TOWN OF WEST SENECA YOUTH ENGAGED IN SERVICE

NEW VOLUNTEER ORIENTATION MANUAL & APPLICATION

West Seneca Youth & Recreation Contact Information

Telephone Number:	716-674-6086
Email Address:	wsyes@twsny.org
Office Address:	1300 Union Road, West Seneca, NY, 14224
Mailing Address:	1250 Union Road West Seneca, NY 14224
Website:	www.westseneca.net Departments & Services Tab Youth Engaged in Service
Facebook:	West Seneca Youth & Recreation
Twitter:	WS_REC
Youth Service Program Coordinator (Y.E.S.)	Emily Baker wsyes@twsny.org
Recreation Supervisor	Lauren J. Masset lmasset@twsny.org

WELCOME

Welcome to the Town of West Seneca's Youth Engaged in Service Program! You have joined an elite group of dedicated & committed youth adults who want to make a positive difference to their community. Youth Engaged in Service provides our members the opportunity to get involved in the community through volunteerism. Being a member of this program is fun, enjoyable & definitely worthwhile. We do these orientations to let you know what we expect from you during your membership.

Y.E.S. is a volunteer program for students ages 12-18. Y.E.S. stands for Youth Engaged in Service, people will ask you this! We have a great reputation with the agencies and the community we serve. They like us because we bring polite, well behaved and engaged volunteers.

We ask that you be social at every activity, hence Youth Engaged in Service. We want you to be social with your fellow members as well as the people/agencies you are volunteering for. If you do, it will be more enjoyable for you and them! Remember you are there to participate in the activity or event that you signed up for so please be involved.

This program is an excellent way to get your service hours for school (PIG, NHS, KEY CLUB, Academies) as well as confirmation classes and for college. More and more schools are requesting students do community service and this is a great program for that as we do the work of finding the opportunities and all you have to do is sign up and participate. Y.E.S. serves as the "middleman" for agencies and organizations that are in need of volunteers.

Always respect the population we are working with and remember to act appropriately. Bring a positive attitude and friendly smile to all events. We ask that you be social to the populations we work with. Please don't just sit there and not participate. If your behavior is unacceptable, you may be asked to leave. We want this experience to be as exciting and fun for you as possible, so please do not put yourself in a position to not be involved with the program.

MONTHLY CALENDAR AND DESCRIPTIONS

A monthly calendar of activities and descriptions will be published each month on the Town of West Seneca website on/around the 25th of the previous month and is also emailed to you. Please make sure you have a valid & current email address as the majority of communication done with the Program Coordinator is through email.

You will need to check your email or go to the Town of West Seneca website, www.westseneca.net . Go to Department & Services then scroll to the Youth Engaged in Service (Y.E.S.) Program. The direct website is www.westseneca.net/index.php?q=yes

The information that is emailed to you includes the calendar and description sheet.

VOLUNTEER SIGN UPS

Y.E.S. works on a first come first serve basis. As soon as you get your calendar, send an email to wsyes@twsny.org with your choices for the month. Please include your name in the email. If you want a specific activity then sign up immediately. Some activities only need a certain number of volunteers and some fill up quickly. Once you have sent in your choices, you will receive a confirmation email if your choices were accepted or not. You need to receive a confirmation email prior to going to any activity. Please do not just show up to any activity without approval. Please allow up to three business days for a confirmation email from the Program Coordinator.

You can sign up for whatever activities fit into your schedule. That's the beauty of this program. There is not a limit on how many activities you can sign up for. You are required to stay for the entire length of the program/activity you sign up for. You are required to sign up for a minimum of one activity per month in order to remain active. If you are unable to volunteer for a month, send us an email and let us know you will be back next month. In the event you (a) are inactive for 2+ months (b) are a no show at an event, which you signed up for three times in three months and/or (c) we do not hear from you for a month you will be removed from the mailing list and ejected from the program. This will happen without notice. No phone calls will be made, no emails will be sent - you will be removed from the mailing list and ejected from the program. It is your responsibility to ensure you are remaining active

and engaged in the program. In order to be active again you will need to go through the sign up and orientation process again. If you are ejected from the program more than two times, you will not be allowed to re-enter the program.

DROP OFF & PICK UP

Be on time for all events. You will need to provide your own transportation to every activity. Parents are highly encouraged to walk their child into the activity, sign their child in, stay at the activity, walk in to sign their child out and pick them up.

