against any person while on Club premises will be subject to immediate discharge.

Volunteers within the Club share the responsibility in identification and alleviation of threatening or violent behaviors. Any volunteer who is subjected to or threatened with violence, or who is aware of another individual who has been subjected to or threatened with violence, should immediately report this information to their designated staff contact or the supervisor on duty. Any threat reported will be carefully investigated and volunteer confidentiality will be fully maintained to the extent possible.

## **HARRASSMENT**

It is the Club's policy to provide an environment free of harassment and discrimination. The Club will not tolerate any form of harassment. For these purposes, the term "harassment" includes, but is not limited to, slurs, jokes, or other verbal, graphic, or physical conduct relating to an individual's race, color, religion, gender, national origin, age, disability, gender identity, marital status, veteran status, sexual orientation, or other protected status. The term harassment also includes sexual advances, requests for sexual favors, and other conduct of a sexual nature. Harassment is defined as conduct which has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment. The Club takes allegations of discrimination, intimidation, harassment, and retaliation seriously and will promptly investigate when warranted.

A volunteer who believes they and/or another Club employee or volunteer has been subjected to harassing conduct should immediately notify their staff contact. An investigation will be conducted of each complaint and appropriate action will be taken.

Complaints will be handled confidentially, to the extent possible. The Chief Executive Officer or their designee has the responsibility for investigating and resolving complaints of harassment. In the event of a complaint involving the CEO, the BGCSTC Board President should be notified, and they will fulfill the investigatory role in this process.

## **ABUSIVE CONDUCT**

Abusive conduct means malicious conduct of a volunteer in the workplace that a reasonable person would find hostile, offensive, and unrelated to an employer's legitimate business interests. Abusive conduct may include repeated infliction of verbal abuse, such as the use of derogatory remarks, insults, and epithets, verbal, or physical conduct that a reasonable person would find threatening, intimidating, or humiliating, or the gratuitous sabotage or undermining of a person's work performance. A single act will generally not constitute abusive conduct, unless especially severe and egregious.

The Club considers abusive conduct in the workplace unacceptable and will not tolerate it under any circumstances. Volunteers should report any abusive conduct to their staff contact or a staff member with whom volunteers are comfortable speaking. Club staff should work to ensure volunteers are not subjected to abusive conduct. All complaints will be treated seriously and investigated promptly. During the investigation process the Club will attempt to fully maintain confidentiality.

No volunteer who has been accused or reported of any violation shall contact, communicate, or question the accuser or reporting party by any means or media. Violations of this policy may be considered harassment and will result in further disciplinary actions up to and including termination.

It is a violation of Club policy to retaliate or otherwise victimize a volunteer who makes a complaint or a witness who serves in the investigation of the abusive conduct allegation.

### **DRUG, ALCOHOL AND TOBACCO FREE WORKPLACE**

The Club is committed to providing a safe environment for members, staff, and volunteers. To further ensure their safety, the organization maintains a drug- and alcohol-free workplace. The unlawful or improper use of drugs – including marijuana, controlled substances, or alcohol in the workplace – presents a danger to everyone. The organization also has a duty to comply with the requirements of the Drug-Free Workplace Act of 1988.

The Club is committed to creating and maintaining a drug, alcohol, and tobacco free workplace. This policy applies to all applicants for employment and to all employees and volunteers in all job classifications. Substance abuse includes the possession, use or sale of illegal drugs, or the misuse of lawful substances including tobacco products, marijuana, CBD, alcohol, and prescription medicines or over-the-counter drugs.

The Club will comply with all applicable federal, state, and local regulations regarding non-smoking in the workplace to provide a work environment that promotes productivity and the well-being of its employees. Smoking can adversely affect members, employees, and volunteers. Accordingly, smoking is restricted at all its facilities.

Smoking is defined to include the use of any tobacco-containing products, including cigarettes, cigars, and pipes, as well as the use of electronic cigarettes (e-cigarettes) and vaporizers. Smoking is prohibited at all Boys & Girls Clubs properties except for external areas where it is specifically authorized. The smoking policy applies to employees, volunteer, and members while on Club premises or during Club activities (on or off site).

It is a condition of volunteering to refrain from using drugs and the misuse of lawful substances, including tobacco products, alcohol, marijuana, prescription medicines and over-the-counter medications, and to abide by the guidelines of the Drug, Alcohol, and Tobacco Free Workplace Policy.

