

# **MENTOR HANDBOOK**

**2019-2020**



**BOYS & GIRLS CLUB**  
OF THE TRI-COUNTY AREA

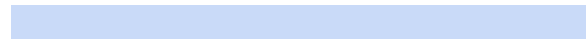
## **Telephone Numbers/ Staff Names/Titles**

### **Telephone Numbers You Should Know:**

Boys & Girls Club of the Tri-County Area	920-361-2717
Emergency (Fire, Police, Ambulance)	911
Non-emergency Police Department	920-361-2121
Non-emergency Fire Department	920-361-2121
Report Abuse Case	920-294-4070
Wisconsin Poison Center	1-800-222-1222
Nurse Direct	1-920-830-6877

### **Boys & Girls Club of the Tri-County Area Staff:**

Jason Presto	CEO
Mindy Collado	Center Director
Melissa Hilke	Director of Business & Management
Brooke Schneider	Administrative Assistant
Ashley Bartol	Special Events & Marketing Manager
Megan Lamers	Program Coordinator
Carrie Govek	Teen Futures Coordinator
Briana Harmon	Mentoring Coordinator
Robert Zache	Facilities Coordinator



### **Green Lake School Staff Liaisons:**

Mary Allen	School Principal/Superintendent
Sandi Linde	Guidance Counselor

## **Mentoring Program Goals**

**Goal 1:** Participating youth who have been matched with a mentor for a minimum of 12 months will have improved attendance in school, a reduced number of behavior-related office referrals and have improved grades.

**Goal 2:** Participating youth will be able to identify at least two ways to appropriately cope with stress, report a greater sense of self-worth and can identify at least three safe people to share their feelings with.

**Goal 3:** Participating youth will work with their mentor to develop written goals for their future. Middle and high school students will take part in Career Launch during their time with their mentor. The goal of this program is to encourage teens to think about their future and establish realistic goals.

**Each youth will have a support team consisting of his or her parent(s)/guardian(s), mentoring coordinator, a mentor and a school liaison.**

### **Program Description and Overview**

The ThedaCare led Berlin Community Health Action Team (CHAT) was formed in September 2016. It consisted of 14 members representing 12 community sectors. On March 14, 2017, the Berlin CHAT hosted its first “plunge” with the topic of “Kids in Crisis.” Berlin CHAT identified mentoring for youth as a top priority in response to the “Kids in Crisis” plunge. Mentoring was selected because it is an evidence-based strategy proven to decrease risky behaviors in youth by building trust through companionship. The target population being youth in 6th-12th grade, who may qualify for free/reduced lunch, could benefit from a positive adult role model, struggle in school, and/or have a low self-esteem. A child must have at least one risk factor to be accepted into the mentoring program. Mentoring will take place once a week at the Boys & Girls Club or the home school of the child. The goal is to meet for 1 hour a week, 4 times a month. Mentors and mentees will have all resources of the Club available to them. After an initial trial period of one year with the target to recruit 15 adult mentors, it is planned to make the mentoring program available to other locations such as the schools in Marquette and Waushara County. In addition to funding received through Berlin CHAT, the Boys & Girls Club of the Tri-County Area was awarded additional funds through the Oshkosh Area Community Foundation. These funds helped make the Mentoring Program available to youth in grades 3-5.

## **Matching Mentors with Mentees**

### **Mentors**

Youth will be matched with an adult who will serve as their mentor on a one on one basis. Mentor volunteers will be at least 18 years of age and will be asked to make a 1 year commitment to the program. Mentors must be stable, mature, and able to tolerate frustrating situations. Mentors are caring individuals who, along with parent(s)/guardian(s), provide young people with emotional support, counsel, friendship, reinforcement and a constructive example in a structured and trusting relationship. Mentees work with their mentor, the Mentoring Coordinator, and their school liaison to create goals as a part of their individualized plan.

Mentees and their Mentor will be matched based off of information shared on application forms, interviews, and intakes. The Mentoring Coordinator will introduce the Mentor to the Mentee and will actively communicate to see how the match is developing.

There will be activities supplied by the Club that mentors and mentees can do together during their time together. Either all meetings will be at the Club or at the school the child is attending. A supply request form will be available to the mentor in order to prepare for any activities the mentor/mentee would like to partake in during their future meetings. Upon approval, the Club will provide these supplies in order to make the meeting between the mentor and mentee both a unique and memorable experience.

