

# YOU MATTER 2



VOLUNTEER  
HANDBOOK

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# WELCOME

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Dear Volunteer,

Welcome to You Matter 2! We are delighted that you have chosen to volunteer your time with us. We understand that your time is precious and we are honored that you are willing to spend some of it with us. Each and every day our agency depends on volunteers like you to ensure that we operate efficiently and successfully. Volunteers at You Matter 2 do everything from office tasks, mentor program participants to planning events and helping with fundraising. In short, You Matter 2 could not operate without dedicated volunteers like you.

The Volunteer Handbook provides answers to many of the questions you may have about the volunteer programs we offer. It covers policies and procedures, and our mutual responsibilities. You are responsible for reading and understanding the Volunteer Handbook, and for adhering to You Matter 2 policies and procedures. If anything is unclear, please discuss the matter with the CEO.

Again, on behalf of our staff and everyone here at You Matter 2, we welcome you to our volunteer program. Thank you for taking time to help us invest in the lives of our youth and unify our communities.

Sincerely,

Destiny Watson  
Founder & CEO



# MEET THE TEAM

THE PEOPLE WHO MAKE UP YOU MATTER 2 SHARE  
THE VISION AND VALUES OF OUR COMMUNITY

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## DESTINY WATSON

Founder & CEO

Destiny Watson grew up in the South Suburbs of Chicago and is a graduate of the University of Dayton, and soon to be North Park University. Destiny has been working in the nonprofit sector since the beginning of her career and has a passion for working with youth, developing curricula, and identifying ways to push communities forward. Destiny loves reaching back to her community to provide meaningful experiences, spaces to develop and fill the gaps where needed.



## TAMIKA BRITTEN

Associate Director

Tamika Britten grew up in Chicago, Illinois, and is a graduate of Chicago State and National Louis University. Tamika has been an educator for over 20 years working to motivate, inspire, and create critical thinkers out of the many students that she has taught over her career. As the Associate Director of You Matter 2, Tamika provides direction with program planning, community engagement, and the ongoing support of our students. Tamika loves making relationships with the students and parents of You Matter 2.



# ABOUT YOU MATTER 2



## MISSION

You Matter 2 provides South Suburban youth and families with opportunities to develop leaders and engage communities.

## VISION

As a result of our programs, our vision is for youth to remain civically engaged, be empowered to forge their own path, and have academic and lifelong success.

## HISTORY

You Matter 2 Inc. was founded in October 2014 by Destiny Watson. The organization initially started as an Instagram page in 2013 created to uplift and inspire teens, since then we have evolved to much more. You Matter 2 is a 501(c)(3) nonprofit organization that strives to dynamically empower emerging youth leaders to create a generation of change.

We have created spaces for youth in 6th-12th grade to develop beyond the classroom. Our youth-inspired programs foster awareness of community needs and how to address them through civic action, commitment, and social cohesion. With community leaders, youth learn leadership, business skills, and relationship building. They are supported to reimagine passions, make healthy lifestyle changes and pursue academic excellence.

You Matter 2 has helped youth and families locally and globally, empowering them to envision a better future for themselves. You Matter 2 recognizes the world as their neighbors, and their family as more than the people under their roof.

# VOLUNTEER EXPECTATIONS



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## WHAT YOU CAN EXPECT FROM YOU MATTER 2

- Respectfulness of your commitment, time & confidentiality
- To be part of a team
- Ongoing support from everyone on the You Matter 2 Staff
- An inclusive, welcoming culture
- To be recognized and appreciated for your work
- The right to say no to projects and tasks that make you uncomfortable

You Matter 2 is an inclusive, supportive organization where volunteers can expect to be treated with respect. We respect your valuable time and commitment to our program, as well as your right to confidentiality as a volunteer.

## WHAT YOU MATTER 2 EXPECTS FROM YOU

- Honor your commitment to our program
- Cooperate with the You Matter 2 staff and fellow volunteers
- Be prompt and reliable
- Notify us of any changes to your commitment as a volunteer
- Keep all communications with or concerning the youth or other constituents in our program confidential
- Maintain a respectful relationship with clients

Our expectations are more clearly outlined in the Policies & Procedures section of this guide on page 9.

# VOLUNTEERING WITH YOU MATTER 2

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## The Orientation Process

1. Complete Volunteer Application Form
2. Attend Volunteer Orientation
3. Complete Volunteer Agreement Form
4. Complete a Background Check (Youth Program Volunteer Only)
5. Complete Illinois Training for Mandated Reporters or submit Certificate of Completion (Youth Program Volunteer Only)
6. Start Volunteering!