Volunteers are prohibited from reporting to the Club when using any legal drugs, except when the use is pursuant to a doctor's orders and the doctor has advised the volunteer that the substance does not adversely affect the volunteer's ability to safely perform his or her duties. Volunteers taking a legal drug, such as prescription medication or medical marijuana, that potentially affects job safety or performance are responsible for notifying their staff contact.

Volunteers are prohibited from engaging in the unlawful or unauthorized manufacturing, distribution, dispensing, sale or possession of drugs and alcohol, including on organization time, on organization premises, in organization vehicles or while engaged in organization activities.

Employees and volunteers shall immediately notify Club leadership of any action by an employee, volunteer, or Club member who demonstrates an unusual pattern of behavior suggesting that they are under the influence of drugs or alcohol.

Employees and volunteers believed to be under the influence of drugs or alcohol will be required to leave the premises. Any illegal or legal drugs or drug paraphernalia will be turned over to the appropriate law enforcement agency and may result in criminal prosecution.



The Club reserves the right to take all appropriate and lawful actions necessary to enforce this drug- and alcohol-free workplace policy, including but not limited to the inspection of organization-issued lockers, desks or other suspected areas of concealment when the organization has reasonable suspicion to believe that the volunteer has violated this drug- and alcohol-free workplace policy. Volunteers must notify their staff contact immediately of any criminal, drug, or alcohol violations.

### **VOLUNTEER GRIEVANCES**

It is management's responsibility to address volunteer concerns or resolve disputes that may arise between fellow volunteers or between volunteers and their supervisors.

If a volunteer wishes to file a grievance, they are directed to follow these guidelines:

Volunteers are directed to discuss concerns with their staff contact within three (3) working days.

Volunteers should provide detail and offer possible solutions. Most matters can be resolved at this step.

If the volunteer is not satisfied with the results of a discussion with their staff contact or is

uncomfortable speaking with the supervisor, the volunteer is directed to take the matter to the next level of management within three (3) working days after meeting with the staff contact.

If the volunteer believes the matter remains unresolved, they are directed to present the matter to the CEO in writing within 3 working days. The CEO shall consider all matters brought to their attention pursuant to the procedure, render a decision on the matter, and inform the Board Executive Committee.

### **APPEAL PROCESS**

In the event a volunteer feels the grievance is not resolved to their satisfaction, the volunteer will first consult with the CEO. Should this fail to resolve the grievance; the volunteer must submit a written request for review within 10 days following the decision rendered by the CEO to the President of the Board of Directors. The President will submit a review and recommendation to the Executive Committee. The action taken by the Executive Committee shall be final.

### **SAFETY POLICIES AND PRACTICES**

If a volunteer becomes injured or witnesses an injury on Club property or at a designated Club activity they must report it immediately to the nearest available supervisor, regardless of how insignificant the injury or situation may seem. Volunteers are asked to provide any assistance requested by the supervisor. Questions asked by law enforcement or fire officials making an investigative report should be answered giving only information and avoiding speculation.

When any accident, injury, or illness occurs while a volunteer is at the Club, regardless of the nature or severity, the volunteer must obtain an injury reporting form, complete it to the best of their ability, and return the form to their staff contact as soon as possible. Reporting should not be allowed to delay necessary medical attention. Once the accident is reported, follow-up will be handled by a designated team member.

In addition to compliance with safety measures imposed by federal Occupational Safety and Health Act (OSHA) and state law, the Club has an independent interest in making its facilities a safe and healthy place to work. The Club recognizes that volunteers may be able to notice dangerous conditions and practices and therefore encourages volunteers to report such conditions, as well as all non-functioning or hazardous equipment, to the Unit Director or Unit Coordinator immediately. Appropriate remedial measures will be taken when possible and appropriate.

Volunteers will not be retaliated against or discriminated against for reporting accidents, injuries, or illnesses, or filing safety-related complaints.

## **CHILD ABUSE PREVENTION**

The priority of Boys & Girls Clubs of St. Charles County is the physical and emotional safety of its members, staff, and volunteers. The Club maintains a zero-tolerance policy for child abuse and implements policies and procedures for members, employees, volunteers, visitors or any victims of sexual abuse or misconduct to report any suspicion or allegation of abuse.

### DEFINITIONS

Child abuse: 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 minor (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: 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 day activities.
- Gradually crossing physical boundaries, full-frontal hugs that last too long, lap sitting or other "accidental" touches.