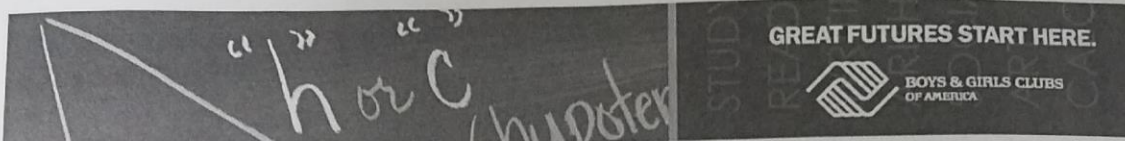
### **Acceptance and Accountability**

Mentors are non-judgmental and non-blaming. They accept the student and family where they believe that the parent is the best parent they can be. They do not attempt to “fix the family.” Rather, they focus on improving the educational performance of the student. Mentors accept youth, but do not necessarily condone their behavior. They hold youth accountable for their actions using the 5 step problem-solving strategy. Mentors clearly articulate expectations for youth behavior and model them via personal follow-through with the youth and his/her family. They demonstrate acceptance for the youth and family and help the youth overcome the obstacles in his/her path.

### **Teach problem-solving skills**

When problems arise in the mentee's life or schooling, Mentors use a five-step problem-solving strategy to help the youth identify alternatives and act on them. The mentor should lead the youth through these steps:

1. Stop! Think about the problem.
2. What are some choices?
3. Choose one.
4. Do it.
5. How did it work?



### Sample Mentor-Mentee Conversation Using the Five-Step Problem-Solving Strategy

**Mentor:** I notice you had quite a few absences this past month. In fact, you were absent eight days out of 20. I think this is a problem. What do you think?

**Student:** Yeah, it's a problem.

**Mentor:** Why is being absent so often a problem?

**Student:** Well... I could fail my classes.

**Mentor:** Right. Why else?

**Student:** I won't learn anything.

**Mentor:** Right again. Now tell me why it's important to stay in school.

**Student:** Because you learn stuff you need to know for your future. And you need to graduate.

**Mentor:** Right again! I'm glad you see the importance of staying in school. Remember that besides learning important things, a diploma helps you get a better job—one that pays more than if you dropped out. Let's see if we can figure out how to improve your attendance using the five-step problem-solving plan we've used before. What's the first step?

**Student:** Say the problem.

**Mentor:** Yes, and so what's the problem?

**Student:** I don't come to school enough.

**Mentor:** OK. What are some choices to help you come to school more often?

**Student:** I could get my brother to wake me.

**Mentor:** So part of the problem is you don't get up in the morning ... OK, what's another choice?

**Student:** I could ask my mom to make sure I get up and go to school.

**Mentor:** Good idea. How about one more idea – it's important to think of three in case the first two don't work out.

**Student:** I don't know ... I could just go to school.

**Mentor:** Right, but how would you do that? If getting up is a problem, then asking someone to wake you is a good idea. What about going to bed at night? Do you get enough sleep?

**Student:** I'm usually pretty tired. I get to bed kind of late.

**Mentor:** Maybe then you could think of a solution that relates to going to bed.

**Student:** Well, I could go to bed earlier.

**Mentor:** OK, great. You have three choices. Let's look at each one to decide which would be the best choice. If you asked your brother to wake you in the morning, would that work?

**Student:** Yeah, he usually gets up when I do to get ready for school.

**Mentor:** OK. How about your second choice – asking your mother to make sure you get up and go to school?

**Student:** Well, she's usually already at work when I get up. But she could call me from work.

**Mentor:** Do you think she'd do that?

**Student:** I don't know. She might forget.

**Mentor:** How about the third choice? The one about going to bed earlier so you're not so tired.

**Student:** Yeah, I could do that.

**Mentor:** OK, now that we've discussed all three, choose one idea that you think will work best to solve this problem.

**Student:** Well, I could I could talk to my brother and see if he'll get me up.

**Mentor:** OK, but I have one more idea for you. Can I show you how to set the alarm on your cell phone?

**Student:** OK.

**Mentor:** Will you still be tired in the morning?

**Student:** Probably. I should go to bed early, too.

**Mentor:** Well, how about if you try going to bed early and using the alarm clock for now. And we'll talk next week to see if it worked. And then we can decide if you want to try another solution.

**Student:** All right.

**Mentor:** Good luck and good work solving your problem.

## **Mentee Confidentiality**

Staff and volunteer mentors will, to the best of their ability, ensure confidentiality and privacy in regard to history, records and discussions about the youth who are enrolled in the Mentoring Program. The very fact that an individual is served by the Boys & Girls Club of the Tri-County Area must be kept private or confidential; disclosure can be made only under specified conditions, which are described below, for reasons relating to law enforcement and fulfillment of our mission. This means that staff members and volunteer mentors shall not disclose any information about a person, including the fact that he/she is or is not served by our organization, to anyone outside of this organization unless authorized by the CEO. The principle of confidentiality must be maintained in all programs, departments, functions, and activities.