## Positions

There are a variety of opportunities to volunteer your time and skills at You Matter 2. Over 90% of our programs are run by volunteers. Volunteers facilitate youth programs, mentor program participants, organize events and help with day-to-day operations.

### Administrative Volunteer

During office hours (10–4:30 PM Monday–Thursday) at Flossmoor Community Church, the administrative volunteer will perform a variety of tasks depending on project deadlines. This includes making phone calls, data entry, thanking donors, and other administrative tasks as assigned by the CEO. This position helps to extend the resources of You Matter 2 to better assist and direct the needs of our clients. Volunteers are needed at least once a week for a 2–4 hour shift at Flossmoor Community Church.



### Community Service Coordinator Volunteer

The Community Service Coordinator Volunteer assists You Matter 2 in the planning, coordination, and implementation of community-wide, monthly Service Saturday activities and general service opportunities for You Matter 2 youth and the community. This role is responsible for seeking out partners and beneficiaries, tracking impact, and assisting with the logistics of projects. Volunteers are needed at least once a week for a 2-4 hour shift at Flossmoor Community Church.

### Event Volunteer

You Matter 2 holds regular events that are focused on bringing together the community and providing spaces for youth to engage. Events can range from forums, fundraisers, annual events, such as our We Scare Hunger Trail, Back to School Bash, and Homewood-Flossmoor Juneteenth Festival. This is a flexible and ad hoc role. We would like you to attend 4-6 events across the year if you can but we understand it depends on the timing of community events and your availability. Dates and times vary

### Fundraising Volunteer

The Fundraising Volunteer will assist with fundraising efforts to increase brand awareness and ultimately grow our community of donors. The objective is to spread our message and encourage our community of supporters to make donations to You Matter 2. The purpose of the role is to help raise funds for You Matter 2 in order that You Matter 2 can provide services to meet the needs of its beneficiaries. Volunteers are needed at least once a week for a 2-4 hour shift at Flossmoor Community Church.





## Youth Program Volunteer

Youth Program Volunteers provide support through the form of supervision, planning, facilitation, and/or mentorship for our middle school and high school youth participants to ensure that each experience is positive and intentional. Volunteers enable youth to experience and contribute to the youth program activities which are fun, safe, social, and educational. Additionally, individuals, groups, or businesses can volunteer to lead a program based on their interests, expertise, and passions. Examples: Run a fitness class, teach an art lesson, lead a parent workshop, teach a culinary class. Volunteers are needed at least twice a month for 3-4 hour shifts, dates and times vary.

Opportunities Consist of:

- Middle School Cohort (Twice/Month 3-6 PM)
- High School Cohort (Twice/Month 3-6 PM)
- Study Break on Us Support (Twice/Month 5-7 PM)
- Teen Night Support (Once/Month 6-11 PM)



# VOLUNTEER POLICIES & PROCEDURES

AS A NEW VOLUNTEER, IT WILL TAKE TIME TO ADJUST TO YOUR NEW SURROUNDINGS AND THE WAY THINGS OPERATE HERE AT YOU MATTER 2. THIS HANDBOOK IS DESIGNED TO HELP YOU ADJUST TO YOUR NEW ROLE HERE AND ANSWER QUESTIONS ABOUT THE POLICIES, PROCEDURES, AND EXPECTATIONS HERE AT YOU MATTER 2.



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## ABSENCES & LATENESS

Volunteers are critical to You Matter 2's mission. If you cannot make your volunteer shift for whatever reason please notify our staff as soon as possible.

Volunteers can contact the following individuals:

**Destiny Watson**

708-996-0871

[dwatson@youmatter2.org](mailto:dwatson@youmatter2.org)

**Tamika Britten**

708-872-7496

[tbritten@youmatter2.org](mailto:tbritten@youmatter2.org)

## ATTENDANCE

Sign-in time sheets help us track your volunteer hours. Please sign in when you begin your volunteer service and sign out when you are finished. At the You Matter 2 office, sign-in sheets will be digital. For volunteer service outside of the office, please work with the CEO to ensure your hours are tracked properly.

## BACKGROUND CHECKS

Volunteers that will be working with youth are required to get a criminal history background check prior to volunteering. If a criminal history is present, offenses will be evaluated on a case-by-case basis as works best for the agency.

