



VOLUNTEER HANDBOOK



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Thank you for volunteering with the Dream Center of Tampa!

About the Dream Center

The mission of the Dream Center of Tampa is to create dynamic relationships with youth by encouraging and empowering them to be the difference. Our vision is to see powerful, positive lives rising up to inspire a community. Our program focus includes Mentoring, Athletics, Tutoring, Empowerment Programs, and Out of School Time Care.

Dream Center Values

- We value unconditional love, acceptance, and respect.
- We value our staff, volunteers, and supporters.
- We value and expect parental involvement and community collaboration.
- We value youth leadership training and merit based rewards.
- We value wise council and accountability.
- We value education.
- We value service leadership and taking action to achieve a desired result.
- We value sound fiscal management to create self-sustaining programs to enable the Dream Center to serve the community for generations to come.

Through building strong relationships and the provision of effective programs, the Dream Center is dedicated to inspiring youth to demonstrate and develop:

- Altruism
- Aspiration
- Confidence
- Courtesy
- Determination
- Honesty
- Hope
- Judgment
- Ownership
- Perseverance
- Productivity
- Respect
- Responsibility
- Sportsmanship

- Integrity

Goals & Intended Impact

- Inspire Confidence & Educational Success
- Encourage, Demonstrate and Teach Healthy Social and Emotional Development
- Inspire Career Exploration and Confidence
- Develop Supportive Caring Relationships with Youth, Caregivers/Parents & School Personnel
- Strengthen Social and Emotional Development
- Inspire and Coach Youth to Demonstrate Positive Social Values

About the Handbook

This handbook is designed to introduce you to the Dream Center of Tampa (“Organization”) and to provide a basic overview of the policies and procedures that provide volunteers with guidance and direction. Much of the information contained here is identical to the information contained in our Employee Information Handbook. As a volunteer staff member, we extend to you many of the same rights as paid staff concerning the work environment, necessary job training, supervision, evaluation, and recognition.

In return, we expect you to honor your commitments to the Dream Center of Tampa, respect other staff members – both paid and volunteer - and perform your assigned duties to the best of your abilities.

As our organization grows and changes, there will be a need to modify the policies, practices and other information described in this Handbook. When such changes occur, you will be notified by an announcement or update. It is your responsibility to stay current and informed about policies changes that affect your position as a volunteer. If you have any questions or need any clarification of the

information contained in this handbook please contact the Volunteer Coordinator.

Disclaimer: THE LANGUAGE OF THIS MANUAL AND THE RULES AND POLICIES STATED WITHIN ARE NOT INTENDED TO CREATE, NOR DO THEY CONSTITUTE, A CONTRACT IMPLIED OR EXPRESS BETWEEN THE ORGANIZATION AND ANY OF ITS VOLUNTEERS.

Policy Changes: THESE POLICIES AND PROCEDURES ARE NOT UNCHANGEABLE. IF CIRCUMSTANCES ARISE THAT WARRANT CONSIDERATION OF A CHANGE IN POLICIES OR PROCEDURES, MANAGEMENT, AT ITS SOLE DISCRETION, MAY ALTER, EDIT, CHANGE, OR ADD TO THESE POLICIES AND PROCEDURES. THIS MANUAL AND THE RULES AND POLICIES CONTAINED WITHIN ARE SUBJECT TO CHANGE AT ANY TIME WITHIN THE SOLE DISCRETION OF MANAGEMENT. VOLUNTEERS ARE WELCOME TO PROVIDE FEEDBACK AND SUGGESTIONS.

At-Will Volunteer Service: VOLUNTEERING AT THE ORGANIZATION IS ON AN AT-WILL BASIS AND MAY BE TERMINATED BY THE ORGANIZATION OR VOLUNTEER AT ANY TIME FOR ANY REASON. ANY CHANGE TO THIS AT-WILL STATUS, INCLUDING VOLUNTEERING FOR A PARTICULAR REASON, MAY BE GRANTED ONLY WITH THE SPECIFIC PRIOR WRITTEN APPROVAL OF THE EXECUTIVE DIRECTOR OF THE ORGANIZATION.

It is the duty of management to administer these policies fairly without discrimination. All volunteers are expected to abide by and follow these policies. If you have questions concerning the application of any policy or procedure, or you believe that a policy has not been administered in accordance with this manual, you should speak with the Volunteer Coordinator. Volunteers will not be penalized or discriminated against in any way for having requested such consideration or questioning the application of a policy.