- No information requested by someone outside the Boys & Girls Club of the Tri-County Area will be given over the telephone. Staff members are instructed to respond with the statement: "Boys & Girls Club of the Tri-County Area policy does not permit me to give out this information." That includes whether or not a person is or has been served by this Boys & Girls Club of the Tri-County Area.
- Release of information forms will be explained and completed in the presence of the person about whom any information may be released, before it is released.
- No information about individuals or records will be released to state, federal or other agencies that enable the identification of any person by name, address, Social Security number, or other coding procedures.
- If records are inspected by an outside agency, the individual(s) who inspect the records must be specifically authorized to do so by the CEO. The taking of notes, copying of records or removal of records is specifically prohibited in such cases.
- Staff members will not discuss any individual's record with unauthorized individuals, whether on or off duty. All staff members are required to sign a confidentiality acknowledgment stating their responsibility and commitment in regard to client information.

## **Social Media Policies and Procedures**

Please note: For purposes of these policies and procedures, "social media" will be defined as including, but not limited to: Facebook, LinkedIn, Twitter, and YouTube.

The Organization respects the rights of staff, Board and volunteer members to use personal social media and does not wish to discourage self-publishing and self-expression. Staff, Board and volunteers are expected to follow the policies and procedures set forth to provide clear lines between personal use, Club use, and protection of Club members.

Written messages are or can become public. Social media users are personally responsible for their commentary. Social media users can be held personally liable for commentary that is considered defamatory, obscene, proprietary or libelous by any offended party viewing their commentary, including comments about the Boys & Girls Club of the Tri-County Area.

If you choose to identify yourself as an Organization staff, Board or volunteer member, please understand that your communications may be viewed as coming from the Club. Because of this possibility, please state that your views expressed in any social media application are your own and not the views of the Club or of any person or organization affiliated with or doing business with the Club.

### **Appropriate Use Policy for Staff, Board and Volunteers**

- Staff, Board or volunteer members of either Club cannot use Club-owned equipment, including computers, Club-licensed software or other electronic equipment, nor facilities or Club time, to participate in any form of personal social media activities unless it is the BGCTCA social media account.
- Staff, Board or volunteer members of either Club may not use any form of social media to harass, threaten, discriminate or disparage against each other, against Club members, or anyone associated with or doing business with the Organization.
- Staff, Board or volunteer members of either Club may not have any personal interaction with any BGCTCA members using social media.
- Staff, Board or volunteer members of either Club may not post on any personal social media applications, the name, trademark, logos of the Clubs, or any business affiliated with doing business with the Club.
- Staff, Board or volunteer members of either Club may not post privileged Club information, including, but not limited to, copyrighted, proprietary, trade secret information, or Club issued documents on any personal social media applications.
- The Organization will investigate and respond to all reports of violations to the social media appropriate use policy. Violation of the policy will result in corrective action, up to and including immediate termination. Corrective action or termination will be determined based on the nature and factors of the violation. We reserve the right to take legal action where necessary against any staff, Board or volunteer member who engages in prohibited or unlawful conduct.

## Safety, Liability, and Boundaries

Every mentoring program has its own set of policies concerning issues of safety, liability, and appropriate boundaries between you, your mentee, and your mentee's family. Failure to abide by these program policies will result in the termination as a volunteer from the mentoring program.

Safety, Liability, or Behavior Issue	Our Program Policy is...
Where my mentee and I can (and cannot) meet	Matches are able to meet at school or at the Boys & Girls Club of the Tri-County Area. These meetings should always be set up through the Mentoring Coordinator so that the school or Club staff members are able to check in with you.
How often I should meet with my mentee	The program recommends that you meet once a week or 4 times a month. We do understand that things may come up and life does happen. Please keep the Mentoring Coordinator updated if you are unable to make it.
Spending alone time with my mentee	When meeting with your mentee, a school or Club staff member should always know where you and your mentee are. You should always use a room that a staff member is able to check in on you.
Exchanging phone numbers, emails, and social media	Club staff, Board, and volunteers are unable to exchange any personal contact information with Club members. Even as a mentor, you are unable to exchange phone numbers and emails. This includes social media as well.
Transportation Issues	All youth may be transported by Club staff members only if it was set up ahead of time between parents/guardians and the Mentoring Coordinator ahead of time. Mentors are unable to transport youth in his or her personal vehicles, but are welcome to accompany the mentee and staff member along in the Club vans while the youth is taken home.
Mentee reports serious physical or emotional healthy issues (e.g. abuse or thoughts of suicide)	As a volunteer, you are a mandated reporter. This means that you should <b><i>Inform the Mentoring Coordinator</i></b> of any case of suspected or confirmed child abuse or neglect. She will assist you in taking the proper steps to report the incident.
Contact with my mentee's family	The program encourages parents and mentors to meet before the initial mentor meeting. Parents are invited to meet the mentor each time a new match is introduced. If you would like to have a conversation or meeting with the parents, please discuss with the Mentoring Coordinator to set it up.