## CONFIDENTIAL INFORMATION

We have an obligation to our clients to maintain their confidentiality and respect their privacy. Every client served by You Matter 2 has the right to confidentiality. That being said, however, every volunteer must use his or her best judgment. If you are aware of a client issue that requires immediate help, please inform the CEO.

As you work with the staff, information on a confidential matter may be shared with you. You must not share this information with anyone who does not have a professional right or need to know it. This applies to making copies of any You Matter 2 records, reports, or documents without prior approval. Release of any confidential information to unauthorized persons can result in dismissal from your service.

## **DRESS CODE**

You Matter 2 has a casual dress code, but we ask that your attire be neat and conservative.

## **EQUAL VOLUNTEERING OPPORTUNITY**

You Matter 2 provides equal volunteering opportunity for everyone regardless of age, sex, color, race, creed, national origin, religious persuasion, marital status, sexual orientation, political belief, or disability that does not prohibit the performance of essential job functions. All matters relating to volunteering are based upon the ability to perform the job, as well as dependability and reliability.

## **EXIT INTERVIEWS**

In instances where a volunteer voluntarily leaves, You Matter 2 would like to discuss your reasons for leaving and any other impressions the volunteer may have about You Matter 2. If you decide to leave, you will be asked to grant us the privilege of an exit interview. We hope that the interview will help us part as friends, as well as provide insight into possible improvements. All information will be kept strictly confidential and will in no way affect any references that You Matter 2 will provide to another agency.

## **EXPENSE REIMBURSEMENT**

You must have the CEO's written authorization prior to incurring any expense on behalf of You Matter 2. To be reimbursed for all authorized expenses, you must submit an expense report accompanied by receipts and approved by the CEO.

## **FEEDBACK**

An efficient, successful operation and satisfied volunteers go hand in hand. Volunteer grievances are of concern to You Matter 2, regardless of whether the problems are large or small.

In order to provide for prompt and efficient evaluation of, and response to, grievances, You Matter 2 has established a Feedback Procedure for all volunteers. It will always be You Matter 2's priority to give full consideration to every volunteer's opinion. There will be no discrimination against or toward anyone for his or her part in presenting grievances.

Under this policy, a grievance is defined as any event, condition, rule, or practice which the volunteer believes violates his or her civil rights, treats him or her unfairly, or causes him or her any degree of unpleasantness or unhappiness on the job. A grievance may also deal with an attitude, a statement, or an opinion held by a manager or volunteer.

The Feedback Procedure is as follows:

1. *Address the CEO*

- a. The agency CEO will review the grievance and ask you to meet with her. At this meeting, you should feel free to openly discuss your complaint and substantiate your reasons for feeling the way you do. In most cases, the matter will usually be resolved at this stage.

2. *Meet with the Board*

- a. *Following the meeting with our executive director, if you are still displeased with the decision rendered, you should bring the problem directly to our Board. The problem will be discussed with all concerned and a final decision rendered. The Board's decision will be binding on all. The sole purpose of this Feedback Procedure is to give each volunteer and You Matter 2 a chance to clear up any problem, complaint, friction, or grievance.*

### **GIFTS, TIPS, & SOLICITING**

Occasionally, volunteers will receive gifts from clients. In general, it is okay to accept cards and other gifts that are under \$10. Be sure to use your best judgment when determining whether or not it is appropriate to accept any gift. Any questions regarding gifts should be directed to the CEO.

When volunteering your time with You Matter 2, we ask that you refrain from soliciting any political and religious beliefs. While some of our clients are very religious, we ask that you maintain a personal yet professional relationship with them throughout your time as a volunteer. We ask that you do not solicit your own business enterprise or any other private charities.

### **IDENTIFICATION**

While volunteering with You Matter 2, we ask that you wear a name badge to identify yourself as a volunteer.

### **PARKING**

Volunteers can utilize the parking lot at the Flossmoor Community House, 847 Hutchison Rd.

### **PRIVACY POLICY**

For the safety of students/workers, there will be no exchange of contact information between volunteers and any minor which includes phone numbers, social media information, email addresses, mailing addresses, cell phone numbers, etc.

### **RESIGNATION**

While we hope both you and You Matter 2 will mutually benefit from your continued volunteering, we realize that it may become necessary for you to leave your job with You Matter 2. If you anticipate having to resign your position with You Matter 2, you are expected to notify the CEO in writing as far in advance as possible and make arrangements for an exit interview.



