



# Team Member Handbook

Welcome &

625 Red Lion Road • Huntingdon Valley, PA. 19006 • 215 938-5202

Introduction

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Welcome to the Valley Youth Center!

We are pleased that you have chosen to be part of our team. We look forward to building a strong and positive relationship with you. You have joined a center that has established an outstanding reputation. Credit for this goes to every team member. We also hope you will take pride in your work here, thus finding personal gratification. Each of us is a vital part of our guests' experience.

Personal satisfaction gained from doing a job well is one of the reasons people volunteer. Other reasons may be pleasant relationships, good working conditions, and college application development. The VYC is committed to doing its part to maximize the potential of your volunteering experience.

This handbook provides basic guidelines and information about what is expected of you and what you can expect from us. From time to time, the information included in this handbook may change. You will be informed immediately of any changes. Please keep all changes with this copy of your handbook.

We look forward to working with you. May our commitment to excellence bring success and fulfillment to us both!

**The Valley Youth Center Board of Directors**  
Please see [www.valleyyouthcenter.net](http://www.valleyyouthcenter.net) About Us  
"Board"

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# Volunteer Responsibilities

## Volunteer Requirements

- A completed application and interview
- Agreement to all procedures in the team member handbook
- A positive and cooperative attitude
- Adhere to an assigned work schedule
- Attend all staff meetings
- Perform occasional organizing and repair work for the VYC
- Cover for fellow volunteers on occasion
- Sell and prepare food
- Chaperone guests in the Red Lion Gym and VYC

## Volunteer Personal Information

At all times, it is important that the VYC maintain current files on each volunteer. Changes in address, and telephone number should be reported to the President or the Vice President.

## Volunteer Staff Meetings

Regularly scheduled staff meetings benefit everyone. All volunteers are required to attend our staff meetings unless otherwise notified. Use this time to be productive as it is our time to re-focus on our purposes.

## Volunteer Information Board

Important information regarding VYC policies, procedures, and meetings are often posted outside of the office or on the message board.

## WHEN COMING IN WEEKLY FOR DUTIES:

New this year -

ALL VOLUNTEERS WILL BE FED Pizza, Salad AND GIVEN BEVERAGES WHEN THEY ENTER THE CENTER THIS YEAR. YOU WILL HAVE TO STAY UNTIL 6:15 OR 6:30 TO HELP CLEAN UP. We can arrange to take you home if you need rides. You can walk down the hill after school. Codes will be given to appropriate supervisors to enter. We will be at the Center from 2:30 pm on as the 6<sup>th</sup> graders will be at the Center directly

after school. 4<sup>th</sup> & 5<sup>th</sup> graders will be taken by bus to the Valley Youth Center. Their dismissal is 3:35 pm. We assume they will arrive at before 4 pm once they are assembled and loaded on the bus.

Once you arrive - DO THE FOLLOWING:

1. FILL OUT YOUR HOURS SLIP AND LOG IN THE TIME YOU ARE STARTING. PUT IT IN THE BOX WHEN YOU COME INTO THE CENTER.
2. CHECK THE ASSIGNMENT BOARD/STUDENT COORDINATOR/ADULT VOLUNTEER COORDINATOR TO SEE WHERE YOU WILL BE WORKING FOR THE DAY (EXAMPLE: Gym, Counter, Youth Center, check in desk, hallway monitor, office).
3. YOU WILL HAVE TIME TO EAT, RELAX AND HELP SET UP BEFORE THE 6<sup>TH</sup> GRADE COME IN AND BEFORE THE 4<sup>TH</sup> & 5<sup>TH</sup> GRADE COME IN.
4. WHILE ON DUTY - REPORT ANY PHYSICAL CONTACT BETWEEN STUDENTS TO AN ADULT IN CHARGE, (Example: BAD LANGUAGE, SEXUAL CONTACT, OR IF ANYONE GETS HURT). IMMEDIATELY BRING THE CHILD OR CHILDREN INVOLVED DIRECTLY TO THE OFFICE TO THE PRESIDENT OR ONE OF THE VICE PRESIDENT'S OR ADULT VOLUNTEER IN CHARGE.
5. 30 TO 45 MINUTES BEFORE YOUR SHIFT IS OVER SEND ONE PERSON ON YOUR TEAM TO CHECK WITH THE ADULT COORDINATOR IN CHARGE AND START THE CLEAN UP PROCEDURES.
6. LOG OUT YOUR TIME ON YOUR HOURS CARD FOR THE DAY.
7. RIDES HOME - IF YOU ARE IN NEED OF A RIDE HOME FROM THE CENTER, THAT IS NOT A PROBLEM. PLEASE COMMUNICATE THAT TO YOUR JUNIOR OR SENIOR STUDENT VOLUNTEER COORDINATOR OR THE ADULT VOLUNTEER COORDINATOR. WE ARE HERE TO HELP YOU WITH YOUR VOLUNTEER JOURNEY.