## **Mentoring Abuse**

**Mentors should be asking, am I aware and do I fully understand the cultural background of the mentee and why is this important? What are my prejudices and how do I act in judgmental ways?**

### **Principle A: Beneficence and Non-maleficence**

As mentors we are called and are committed to benefit those we mentor, to do no harm. *Mentors should be asking, does this benefit, empower, help, encourage, challenge and support, or develop the mentee? Will my actions harm the mentee in any way?*

### **Principle B: Fidelity and Responsibility**

As mentors we establish a relationship of trust and are responsible to be a safe place where confidentiality is valued and protected. Additionally, being responsible is fulfilling expectations, mentor and mentee contracts and guidelines. *Mentor's should be asking, am I being responsible to fulfill the agreed upon mentoring expectations, contract, policies, or guidelines? How will I be responsible to uphold confidentiality?*

### **Principle C: Integrity**

As mentors we promote honesty, truthfulness, and faithfulness. Integrity involves living and mentoring from an undivided life. Fulfilling promises, not engaging in fraud or stealing, as well as misrepresenting truth is the path of relational integrity. *Mentor's should be asking, am I living a divided or undivided life? What is the difference between being half honest and fully honest? What does it look like to stand up against fraud? Have I made promises I am not fulfilling?*

### **Principle E: Respect for People's Rights and Dignity**

Mentors must respect the rights and dignity of all people. Being aware and respecting cultural, individual, and role differences, including those based on age, gender, gender identity, race, ethnicity, culture, national origin, religion, sexual orientation, disability, language, and socioeconomic status, and consider these factors when working with members of such groups.

*American Psychological Association Code of Ethics Guidelines*

## **Nine Strategies for Encouraging Mentees**

1. **Give Responsibility.** Take the attitude that the mentee is a responsible person. Expect that he or she will take responsibility for his or her actions.
2. **Show appreciation for every positive action.** Show that you appreciate these efforts.
3. **Ask mentees for their opinions and suggestions.** Mentees probably know things that you don't, especially in the areas of fashion, computers, and music. Show confidence in their judgment and you'll learn something!
4. **Encourage participation in decision-making.** Show respect for mentees' opinions by getting them involved in making decisions about plans after high school, which electives they will take in school, career choices, etc.
5. **Accept mistakes. Without mistakes, there would be no learning.** Mistakes can occur anywhere, and can be made by anyone. Don't overreact when they occur. Teach them that failure is an event—success is a process, and failures can be stepping stones to success.
6. **Emphasize the process, not just the product.** Focus on the effort, progress, or movement (process), not just on the goal, achievement, or accomplishment (product). Remember, it takes time to accomplish any goal; by encouraging efforts and progress, you can help increase teens' self-confidence.
7. **Turn liabilities into assets.** Become an expert at scouting for positive potential. Accentuate the positive. By focusing on the positive, you will provide a safe environment for teens in which they can openly discuss their fears and perceived shortcomings.
8. **Have positive expectations.** If you expect the worst, chances are you'll get it! However, don't expect perfection. Instead, expect positive things and increasing effort. Raise the bar higher than they would.
9. **Hold aspirations for your mentee.** A simple statement like, "I can't wait until you graduate high school in two years!" can show that you really do expect them to do well, and are holding it as an aspiration for them.

*Save Our Youth Training Manual, Denver, CO: Save Our Youth, 2005*

## **Possible activities during mentoring:**

Work on homework

Baking/cooking  
Crafts  
Make a collage  
Paper airplanes/origami  
Draw/sketch  
Read a funny or classic story together  
Crossword/word search/sudoku  
Put together a puzzle or make your own  
Make a bucket list - talk about why these things are important to you  
Outside or gym sport/activity  
Write a letter to someone  
Play a board game  
Polish nails, teach to french braid, talk about fashion trend “yays or nays”  
Make a handmade gift for an upcoming birthday or holiday  
Put together a train set  
Draw a Hot Wheel city with roads on the sidewalk with chalk  
Talk!! Use Coke or Pepsi? for conversation starters  
Basketball game in the gym: pig/horse, one-on-one, etc...  
Play a card game  
Write a story together  
Color in a coloring book  
Make a plan! Help your mentee create a study schedule, daily schedule, or set goals  
Complete a STEM project  
Create a timeline: What do you want to accomplish 1,5,10,20 years from now?  
Fill out a mock application for a job or help mentee create a resume  
Discuss a current event  
Play simple on-paper games like tic tac toe, hangman, or dots  
Write a haiku or poem  
Play 20 questions/ I spy  
Discuss family traditions that are important to you  
Go through flash cards: addition/subtraction/multiplication/division, reading words  
Paint a picture of a sunset, underwater scene, or holiday theme with watercolors

Be creative!!

Let Briana know if there are any supplies you need by filling out a supply request form!

### **MANDATORY REPORTING - Child Abuse or Neglect**

Child abuse is an injury or pattern of injuries to a child that is not accidental; neglect is the failure to provide for the basic needs of the child when resources are available. The best response to the suspicion of abuse or neglect includes the following steps:

- **Inform the Mentoring Coordinator** of any case of suspected or confirmed child abuse or neglect.