## **SECURITY**

Maintaining the security of You Matter 2's office is every volunteer's responsibility. Develop habits that ensure security as a matter of course. For example:

- Always keep cash properly stored. If you are aware that cash is insecurely stored, immediately inform the person responsible.
- Know the location of all alarms and fire extinguishers, and familiarize yourself with the proper procedure for using them.
- Be cautious and aware of who is in our center. Notify a staff member if you have concerns over an individual in the building.

## **STANDARDS OF CONDUCT**

By agreeing to volunteer with us, you have a responsibility to You Matter 2 and to your fellow volunteers to adhere to certain guidelines for conduct. You Matter 2 tries to keep rules to a minimum. The purpose of the rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that he or she can fully depend upon fellow volunteers to follow the rules of conduct, then our organization will be a better place to volunteer for everyone.

## **TERMINATION POLICY**

You Matter 2 is an at-will agency and has the right to terminate a volunteer without cause, but will always consider the cause leading to the termination. In general, failure to adhere to policies of You Matter 2 is cause of immediate release. Grounds for immediate dismissal may include, but are not limited to:

- Gross misconduct or insubordination
- Reporting for a volunteer assignment under the influence of alcohol or drugs
- Theft of property or misuse of agency funds, equipment, or materials
- Falsifying statements on the volunteer application or during the interview process
- Illegal, violent, or unsafe acts
- Abuse or mistreatment of clients, volunteers, or staff
- Releasing confidential information
- Unwillingness to support and further the mission of the organization

## **UNACCEPTABLE ACTIVITIES**

Generally speaking, we expect each person to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below. Your avoidance of these activities will be to your benefit as well as the benefit of You Matter 2. If you have questions concerning any volunteer or safety rule, or any of the unacceptable activities listed, please see your volunteer coordinator for an explanation.

If a volunteer violates any rules established by You Matter 2, including the following rules, that person may be subject to discipline up to, and including immediate discharge.

Unacceptable activities include, but are not limited to:

- Willful violation of any agency rule; any deliberate action that is extreme in nature and is obviously detrimental to You Matter 2.
- Willful violation of security or safety rules or failure to observe safety rules or You Matter 2 safety practices; failure to wear required safety equipment; tampering with You Matter 2 or safety equipment.
- Negligence or any careless action that endangers the life or safety of another person.
- Possession or consumption of alcoholic beverages is prohibited at any You Matter 2 event designed for the participation of minors.
- Possession or use of all illegal drugs or other illegal substances is prohibited.
- Excessive tardiness or absenteeism.
- Unauthorized possession of dangerous or illegal firearms, weapons, or explosives on agency property or while on duty.
- Engaging in criminal conduct or acts of violence, or making threats of violence towards anyone on agency premises or when representing You Matter 2; fighting, or horseplay, or provoking a fight on agency property, or negligent damage of property.
- Insubordination or refusing to obey instructions properly issued by your volunteer coordinator.
- Threatening, intimidating, or coercing fellow volunteers on or off the premises – at any time, for any purpose.
- Theft of agency property or the property of fellow volunteers or clients; unauthorized possession or removal of any agency property, including documents, from the premises without prior permission from management; unauthorized use of agency equipment or property for personal reasons; using agency equipment for profit.
- Dishonest, willful falsification or misrepresentation of your application for volunteering or other volunteer records; alteration of agency records or other agency documents.
- Breach of confidentiality of personnel information.
- Malicious gossip and/or spreading rumors; engaging in behavior designed to create discord and lack of harmony; interfering with another volunteer on the job; willfully restricting volunteer output or engaging others to do the same.
- Immoral conduct or indecency on agency property.

# VOLUNTEER AGREEMENT

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You Matter 2 believes in the inherent ability of every young person to make a difference in the lives of themselves, others, and their communities. You Matter 2 strives to create a nurturing space where youth can share, grow, and be supported.

In pursuit of this goal, volunteers are expected to keep all information regarding the organization, youth, and families in our program confidential and to treat everyone with respect. If there is a situation in which you feel a staff member should be aware of a problem regarding one of the youth in our program, contact the CEO to determine the best possible solution. Failure to comply with these policies may result in dismissal from volunteer staff and/or civil or criminal prosecution in accordance with applicable statutes.

By signing this form, I acknowledge that I have been given a copy of the You Matter 2 Volunteer Handbook. I understand that it summarizes You Matter 2's volunteer guidelines and expectations of me as a volunteer. I understand that volunteering with You Matter 2 is not for a specified term and is at the mutual consent of You Matter 2 and myself. I agree to abide by the Policies and Procedures laid out in the Volunteer Handbook.