### **INTERACTIONS**

Every staff member and volunteer of Boys & Girls Clubs of St. Charles County is required to maintain appropriate physical contact with minors. Inappropriate physical interactions may include but are not limited to full-frontal hugs or kisses, showing affection in an isolated area, lap sitting, wrestling, piggyback or shoulder rides, tickling, poking, and allowing a child to cling to an adult.

Every staff member and volunteer of Boys & Girls Clubs of St. Charles County is required to maintain appropriate verbal interactions with minors. Inappropriate verbal interactions may include but are not limited to: name calling, inappropriate or adult-only context jokes, discussing personal issues, discussing sexual encounters, profanity, vulgar language, derogatory remarks, secrets, or harsh language that may frighten, threaten, or humiliate.

Boys & Girls Clubs of St. Charles County is committed to providing a safe environment for members, staff, and volunteers. To further ensure their safety, the organization prohibits all one-on-one interactions between Club members and staff and volunteers. This includes prohibiting one-on-one contact at any time at the Club, in vehicles or by phone, text, social media or any other means.

One-on-one interaction is defined as any private contact or communication (including electronic communication) between any Club participant and an adult, including adult staff, volunteers, board members and others who might encounter members during regular programming and activities.

All staff and volunteers must abide by the following:

- Ensure all meetings and communications between members and volunteers are never private.
- Ensure in-person meetings take place in areas where other staff and/or members are present.
- Communicate to a staff member if an emergency arises necessitating an exception to this policy.
- Never initiate private or isolated one-on-one contact with a member.
- Never have a private or isolated meeting or communication with a member. This includes in-person meetings and virtual communications such as texting, video chat and social media between only a staff member or volunteer and a single member.
- Never take photos of Club members on personal devices

Exceptions may only be made when delivering medical or counseling services by a licensed, trained therapist or similar professional or when the emotional or physical safety of a member is at risk and a private, one-on-one communication is deemed necessary by Club leadership. All exceptions shall be documented and provided to Club leadership.

### **SUPERVISION**

Boys & Girls Clubs of St. Charles County is committed to providing a safe environment. All Club activities and program spaces shall always be under continuous supervision by sight or sound (for restroom supervision) by a trained adult staff (18 years of age or older).

Volunteers are not permitted to be in Club spaces without an adult Club staff member present.

To ensure appropriate supervision staff and volunteers must:

- Abide by the prohibition of private one-on-one interaction policy
- Abide by all the organization's disciplinary policies and procedures
- Ensure that at least one adult staff is present when supervising members
- Always maintain proper supervision ratios and be accompanied by a Club staff
- Be trained in appropriate supervision tactics and behavior patterns

### **RESTROOM USAGE**

Boys & Girls Clubs of St. Charles County is committed to providing a safe, clean environment and enforces the following restroom policy for members, staff, volunteers, and other adults.

There will be either a designated adult restroom or procedures to ensure adults and minors never utilize a restroom at the same time. The Club will either have single-user restrooms or multi-user restrooms with single stalls or partitions. Volunteers should not enter youth restrooms.

When using restrooms at public facilities during field trips, a minimum of three youths will be escorted by one staff member, who will wait outside the main entrance of the restroom. Volunteers may not solely escort members to the restroom.

### **TRANSPORTATION**

The safety and well-being of our volunteers is of critical importance to the Club. Volunteers are prohibited from transporting Club members in personal vehicles or in Club vehicles.

## **INCLEMENT WEATHER**

This policy establishes guidelines for Club operations during periods of extreme weather and similar emergencies. The Club will remain open unless a corresponding school district closes. The Club does not advise volunteers to take unwarranted risks when traveling in the event of inclement weather or other emergencies. Each volunteer should exercise their best judgment regarding road conditions and other safety concerns.

## **CHILD PROTECTION**

As an organization entrusted with the care and well-being of youth, Boys & Girls Clubs of St. Charles County strongly advocates the prevention of child abuse and neglect. We are committed to ensuring a safe Club environment and condemn all forms of child abuse or neglect by anyone a member encounters including a member's family, a Club staff or volunteer.

Every staff member or volunteer of Boys & Girls Clubs of St. Charles County who becomes aware of or has suspicion of child abuse or neglect must immediately report to Club leadership and complete the required steps for Mandated Reporting. Club leadership is responsible for supporting any staff member reporting the incident immediately 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.