Reassure the child that he or she is not to blame for what happened. Empathizing with the child “Gee, I am sorry that happened to you,” can help to build trust.

Keep your emotions in check. Do not show fear, make promises you can't keep, or talk poorly about the suspected child abuser.

Ask only questions that relate to your concerns.

- Use open-ended expressions “Could you tell me more about. . . ?” to obtain more information, as well as clarifying statements.
- *Don't go beyond assessment.* Please speak with the Mentoring Coordinator as soon as possible. *Don't judge, investigate, treat or counsel.*
- Keep the information confidential.

**Complete a Child Abuse Report form. The Mentoring Coordinator can assist you in obtaining the information you will need to fill out the form and call Child Protective Services to report the incident.**

## CRISIS MANAGEMENT PROCEDURES

### Responding to Acts of Violence

#### Intruders, Violent Behavior or Assault

Effective response to an act of violence within the Club, including an incident involving intruders, the threat of violence or an actual shooting, stabbing or assault, requires thorough familiarity with specific procedures. By periodically reviewing the following course of action, Club leaders and all staff members can contain a threatening incident and regain control as swiftly and safely as possible. The procedures to follow in case of such an event are:

- **Contact the police immediately.** If you are not able to do so, use an agreed upon signal to alert another staff member or crisis team member to place the call.
- **Maintain visual contact with the offender.** Be prepared to report your observations to the staff person in charge or the police if they are called.
- **Ask the disruptive person to accompany you to an area away from other members.** Do not persist if the individual is not cooperative.
- **Clear all members from the immediate area if** the offender is unwilling to accompany you elsewhere.

- ***Never attempt to physically disarm an armed individual.*** Remove others and yourself from the range of the weapon.
- ***Do not use force as a response to violent behavior.*** Consider it the last choice of action and only use it to protect members and staff from serious bodily harm.
- ***Allow the police to remove a severely disruptive person*** who refuses to cooperate. Turn over any confiscated weapon to the police.

## **Missing Child or Abduction**

A member of the Club is regarded as missing if:

- He or she leaves without the knowledge of the parents/guardians.
- He/she does not return to the group at the end of a field trip or outing.
- The Club has been notified by the parents/guardians that the child is missing.

In the case of missing children, experienced Club leaders should advise members to take the following action immediately:

- ***Search for the child.*** Remember that the other members must continue to be adequately supervised.
- ***Do not send Club members or minors*** out to look for missing member(s).
- ***Notify the Club and security*** if on a field trip or outing, the child is not found within a half hour after the designated time of departure.
- ***Inform the Club's CEO*** of the events and the pertinent facts.
- ***Communicate with parents/guardians.*** Notify the child's parents/guardians and request their assistance. Suggest they file a missing person report and ask them to call you as soon as the child is found. Assign a staff member to work with the parents/guardians to provide additional information or follow-up assistance as needed.

## **Responding to Disasters**

### **Fire, Gas Leak, Explosion, or Bomb Threat**

In the case of a fire, gas leak, explosion, or bomb threat in the Club, the main priority should be the safety of the members, staff and volunteers. Club leaders and crisis team members should include the following items in their crisis plan:

- ***Pull the Fire Alarm*** in case of a fire.
- ***Evacuate.*** In the event of a bomb threat, the first priority is to evacuate immediately.
- ***In Berlin - evacuate to the All Saints Catholic School - 151 S. Grove Street, Berlin. In Green Lake - evacuate to Federated Church - 489 Scott St, Green Lake.***
- If a fire occurs, leave the building by the safest possible exit, including the windows, if necessary. In the case of gas leaks or fumes, if fumes are inside the building, open doors or windows or go outdoors immediately. If the fumes are outside, close all windows and stay in the building.
- ***Remain in Evacuation Area.*** Keep all Club and staff members in the designated evacuation area until law enforcement officials indicate that it is safe to reenter the building. If necessary, remain there until the parents/guardians can retrieve their children. (Remember that parents/guardians should be informed in advance of an actual crisis of the Club's evacuation areas, as well as the telephone number of the emergency cell phone to use during a crisis to gain critical information.) Do not leave the evacuation area until all members have been retrieved.

## **Tornado**

Advance notice of a tornado can give the Club time to prepare for it. Because this disaster can strike without warning, however, Club leaders and crisis team members will need to follow a systematic disaster response. The following guidelines should be followed:

- ***Calm and reassure Club members.***
- ***Check the roster*** to make sure everyone is present.
- ***Take members to a designated safe area*** as soon as possible. It is important to closely supervise all individuals and keep them together in groups and away from dangerous places.
- ***Assess the medical condition of all members.*** Provide first aid as needed.
- ***Make sure everyone is wearing shoes.***
- ***Turn on the radio and listen for instructions*** from public safety agencies.
- ***Do not use the telephone*** except for emergency use.
- ***Record the names of each Club member and the adult who retrieves him or her from the Club.*** Do not leave the evacuation or the safe area until the parents/guardians have retrieved all members.

## Responding to Medical Emergencies

### **Broken Limb, Seizure, Head Injury, Heart Attack**

The following guidelines apply in the case of a broken limb, seizure, head injury, or heart attack of a member:

- ***Call 911 immediately and request medical support*** until the ambulance arrives. Ask for specific medical procedures to follow in the meantime.
- ***Make sure the crowd is monitored*** so that other members stay away from the injured individual.
- ***Contact the Mentoring Coordinator or a Club staff member.***
- ***Provide all pertinent information to the emergency medical staff*** when they arrive.

### **Contagious Disease or Condition Outbreak**

All staff members should be trained in and familiar with the following procedures to follow if there is a suspected contagious disease or condition at the Club.

- ***Call 911, ambulance, police, or technical assistance*** immediately.
- ***Alert other staff members to the situation.*** Let them know if movement of Club members within the facility must be stopped.
- ***Provide all pertinent information to the emergency medical staff*** when they arrive.
- ***Notify the Club's administrative office*** of the outbreak.
- ***The Club's administrative office will notify the appropriate outside agencies*** of the outbreak.

### **IF THE MEDIA CONTACTS YOU ABOUT A CRISIS, REPLY AS FOLLOWS:**

*If the crisis has been turned over to a spokesperson:*

The spokesperson for the Boys & Girls Club of the Tri-County Area is Jason Presto, CEO. He can be reached at 920-361-2717. He will answer any questions you may have. If Jason is not available, contact a spokesperson from the above list at the numbers provided.

*If you have no knowledge of the situation:*

"I am not aware of that. A spokesperson from our organization will get back to you as quickly as possible. May I please have your name, organization and phone number?"

**ALWAYS CALL JASON PRESTO IF THE MEDIA CONTACTS YOU IN A CRISIS.**

# **Behavior Expectations**

## **PBIS Guidelines and Expectations**

The Club follows the PBIS (Positive Behavioral Interventions & Supports) framework. Our three core behavior expectations include: safety, respect, and responsibility. The Club reserves the right to refuse, suspend, or terminate membership of any youth due to disrespectful or unsafe behavior to staff, volunteers or other members, or if their behavior does not allow them to function with others appropriately in our programs.

## **Boys & Girls Club of The Tri-County Area's Anti-Bullying Policy:**

### **Introduction**

The Boys & Girls Club of the Tri-County Area strives to provide a safe, secure and respectful environment for all members in our facilities, on Boys & Girls Club grounds, and vehicles as well as Boys & Girls Club sponsored activities. Bullying has a harmful social, physical, psychological impact on bullies, victims and bystanders. The Boys & Girls Club consistently and vigorously addresses bullying.

### **Definition**

Bullying is deliberate or intentional behavior using words or actions, intended to cause fear, intimidating or harm. Bullying may be repeated behavior and involves an imbalance of power. The behavior may be motivated by an actual or perceived distinguishing characteristic, such as, but not limited to: age; national origin; race; ethnicity; religion; gender; gender identity; sexual orientation; physical attributes; physical or mental ability or disability; and social, economic or family status.

Bullying behavior can be:

1. Physical (e.g. assault, hitting or punching, kicking, theft, threatening behavior)
2. Verbal ( e.g. threatening or intimidating language, teasing or name-calling, racist remarks)
3. Indirect (e.g. spreading cruel rumors, intimidation through gestures, social exclusion and sending insulting messages or pictures by mobile phone or using the internet – also known as cyber bullying).

### **Prohibition**

Bullying behavior is prohibited in all Boys & Girls Club buildings and property, including any property or vehicle owned, leased or used by the Boys & Girls Club. This includes public transportation regularly used by members to go to and from the Boys & Girls Club. If you suspect bullying please speak to the Mentoring Coordinator to assure the issue will be addressed.



## **Appearance, Gifts, Outside Association, Use of Tobacco and Alcohol**

### **Personal Appearance:**

The Boys & Girls Club of the Tri-County Area's policy regarding appropriate dress is based on three key points: good taste, neat and clean appearance, and a business-like attitude toward grooming. Attire, which may be appropriate in a casual situation, may not be acceptable for business; halter-tops, inappropriate graphic t-shirts, or lack of t-shirt is inappropriate for a volunteer to wear while working with the youngsters or representing the Club to the public. Imprinted items should also be appropriate in representing the values of the Boys & Girls Club of the Tri-County Area. Please do not wear clothing or anything promoting alcohol, drugs, violence, or recording artists who promote inappropriate messages. We also ask that hats and winter coats be not worn while volunteering, as the youth are not allowed to wear these items while in the building.

### **Gifts:**

The Boys & Girls Club has a policy that prohibits volunteers from giving or accepting gifts from the members and/or their families.

The Boys & Girls Club recognizes that past successes are related to the good relationships developed between the volunteer and the youth, which he/she works. The Boys & Girls Club of the Tri-County Area believes that meaningful associations are built on mutual respect and understanding.

### **Outside Association with Club Members:**

In order to maintain a professional relationship with all Club members, volunteers are prohibited from associating with members outside of regular Club programs.

### **Volunteer Use of Tobacco Products and Alcohol:**

The Boys & Girls Club of the Tri-County Area strives to provide a safe and healthy work environment for all persons. The elimination of the use of tobacco and alcohol products on Club premises, including buildings and grounds, and at Club events, is therefore in the best interests of users whose health is in jeopardy and of non-users who would otherwise be subject to a health hazard.

The use of tobacco and alcohol products by any volunteer on Club premises, including building and grounds, and at Club events is hereby prohibited.

## WHISTLEBLOWER POLICY

It is important that all Board, staff and volunteers have easy reporting methods if they feel someone is not acting in the best interests of the Club or is violating policy. The reporter should not feel there will be any repercussions to them for voicing their concern.

An Ethics officer is established to aid with these situations. Questions on reporting should be directed to the Ethics Officer if there is concern about the appropriateness of the issue. The Ethics Officer will be the Board Treasurer or the H.R. Committee Chair.

Board, staff and volunteers are expected to report unethical behavior. Examples of unethical behavior, whether committed by a Board Member, staff member volunteer, or alumni member include, but are not limited to:

- Inappropriate relationship with an adult or child.
  - Inappropriate use of Boys & Girls Club funds or any funds raised outside the Boys & Girls Club to benefit the Boys & Girls Club.
  - Inappropriate use of technology.
  - Inappropriate behavior outside the Boys & Girls Club that can adversely affect the reputation of the organization.
  - Inappropriate use of Club files or other Boys & Girls Club information.
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- **Volunteer Mentors** should report any concerns to the **Mentoring Coordinator**. If their concerns are with the Mentoring Coordinator, volunteers should report their concerns to the **Center Director**. If their concerns are with the Center Director, the volunteer should report their concerns to the **CEO**.
  - **Staff Members** should report any concerns to their **direct supervisor** in the case of another staff member or another supervisor being the violator in question. If their concerns are with the direct supervisor, the volunteer should report their concerns to the **CEO**.
  - **Board Members** should report any concerns to the **CEO**.
  - If any concerns are with the **CEO**, the **Board President** or **Ethics Officer** should be contacted.
  - If any concerns are with a **Board Member**, the **CEO**, **Board President** or **Ethics Officer** should be contacted.

A Code of Ethics is reviewed each year by each staff member and Board member. Appropriate disciplinary action for violations will be determined by the Human Resources Committee, up to and including termination of employment. The Ethics Officer should be a part of this committee.

If you believe you have been retaliated against, you should notify the CEO, or Ethics Officer, who will investigate your allegations and take appropriate steps to prevent or correct any retaliation that is found to have occurred. You have the right to file a complaint with the Equal Rights Division of the Wisconsin Department of Workforce Development ("ERD"). The ERD will similarly make an investigation and determine whether unlawful retaliation occurred.

Employees who report information they know or should know is false or misleading are not protected under the law. Employees who deliberately report information they know or should know is false or misleading may be subject to discipline, including termination.

## **Mentoring Program Handbook/Whistleblowers Policy Agreement**

The contents of this handbook/Whistleblowers policy are presented as a matter of information only. While the Boys & Girls Club of the Tri-County Area, believes wholeheartedly in its plans, policies, and procedures described here, they are not to be considered as creating terms and conditions of an employment contract, either expressed or implied. The Boys & Girls Club of the Tri-County Area reserves the sole right to modify, revoke, suspend, terminate, or change any or all such plans, policies or procedures, in whole, or in part, at any time, with or without notice. The language used in this handbook is not intended to create, nor is it to be construed to constitute a contract between the Boys & Girls Club of the Tri-County Area, and any one or all of its employees or volunteers.

I acknowledge receipt of a copy of the Boys & Girls Club of the Tri-County Area's Mentoring Handbook/ Whistleblowers Policy. I understand that the Boys & Girls Club of the Tri-county Area's policy and procedures are set forth in this Handbook exclusively and are for purposes of information only.

I also understand that my commitment is entered into voluntarily, and I am free to resign at any time. Similarly, the Boys & Girls Club of the Tri-County Area, is free to terminate my volunteer assignment at any time for any reason. I recognize and acknowledge that neither the Boys & Girls Club of the Tri-County Area nor I have entered into any contract, expressed or implied.