SUPERVISION

No direct supervision is provided for Y.E.S. volunteers at any activity. ***Due to this: Parents are highly encouraged to walk their child into the activity, sign their child in, stay at the activity, walk in to sign their child out and pick them up.***

PARENTS

West Seneca Youth & Recreation does not provide supervision or a supervisor/employee at activities. The organization requesting the volunteers is required to provide supervision of the youth. Parents are encouraged to contact West Seneca Youth & Recreation with any questions, comments or concerns. Parents are highly encouraged to walk their child into the activity, sign their child in, stay at the activity, walk in to sign their child out and pick them up.

Parents we understand the need to lend your children a helping hand. However, in the Youth Engaged in Service program we will treat them like young adults. This means if they need confirmation of hours, paperwork filled out, a letter, to sign up or cancel an activity they must do so themselves. This will help them become responsible young adults.

REQUEST FOR PAPERWORK TO BE FILLED OUT

If you have paperwork which needs to be filled out and/or need a letter, please submit the request via email to wsyes@twsny.org. The requested document will be completed within five business days and will be available for pick-up at our office. If there will be a further delay, we will contact you.

CELL PHONE

All cell phones are to be put away during activities and events. Remember that you are a representative of the Town of West Seneca's Youth Engaged in Service Program and you need to take your role seriously. No cell phone use is allowed during an activity unless we give you the OK. You can use them to notify your parents or in an emergency situation. In the event you are using a cell phone and it is not approved the first time you will be reminded of the policy in person or via email, the second time you will receive a warning in person or via email and the third time you will be ejected from the program.

DRESS CODE

The provided program T-shirt is to be worn at all Y.E.S. activities. If there is a specific dress code for an event, it will be stated in the description for that activity. If a dress code is not stated in the description it

is as follows (a) jeans or khakis (with no holes) or shorts (shorts must be an appropriate length, no athletic shorts or cut offs) (b) your Y.E.S. t-shirt (c) sneakers, closed toe tied. No open toe shoes. Please come dressed for the activity appropriately: no stomachs showing and/or no ripped clothing. Please keep your program T-shirt as you receive it & dress comfortably for all the events. No alternations should be made to the Y.E.S. T-Shirt. In the event you alter your Y.E.S. shirt you will be charged a fee for a new shirt. If the shirt is altered you will be sent home and not permitted to attend and event until you obtain a new Y.E.S. shirt (unaltered) to wear to events. In the event you grow out of your t-shirt please send us an email requesting a new size at no charge. If you are not dressed properly you may be sent home from an activity. The first time you will be reminded of the policy in person or via email, the second time you will receive a warning in person or via email and the third time you will be ejected from the program.

WHAT TO DO IF YOU ARE SICK

If you are sick and signed up for an activity, please cancel. A good rule of thumb is if you cannot make it to school, you should not go to an activity. Please be sure to contact the program office either via email or telephone to inform the program coordinator. You will not be penalized for this. If this happens on a frequent basis we may request a doctor's note. Remember the success of activities depends on you being present and engaged in the activity.

If you need to cancel an activity you are signed up for please call or email the Recreation Department Office before 5 o'clock. Things happen at the last minute sometimes, but please try to reach out to the Youth & Recreation office, do not be a no-show. Some activities require a certain number of volunteers and if you call early enough and cancel arrangements can be made to find someone to take your spot but if you don't show up, then we are shorthanded.

WHAT TO DO WHEN YOU ARRIVE AT THE EVENT:

Locate the person in charge of the event. Introduce and identify yourself as a Y.E.S. member. They will provide you with a sign in sheet. You must sign in, on the sign in sheet or you may not receive credit for your hours. After you have signed in, ask what you can help with. Remember: Stay off your cell phone, be engaged, be friendly and have a positive attitude. It is expected that when you arrive, you find the person in charge of the event and obtain your task(s) for the event. If you do not do this, you may not obtain your tasks and may not receive credit for the event.

If you do not sign in, on the sign in sheet: We do not have documentation that you were present. You may not receive credit for these hours. This is your responsibility to ensure you sign in. If you are unsure where the sign in sheet is, ask.

Please do not transport, move or pick up any participants of any age at any event. This includes nursing home events. Do not move nursing home residents from chair to chair, chair to bed, bed to chair, etc. Please do not push residents in their wheelchair. If someone asks you to do this, politely tell them you are not allowed. If you are asked again, refuse and contact West Seneca Recreation office the next day.