Child abuse is a serious crime in all 50 states, sometimes charged as child endangerment and/or assault and battery. Broadly defined as any type of cruelty visited upon a child, child abuse includes physical battery, mental or emotional abuse, neglect, exploitation, and sexual abuse. Most states, including Missouri, define the crime as an act or failure to act that:

1. Results in imminent risk or serious harm to a child's health and welfare due to physical, emotional, or sexual abuse;
2. Affects a child (under the age of 18 in Missouri);
3. By a parent or caregiver who is responsible for the child's welfare.

Missouri law defines *abuse* as "the infliction of physical, sexual, or mental injury against a child by any person eighteen years of age or older." The state defines *neglect* as "the failure to provide, by those responsible for the care, custody, and control of a child under the age of eighteen years, the care reasonable and necessary to maintain the physical and mental health of the child."

Any volunteer who has reason to believe that a member of the Boys & Girls Clubs of St. Charles County is a victim of child abuse or neglect is required by law to make a report.

## **CARE OF PERSONAL BELONGINGS**

Volunteers must be responsible for their own personal belongings while at the Club. The Club is not responsible for the damage, loss, or theft of any volunteer's personal belongings.

## **DRESS CODE**

Employees & volunteers are expected to maintain the highest standards of personal cleanliness and present a neat, professional appearance. The image this organization projects must demonstrate that it is a professional, productive, thorough, and reliable provider of service in the youth development area. The Club's employees & volunteers represent role models for the youth we serve.

## **CONFIDENTIALITY**

It is the policy of Boys & Girls Clubs of St. Charles County to protect the confidential information of all staff, volunteers, and members. Confidential information includes employment, volunteer, and membership applications; employee, volunteer, and membership records; telephone discussions, private and public conversations, electronic messages, payroll information, and other written documentation.

The information obtained from employees, volunteers, or members shall be available to other Boys & Girls Club staff on a need-to-know basis only.

Any information obtained from employees, volunteers, or members shall not be shared with any outside individual or group except in the following situations:

- 1) Any information lawfully subpoenaed by a court of law.
- 2) Any information requested by a custodial parent or guardian relevant to their child except for confidential information protected by state and federal laws.
- 3) Authorization from an employee or volunteer to release their information to a specific individual or group.

All volunteers are expected to read, sign-off on, and comply with the Confidentiality Agreement.

## **SOCIAL MEDIA**

Use of social media presents certain risks and carries with it certain responsibilities. To assist volunteers in making responsible decisions about their use of social media, follow these guidelines for appropriate use of social media. This policy applies to all volunteers of the Club.

Social media includes all means of communicating or posting information or content of any sort on the internet, including a volunteer's own or someone else's web log or blog, personal web site, social networking or affinity web site, web bulletin board, or a chat room, whether associated or affiliated with the Club, as well as any other form of electronic communication.

Volunteers are prohibited from interacting with current Club children under the age of 18 via social media. This includes "liking," "friending," or "following" current or former Club program participants via social media accounts.

Volunteers may not share any images of member children on their personal social media pages. Volunteers are allowed to share Club-posted social media on their personal pages.

## Diversity, Equity, and Inclusion (DEI) Policy

At Boys & Girls Clubs of St. Charles County, we are committed to fostering an inclusive and equitable environment where all individuals, regardless of their race, color, religion, gender, gender identity, sexual orientation, national origin, disability, age, socioeconomic status, or any other characteristic protected by applicable law, are treated with dignity and respect. This Diversity, Equity, and Inclusion (DEI) Policy outlines our commitment to creating a diverse and inclusive workplace and program environment.

Inclusion cultivates an environment that builds healthy and productive working relationships by creating a foundation of equal treatment, influence, and respect for diversity.

### Purpose

The purpose of this policy is to:

- Promote diversity, equity, and inclusion throughout Boys & Girls Clubs of St. Charles County, at all club units, Administrative Office, and club sponsored events.
- Ensure all individuals, including employees, volunteers, and members, are treated fairly and with respect.
- Provide guidelines for reporting and addressing issues related to discrimination, harassment, or inequity.

### Scope

This DEI Policy applies to all employees, volunteers, contractors, members, and members' families of Boys & Girls Clubs of St. Charles County. It governs all aspects of employment, volunteerism, and membership within the organization.

### Definitions

**Diversity:** The presence of varied identities in a culture that respects and celebrates all characteristics that make us uniquely individual and collectively successful. Diversity recognizes the value of all people in their entirety with an appreciation for personal experiences in an environment that fosters collaborative thinking for the benefit of our work.

