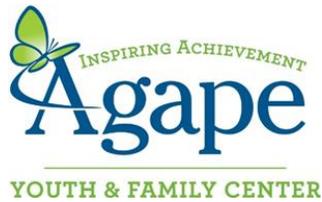




**Agape Adult Volunteer  
Handbook  
2018 - 2019**



## **Agape Youth and Family Center Volunteer Handbook**

### **After-School and Summer Enrichment Programs**

#### **Contents**

- Introduction
- Agape Volunteer Positions
- Agape Child Protection Policy
- Volunteer Acknowledgment Form
- Agape Program Operations
- Agape Programs
- Agape Volunteer Training Schedule

#### **INTRODUCTION**

The purpose of this volunteer handbook is to provide Agape Youth and Family Center volunteers with the policies and procedures for working with the youth and teens in the after-school and summer enrichment programs.

These programs provide a nurturing environment that encourages positive social change, academic achievement, and personal development. Agape recognizes the potential of each individual and works diligently with their families and schools to manifest the gifts of our young people. The full potential of each student will be achieved with clear and effective communication between the parents, school, and the Agape staff and volunteers.

#### **PROGRAM LOCATION**

**Agape Youth and Family Center  
2210 Marietta Boulevard NW  
Atlanta, Georgia 30318**



## AGAPE VOLUNTEER POSITIONS

### How to Become an Agape Volunteer

1. Attend Agape Volunteer Orientation
2. Agree to the Agape Child Protection Policy
3. Complete Darkness to Light Training
4. Satisfactory Criminal Background Check

### Volunteer Opportunities

1. **Homework Buddies** – work with students each week for 1 hour or more during the school year to provide homework assistance, read with students, and engage students in stimulating academic activities
2. **Cupp Reader Tutors** – complete the Cupp Reader Training, work one-on-one with elementary students to learn sight words, improve phonics skills, improve reading fluency and comprehension
3. **Rocket Math Tutors** – work with students to learn addition, subtraction, multiplication and division facts
4. **Reading Hour Volunteers** – work with Go Girl Go/Fit Camp summer campers for one hour by listening to campers read aloud, facilitating discussion, and assisting with writing to summarize what was read
5. **Food Volunteers** – provide dinner for Agape After School Programs
6. **Birthday Angels** – assist Birthday Angel volunteers with monthly birthday parties

### Qualifications

1. Punctual and dependable
2. Interest in helping children learn and succeed
3. Enjoys relating to a diverse group of individuals and sensitive to cultural differences
4. Willingness to maintain confidentiality about the learner
5. Flexible, friendly, patient, optimistic, and creative
6. Sense of humor

### Key Responsibilities

1. Help students develop confidence and a positive attitude towards learning
2. Offer opportunities to enhance and advance literacy and math skills
3. Help students identify key areas for improvement
4. Encourage students to respond to difficult learning materials
5. Ensure students feel safe by providing clear boundaries
6. Serve as mentors for the students
7. Help to make learning fun



## **AGAPE CHILD PROTECTION POLICY FOR VOLUNTEERS AND STAFF**

**I. Mission:** Agape empowers and supports underserved families within its community to discover and embrace their full potential.

Agape achieves this mission by providing academic support and family services focusing on character development, academic achievement, reading proficiency by third grade, successful high school graduation and post-graduation placement.

### **II. Commitment**

**Commitment to Children:** Agape is especially committed to the safety, welfare and protection of all minor children, ages 0-18.

**Commitment to Volunteers and Staff:** Agape is committed to the safety, welfare, and protection of all persons involved in the care and nurture of children. Agape recognizes that certain people have gifts for teaching, growing, and developing children and wants to encourage them to use these gifts. At the same time, however, Agape places certain criteria on those who choose to serve in this capacity.

**Commitment to Uphold the Law:** Agape is committed to comply with state and federal law.

**III. Purpose:** The purpose of this policy is to protect minors from neglect, abuse, injury, or harassment, whether physical, mental, sexual, or verbal while engaged in Agape sponsored activities or programs.

### **IV. Volunteer and Staff Screening:**

1. All volunteers and staff will complete the initial and annual Agape Orientation.
2. All volunteers and staff are required to complete the Acknowledgment Form annually. By signing and submitting this form, the volunteers and staff acknowledge receipt of Agape's Child Protection Policy and that the volunteers and staff have read it, understand it, and will comply with it. Volunteers and staff must return the form before beginning work.
3. All volunteers and staff who work with minors are required to pass a criminal background check annually. Agape will need the social security number for the background check and will destroy the number upon completion. Background check expenses are to be incurred by Agape.

### **V. Volunteer and Staff Behavior Guidelines:**

#### **Appropriate Behavior**

- Brief side or church hugs
- Pats on the shoulder or back
- Handshakes
- High Fives
- Touching hands, faces, shoulders and arms of minors
- Arms around shoulders
- Holding hands while walking with small children
- Sitting beside small children
- Kneeling or bending down for hugs with small children



## YOUTH & FAMILY CENTER

### Inappropriate Behavior

- Making inappropriate and culturally insensitive remarks
- Touching inappropriately
- Sitting on laps
- Threatening or inflicting physical injury
- Tickling
- Piggyback rides
- Engaging in any sexual contact
- Making any kind of sexual advance
- Requesting any form of sexual favor
- Possessing any obscene or pornographic materials
- Being under the influence of or in the possession of alcohol or illegal drug
- Carrying any type of weapon
- Any activity in violation of law
- Dating relationships between adults and minors
- Engaging in any type of behavior that is inconsistent with Agape's mission and this policy, or any behavior that Agape believes, in its sole discretion, will reflect negatively on Agape's reputation.

### VI. Program Procedures

**Supervision Procedure:** At all times a minimum of one adult, but preferably two, will supervise activities with doors to classrooms kept open.

**Restrooms Breaks:** Students should be sent to restrooms in pairs. Remain in the doorway if accompanying younger children.

During off site restroom breaks, Agape staff will inspect restrooms to ensure suspicious persons are not occupying restrooms prior to students entering restrooms on field trips.

**Medication:** Agape staff members and volunteers are not permitted to administer medication to children. This includes over-the counter medications such as Tylenol, Motrin, cold medicines, etc.

### VII. Rules for Special Activities:

**Off-campus Activities:** Agape does not advocate any off-campus activities. Any off-campus activities, meetings, snacks, or meals must be coordinated between the parents and volunteer.

**VIII. Reporting Policy Violations:** Volunteers and staff must report immediately any questionable circumstance, observation, act, or situation thought to be in violation of this policy to the Youth Program Coordinator and Executive Director in order to maintain a safe environment for minors.

**IX. Reporting Suspicion of Child Abuse:** Volunteers and staff are asked to report any signs or suspicions of child abuse to the Youth Program Coordinator and Executive Director. State regulations for reporting suspicions of child abuse will be followed.

1. Volunteers and staff should not discuss any allegations with the parents. The proper authorities will discuss any concerns and procedures with the parents.
2. Volunteers and staff should not disclose any information to other volunteers or staff members other than the Youth Program Coordinator and Executive Director.
3. Volunteers and staff should not approach a parent or family member being accused of child abuse or anyone associated with the case.

### X. Volunteer Acknowledgement

Provided separately.



## AGAPE PROGRAM OPERATIONS

**Attendance:** Volunteers are asked to provide service each scheduled day and time. Agape will email/text volunteers within reasonable hours if Agape is closed.

**Arrival:** Volunteers should plan to arrive 10 to 15 minutes prior to the program. We want to ensure proper accommodations are arranged and inform volunteers of any last-minute program changes.

**Absence:** Volunteers should email the Youth Program Coordinator if unable to attend for an extended period of time.

**Sign-in Sheet:** Volunteers are asked to sign in each time you arrive on site. It is important to know in case of an emergency. Also, we are able to highlight and track volunteer hours.

**Supplies:** Students are expected to bring homework assignments and school supplies. Volunteers are encouraged to bring appropriate educational materials to enrich the students' learning. Also, Agape has supplies, educational games, and books available.

**Computers:** There are computers and internet access for students who have online homework or research projects. There are preselected websites available for students who have completed homework.

**Parking:** Adequate parking is available.

## AGAPE PROGRAMS

*For information on volunteer opportunities contact us at [volunteer@agapeatlanta.org](mailto:volunteer@agapeatlanta.org).*

### SCHOOL YEAR PROGRAMS

#### **E. Rivers Elementary After-School Program – Monday-Thursday**

Program Hours: 3:15 – 6:15 PM

Homework Hour: 3:15 – 4:15 PM

#### **Bolton Academy After-School Program – Monday- Thursday**

Program Hours: 3:00 – 6:00 PM

Homework Hour: 3:15 – 4:15 PM

#### **Sutton Middle School After-School Program – Monday-Thursday**

Program Hours: 4:30 – 7:00 PM

Homework Hour: 5:00 – 6:00 PM

Youth Program Coordinator: Alan Maxcy, [amaxcy@agapeatlanta.org](mailto:amaxcy@agapeatlanta.org)



## AGAPE VOLUNTEER TRAINING

### Volunteer Activities and Events

1. **Trainings** – Agape realizes the importance of training volunteers so that they find their experience rewarding. Agape will host various training sessions. Also, volunteers will be able to share concerns and information about their child and exchange ideas.
2. **Information Sharing Network** – Agape encourages homework buddies for the same child to form a Buddy Team to best support their child.
3. **Appreciations** – Agape recognizes the importance of having dedicated and committed volunteers working side-by-side to fulfill our mission. As an effort to ensure quality of service and building community, we host end of year appreciations for our volunteers. We strongly urge our volunteers to attend.

### Training for New Volunteers

For questions or to RSVP for upcoming volunteer orientations, email us at [volunteer@agapeatlanta.org](mailto:volunteer@agapeatlanta.org).

### Training for All Volunteers

Volunteer Trainings will include opportunities to share information and exchange ideas and include speakers on various topics of interest and concern to volunteers.

### Training to become a Cupp Reading Tutor

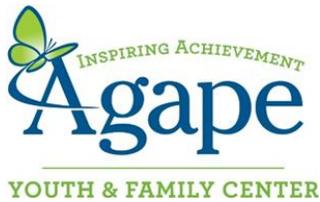
Volunteer training for volunteers wishing to work one-to-one with students using the Cupp Reading Program to help students learn sight words, improve phonics skills, and improve reading fluency and comprehension.

## AGAPE AFTER-SCHOOL PROGRAM DATES

*\*No Agape after-school program on days that Atlanta Public Schools are closed*

- September 10, 2018 - Volunteers' First Day of Agape Programs
- October 8-12, 2018 (Monday-Friday) - No School
- November 6, 2018 – No School
- November 16, 2018 – No AGAPE (Great Thanksgiving Basket Giveaway)
- November 19-23, 2018 - No School
- December 17-31, 2018 – No Agape
- January 1-6, 2019 – No Agape
- January 7, 2019 - First Day of Agape Programs (Volunteers Return)
- January 21, 2019 – No School
- February 18-22, 2019 - (Monday-Friday) - No School
- March 18, 2019 - No School
- April 1-5, 2019 - No School
- April 19, 2019 - No Agape (Good Friday)
- May 10, 2019 – Volunteers' Last Day of Agape Programs
- May 17, 2019 – Last Day of Agape Programs

**Holidays, School Closings, and Closings Due to Inclement Weather** – Agape observes all Atlanta Public School (APS) System closing dates and some state and federal holidays. Agape will notify staff and volunteers when Agape is closed by email and text message in cases of inclement weather.



## AGAPE VOLUNTEER FAQs

- **To whom do I “report”, provide feedback, or make suggestions?** You can direct all comments, concerns, and questions to the Youth Program Coordinator, Director of Programs, or Executive Director.
  - Alan Maxcy, Youth Program Coordinator, 404-697-5582
  - Marlon Montgomery, Director of Programs, 678-428-5704
  - Nell Benn, Executive Director, 404-355-1877
- **How will I know about upcoming events, trainings, or program changes?** You should expect to receive updates from Agape, and you can check the Agape Website and Facebook page. Please make sure you provide Agape with an email address and cell phone number so that you can receive emails and texts.
- **I have been volunteering with Agape for years, should I still attend an orientation session?** Yes! We are always expanding and refining the quality of our youth programs, and your thoughts are needed. Also, your experience will be deeply appreciated by our newer volunteers. You will also learn new techniques for supporting your student with homework and preparing for school testing.
- **Will I receive feedback on my student’s performance?** Yes! Our goal is for our students to make significant gains in academic performance. As a volunteer you are the key to ensure we meet our goal. Our Youth Program Coordinator and School Specialists are onsite during the after-school program to answer any questions you may have about your student’s performance.
- **Will I have an opportunity to meet other volunteers and exchange ideas?** Yes! We will host volunteer exchange meetings. We recognize your schedule is full, so you are not obligated, but encouraged, to attend.
- **How will I be matched with a student?** Agape makes every effort to find a good fit for the student and volunteer. Agape takes into consideration the skill sets of the volunteer and the needs of the student.
- **What if I notice my student needs extra help more than one day a week?** Agape recognizes that our students may need additional academic support. Volunteers may discuss the possibility of coming other days to provide additional assistance with the Youth Program Coordinator.



## AGAPE FAST FACTS

### YOUTH & FAMILY CENTER

- Agape has been in existence since 1997 and was started by Trinity Presbyterian Church. The Agape facility is located at 2210 Marietta Blvd. NW, Atlanta GA 30318.
- Agape's new facility is 35,000 sq. ft. and has 10 classrooms, a state of the art computer lab, library, lounge for the senior citizens, teaching kitchen and dining hall, recreation room, gymnasium and staff offices.
- The Agape Youth & Family Center has moved to a larger facility to:
  - consolidate programs and become more efficient
  - increase the number of children served
  - enhance programs offered to the children
  - offer programs for parents
  - create a hub in the community that the children and families can call their own
- All programs and services at Agape are free of charge.
- Agape serves senior citizens, children grades K-12 and their families.
- Agape currently serves about 200 children from Bolton Academy, E. Rivers Elementary, Sutton Middle, Atlanta Classical Academy, and North Atlanta High Schools.
- On average, our high school students have participated in Agape programs for 7 years.
- Since 2009, Agape has achieved a 100% high school graduation rate.
- Agape is funded by private foundations, corporations, individuals, special events and faith-based organizations.

#### **Programs and Services**

- Day Program for Senior Citizens
- In-school program for all students
- Academic Based After-School Programs
- Mentoring Institute for High School Students
- Emergency Assistance for Agape Families
- Summer Health and Fitness Camps for youth
- Summer Early Reading Programs for rising K, 1<sup>st</sup> and 2<sup>nd</sup> graders

#### **Community Initiatives**

- The Great Backpack Give-away
- The Great Thanksgiving Basket Give-away
- Extreme Bedroom Makeover
- Holiday Gift Store

#### **Fundraising Events**

- The Metamorphosis (Annual Spring Benefit)
- Arise: An Agape Empowerment Experience for Women and Young Ladies (Mother-Daughter Holiday Tea)

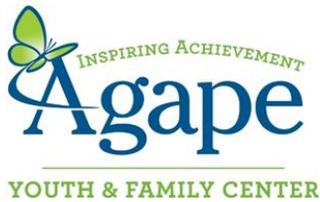


### **Volunteer Acknowledgment Form**

I have read and understood the policies outlined in the *2018-2019 Agape Volunteer Handbook*. I hereby consent to this agreement.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



### **Volunteer Agreement – Adult Volunteer**

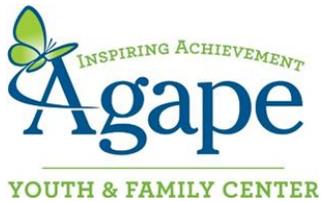
I, the undersigned, make this agreement as of the execution date listed below, for the benefit of Agape Youth & Family Center ("Agape").

**1. Volunteer Status.** I understand that I am providing my services to Agape on a volunteer basis and that I am not an employee or an agent or contractor of Agape or any of its agents, employees or partners. I understand that as a volunteer I am not entitled to employee benefits from Agape, such as health or accident insurance, or workmen's compensation benefits. I understand it is my responsibility to provide my own health, disability, liability or accident insurance to cover my claims or claims against me as a volunteer performing my duties as a volunteer.

**2. Following Agape Rules.** I agree to abide by the instructions, policies and regulations of Agape, including the policies specified in the *Agape Volunteer Handbook*, including the *Agape Child Protection Policy*, as the same may be provided or related to me from time to time during my tenure as a volunteer. I understand that any violation of such instructions, policies and regulations will result in suspension and/or termination of my participation as a volunteer.

**3. Hold Harmless / Liability Waiver.** In consideration of my participating as a volunteer in the programs, services and/or activities provided by Agape (collectively, the "Agape Programs"), I hereby agree to release, waive, discharge, indemnify and hold harmless, to the fullest extent permissible under the law, Agape and its members, officers, directors, employees, contractors, volunteers, facilitators, representatives, successors and assigns (collectively, the "Indemnified Parties") from and against any and all actions, claims or losses, whether known or unknown, anticipated or unanticipated ("Claims"), that might arise out of or in connection with the administration of the Agape Programs or any services provided or performed by any of such parties in connection therewith, whether such Claims are based on negligence, strict liability, breach of warranty, contract or otherwise. In addition, I fully, completely, and unconditionally waive and release each of the Indemnified Parties from all rights, liabilities, duties, claims, charges, demands, actions, damages, costs, attorney fees, or expenses of any kind that I may have now or in the future against any of them relating to my participation as a volunteer in the Agape Programs. The foregoing indemnifications, waivers and releases shall not apply to any Claims arising out of the sole negligence of any of the Indemnified Parties.

**4. Assumption of Risk.** I understand and acknowledge that participation as a volunteer in the Agape Programs carries with it certain inherent risks that cannot be eliminated regardless of the care taken to avoid injuries. These risks arise both in traveling to or from Agape events or locations, including when I am transported by other Agape volunteers or staff, as well as from participating in the Agape Programs themselves. The specific risks may vary from one activity to the next, but may range from illness, to physical injury, including death or paralysis, to emotional injury. I understand and acknowledge that such outcomes or injuries may arise from my own or another's action, inaction, or negligence, or conditions related to travel or Agape locations. I hereby assert that my participation as a volunteer in the Agape Programs is voluntary and that I knowingly accept and assume any and all associated risks, both known and unknown to me.



**5. Volunteer Protection Act / Operation of Motor Vehicle.** I understand that as a volunteer, I am protected from liability by the Federal Volunteer Protection Act as long as I am performing my assigned duties or tasks, not acting in a grossly negligent manner, or operating a motor vehicle. Should damages or injuries occur while I am operating a motor vehicle during the course of my volunteer duties, I will and do hereby accept any and all responsibility for damages to my vehicle and/or any other vehicle or property, as well as injury to myself, passengers in the vehicle with me, or other motorists or passengers involved. I hereby release Agape from any liability or responsibility for damages to my property or the property of others in the event of an accident involving my vehicle or others. I furthermore release Agape from any liability or responsibility in the event of injuries to myself, passengers or others involved. The releases in this Section 5 in no way limit the general indemnifications, waivers releases, and assumption of risk stated in Sections 3 and 4 above. If my volunteer duties will require me to operate a motor vehicle for any purpose, I represent and warrant that I have a valid and unexpired driver's license issued by the State of Georgia and that I am covered by a valid and unexpired motor vehicle insurance policy.