Volunteer Culture

Youth living in the inner city are facing the same issues experienced by youth everywhere and have much in common with all other young people. They share the same humanity and are going through the same transition to adulthood as other youth. However, many of our youth realize their identities have been shaped by a different set

of life circumstances. They have become socially sophisticated at a young age. Most have had to navigate intense negative peer pressure and many realize that they are facing an uphill battle to succeed. In working with our youth, what do we ask of our VOLUNTEERS? We simply ask that volunteers to:

- **BE IN:** Make a sacrifice and understand that you will not always have access to a worship band, stage and a pristine air-conditioned building, and you don't need one. You can positively impact a child during a game of Dominoes or at a community block party. Understand that inner cities in Tampa are transitional; the neighborhoods change almost every 1 to 1 ½ years. Families move in and out at a rapid pace. Therefore, youth living in inner cities are used to things moving and changing rapidly with no warning. Many youth have developed coping strategies for this lifestyle. So don't take disinterest or apathy personally. Be consistent, they will eventually respect that.
- **BE REAL:** Relationships are paramount not Pity. Inner city youth ministry must be genuine and "for real." It takes time to build solid relationships and trust. Trust and respect are key concepts because they are so lacking in the community and in the world as a whole today.
- **BE BOLD:** Demonstrate, live and teach the gospel boldly. The gospel is supposed to make people look more like Christ not like you. Remember authentic Spiritual change does not have to look, walk and talk like you to be authentic.

OFFER FAITH, HOPE & LOVE: We may never physically see the fruit of the seeds we plant, but we plant seeds anyways, in faith, knowing that they will have the potential to change someone's world!

Cultural Adjustment

We ask all volunteers to realize that the culture of our youth may be different from your culture. We understand that many volunteers

feel uncomfortable at first. This is normal, and given time, you can fit right in as a great volunteer. We ask volunteers to put aside any selfish notions that our youth will love and appreciate you as a volunteer up front. It takes 3-6 months for most new volunteers to move from the position of an outsider to a trusted member of the Dream Center community. The stages of cultural adjustment may include:

- **HANG OUT:** When you first start volunteering, be willing to hang out with our youth. Remain low key, express care and concern, but do not expect much in return. Learn names, interact, and be friendly.
- **HANG IN:** Our youth can be challenging at times. So, hang in there with them and welcome what comes next. Redirect youth to positive examples of love, hope, and provide kind discipline and direction.
- **WELCOME THE CONFLICT OR CRISIS:** At some point, a confrontation or conflict will occur or a member will hit a crisis point in their life. WELCOME THIS, and thank God for the opportunity to demonstrate the true characteristics of unconditional love and acceptance. This conflict or crisis is a volunteer's opportunity to start a real relationship with our youth. As you walk through this together, calmly work with the member and they will begin to understand that you really do care, that you are not like many of the rest of the adults in their life, who often leave at the first sign of conflict or crisis. The ability of a volunteer to respond appropriately and in love, teaching, coaching, mentoring, is critical. It provides a concrete example for our youth of how Jesus Christ loves us through the conflict and crisis, teaching us a way to move beyond the conflict or crisis into a deeper relationship.
- **TRUSTED VOLUNTEER!** Now you are a part of the Dream Center community.

POLICIES AND PROCEDURES

Volunteer Qualifications

To be accepted as a Dream Center of Tampa Volunteer, an adult must:

- Be at least 18 years of age.
- Complete the Volunteer Application.
- Successfully complete the Dream Center volunteer screening process including a background check.
- Review and sign:
 - Volunteer Confirmation of Receipt of Handbook
 - Volunteer Liability Waiver
 - Volunteer Use of Likeness Waiver
 - Volunteer Confidentiality Agreement
 - Volunteer Affidavit of Good Moral Character
 - Volunteer Consent to Background and Reference Check
- Attend Dream Center of Tampa volunteer orientation meeting(s) offered by the Dream Center of Tampa Staff/Lead Volunteers.
- Agree to participate in required Volunteer trainings and activities.
- Minors may volunteer, but must be under the direction of parents, legal guardians, or another adult. Minors must complete an application and parents or legal guardians must sign all forms.

Volunteer Background Check:

As required by state law, the Organization will perform a background investigation to evaluate an applicant's moral character and criminal history to identify potential risks for the safety and security of our members. The background investigation will include a federal, state, and local criminal history background investigation.

Attendance and Absenteeism

As a volunteer staff member, we depend on you to complete your scheduled shifts. We do understand that from time to time certain

situations may arise that prevent you from doing so. Please alert the Volunteer Coordinator of any scheduled absences – such as vacation – as far in advance as possible so that we can locate an appropriate substitute. In the event of an unscheduled absence – illness or emergency – please alert the Volunteer Coordinator as soon as possible, preferably before your scheduled shift begins. We may reevaluate your volunteer relationship with the Organization if absenteeism becomes excessive.

Reviews or Progress Reports

Many volunteers consider volunteer work as a transition path to nonprofit employment, or as a great way to develop new professional skills. If you are interested in pursuing this course, the Volunteer Coordinator will help you establish goals, and will provide progress reports or a review as requested.

Volunteer Personnel Files

Your personnel files are confidential and consist of written documents retained by the Volunteer Coordinator. Only the President of the Organization, the Executive Director, Security Personnel, and Athletics Director (or any of their designees) may review your personnel file. Your personnel file contains basic contact information and records about your volunteer service with the Dream Center of Tampa.

Representing the Organization

Volunteers are only authorized to act as a representative of the Organization if specifically tasked with this responsibility in your volunteer job description. Please consult with, and receive permission from, the Executive Director before engaging in any actions that may affect or hold the organization liable including but not limited to, public statements to the press, signing contracts or entering into financial agreements, lobbying, or forming partnerships with other organizations.

Political Activity, Advocacy, Involvement

Although volunteers are encouraged to be active in political and government issues, because the Dream Center is registered with the IRS as a 501(c)(3) tax-exempt organization, volunteers may not represent the Dream Center in such activities. Volunteers may not wear or display Dream Center shirts, signs, jersey's nametags, or other items that reflect the organization while participating in such activities.

Ending Your Volunteer Service

You may resign from your volunteer service with the Organization at any time. We request that you notify the Volunteer Coordinator two weeks prior to your departure and request that you complete the Exit Interview process.

Disciplinary Practices

The following guidelines may be used in some instances at the sole discretion of the Dream Center of Tampa:

Step 1: Oral warning with documentation in the individual's personnel file.

Step 2: Written warning to individual and copy to personnel file.

Step 3: Written warning with suspension (documentation to personnel file).

Step 4: Termination/Dismissal

These guidelines are based on cumulative infractions, regardless of whether the infraction is of the same general nature as a previous warning. The use of these disciplinary practices in no way alters the fact that your volunteering with the Dream Center of Tampa is "at-will".

Problem Solving Procedure

When a group of people work and volunteer together, problems may arise. It is important to all of us that such problems are solved as

quickly as possible. Occasionally, however, it may be necessary to investigate certain problems in greater detail. Our problem-solving procedure provides you with the opportunity to have a review of any problem, dispute, or misunderstanding that arises in the course of volunteering.

Step 1: Unless your health or safety is at risk, or that of other volunteers, participants, or family members, first communicate directly with the other individual(s) involved. If this communication fails to resolve the issue, move to Step 2.

Step 2: You may submit a problem in writing to the Volunteer Coordinator within three (3) working days after Step 1 or when the problem first comes to your attention. The Volunteer Coordinator is interested in solving any problem you, as a member of the team, may have. The Volunteer Coordinator will attempt to resolve your problem at an initial meeting with you and other involved individuals. If unable to reach a mutually agreed upon settlement, the Volunteer Coordinator will investigate the situation further, and within three (3) working days, meet with you to give his/her final determination in writing. If you are still not satisfied, then you may request a Step 3 meeting.

Step 3: This step consists of submitting, in writing, the problem to the Executive Director within three (3) working days of receiving the Step 2 response. The Executive Director will schedule a meeting with you and the Volunteer Manager as soon as practical. At this meeting, the Executive Director will attempt to resolve the problem. If the Executive Director is unable to do so, he/she will provide you with a written determination within three (3) working days. This will be the final determination.

Dismissal

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed, management will make every attempt to

reconcile the situation. This may include meeting with the staff member(s) and volunteer(s) involved, the Volunteer Coordinator, and Executive Director. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures or Code of Conduct of the Dream Center of Tampa.

Exit Interview

We encourage all volunteers to participate in an exit interview before leaving the Organization, regardless of your reason for leaving. You may also request a letter of reference or referral at this time.

The exit interview is your opportunity to communicate your views about the position, your department, management, the operations of the company, and any other relevant information you feel is important for us to know. The appropriate persons will contact you to arrange an exit interview. Termination procedures are only guidelines and do not constitute a legal contract between the Dream Center of Tampa and the volunteer, as arrangement is by mutual consent.

Confidentiality Agreement

Due to the nature of the work you may be doing as a volunteer, you will be asked to sign a confidentiality agreement. We expect you to abide by the Organization's rules and regulations regarding the privacy rights of members and other volunteers. By signing this document, you acknowledge that you agree to refrain from the unauthorized use or disclosure of any confidential or proprietary information.

Policy Against Harassment

The Dream Center of Tampa is committed to maintaining a work environment free of harassment. The Organization's policy prohibits harassment based on:

- Gender (including sexual harassment, gender harassment, and harassment due to pregnancy, childbirth or gender related medical conditions)
- Race
- Religion
- Creed
- Color
- National Origin or Ancestry
- Physical or Mental Disability
- Medical Condition
- Marital Status
- Age
- Sexual Orientation
- Any other status protected by federal, state, or local law, ordinance, or regulation

All such harassment is unlawful. The Organization's policy applies to all persons involved in the operation of the Dream Center of Tampa (both employees and volunteers) and prohibits unlawful harassment by any volunteer/employee of the Organization including supervisors and co-workers.

Examples of sexual harassment may include, but are not limited to:

- Physical, unwelcome touching, unwanted sexual advances
- Verbal conduct such as epithets, derogatory jokes or comments, slurs, sexual invitations or comments
- Visual conduct such as derogatory and/or sexually oriented posters, photography, cartoons, drawings or gestures
- Threats and demands to submit to sexual requests as a condition of continued volunteerism or promise of employment, or to avoid some other loss, or offers of employment benefits in return for sexual favors
- Inappropriate conduct or comments consistently targeting one gender, even if the content is not sexual
- Retaliation for having reported or threatened to report sexual harassment

This behavior is unacceptable in any workplace or in work-related settings or events.

Non-Fraternization

In order to promote the efficient operation of the Organization and to avoid misunderstandings, complaints of favoritism, other problems of supervision, security, and possible claims of sexual harassment, employees and volunteers are forbidden to date or pursue romantic or sexual relationships with volunteers whom they supervise, directly or indirectly, or with current or recent members (or their family members). Volunteers who violate this guideline will be subject to immediate termination.

Motor Vehicle Operations

The Organization will never require volunteers to transport members in personal vehicles. Any volunteer who is found transporting a member in their personal vehicle will face disciplinary action.

Personal Cellular Telephones

Cell phones are a distraction to fulfilling your mission as a volunteer and to fulfilling our mission as an Organization. During your volunteer activities with members, please limit your use of cell phones to appropriate and necessary communication. Using your cell phone during volunteer activities communicates to our members that you do not care and that you are not interested in their well-being. Please place cell phones on silence or vibrating mode while volunteering.

Health, Safety & Facility

The Organization strives to maintain safe conditions for everyone in our facility. The success of our safety program depends on the cooperation of everyone. It is each individual's responsibility to learn and observe safety rules at all times and to immediately report potential safety hazards, injuries or accidents to your Volunteer Coordinator or employees of the Organization. Each individual should think defensively, anticipate unsafe situations, and report them immediately. The Organization has a few, simple health and safety guidelines that are fundamental, and which provide for the

safety and protection of its volunteers, employees, and members. Compliance with these rules is a condition of volunteering at the Dream Center.

- Be careful. Volunteer safely at all times.
- Report dangerous conditions and equipment to a Dream Center employee immediately.
- Never take a minor with you alone to any part of the building.
- Do not provide transportation for participants or their family members.
- Report every injury of a serious nature immediately to the Volunteer Coordinator or employee.
- Do not attempt to participate in activities or volunteer at the Organization if you believe you may have a contagious disease or illness.
- Keep your volunteer area neat and orderly at all times. Keep all areas neat and free of obstructions that might impede normal navigation throughout the facility or impede evacuation in the event of an emergency.
- Report any incident, improper behavior, destruction of building, or dangerous situation, immediately to staff or lead volunteer.
- Constantly be on alert for unusual and/or destructive activity in and around the Dream Center.
- Clean up any spills, food, and paper on the floor, which could cause an accident.
- Report people loitering around the building to security or employees.
- Question and assist children standing around without adult supervision.
- Obtain help to stop any unnecessary roughness or unsafe play.
- Report unnecessary roughness or improper use of equipment. If a volunteer has any knowledge of or becomes aware of any circumstances that may endanger the health, safety, or well-being of members, you are responsible for bringing the matter to the attention of the management team immediately.

- Pass along any member's concerns that you feel need further attention to appropriate personnel.
- Do not leave your assigned area without permission. Volunteers must stay in their assigned areas.
- Notify employees immediately of any emergency.
- Use, adjust and repair machines and equipment only if you are knowledgeable, trained and/or qualified.
- Get help when lifting or pushing heavy objects.
- Understand your job fully and follow instructions. If you are not sure of the correct, safest procedure, please ask for help.
- Know the locations, contents, and use of first aid supplies and fire extinguishers.
- Know the emergency exits.
- A violation of a safety precaution is in itself an unsafe act. A violation may lead to disciplinary action, up to and including termination.
- **NEVER exit the building alone, especially at night. During nighttime hours, ALWAYS exit the building in pairs and make sure each individual arrives to their transportation safely.**

Universal Precautions

As defined by the Centers for Disease Control (CDC), universal precautions are a set of precautions designed to prevent the transmission of human immunodeficiency virus (HIV), hepatitis B virus (HBV), and other blood borne pathogens when providing first aid. In the event of an injury or exposure of blood or body fluids, volunteers should assume that there is a potential risk for the transmission of an infectious disease, such as HIV, HBV, and/or other blood borne pathogens. Any exposure to bodily fluids presents a danger to your health and is a potential source of infection. This includes exposure of your broken skin, open wounds, cuts, mouth, or eyes to the blood or body fluid of an infected person. In the event that a member needs first aid, immediately notify a staff member. If

the injury or wound is serious, call 911. If administering basic first aid or cleaning up blood or body fluids:

- Wash hands with soap and water before and after administering basic first aid.
- Use protective barriers such as gloves, gowns, aprons, masks, or goggles.
- Disinfect blood spills and contaminated equipment.
- Properly handle soiled linen or towels, minimizing handling as much as possible.
- Use gloves and leak-proof bags when necessary to contain body fluids.
- Clean contaminated surfaces using detergent and hot water.

Crisis Management

In a crisis, it is the responsibility of the Executive Director (or designee) to manage the situation appropriately. All volunteers should listen and follow the instructions of the Executive Director or other employees during an emergency. The President, Executive Director or designee, will address all contact with the media.

Pets

Pets (dogs, cats, reptiles, birds, and any other type of live animal), although beloved, are not allowed in the workplace due to building regulations. This rule does not apply to service animals.

Solicitation

Solicitation by non-staff members for any reason on company property is not allowed. Volunteers may not solicit or distribute literature for various groups, organizations for any reason, including charitable ones, without permission from employees.

Substance, Drug, Tobacco Free Environment & Firearms

The Dream Center is a tobacco, drug, substance, alcohol free environment. The Organization does not tolerate the presence of illegal drugs or the illegal use of legal drugs in our workplace. The

use, possession, distribution, or sale of controlled substances such as drugs or alcohol, or being under the influence of such controlled substances is strictly prohibited while on duty, while on the Organization's premises or worksites, or while operating the company's equipment or vehicles. The use of illegal drugs as well as the illegal use of legal drugs is a threat to us all because it promotes problems with safety, customer service, productivity, and our ability to survive and prosper as a business.

If you need to take a prescription drug that affects your ability to perform your job duties, you are required to discuss possible accommodations with the Volunteer Coordinator or employee. Violation of this policy will result in disciplinary action, up to and including termination of volunteer status.

Any volunteer who is convicted of violating criminal drug statutes must notify an appropriate employee or the Executive Director of that conviction within one business day of the conviction. Failure to do so may lead to disciplinary action.

In response to state and local laws and building code, smoking is not permitted in our office. This includes private offices and other common areas.

Volunteers are not permitted to bring firearms in the facility during activities with members. Volunteers must follow all federal, state, and local laws regarding the possession of firearms while volunteering at the Organization.

Electronic Privacy

The computers, computer accounts, networks, wireless systems ("System") given to or accessed by volunteers are the exclusive property of the Organization. No individual should have any expectation of privacy in any communication over this System. The

System is to be used solely for Organization-related business, and is not to be used for personal business or pleasure.

The Organization reserves the right to monitor, intercept, and/or review all data transmitted, received, or downloaded over the System. Any individual who is given access to the System is hereby given notice that the Organization will exercise this right periodically, without prior notice and without the prior consent of the volunteer.

No individual should interpret the use of password protection as creating a right or expectation of privacy. In order to protect everyone involved, no one can have a right or expectation of privacy concerning the receipt, transmission, or storage of data on the Organization's System.

Social Media

The Organization knows that online social platforms, including blogs, wikis, message boards, video and photo sharing websites, and social networking services, are constantly transforming the way we interact. We also recognize the importance of: (a) the Internet in shaping the public view of our Organization; and, (b) protecting the privacy of our volunteers, employees, and the participants we serve. The Organization is committed to supporting your right to interact responsibly and knowledgeably on the Internet through social media. However, the Organization has a responsibility to protect the privacy of our volunteers, employees, partners, and members, as well as the interests of the Organization. These guidelines will help you make respectful and appropriate decisions about your volunteer-related interactions with people on the Internet regarding the Organization.

Always assume that your volunteer-related social media activity is visible to the Organization as well as volunteers, current and potential employees, members, supporters, stakeholders, and business partners. The Organization reserves the right to direct its

volunteers to avoid certain subjects and remove inappropriate comments and posts.

- Follow the rules of the social media sites you use.
- Honor the privacy rights of our Organization and its current volunteers, employees, supporters, members, and partners. Do not display information that could be considered a breach of their privacy and/or confidentiality. Do not post participant identifying information, including but not limited to name, address, personal information, or pictures of members. Only Dream Center employees, or their designee, may post such information, and we do so with the permission of members.
- Speak respectfully about the Organization and our volunteers, current and potential employees, members, supporters, stakeholders, partners, and competitors. Refrain from publishing anything that could reflect negatively on the Organization or its volunteers, employees, supporters, stakeholders, or partners.
- Avoid posts about drug or alcohol abuse, profanity, off-color or sexual humor, and other inappropriate conduct. Do not use ethnic slurs, personal insults, obscenity, or engage in any conduct that would not otherwise be acceptable in the Organization's workplace. Please also show respect for topics that may be considered objectionable or inflammatory.
- Ensure that your social networking conduct is consistent with all policies contained in this handbook.
- Respect the law, including laws governing defamation, discrimination, harassment, and copyright.

Email and Voicemail Usage

The Dream Center of Tampa's email system is intended for business use. Personal correspondence should not be abused. Volunteers do not have a right to privacy regarding voicemails contained on our system. Anything you save or receive on the Organization's voicemail is company property.

Develop Trusting Relationships, Rapport & Lead by Example

Your relationships with members are very important to their experience within our Organization. Always remember that you are the adult in the relationship and as such should ensure that you are conducting yourself in an appropriate manner. You can help to establish a trusting relationship and rapport with participants by:

- introducing yourself;
- maintaining discipline and setting an example;
- treating participants with respect, dignity, and confidence;
- being dependable and keeping your promises;
- calling your Volunteer Coordinator if late, or absent;
- being a friend and role model to members;
- showing respect to others at all times;
- learning the names and interests of as many members as possible;
- handling conflicts privately, calmly and respectfully;
- being firm, but friendly and always be fair;
- leaving your personal problems at home; and,
- speaking calmly to members and reassuring them of your concern for their well-being.

Unacceptable behaviors that damage your ability to develop trusting relationships include:

- Yelling or being loud
- Pushing or shoving others
- Ridiculing or teasing
- Inappropriate touching
- Arguing with members, placing blame, or taking sides
- Holding a child for other than the child's own safety
- Using foul language or degrading terms when speaking with children
- Discussing inappropriate subjects
- Inappropriate use of position to influence others

- Using the phone for personal calls, or computers for personal work during volunteer hours
- Being alone with club members, staff, or other volunteer
- Listening to inappropriate music or showing unapproved videos
- Disciplining a child by hitting, throwing, grabbing, or yelling

Managing Participant Behavior

Backed by educational research and personal experience, a majority of behavioral problems can be avoided through clear expectations, a structured environment, and effective interventions. However, at times conflicts will arise between participants, whether adults or children. Developing a trusting relationship, as discussed above, may significantly improve your success at managing behavior issues.

In the event of a minor conflict or inappropriate, disruptive behavior, volunteers should:

- Use a calm, polite approach. Calmly redirect a participant's negative behavior toward positive activities when possible. Maintain your poise at all times, do not yell, or lose your temper.
- Let members know what you expect of them, be constructive rather than negative.
- Do not discipline children outside the description of your volunteer position.
- Never strike or threaten a member.
- Address the behavior, not how the behavior affects you.
- Do not take personal feelings out on members.
- Do not nag, bluff, or try to sound like a "boss".
- Listen to members and try to see their side of the issue.
- Use reflective listening skills.
- Refer the need for disciplinary action to the appropriate staff member. Be consistent and warn them once then follow with a referral to a Lead Volunteer, Mentor, or appropriate staff member, if needed.

During serious conflicts, fights, aggressive or extreme behavioral incidents:

1. Immediately seek help from a Dream Center employee, or ask another volunteer to go get help from an employee.
2. Remove the audience by attempting to isolate the aggressor away from others. Ask the aggressor to come with you to another area of the building. If they refuse, ask the audience/crowd to leave that area of the building.
3. Speak calmly and firmly. Practice verbal de-escalation. Do not raise your voice unless necessary to protect the safety of others. Check your own anger in at the door.
4. If a mentor is available, take the aggressor to the mentor.
5. Do not touch the individual or attempt to restrain them physically. Do not grab them and do not put yourself at risk of injury.
6. When appropriate, explain your motives and concern for the individual. It is your responsibility to protect the health, safety, and rights of all participants. Also, express your concern and love for the individual.
7. If the situation appears to be headed toward violence, or it seems apparent that someone's safety is in jeopardy, call 911 immediately.

Discipline & Guidance Policy

Under no circumstances will staff members or volunteers use corporal punishment, ridicule, or name-calling as a form of discipline. Volunteers use positive techniques of guidance, positive reinforcement and encouragement. We avoid techniques of competition, comparison, and criticism. In addition, consistent, clear rules for the center are explained to the children. Volunteers will work with families to establish open communication and to problem solve. Families will be notified immediately if a child is in danger of hurting himself/herself, others, or the environment.

Our discipline and guidance philosophy is based on the following beliefs:

- Children respond better to correction when they know they are in a caring environment where trusting relationships are formed.
- Children learn to develop and maintain discipline when caring adults address heart issues, not just the behaviors.
- Inappropriate behavior does not manifest itself because of circumstances or situations, but rather it starts in the heart and manifests itself outwardly.
- Discipline is more about addressing heart issues, teaching, learning, and problem solving, than about punishment.
- Every member deserves our best effort to keep him or her enrolled in the center.
- All children can learn to behave appropriately with the help of consistent role models-staff and parents.
- The best discipline is self-discipline, which we believe is learned through a relationship with Jesus Christ. We encourage, practice (although not perfectly), teach, and role model this daily.
- We listen, respond to and respect all members.
- Everyone is responsible for solving problems at the center.
- At the Dream Center of Tampa, we realize that an effective discipline policy focuses on teaching, responsibility, and holding members accountable for their behavior. We strive to develop an atmosphere where all members feel accepted, loved, valued, recognized and rewarded.
- We teach our members to look inwardly at heart issues, take responsibility, and begin to problem solve from within first.
- Good behavior will be recognized and reinforced.
- Discipline is handled by staff, volunteers and supported by parents. Parental involvement and support are important to success.

Although we focus on the positive, there are times when a member does not accept his or her responsibilities. Center rules are for the

benefit of ALL members. When rules are broken, the following procedures are used:

PHASE I: TEACH & CHOICE

- Volunteers will inform the member of the incorrect behavior and will encourage and problem-solve with the member to find new ways to correct the behavior
- Volunteers will address the heart issues responsible for the behavior.
- Volunteers will work with and teach the member a new skill or alternative way of behaving, including modeling the skill.
- Members will practice the skill. Members are given a limited choice and an opportunity to practice the new skill, or face corrective consequences.

PHASE II: TEACH & CONSEQUENCE

If the misbehavior persists, Phase I will be repeated PLUS a consequence will be used at our discretion. Consequences may include a logical, natural consequence like loss of participation in an activity.

PHASE III: MENTOR, TEACH, CALL & CONTRACT

If the member decides to continue to misbehave after an attempt to teach the member to accept responsibility and practice new skills, we will notify a parent/caregiver and discuss a plan of action. The member will be required to participate in the mentoring program. Parents/caregivers, the member, and mentor will work together to write up a plan of action to address heart issues and behavior. The mentor, member, and parents/caregivers will design this plan to teach and motivate the member to learn and practice a new set of skills and address heart issues.

PHASE IV: MENTOR, TEACH & SUSPENTION

If the member fails to fulfill the commitment with their mentor or decides to disregard the plan, we will contact a parent or caregiver

and suspend or terminate the member. The member will be suspended an appropriate number of days and will not be allowed to participate in programs or services, except mentoring, until they meet with their mentor and reengage in the mentoring process. Phase III will be revisited and either an extended suspension or expulsion from the program will be considered if the member fails to engage with their mentor.

ZERO TOLERANCE/IMMEDIATE SUSPENSION

The Dream Center of Tampa is a violence-free, weapons-free, substance-free, and destruction-free facility. We have an obligation to protect all our members. When methods of teaching and problem solving have not proven successful, or when serious disruptive behavior occurs, other actions may be necessary; the more serious the misbehavior, the more severe the consequence.

APPENDICES

Standards of Conduct

The following guidelines are to assist Dream Center of Tampa Volunteers in understanding what behavior is expected while performing within the course and scope of a Volunteer. Upon agreeing to volunteer at the Dream Center of Tampa, all Volunteers shall act in ways that promotes positive youth development and that align with the Organization's policies and procedures. A number of behaviors are regarded as incompatible with Organizational goals, values, and program standards and therefore are considered unacceptable and prohibited while members are engaged in program activities or services:

- Possession or use of alcohol or illegal drugs (or be under the influence thereof) when involved in a Dream Center of Tampa event or activity.
- Being impaired by legal drugs at any Dream Center of Tampa event or activity.