By signing this form, I hereby authorize that:

- I understand that for the safety of students/workers and in adherence to our privacy policy, there will be no exchange of contact information between myself and any minor which includes phone numbers, social media information, email addresses, mailing addresses, cell phone numbers, etc.
- I understand that I may be required to undergo a background check if I request to work with minors and that I will comply with such request prior to beginning my volunteer work with You Matter 2.
- I authorize You Matter 2 to use video, photographs, electronic images, and/or audio recordings in which I appear for public relations purposes.
- I understand that falsification or significant omissions of any information may be considered justifications for dismissal if discovered at a later date.
- I will honor my commitment to the program, cooperate with the You Matter 2 staff and fellow volunteers, be prompt and reliable, notify the volunteer coordinator of any changes to your commitment as a volunteer
- I will keep all communications with or concerning the youth and families in our program confidential, maintain a respectful relationship with clients, and discuss any and all issues with You Matter 2 staff.
- I will promote the safety of the youth, staff, and volunteers by adhering to all You Matter 2 rules and guidelines.

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Printed Name

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Signature

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Date

# COVID-19 POLICY AGREEMENT

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I, \_\_\_\_\_, wishing to volunteer my time and services for You Matter 2 hereby acknowledge that said organization is doing everything they can to protect the public as well myself as a volunteer. To this extent, I agree to follow Center of Disease Control (CDC) and local health district guidelines and You Matter 2 policies and procedures for social distancing to reduce the spread of Novel Coronavirus or COVID-19. This will require me to maintain six (6) feet of distance between myself, fellow volunteers, and patrons of the organization as much as possible. This procedure will be required for visitor-to-visitor contact as well to limit exposure.

I agree to utilize surgical masks or other face-covering masks, regardless of vaccination status, to reduce the risk of exposure to myself and others. I agree to wash or sanitize my hands after using the restroom, sneezing, and coughing, and before eating or preparing meals for distribution, and will properly wear and utilize sterile gloves.

I understand that I may be informed of or encounter sensitive Personal Health Information (PHI) for those that You Matter 2 serves. I agree to hold this information in confidence and will not disseminate any PHI except as allowed by law and/or per the policy and procedures of said organization for which I am volunteering for.

I understand that there is no direct medical health coverage afforded to me during my relationship with You Matter 2 . You Matter 2 is not responsible for any potential exposure to Novel Coronavirus, or COVID-19, which is not a direct result of negligence on the part of their employees, volunteers, or the organization. Unless specifically stated in writing, I understand that there is no Illinois State Labor and Industries employment security insurance provided to me.

By signing below, I agree to comply with the written instructions above. Failure to comply with these written instructions or verbal instructions from staff may result in my volunteer privileges being removed and I may be asked to leave the premises.

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Printed Name

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Signature

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Date



# CONFIDENTIALITY POLICY FOR EMPLOYEES, VOLUNTEERS, AND BOARD MEMBERS

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Respecting the privacy of our clients, donors, members, staff, volunteers, and of You Matter 2 itself is a basic value of You Matter 2. Personal and financial information is confidential and should not be disclosed or discussed with anyone without permission or authorization from the CEO. Care shall also be taken to ensure that unauthorized individuals do not overhear any discussion of confidential information and that documents containing confidential information are not left in the open or inadvertently shared.

Employees, volunteers, and board members of You Matter 2 may be exposed to information that is confidential and/or privileged and proprietary in nature. It is the policy of You Matter 2 that such information must be kept confidential both during and after employment or volunteer service. Staff and volunteers, including board members, are expected to return materials containing privileged or confidential information at the time of separation from employment or expiration of service.

Unauthorized disclosure of confidential or privileged information is a serious violation of this policy and will subject the person(s) who made the unauthorized disclosure to appropriate discipline, including removal/dismissal.

## **Certification**

I have read You Matter 2's policy on confidentiality and the Statement of Confidentiality presented above. I agree to abide by the requirements of the policy and inform my supervisor immediately if I believe any violation (unintentional or otherwise) of the policy has occurred. I understand that violation of this policy will lead to disciplinary action, up to and including termination of my service with You Matter 2.

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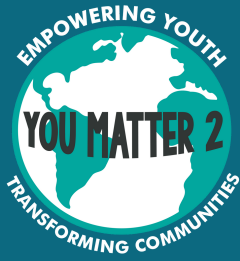
Printed Name

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Signature

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Date



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## CONTACT US

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