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Volunteer

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Date

## Mentor Agreement

As a volunteer mentor in the Mentoring Program at the Boys & Girls Club of the Tri-County Area, I, \_\_\_\_\_, agree to:

\_\_\_\_\_ Attended Mentor Orientation on \_\_\_\_\_

\_\_\_\_\_ Agree to abide by the rules and regulations of the Mentoring Program at the Boys & Girls Clubs of the Tri-County Area

\_\_\_\_\_ Meet with my mentee for an hour a week or 4 times a month or as close to this as possible

\_\_\_\_\_ Be on time for scheduled meetings

\_\_\_\_\_ Notify the Mentoring Coordinator if I must cancel a meeting with my mentee or with program staff

\_\_\_\_\_ Engage in the relationship with an open mind

\_\_\_\_\_ Accept assistance from the Club and its mentoring staff

\_\_\_\_\_ Keep discussions with my mentee confidential unless it meets the needs of mandated reporting

\_\_\_\_\_ Ask staff when I need assistance or have questions

\_\_\_\_\_ Notify the Club of any changes in my employment, address, and telephone number

\_\_\_\_\_ Notify the Mentoring Coordinator first of any desire to terminate the relationship with my mentee. If I am unable to continue the mentoring relationship, I will try my best to meet with my mentee one last time to help give the youth closure.

\_\_\_\_\_ The Club has my permission to use my photo in any media designed to inform or education the public about the Club and the mentoring program.

\_\_\_\_\_  
(Mentor Signature)

\_\_\_\_\_  
(Date)

## **Conflicts of Interest**

I have reviewed the "Conflicts of Interest" section (page 1) in the Boys & Girls Club of the Tri-County Area's Employee Handbook and I understand that I am not to engage in relationships with mentees outside of the Mentoring Program setting, if the mentee was introduced to me through my involvement with mentoring, I understand that the Club encourages all employees and volunteers to refrain from having outside relationships with mentees, even in cases where members were known to employees or volunteers previous to Mentoring Program involvement. If I choose to engage with mentees whom I know outside of the Club or school setting, I understand that the Boys & Girls Club of the Tri-County Area assumes no responsibility for my actions.

I understand that staff and volunteers are not allowed to be alone with one mentee at any time in an area not readily observable by others. This includes being alone with one child after the Club or school is closed, giving rides to youth in other than emergency situations, using relationships formed at the Club or school to continue outside the Club or school, working with a child alone in a vehicle outside, or allowing youth to follow into areas where you are not readily observable. When meeting with an individual child in an office, the office door must be open or have windows that make being seen in the office easy.

Mentor Printed Name: \_\_\_\_\_

Mentor Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**At-Will Employment** Your employment at the Club is on an "at-will" basis. This means your employment may be ended at any time, with or without cause. Likewise, we respect your right to leave the Club at any time, with or without notice and with or without cause.

Nothing in the employee handbook or any other Club document should be understood as creating guaranteed or continued employment, a right to termination only "for cause," or for any other guarantee of continued benefits or employment. Only the CEO has the authority to negotiate with regard to guaranteed or continued employment, and any such promises are only effective if placed in writing and signed by the CEO.

**Equal Employment Opportunity** The Club provides equal employment opportunity to all individuals regardless of race, creed, color, religion, age, national origin, disabilities, veteran status, sexual orientation, marital status, military status, or any other characteristic protected by state or federal law. The Club is strongly committed to this policy, and believes in the concept and spirit of the law.

**Conflicts of Interest** The Club expects all employees to conduct themselves and Club related business in a manner that reflects the highest standards of ethical conduct, and is in accordance with all federal, state, and local laws and regulations.

The primary interest of staff members is to be the people we serve. A conflict of interest occurs when the interest of a staff member or another outside party actually or potentially affects the Club in a negative way.

It is not possible to define all the circumstances and relationships that might create a conflict of interest. If a situation arises where there is a potential conflict of interest, the employee should discuss this with a supervisor for advice and guidance on how to proceed. The list below suggests some of the types of activity that indicate improper behavior, unacceptable personal integrity, and unacceptable ethics:

OUTSIDE BUSINESS INTEREST: Staff members may have outside business interests and outside employment so long as these do not interfere with job performance. Staff members may not earn profit from outside employment or business interests that directly result from affiliation with this Club. GIFTS, GRATUITIES: You may not give or receive a gift from members or their families unless of nominal value. Business gifts should not be excessive in value and should be infrequent. PERSONAL BELIEFS: The Club recognizes and respects that its staff members hold a wide range of personal beliefs, values, and commitments. This only becomes a conflict of interest if it prevents a staff member from fulfilling their job responsibilities or if tries to convince others of their personal beliefs. NEPOTISM: A supervisor may not supervise another family member. NON-FRATERNIZATION: All supervisors are prohibited from dating or pursuing romantic relationships with any direct report. All employees are prohibited from dating or pursuing romantic relationships with all Club members. Violations of these guidelines may result in disciplinary action, up to and including termination.