**Equity:** The focus on providing access, opportunity, networks, resources, and support for individuals to be successful and reach their full potential. It is our collective responsibility, especially for those with influence, to address power differences and eliminate barriers that hinder the advancement of historically marginalized people.

**Inclusion:** The act of empowering everyone to participate, connect and grow. Inclusion creates a culture of belonging and mutual respect by ensuring all individuals are given the tools and information necessary to contribute to the organization in their unique way and that these contributions are valued.

**Culture:** The pattern of daily life learned by a group of people. These patterns can be seen in their language, communication styles, rules for interacting with others, arts, customs, holiday celebrations, food, religion, clothing, and other aspects of their lives.

**Bias:** An unfavorable attitude toward individuals or groups based on their race, gender, age, ethnicity, physical ability, or other characteristics.



Prejudice: Unreasonable feelings, attitudes, or opinions about a person or group, especially in a hostile nature. Prejudice is something that is taught.

Discrimination: When people act based on their prejudices, they are discriminating. This may involve putting other people down, not allowing them to participate in activities, restricting their access to work or live in certain neighborhoods, or denying them something they are legally entitled to.

### **Policy Statement**

Boys & Girls Clubs of St. Charles County is committed to:

- Promoting diversity at all levels of the organization, including in recruitment, hiring, promotions, and decision-making processes.
- Ensuring equitable access to opportunities, resources, and support for all individuals.
- Fostering an inclusive and respectful work and program environment.
- Prohibiting discrimination and harassment based on protected characteristics.
- Providing appropriate, reasonable accommodations to employees who disclose their disabilities or health needs to their supervisor, ensuring that these accommodations do not impose an undue financial burden on the organization.
- Encouraging open and respectful communication about diversity, equity, and inclusion.
- Conduct reviews to identify and address areas for improvement.

### **Responsibilities**

a. **Leadership**: The organization's leadership team is responsible for setting the tone, fostering a culture of diversity and inclusion, and ensuring the implementation of this policy.

b. **Employees and Volunteers**: All employees and volunteers are expected to adhere to this policy, treat each other with respect, and report any incidents of discrimination or harassment.

c. **Members**: Members are expected to abide by this policy, and the organization will take steps to educate and raise awareness among them.

### **Implementation**

To implement this policy effectively, Boys & Girls Clubs of St. Charles County will:

- Provide diversity and inclusion training and resources to all employees, volunteers, and members.
- We have established reporting procedures for complaints related to discrimination and harassment.
- Conduct annual reviews and updates of this policy to ensure its effectiveness.

All employees of Boys & Girls Clubs of St. Charles County have a responsibility to always treat others with dignity and respect. All employees are expected to exhibit conduct that reflects inclusion during work, at work functions on or off the work site, and all other company-sponsored and participative events.

Any employee found to have exhibited any inappropriate conduct or behavior against others may be subject to disciplinary action.

We have zero tolerance for discrimination in any form. The model we set fosters our ability to understand, support, and deliver on our organizational goals and commitment to youth.

Employees who believe they have been subjected to any kind of discrimination that conflicts with the company's diversity policy and initiatives should seek assistance from their direct supervisor.

**GREAT FUTURES START HERE.**



**ACKNOWLEDGEMENT**

**I acknowledge receipt of Boys & Girls Clubs of St. Charles County Volunteer Handbook.**

I agree to read the handbook and to follow the guidelines and policies set forth in the handbook and any amendments to the handbook along with the other policies and procedures of the Club. I understand that any violation of the policies in this handbook could result in discipline, up to and including termination.

I am aware that the contents of the volunteer handbook are presented as a matter of information and that except for the at-will provisions, the handbook can be amended at any time. I realize that nothing in this handbook is intended to infringe upon my rights. Additionally, I am hereby made aware that under the Defend Trade Secrets Act I may not be held criminally or civilly liable under federal or state trade secret laws if I disclose a trade secret to a government official or attorney solely for the purpose of reporting or investigating a violation of law, or in a complaint or document filed in a lawsuit, if that filing is made under seal.

I understand and agree that the handbook is for informational purposes only and is not intended to create a contract, nor is it a contract of volunteering or continuing volunteering between myself and the Club. I also understand that neither the handbook nor any policy of the Club is a guarantee or promise of volunteering or continuing volunteering.

I understand that any questions related to the Volunteer Handbook should be addressed to the Community Impact Coordinator.

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Volunteer Sign/Print Name Date

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Supervisor Sign/Print Name Date