WELCOME TO THE VALLEY YOUTH CENTER FAMILY! WE ARE SO GLAD YOU HAVE CHOSEN TO HELP US TO PROVIDE THIS SERVICE TO OUR COMMUNITY.

### Confidentially: Youth Center/Volunteer

The business' information of the VYC is considered private. All personal records are confidential. All individual volunteer information is held private. Dealings between staff members and management will be limited to the individuals involved. The VYC expect staff members to keep personal issues that involve them as well, and bring all concerns to management directly.

### VYC/Red Lion Gym Telephones

The VYC/Red Lion Gym phones are for VYC/Red Lion Gym business. Except in the case of any emergency, volunteers cannot receive personal phone calls. The business phone is not to be used for outgoing personal calls, except those approved by management. All personal calls should be made with your personal phone, **after or before the work period**, unless it is an absolute emergency. Please refrain from the use of cell phones and texting. You are here to volunteer your time with our guests, not to talk or text with your friends.

### Non-Harassment Policy

It is our policy to prohibit harassment of any volunteer on any basis, including, but not limited to: age, race, color, handicap, national origin, religion or sex. Harassment comes in many forms, which certainly includes slurs, threats, derogatory comments, unwelcome jokes, teasing, sexual advances, and other similar verbal or physical contact. Any volunteer who feels that he/she is a victim of such harassment should immediately report the matter to management. Violations of this policy will not be permitted and may result in termination. The purpose of this policy is not to regulate our volunteers' personal morality; rather, it is to assure that, in the workplace, no volunteer may harass another on any of these bases.

### Personal Conflicts (Between Volunteers)

Unprofessional behavior in the VYC during operational hours distresses the guests and other VYC members. If personal conflicts impede productivity or disrupt the VYC's atmosphere, management will meet privately with the volunteers concerned to resolve the dispute or disagreement. Any volunteer who willfully harasses another volunteer or hinders another volunteer's assigned work is working against the interest of the team and should be reported to management.

## Drugs & Controlled Substances

Drugs and alcohol are strictly prohibited in the VYC. No volunteer shall work, report to work, or be present on the VYC premises, or engage in VYC activities while under the influence of alcohol or controlled substances. The unlawful or unauthorized manufacture, distribution, dispensing, possession, sale or use of alcohol or controlled substances on VYC premises, or while engaged in VYC activities are also strictly prohibited. Any violation of this substance abuse policy will result in termination.

## Volunteer Theft

Theft involves the taking of money and or products! Theft also involves taking any guest or volunteer information and records, sales and marketing information and company records that are the legal property of the VYC and do not leave the premises. Stealing will result in termination.

## Scheduling Policy

The scheduling policy was established to guarantee the fair and even distribution of hours for each volunteer. Of course, assigning of new volunteers may change another volunteer's schedule. Every effort should be made to accommodate a volunteer's request.

## Attendance and Punctuality Policy

Attendance and punctuality are important factors for your success. We work as a team and this requires that each person be in the right place at the right time. If you are going to be late or absent, you must notify your the President or Vice President or Adult Volunteer Coordinator in Charge and the Student Volunteer Coordinator(s). If you are absent on a day without notifying the VYC, it is assumed that you have voluntarily abandoned your position with the VYC. Please make sure to check your schedule on a timely basis and have your coordinator update your schedule. Any time a volunteer is absent; the volunteer must call the Valley Youth Center at 215-938-5202 as early as possible in the day for rescheduling. All numbers are available on our web site at [www.valleyyouthcenter.net](http://www.valleyyouthcenter.net) about us "Board" and should be kept by the volunteer.

### Eating/Smoking Policy

Water drinking is especially encouraged during your workday to remain hydrated and to maintain good health. The VYC is a non-smoking company. Do not smoke on or near the premises.

### Cleaning and Sanitation Policy

We are obligated by the State and the Lower Moreland Township to maintain adequate levels of sterilization. In addition to these laws, our center's cleanliness directly affects our image with all guests.

**See: Clean-Up Checklist (p.11-12)**

### Dispensary & Equipment Policy

The VYC has selected the best equipment and food choices for our guests. These should be used and inventoried properly by those using them. Finish opened products before opening new ones. Be watchful of waste. Please inform the President or Vice President or an Adult Volunteer in charge if you see any products that are running low. It is not permitted to take products out of the VYC without authorization for any reason. The VYC has also selected the best equipment to ensure the VYC's environment is exceptional. Please use proper care when using VYC equipment and property. If any equipment is broken, damaged, or lost, please report it to the President, Vice President or Adult Volunteer in charge.

### Safety

Safety in the workplace can be achieved through teamwork at the VYC. Practice safety awareness by thinking defensively, anticipating unsafe situations and reporting unsafe conditions immediately.

#### **Please observe the following precautions:**

- Notify the President, Vice President or Adult Volunteer in charge of any emergency situation. If you are injured or become sick at work, no matter how slightly, please inform management.
- Get help when lifting or pushing heavy objects.
- Understand your job fully and follow instructions. If you are not sure of the safety procedure, ask before proceeding.

