

**We are happy  
you are here!**



**BOYS & GIRLS CLUBS**  
OF TUCSON

# MISSION & VISION

## MISSION

To provide young people in our Tucson community, especially those who need us most, with a clear path to reach their full potential and pursue their dreams

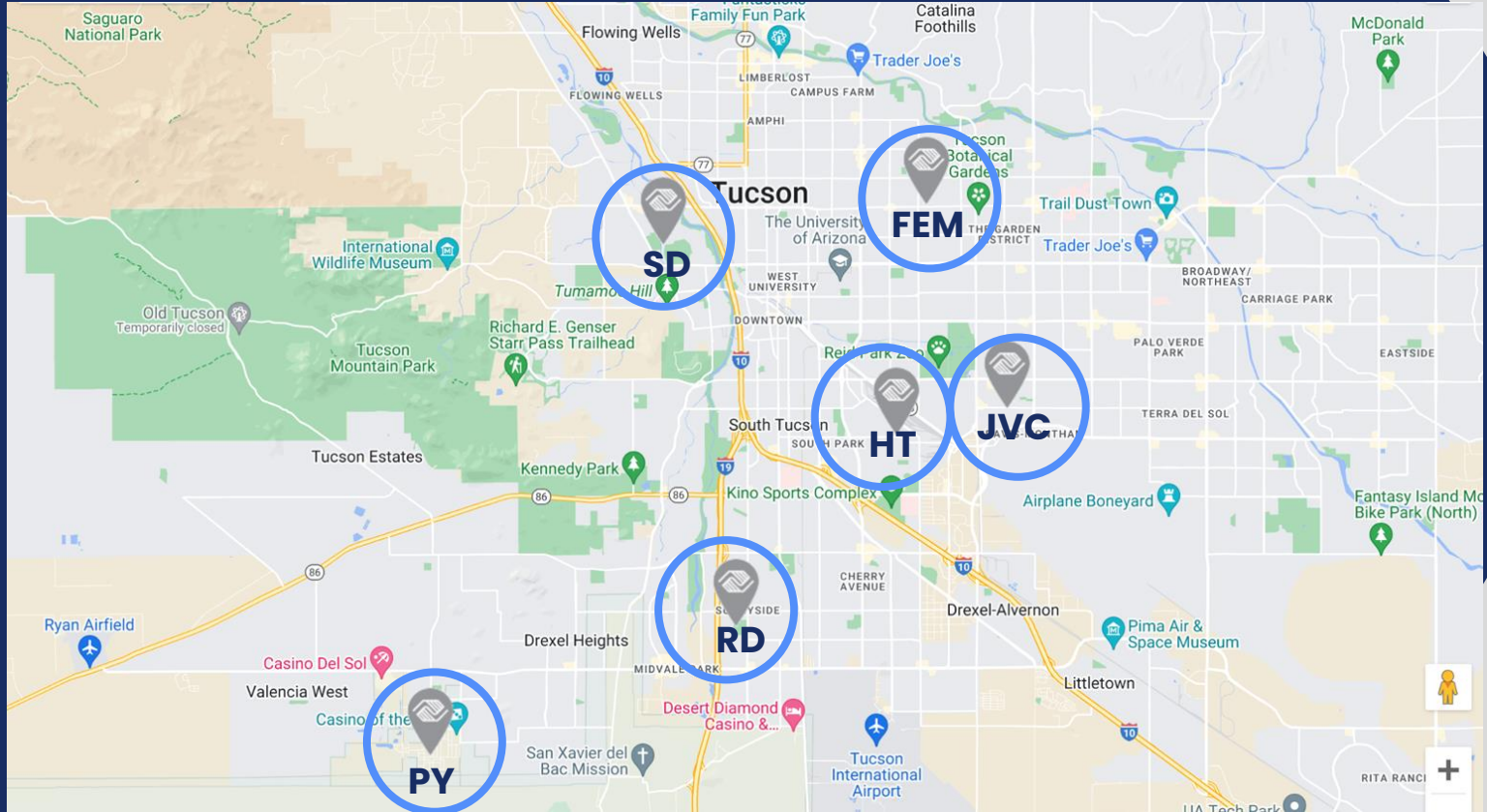


## VISION

Our vision is to be the premier youth serving organization in Southern Arizona



# CLUBHOUSE LOCATIONS



# DAILY RESPONSIBILITIES

- Be punctual & reliable
- Always wear your volunteer shirt (don't wear it outside of the Clubhouse)
- Leave your personal belongings at home or locked in one of the offices
- Sign in and out at the front desk
- Let the staff know when you've arrived and when you leave
- Be friendly
- Be positive
- Keep your cool
- Keep your area clean
- Be a role model
- Be fair

# DRESS CODE POLICY

- Volunteers are expected to dress in appropriate attire
  - BGCT Volunteer shirt
- Volunteers who come to on-site dressed in a manner that is inconsistent with the policy will be asked to change
- Inappropriate attire includes:
  - Jeans that are torn, holes, baggy, or low-rise
  - Attire with advertisements, slogans, or sayings
  - Items that are revealing or of an unreasonable length
  - Heavy use of cologne or perfume
  - Extremes in make-up, hairstyles and clothing

# DEPENDABILITY

In case of a personal emergency or anything else requiring an absence, please call the Clubhouse where you volunteer as soon as possible. The Club staff and members count on you to be there and need to know to make other arrangements.