DRUGS AND ALCOHOL

As a representative of the Y.E.S. Program, you must always set a good example and refrain from talking about and using alcohol, tobacco and other drugs. If you are caught talking about, using or under the influence at an activity you could be ejected from the program immediately and you will not be permitted to re-join.

BEHAVIOR

It is expected that while at an event, which you signed up for that you exhibit proper behavior. Any form of bullying (verbal, physical, etc.) will not be tolerated. It is expected that you follow directions and show respect towards everyone (fellow Y.E.S. members, adults, youth, seniors, etc). It is expected that you do not use foul language. Volunteers will be punctual, dependable, follow instructions, show initiative and act appropriately at all times. In the event you do not demonstrate the proper behavior the first time you will be reminded of the policy in person or via email, the second time you will receive a warning in person or via email and the third time you will be ejected from the program. You will not be permitted back into the program if you are ejected for behavior reasons.

PROGRAM EJECTION

In the event a Y.E.S. member does not follow the above policies, rules and set of standards they will be ejected from the program. Ejection could happen without notice or warning. Ejection could result in the youth not being permitted back into the program, at any time.

YES PROCEDURES FOR BINGO AT AREA NURSING HOMES

- Remember the demographic that you are working with & that not every resident is going to be having a good day. If they are not being very welcoming to you, the more polite & kind you are to them, the happier they will be!

- Assist the resident by helping them cover the correct numbers on their BINGO cards & by calling out their numbers when they win

- If you are the one calling the game, make sure you do so in a clear & loud voice, but not yelling
- Repeat the numbers (O 63, O. 6. 3.) so they all understand what number was called
- In your head, count to 5 before calling the next number giving enough time in between for them to find the number on the board
- When someone gets BINGO, whoever is sitting closest to them will read their numbers off one at a time & the caller will confirm each number
- Do not lift, assist or move the resident in anyway.
- DO NOT just sit there with your arms crossed. Be a part of the activity!
- Each facility is different with the order or style of BINGO's they play as well as payouts. The staff at the facility should let you know what they are.
- Remember that you are there to assist the residence and to have fun! The more engaged you are the more fun it will be.

I have read the *TOWN OF WEST SENECA YOUTH ENGAGED IN SERVICE NEW VOLUNTEER ORIENTATION MANUAL* attached (pages 1-5). I understand all rules, policies and set of standards as outlined and if not followed ejection from the program is possible. I understand that any of these policies, rules and set of standards could change at anytime, without notice.

Youth Print Name:		Date:
Youth Signature:		Date:
Parent Print Name:		Date:
Parent Signature:		Date:

YOUTH ENGAGED IN SERVICE POLICY REMINDERS:

1. I have read the *TOWN OF WEST SENECA YOUTH ENGAGED IN SERVICE NEW VOLUNTEER ORIENTATION MANUAL* attached. I understand all rules, policies and set of standards as outlined.
2. I understand no direct supervision of my child will be provided. Parents are welcome and encouraged to stay for the event.
3. Volunteers will attend all of the activities they sign up for.
4. In the event that I cannot attend a previously scheduled activity, I will notify the program staff within 24 hours of the event to avoid disciplinary action, including but not limited to removal from the program.
5. Volunteers will be punctual, dependable, follow instructions, show initiative and act appropriately at all times. This includes using appropriate language.
6. Volunteers will always treat volunteer work seriously and dress appropriately. Volunteers should wear the program t-shirt provided at orientation to every activity unless otherwise stated.
7. Volunteers will always display sensitivity in handling certain issues and show maturity at all activities. Remember you are representing the Y.E.S program and the Town of West Seneca.
8. *To be a Y.E.S. member in good standing, you must attend at least one activity each calendar month. If you are unavailable to attend any activities, you must notify the program director to avoid becoming inactive.*
9. After 2 months of inactivity, your membership will be terminated.
10. After 2 no-shows your active status will be revoked & membership terminated. We need to be able to rely on you.
11. All Y.E.S. members will treat each others, the directors, agencies we serve and population they are serving with the utmost respect, kindness and pleasant manner.
12. As a representative of the Y.E.S. Program, I must always set a good example and refrain from using alcohol, tobacco and other drugs.