**6. Photo / Video / Media Release.** I hereby authorize Agape, including its staff and other volunteers, to make or capture images, take photographs, and make video and/or audio recordings of me in connection with my participation as a volunteer in the Agape Programs. I understand and agree that Agape will own any such images, photographs, and recordings and that Agape shall have the right, in its sole discretion, to: (i) copyright any such images, photographs and recordings in its own name or otherwise; (ii) use, reuse, publish, re-publish, perform, display and distribute any such images, photographs and recordings in whole or in part, in conjunction with any printed matter and any other media now or hereafter known, for illustration, promotion, art, advertising and trade, or any other purpose, including through any media outlet or social media service; and (iii) use my name and any statement made by me in connection with any such images, photographs any recordings, if Agape so chooses. I understand that Agape has no obligation to air or publish any image, photograph, or recording of me. I also understand and agree that I will not receive any monetary compensation in exchange for any use by Agape of any image, photograph, or recording of me. I further understand and agree that my appearance or the use of my voice or statements in any image, photograph, or recording (including any televised or published form) does not confer any ownership rights therein on me. If by reason of my statements or actions in any interview, image, photo, recording, or any material furnished by me for the same, there is any claim or litigation involving any charge by third parties of violation or infringement of their right, I agree to indemnify and hold harmless the Indemnified Parties from any and all Claims arising therefrom.

**7. Privacy and Confidentiality.** For as long as I am a volunteer and at all times thereafter, I agree to keep private and confidential any information pertaining to Agape and the Agape Programs, its students and other participants, volunteers and/or staff that I know or should reasonably know given the circumstances to be private or confidential. I will not discuss any such private or confidential information with anyone who is not directly affiliated with Agape, unless, in my best judgment, such person needs to know such information to ensure the safety and wellbeing of a student or other participant in the Agape Programs. If I am required by law or legal process to disclose any such private or confidential information, I agree that I will promptly notify Agape and allow Agape an opportunity to oppose such disclosure. In any event, I agree that I will comply with any such legally required disclosure only to the extent required by law.



**8. Authorization for Release of Background Information.** I hereby authorize Agape or its designee to solicit and obtain written, oral, or other communication of information bearing on my character, general reputation, criminal history, personal characteristics, trustworthiness, employment history, educational background or mode of living, from any person or agency which assembles or evaluates information on individuals for the purposes of furnishing that information to third parties. I understand that Agape may, from time to time (e.g. annually), request such information about me from such persons or agencies for the purpose of evaluating me for additional or other volunteer duties, reassignment, or retention, and I hereby authorize the procurement of such information. I authorize without any reservation, any person, agency, or other entity contacted by Agape or its designee, to furnish the above-mentioned information. I hereby release the Indemnified Parties and all persons, agencies and entities providing information or reports about me from any and all liability arising out of the furnishing of any such information or reports to Agape. I represent that I have provided to Agape my true and complete legal name and that all other personal identification information provided by me to Agape is true and accurate. The authorizations made by me in this Section 8 remain in effect until revoked by me in writing.

**9. Severability.** In the event that any portion of this agreement or any portion of any covenant, waiver, release or indemnification hereunder, is held to be invalid or unenforceable, the validity or enforceability of the remainder of this agreement shall be unaffected and shall remain valid and enforceable to the full extent permissible under law.

**10. Governing Law.** This agreement and any disputes arising under or in connection with it shall be governed by the laws of the State of Georgia. I hereby submit, on behalf of myself and my personal representatives, heirs and next of kin, to the exclusive jurisdiction of the state and federal courts of the State of Georgia for the resolution of any and all such disputes.

I hereby certify that I have read and understood this agreement, that I signed it without duress and of my own free will, and that I am at least 18 years of age. I hereby consent to and ratify this agreement and agree, on behalf of myself, my personal representatives, heirs and next of kin, to be bound by its terms.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date