# Events

- ✚ Open House for incoming students to see what the Center is all about - October
  
- ✚ Center is open October thru March for the 4<sup>th</sup> thru 6<sup>th</sup> grades on Friday's after school. Approximately 23 Friday's per year. That is a lot of opportunities to obtain community service hours plus the 3 big events we run per year.
  
- ✚ Halloween Party - Oct.
  
- ✚ Holiday Party - Dec.
  
- ✚ VYC/Post Prom Adult Social Fundraiser (Jan)
  
- ✚ Valentines Party - Feb.
  
- ✚ 5k walk/run Fundraiser with the Lower Moreland High School Post Prom (April/May)
  
- ✚ All Students will be given a Dates of Operation for the year and you can find that schedule by going to the web site that is located on our Home Page for all dates we are opened and closed and the dates of our planned events for the year.

# Rules

1. Ping Pong Table - No banging ping pong paddles on the pool table.
2. Food & Drinks - No food or drink at arcade machines, pool table, ping pong table or near TV. Food and drinks at counter and tables only.
3. Pool Table - If a tip is broken off a pool stick it is not to be used, this scratches up the pool table. Please place the broken item in the office with a note.
4. Arts & Crafts - No arts and crafts in rug area. Only on the countertop, with tablecloths over countertop.
5. Drinks Spilled - Wipe up immediately with a terry cloth towel (under sink) with cold water.
6. Doors - No exiting through double doors in Red Lion Hallway Area. Enter and exit through main doors only.
7. TV - This is a new delicate TV, please make sure children are calm in this area, and do not touch the screen, and don't "tip the TV over".
8. Broken Items - Please leave us a note if something breaks not just leave it broken for us to discover that it is broken.

**PROBLEMS: PLEASE CALL DENISE KURITZ - (267) 784-0278/Denise Hewish @ 215-316-1531**

# Clean-Up Checklist

Before leaving the Valley Youth Center the following items must be completed. It is not fair for another group or the Youth Center Board to have to clean up after an event. The following items must be done before you leave the Valley Youth Center & Red Lion Gym:

Clean up is to start a half an hour to forty-five minutes before you leave.

## **I. Youth Center**

1. All Tables Cleaned. - wipe down the tables with antibacterial spray.
2. All Arcade Machines Cleaned- wipe down the arcade screens. Use Windex. Wipe down all of the machines.
3. Counter Cleaned- Counter and bar area must be wiped down with antibacterial spray.
4. Front Door- Wipe down - Windex.
5. Vacuum the Entire Center- Vacuum office as well. Any food/pieces that fall to the floor must be picked up by hand and not gone over with the vacuum- this breaks the vacuum.
6. Floor and Kitchen Area- Kitchen and bar area should be mopped down with *ammonia and cold water only!*
7. Dishes & Bowls - Any dishes or bowls must be scrubbed and cleaned.
8. Trash- Empty trash cans and replace with a fresh bag.
9. Wipe down cabinets with windex and paper towels.

## **II. Bathrooms**

1. Mirrors- Windex mirrors in both bathrooms.
2. Clean & Scrub- Go over sink and toilet. (Use disposable toilet brushes).
3. Replacements- Change/Replace: paper towels, soap, toilet paper, etc.

4. Bathroom Floors- Should be mopped down with ammonia and cold water.  
Girls Bathroom - Rug should be vacuumed.
5. Empty Trash Cans.

### **III. Gym**

1. Gym Floor- Use gym broom/mop, sweep the floor.
2. Trash- Get rid of trash if any. Empty Trash Cans.
3. Windex- The gym windows and doors.
4. Turn off gym lights.
5. Double Doors- (Red Lion Gym Hallway) - Make sure these doors are pulled closed into the Youth Center and not open! Do not Enter or Exit from this area!

### **IV. Lights Out & Other Items**

1. Bathrooms
2. Kitchen Area
3. TV Off
4. All Arcade Machines Off
5. Temperature is set approx. on the thermostat near the closet. Summer: Set at: 76 when leaving. Winter time: turn down to 60 or 65 when leaving.
6. 2 Sets of lights off near front door.
7. Put & Store- put away all snack and drink items.
8. Make sure children take all coats, hats with them as they leave.
9. Refrigerator- clean out/wipe the refrigerator out if something is spilled.  
Take any leftover food with you.

- All supplies are kept under the sink in the kitchen area & in the closet next to the kitchen.
- Vacuum, mop, & bucket will be kept in the closet next to the kitchen.
- **\*Emergency:** First Aid supplies are kept in the office. Ice packs are kept in the office other supplies. Please notify the President, Vice President or Adult Volunteer in Charge in the event of any emergency.

-These "Chores" need to be done in order for the Valley Youth Center to regulate in a correct manor. Please follow the system and instructions.

Thank you for your help,  
Denise Kuritz - President &  
**The Valley Youth Center Board of Directors**