Youth Print Name:		Date:
Youth Signature:		Date:
Parent Print Name:		Date:
Parent Signature:		Date:

WEST SENECA YOUTH & RECREATION

Y.E.S. VOLUNTEER APPLICATION

Please completely fill out this application, including policies and return it to:

Town of West Seneca Youth & Recreation Department

Attn: Y.E.S. Program

In Person: 900 Mill Road, West Seneca, NY 14224 Via Mail: 1250 Union Road, West Seneca, NY 14224

Today's Date:	**VOLUNTEERS INFORMATION** *VOLUNTEER SHOULD FILL OUT*
Name:	
Date of Birth (M/D/Y):	
Email:	
Phone Number:	
Address:	
City, State, Zip	
School:	
Current Grade:	
Current Age:	
Volunteer Experience (if any):	
Hobbies/Skills:	
Reason for Volunteering:	
	PARENT(S) AND/OR GUARDIAN INFORMATION *PARENT(S) AND/OR GUARDIAN SHOULD FILL OUT*
Parent/Guardian #1 Name:	
Parent/Guardian #1 Email:	Would you like to be added to our mailing list Y / N
Parent/Guardian #2 Name:	
Parent/Guardian #2 Email:	Would you like to be added to our mailing list Y / N
In Case of Emergency Name:	
In Case of Emergency Number:	
Is the Youth under any medical care? Does they have any specific needs? If so, explain	

MUST BE COMPLETED BY PARENT OR GUARDIAN OF Y.E.S. MEMBER

I, *(Parent/Guardian)* _____verify that *(Volunteer Name)* _____ has my permission to participate in YES activities & will abide by the policies mentioned above. I accept full responsibility for the transportation and supervision of my child. I understand the possibility of injury or harm associated with the participation of Youth Engaged in Service, Town of West Seneca & any of its affiliates and hereby release, discharge or indemnity the organizations mentioned above against any claim by or on behalf of the persons mentioned in this application. I hereby grant permission for my child(s) name, image, & voice to be used by the Town of West Seneca and/or affiliates for purposes in any media or promotional materials.

Parent Print Name:		Date:
Parent Signature:		Date:

RELEASE FROM LIABILITY

As parent/guardian of *(child's name)*_____, (my "child") who will be participating in the Town of West Seneca Youth & Recreation activities, I hereby agree as follows:

I assume full responsibility for, and total risk of, any injury, loss or damages (including injury to person or loss of property)sustained by me and/or my Child on the premises of Town of West Seneca as a result of my Child's participation in a program, event or class. I further release The Town of West Seneca their affiliates and their directors, officers, employees, staff members, instructors, agents, independent contractors, volunteers and representatives (the "Releasees") from any claim whatsoever resulting from my Child's participation in this program, event or class or on account of first aid treatment, emergency medical services or other services rendered to me or my Child during my Child's participation in this activity. I hereby release, waive and forever discharge Releasees, from all liability to me, my Child, my spouse (if any), our respective legal representatives, heirs and assigns and any person claiming through or under myself or my Child of and from any and all present and future claims, demands, damages, actions or rights of action, whether legal or in equity, arising from or by reason of any bodily injury or personal injuries known or unknown, loss or theft of personal property or property damage that may occur as a result of my Child's participation in this activity with The Town of West Seneca.

I HEREBY ASSUME ALL RISK RELATED TO MY PARTICIPATION OR MY CHILD'S PARTICIPATION IN THIS ACTIVITY AND RELEASE AND FOREVER DISCHARGE THE TOWN OF WEST SENECA AND ITS AGENTS, EMPLOYEES, VOLUNTEERS AND/OR STAFF FROM ANY RESPONSIBILITY, LIABILITY OR LOSS SUFFERED IN CONNECTION WITH THIS ACTIVITY.

I understand and accept these responsibilities. I understand and agree to abide by the Release from Liability, Town of West Seneca program and/or facility regulations, program rules and the Refund & On Site Policies.

Parent Print Name:		Date:
Parent Signature:		Date:

CONSENT FOR MEDICAL TREATMENT

As the parent or legal guardian of the above named minor, I hereby give consent for emergency medical care prescribed by a duly licensed Doctor of Medicine or Doctor of Dentistry. This care may be given under whatever conditions are necessary to preserve the life, limb or well-being of my dependent.

Parent Print Name:		Date:
Parent Signature:		Date:

PHOTOGRAPHY AND VIDEO POLICY

I authorize The Town of West Seneca Recreation Department to take photographs and video footage of my child/ children while he/she is participating in any programs being run by West Seneca Recreation. I understand these photographs and video footage will be used for marketing purposes, West Seneca Recreation Department Bulletins, West Seneca Recreation Brochures, postings on the West Seneca Recreation Department website, seen on TV's in local businesses, You Tube and other social networking sites.

Parent Print Name:		Date:
Parent Signature:		Date: