



***BIG BROTHERS BIG SISTERS OF  
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## ***OUR HISTORY***

**R**ising from the efforts of a small steering committee, Big Brothers Big Sisters of the Greater Kanawha/Putnam Area (South Central WV) was chartered in March 1995 as a non-profit youth organization. Countless volunteers began to work together to create the local agency of the National Federation of Big Brothers Big Sisters of America. Twelve required steps were accomplished before the agency could begin serving at-risk youth. One of these steps included the opening of an office in Charleston, WV. In December 1996, the first Executive Director and Case Manager were hired. The local organization received its Provisional Contract from Big Brothers Big Sisters of America on June 16, 1997, allowing at-risk youth to be matched with caring adult volunteers. On July 24, 1997, the first match between a Big Brother and a Little Brother was made.

The organization has continued to expand and grow over the last four years. The Board of Directors is working with Executive Director: Darrell Buttrick, Case Manager: Amanda Sholes, Case Worker: Kristen Dickens, and Administrative Assistant Wendy Beaver, as well as a host of volunteers, to serve youth throughout the Kanawha Valley.

## ***THE CHILDREN WE SERVE***

**B**ig Brothers Big Sisters of South Central WV currently serves children between the age's of six through 14 who live in single parent families in Kanawha or Putnam counties. Child referrals come from many sources including parents, schools, and other youth serving agencies. There are currently 74 youth enrolled in the program with half of those in active matches at this time. All youth are invited to participate in activities sponsored by Big Brothers Big Sisters such as hayrides, bowling, community service projects, and holiday parties.

## ***THE VOLUNTEERS***

**C**aring, committed adults are vital to the success of the Big Brothers Big Sisters program. There are two minimum requirements for becoming a "Big" Brother, Sister or Couple. The volunteer must be willing to commit to at least one year of volunteer service, and be at least 19 years of age with the

desire to help a child. Each potential volunteer must apply before being accepted into the program. The application process includes background and reference checks, a personal interview, a home visit and a pre-match training session. Once accepted into the program, volunteers are asked to meet with their youth proteges every two weeks for three to four hours.

### ***THE PROGRAMS WE OFFER***

**O**ne-To-one relationships between an adult volunteer (or volunteer couple) and a child at risk has been the mission of Big Brothers Big Sisters for over 90 years. In order to serve more children and enhance the match relationships, the agency also provides group activities and community service projects.

Additionally, Big Brothers Big Sisters offer adults with time constraints the ability to volunteer in the School-based Mentoring Program. These matches are set up by Big Brothers Big Sisters with a school and enable an adult volunteer to work with a youth in their school for one hour a week during the school day. The matches only meet during school time and are invited to Big Brothers Big Sisters sponsored activities.

### ***THE FUNDING WE RECEIVE***

**F**unding for the organization is provided by many sources. These include special events such as the Annual Myrtle Beach Dinner Dance and Bowl for Kids' Sake. Also vital to the organization is individual and corporate contributions. This grass-roots support for programming and activities is the heart of our community serving organization. Big Brothers Big Sisters has also worked with government and local foundations to find grant support for the agency.

### ***OTHER OPPORTUNITIES TO HELP***

**V**olunteers are always needed to serve the organization, and we offer many different volunteer opportunities. Besides becoming a mentor, volunteers are always needed to serve on committees, or help implement special events for youth. There is also a periodical need for volunteers to help out with office duties such as answering phones, stuffing mailers, or getting informational packets together. *To find out more on how to become a volunteer call 746-7900.*

## **BIG BROTHERS BIG SISTERS**

of the Greater Kanawha/Putnam Area

### **GUIDELINES AND GROUNDRULES FOR SUCCESSFUL MATCHES**

#### **BIGS/LITTLES/PARENTS/GUARDIANS**

**The following are ground rules expected of all Big Brothers, Big Sisters, Couples, Littles and Parents/Guardians. It is important that they be followed for the benefit of the match. Failure to comply with the following rules could result in closure of the match.**