- Using abusive, obscene, or discriminatory language.
- Direct personal attacks or harassment (visual, verbal, or physical) on another person.
- Behavior that is illegal, unsafe, or contrary to the highest standards of ethics.
- Being the subject of a criminal investigation or prosecution for a misdemeanor or felony offense.
- Inappropriate physical contact, such as inappropriate touching, patting, pinching, punching, physical assault, and grabbing.
- Inappropriate physical, verbal, visual, or behavioral mannerisms or conduct that denigrates, shows hostility, or aversion toward any individual.
- Accepting money, goods, or gifts from members (except items such as handmade crafts, cards, etc.).
- Taking members away from the Organization without prior approval from an appropriate Organization staff member.
- Do not put yourself in a position to be alone with a child at the center, particularly behind closed doors. Do not initiate or have contact with center children outside of regular activities at the center.
- Theft of the Organization's property or fellow worker's personal belongings.
- Demeaning or exploitive behavior of either a sexual or nonsexual nature, including:
 - Threats of such behavior
 - Display of demeaning, suggestive, or pornographic material
 - Sexual abuse or neglect of a child
 - Denigration, public or private, of any participant, volunteer, participant family member, employee, or individual
 - Denigration, public or private, of political or religious institutions or their leaders
 - Intentional violation of any local, state, or federal law

Any volunteer may be discharged in the event of a violation of this Code of Conduct or other Organizational rules, policies or procedures. Improper conduct may constitute grounds for the issuance of a warning before more severe disciplinary action is taken.

RESPONSIBILITIES

- Volunteers have a responsibility to participate in and support the Organizations.
- Volunteers have a responsibility to set regular work schedules and adhere to their schedule to the best of their ability.
- Volunteers have a responsibility to contact the appropriate personnel should they be unable to attend their scheduled activities.
- Volunteers have a responsibility to adhere to the policies and procedures contained within this handbook and those provided verbally by employees or lead volunteers.
- Volunteers have a responsibility to dress appropriately for the Organization's work environment.
- Volunteers have a responsibility to notify the Executive Director of changes or updates in their criminal history, background, and contact information.
- Volunteers have a responsibility to submit to an initial background screening and annual screenings thereafter.
- Volunteers have a responsibility to wear our identification badge while on the premises or during all volunteer activities.
- Volunteers have a responsibility to recognize the responsibilities of the Dream Center of Tampa Staff in setting program standards, priorities, and direction.
- Volunteers have a responsibility to be committed to the core values, educational goals, and standards of the Dream Center of Tampa as established at various organizational levels.
- Volunteers have a responsibility to respect and safeguard the individual rights, competencies, safety, and property of program participants.

- Volunteers have a responsibility to prohibit discrimination of any policies, procedures, or practices based on race, color, national origin, religion, sex, gender identity, pregnancy, physical or mental disability, medical condition, ancestry, marital status, age, sexual orientation, citizenship, or military status.
- Volunteers have a responsibility to adhere to and help enforce all policies and procedures referred to in this manual, as well as those established by local, state, and federal laws.

RIGHTS

- Volunteers have the right to be respected and treated fairly by program administrators, staff, and other volunteers for their contribution to the Organization.
- Volunteers have the right to access current program materials, training, and curriculum to support program delivery.
- Volunteers have the right to participate in communications and meetings concerning the administration and delivery of programs.
- Volunteers have the right to make decisions about their schedules and area of service.
- Volunteers have the right to request a different area of service if they feel their current area of service does not meet their preferences or skill sets.
- Volunteers have the right to be informed of administrative action that could result in disciplinary actions or expulsion from the program.
- Volunteers have the right to resign their position at any time, although we request appropriate notice as indicated in this handbook.

PENALTIES FOR INFRACTIONS

Infractions of the Standards of Conduct, Policies, or Volunteer Responsibilities and Rights must be reported to Dream Center employees and Lead Volunteers.

- Discussion of inappropriate actions with the Dream Center of Tampa Volunteer, and clarification of policy when appropriate.
- Releasing the adult to the appropriate law enforcement agency, if appropriate.
- Limitations on the Dream Center of Tampa Volunteer appointment.
- Written notice of termination of Dream Center of Tampa volunteer status, and removal from the program.
- Volunteer status suspension while charges are under investigation.
- Others as deemed appropriate by the Executive Director or Volunteer Coordinator.

The Dream Center of Tampa is a 501(c)(3) nonprofit organization.