# Youth Code of Conduct

Our commitment is to create an environment for youth that is safe, nurturing, empowering, and which promotes growth and success for the youth who participate in our Clubs.

The following policies are intended to assist staff and volunteers in making decisions about interactions with youth. For clarification of any guideline or to inquire about behaviors not addressed here, contact your Clubhouse Director or Human Resources.

# Youth Code of Conduct

The Code of Conduct outlines specific expectations of Clubs staff and volunteers as we strive to accomplish our mission together.

- Youth will be treated with respect at all times.
- Youth will be treated fairly regardless of race, sex, age, or religion.
- Staff and volunteers will not swear or tell off-color jokes.
- Staff and volunteers are prohibited from having outside contact with youth unless approved by Club administration.
- Staff and volunteers will not discuss their sexual encounters with or around youth or in any way involve youth in their personal problems or issues.



# Sexual Harassment Policy

BGCT is committed to providing a workplace that is free from all forms of sexual harassment. This includes, but is not limited to, staff, volunteers, vendors, consultants, temporary personnel, and applicants for employment. It is a violation of BGCT policy as well as state and federal law for any person employed by, volunteering for or conducting business with BGCT to sexually harass any other person employed by, volunteering for or conducting business with BGCT of any gender.

If a volunteer believes they have been subjected to sexual harassment of any kind, please contact Human Resource immediately. BGCT Human Resources can be contacted at 520.308.3333. BGCT will investigate and, where inappropriate conduct has occurred, take prompt and appropriate disciplinary action. For more information on BGCT's sexual harassment policy please speak to the Human Resources.

# COMMUNICATION

- Open & Concise
- Ideas, comments and constructive criticism are encouraged
- All volunteers are responsible for communicating their concerns and needs to the Clubhouse Director or staff
- Cell phones are not to be used during your scheduled hours. Cell phones are NOT allowed in the locker rooms at any time.
- Telephones are located at the membership desk at each club. Please refrain from making or receiving any personal phone calls during your scheduled hours.
- It is acceptable for you to make and/or receive emergency or essential phone calls.

# **Social Media & Digital Communications**

**Volunteers & Staff are not to have any contact with members on social media under any circumstances. Volunteers are also forbidden from taking any photos of members for any purpose and from sharing any member information, including names or any other identifying information, on social media or in any other way.**

# CONFIDENTIAL INFORMATION

- Volunteers must not share anything related to:
  - A Club member's behavior
  - Personal information
  - The organization's information
- When discussing the experience, focus on the activities in general rather than specific information
- Volunteers and Staff are not to have any contact with members on social media under any circumstances.

# DISCIPLINE

- Discipline is not your responsibility with the exception of immediate danger you will refer all disciplinary issues to the Clubhouse Director or a full-time staff member.
- Please keep in mind the distinction between reminding members of rules and appropriate behavior, and discipline.
- It is fine to remind members not to run or to take turns while playing a game, but anything further than a friendly reminder should always be referred to the clubhouse director.

# DRUGS AND ALCOHOL

- Smoking is prohibited on the premises
- Volunteers must not be under the influence of illegal drugs and/or lawful substances, including alcohol and prescription medicines while at any BGCT event
- Volunteers are prohibited from engaging in the manufacture, distribution or possession of illegal substances on Club time or premises
- BGCT reserves the right to take all appropriate and lawful actions to enforce the Alcohol and Drug policy when there is reasonable suspicion of a violation

# SAFETY PRECAUTIONS

- Never drive any members home
- Never give members any gifts or money
- While helping supervise an area stay on the perimeter and face the activities
- Never strike a member
- Be firm, consistent, and fair in all dealings.
- Give every child unconditional respect and acceptance.
- One on one encounters with members are prohibited, visibility to staff and other members is required
- The Clubhouse Director, Youth Program Director, and Health/PE Director are all first Aid/CPR trained
- In case of serious injury, send a member to return with a full time staff to call 911 or have the volunteer seek immediate medical treatment. It is important for the individual who is injured to receive proper medical treatment in a timely manner.
- Volunteers who are injured on the job are encouraged to use the nearest hospital or their own medical provider to receive medical treatment.



# CHILD ABUSE

- BGCT is required by law to report all suspicions of child abuse
- Should you feel concerned about any of the information children share with you, please inform the Clubhouse director immediately
- Volunteers must report any suspected abuse to the Clubhouse director and authorities and complete an Incident Report immediately

## CPS Child Abuse Hotline

1-888-767-2445 (1-888-SOS-CHILD)