1. Each match is responsible for contacting their Case Manager within two weeks of the match date to check in and then once a month until the anniversary of the first year. If the match is more than one year of age, contact should be at least every three months. Failure to stay in contact with the Case Manager could result in match closure.
2. Parents/Guardians and Bigs are strongly encouraged to use the services provided by Case Managers when problems or the need for support arises. Do not hesitate to call!
3. Keep the BB/BS/Parent/Guardian and Agency informed of any of the following: long-term illnesses, vacations, business trips, as well as changes in your job, home address, phone number, or marital status.
4. No match activities are permitted in the Bigs' home the first month of the match. No exceptions can be made without special permission from your Case Manager.
5. Overnight visits to the Bigs' home are not permitted. No exceptions will be made without special permission from the Case Manager.
6. In the event it becomes necessary to close the match relationship, contact your Case Manager immediately. Negative effects of closing the matched can be minimized if coordinated properly by the Big, Parent/Guardian and the Case Manager.
7. Honest communication between the Big and the Parent/Guardian regarding finances is essential! The emphasis is on the relationship, not the money spent. It is best to spend as little on activities as possible but it is assumed that the Big is paying if they invite their Little to participate in something that requires money. If the parent is able to send extra spending money with the child, it is always appreciated!.
8. You will be asked to participate in an evaluation of the match relationship after the first three months of the match, again at the one year anniversary, and at subsequent anniversaries. This can be done during your monthly call to your Case Manager.
9. Contact is an important part of your match. Failure to respond to phone calls/letters could result in closure of your match.

#### **BIG BROTHERS/BIG SISTERS/COUPLES**

1. Seeing your Little consistently, at least twice per month for one year, is one of the most important things you can do as a Big. If something unforeseen comes up and you are unable to see your Little personally, contact him/her by phone or mail.
2. Arrange your outings with your Little, and be sure to get them cleared with the parent/guardian.
3. Find out from parent/guardian what to do if they are ever not home when you return with the child.
4. You may wish to include your Little in your family activities occasionally but be sure to give some personal attention to your Little during those activities.
5. Never drink alcohol or use drugs prior to or during match activities.
6. Use good sense in protecting your Little from harm when you are out together. Insist that he or she wear a seat belt in the car and a life vest when boating.

7. Keep personal information about the Little and the Little's family confidential.

### **PARENTS/GUARDIANS**

1. You are expected to help your child keep every appointment with the Big unless it is absolutely impossible. If it is necessary to break an appointment, the reason should be honestly and fully explained as far in advance as possible.
2. The Big has no financial responsibility toward the child or the family.
3. You should not prevent your child from seeing the Big as a form a punishment. This relationship is intended to be a regular part of the Little's life -- not a reward for being good.
4. Please don't discuss your personal problems with the Big whether or not these have to do with the child. The Case Manager is available for this purpose, and parents/guardians are encouraged to give them a call for any reason.
5. Please do not ask or hire the Big for household assistance, transportation, baby-sitting, etc . .
6. Try to help your child be considerate of the Big by remembering birthdays, making occasional phone calls, etc . . .
7. Talk to your child after each outing to see how he or she felt about the visit with the Big. If your child begins to feel negative about the Big or doesn't want to go out with him or her, try to find out why and call your Case Manager right away.
8. Remember, the relationship that exists is between your child and the Big. Don't ask that others (siblings, child's friends, etc . . . ) be included on outings.
9. Forgive minor mistakes in judgment. The Big is not a trained professional, nor is he or she perfect. You will probably disagree with the Big sometimes.
10. If you do not have a phone, you must provide the Case Manager and Big with a number where messages can be left for you.

### **LITTLES**

1. Remember that you are not to visit your Big's home the first month of the match. Please don't put your Big in an awkward position by asking to do so.
2. No overnight visits are allowed. Please don't ask your Big to allow you to do so.
3. Let your Big know when you feel happy or sad.
4. Say thank you after each outing.
5. Remember that friendship doesn't mean your Big will spend a lot of money on you. We have asked them to do things with you that don't require a lot of money.
6. Remember that if your brother or sister is matched in our program that they will be doing different things than you. Don't expect your Big to do what the other Big(s) are doing.

### **RESPONSIBILITIES OF THE CASE MANAGER AND THE AGENCY**

The Big Brothers Big Sisters Agency will provide pre-match training for Bigs which is mandatory. After the match is made, Big Brothers/Big Sisters will offer additional training to Bigs on an optional basis.

Bigs, Littles, and Parents/Guardians will receive information specifically on the issue of abuse prevention and detection.

Big Brothers Big Sisters of the Greater Kanawha/Putnam Area will maintain liability coverage for the Big as a supplemental rider to the coverage carried by the volunteer. This coverage is effective only to the extent that the Big, Little, and Parent/Guardian adhere to the above rules.

These rules are important and constitute a list of guidelines necessary to maintain a successful match. Violation of these rules may result in the termination of the match.

All Big Brothers/Big Sisters/Couples have been carefully screened to ensure that the best possible volunteer is provided to work with your child. The following procedure has been utilized:

The volunteer has been interviewed twice (once in our office and once in the potential volunteer's home). We have checked at least three references and have run a police check to help us determine whether he or she will be accepted into our program. If the "Big" is married, then his/her spouse has been interviewed also. (If they are a couples match, each is interviewed individually and together along with reference and police checks being done.) Our agency refuses any volunteer who does not meet our high standards so you may feel confident that the person who will be working with your child has "passed the screening procedure."

Also, due to the increased awareness of child sexual and physical abuse, we feel it is our responsibility to ask your cooperation in reporting to us anything you feel may be unusual about your child's relationship with the Big. Our greatest concern is for the safety and happiness of the children we serve. With your help we can ensure that safety and assist your child with a most valued service: that of friendship.

Revised 1/97 .

BIG BROTHER BIG SISTERS OF South Central West Virginia  
VOLUNTEER APPLICATION

Name \_\_\_\_\_ Sex \_\_\_\_\_ Race \_\_\_\_\_  
(First) (Middle) (Last) (Maiden)

Home Address \_\_\_\_\_  
(No. and Street) (City) (State) (Zip)

Mailing Address (if different from above) \_\_\_\_\_

E-Mail Address \_\_\_\_\_

Home phone \_\_\_\_\_ Best time to contact you \_\_\_\_\_

Occupation \_\_\_\_\_ Employer \_\_\_\_\_

Business Address \_\_\_\_\_

Business phone \_\_\_\_\_ Can you be called at work? \_\_\_\_\_

Business hours \_\_\_\_\_ How long employed? \_\_\_\_\_

Birth date \_\_\_\_\_ Marital Status \_\_\_\_\_ Social Security # \_\_\_\_\_

Spouse's name \_\_\_\_\_ Birth date \_\_\_\_\_ Social Security # \_\_\_\_\_

Have you applied to be a Big Brother/Big Sister before? \_\_\_\_\_

If so, where? \_\_\_\_\_ When? \_\_\_\_\_

Do you anticipate any changes in your job or family or residence in the next year? \_\_\_\_\_ If so, please explain

Do you sincerely feel you can meet the standard of spending three to four hours every other week with a Little Brother or Little Sister for at least one year? \_\_\_\_\_

Do you own an automobile? \_\_\_\_\_ Driver's license # \_\_\_\_\_

Please provide the following information for each automobile you own or lease:

License tag # \_\_\_\_\_ Model \_\_\_\_\_ Make \_\_\_\_\_ Year \_\_\_\_\_ Color \_\_\_\_\_

Insurance policy # \_\_\_\_\_ Liability amount \_\_\_\_\_

License tag # \_\_\_\_\_ Model \_\_\_\_\_ Make \_\_\_\_\_ Year \_\_\_\_\_ Color \_\_\_\_\_

Insurance policy # \_\_\_\_\_ Liability amount \_\_\_\_\_

License tag # \_\_\_\_\_ Model \_\_\_\_\_ Make \_\_\_\_\_ Year \_\_\_\_\_ Color \_\_\_\_\_

Insurance policy # \_\_\_\_\_ Liability amount \_\_\_\_\_



Please print the names and complete mailing addresses of three people who have known you for at least two years, and whom we may contact to provide a personal reference for you. Please do not list relatives, fiancée's or roommates. Also include an employer name and address. If unemployed or self-employed, please include a fourth personal reference. Please give full addresses and circle the appropriate salutation.

Mailing addresses

Mr/Mrs/  
Ms/Miss \_\_\_\_\_

personal reference \_\_\_\_\_ Zip \_\_\_\_\_

Bus phone \_\_\_\_\_ Fax \_\_\_\_\_

Home phone \_\_\_\_\_

Mr/Mrs/  
Ms/Miss \_\_\_\_\_

personal reference \_\_\_\_\_ Zip \_\_\_\_\_

Bus phone \_\_\_\_\_ Fax \_\_\_\_\_

Home phone \_\_\_\_\_

Mr/Mrs/  
Ms/Miss \_\_\_\_\_

personal reference \_\_\_\_\_ Zip \_\_\_\_\_

Bus phone \_\_\_\_\_ Fax \_\_\_\_\_

Home phone \_\_\_\_\_

Mr/Mrs/  
Ms/Miss \_\_\_\_\_

supervisor/employer \_\_\_\_\_ Zip \_\_\_\_\_

Bus phone \_\_\_\_\_ Fax \_\_\_\_\_

Home phone \_\_\_\_\_

I acknowledge and agree that (1) I am not obligated if called upon, to perform the volunteer service herein applied for, and that the agency is not obligated to assign or actively seek to assign me a Little Brother or Little Sister. (2) As a part of the Agency's screening process, additional personal information about me may be requested by the Agency's professional staff. (3) If I am not accepted as a Big Brother or Big Sister, I will be notified, but the Agency is not obligated to disclose reasons for non-acceptance. (4) I have read and understand the volunteer policy and profile, guidelines and groundrules for successful matches, and the statement of confidentiality policy included in this application. (5) I give my permission for Big Brothers/Big Sisters of the Greater Kanawha/Putnam Area to use my photo, drawings, remarks, etc., for internal/recruitment use. Special permission will be sought for public distribution. (6) I will keep information discussed with me regarding a potential Little Brother/Little Sister confidential. I will not discuss this information with any individuals other than the Big Brothers/Big Sisters professional staff. (7) The following has been explained to me by an Agency representative:

- Description/Purpose/Goals of the Program
- How the agency is governed and funded
- Background on Big Brothers/Big Sisters of America
- Background on Big Brothers/Big Sisters of the Greater Kanawha/Putnam Area
- Description of clientele
- Expectations of Screening and Matching Process/Supervisory Process
- Explanation of Agency's Guidelines and Groundrules for Successful Matches

Closure process

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Signature

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Date

**STATEMENT OF CONFIDENTIALITY POLICY**

**Access to Confidential Records**

In order for Big Brothers Big Sisters of South Central West Virginia to provide a responsible and professional service to clients, it is necessary for volunteers, clients, and parents or guardians of clients to be asked to divulge extensive personal information about themselves and their families. The agency respects the confidentiality of client and volunteer records and, with the exception of situations listed below, shares information about clients and volunteers only among the agency and professional staff.

All records are considered the property of the agency and not the agency workers or clients or volunteers themselves. In order to provide a service which is in the best interest of the children served by the program, information from outside sources, including confidential references must be assessed along with information available for review by the clients or volunteers. At the time of application, clients and volunteers shall be provided a copy of the limits of confidentiality along with the exceptions which define the limits of confidentiality. Clients and volunteers shall sign a confidentiality statement that he or she has read and understands the agency policy on confidentiality and agrees to program participation under the guidelines it sets forth.

**Limits of Confidentiality**

1. Information contained in client or volunteer records will be released to other individuals or organizations only upon presentation of an authorized "consent to release information" form appropriately signed by the client or volunteer.
2. Identifying information regarding clients and volunteers may be used in agency publications or promotional materials, unless the client or volunteer specifies that it not be used.
3. For the purpose of program evaluation, audit, or accreditation, and with the prior approval of the Board of Directors, certain outside bodies such as Big Brothers Big Sisters of America may have access to client and volunteer records. These outside organizations shall be required to respect the agency policy on confidentiality. Outside parties shall be required to use information only for the purpose(s) stated in the approval action of the Board of Directors.
4. Members of the Board of Directors have access to client files only upon authorization by formal motion of the Board of Directors. The motion shall state who shall be authorized to review records, the specific purpose for such review, and the period of time during which access shall be granted. Members shall be required to comply with the agency policies on confidentiality and may use the information only for the purposes stated by the approved action of the Board of Directors. Known violations shall be reported to the Board of Directors. A violation of the agency's confidentiality policy by a Board Member shall result in immediate removal from office.

5. Information shall only be provided to law enforcement officials or the courts pursuant to a valid and enforceable subpoena.

6. Information shall only be provided to an agency's legal counsel in the event of litigation or potential litigation involving the agency. Such information is considered privileged information, and its confidentiality is protected by law.

7. State law mandates that suspected child abuse be reported to the appropriate authorities (Department of Health and Human Resources).

8. If an agency worker received information indicating that a client or volunteer may be dangerous to himself or herself or to others, necessary steps may be taken to protect the appropriate party. This may include a medical referral or a report to the local law enforcement authorities.

**I have read, and do hereby understand, the above document which states the agency policy with respect to confidentiality of client and volunteer records. I agree to program participation under the conditions it sets forth.**

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Volunteer's Signature

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Date

Revised 4/2001