



Community Based Volunteer Guide

Welcome to BBBSNH

Our mission is to create and support one-to-one mentoring relationships that ignite the power and promise of youth

WHAT WE DO, WHY WE DO IT, AND WHY IT MATTERS...

Around 86% of our Littles are considered moderate, or high-need, meaning they either receive free or reduced-priced school lunch, have an incarcerated parent, or live with a relative, caregiver, or other household arrangement of other two parents.

OUR IMPACT LITTLES SURVEYED REPORTED:

Serving nearly 464 area youth ages 6 to 18 each year.



69% FEMALE VOLUNTEERS | 31% MALE VOLUNTEERS



23.5 MONTHS
Average length of a match
22,000+
Volunteer Hours 2022

Big Brothers Big Sisters of New Hampshire (BBBSNH) is a statewide organization providing one-to-one mentoring programs to youth ages 6 to 18.

Serving the following regions:

Central (Greater Nashua and Manchester
Lakes
Greater Seacoast
West (Greater Keene)

OUR MENTORING PROGRAMS

Big Brothers Big Sisters of New Hampshire offers two core programs. Community-based and Site-Based, as well as specialized opportunities. You will discuss options that best fit your needs early in the enrollment process. Here is a brief overview of programs we offer:



Community Based

BBBS matches adult (18+) volunteer mentors (Bigs) in professionally supported mentoring relationships with youth (Littles). Bigs and Littles spend quality time together participating in a variety of activities of their choosing. Volunteers invest to spending a minimum of FOUR hours/month with their Little and an investment of time of at least ONE year.



Site Based

Takes place in school or workplaces where Match meets in a supervised environment. Volunteers need to be 16+ to participate. Time is spent doing homework, reading, playing a board game or outdoors on the playground. Volunteers invest to spending ONE hour once a week with their Little with a minimum investment of one full school year. BBBS encourages matches to meet over the summer, if possible.



PRISM

·(Pride.Respect. Identity.Safety.Mentoring) Working alongside community partner, Seacoast Outright, BBBSNH provides LGBTQIA youth with allies and resources through mentoring.



Bigs in Badges

Promotes positive relationships between law enforcement/first responders and local youth. Youth are paired one-to-one with a first responder from their local community. This program follows either our Community Based or Site Based model.



Futures Ahead

Evidenced based program supporting high school students with curriculum, technology and mentorship that sets them on a path of educational success during high school and their future after graduation. High school student mentees attend class weekly with BBBSNH team member and are matched with mentors from the local community where they collaborate virtually on weekly assignments that enhance class room discussions on leadership and workforce development skills.

The Success of our programs depends on the time and dedication of our volunteer Bigs!

OUR BIGS

Based on years of extensive research, Big Brothers Big Sisters requires our volunteers to be capable of the following investments. Our professional staff work with volunteers to ensure these investments can be met by providing coaching, training and activities to help develop their role as a Big.

- Invest to a minimum of 12 months as a Big.
- Invest to spending consistent, significant time with their Little each month. Minimum of 4hrs/month.
- Follow all agency policies, procedures, Volunteer Code of Conduct, and match agreement. Child safety is a top priority and we consider any violation grounds for match suspension or termination.-No Exceptions.
- Maintain regular communication with Match Advisor, including returning all calls/texts and emails in a timely manner. Failure to maintain contact may result in closure of the match.
- Participate in required surveys related to the match relationship and youth outcomes.
- Complete required Volunteer trainings.

Our Bigs are **NOT**: Cash machine, Childcare providers, Provider of professional services tutor. We will work with you to ensure healthy boundaries are established and respected by everyone.

Our Bigs **ARE**: Patient, Sets boundaries, Prioritize child safety and well-being, Helps form goals, Focuses on having fun, Has realistic expectations, Decides activities together with Littles.

VOLUNTEER CODE OF CONDUCT

Volunteers are expected to adhere to the following Code of Conduct:

- **Treat staff, families, and other participants with respect & honesty.**
- **Refrain from discriminatory comments and actions in regards to sexism, racism, ableism, classism, homophobia, biphobia, transphobia and any other behavior that is derogatory to a marginalized person(s) in our community.**
- **Refrain from inappropriate use of language (swearing, insults etc.)**
- **Inform staff of needs and changes in circumstances in order to receive relevant services.**
- **Understand that BBBSNH works with many individuals with many levels of needs, and staff may need to prioritize their time to deal with emergency or high need situations.**
- **Maintain confidentiality of other clients, volunteers, and staff.**
- **Realize that access to services may have limits and eligibility does not automatically ensure services.**
- **Address problems and concerns in a mature and respectful manner.**

ENROLLMENT PROCESS

Recruitment → **Inquiry** → **Enrollment** → **Matching** → **Support**

Now that you've started the process to become a Big by completing your orientation, application and interview process...

- **We will be:**

- Checking references you've provided;
- Submitting and waiting for your driving record check to return;
- Working on completing our full assessment of your application.

Please remember the volunteer enrollment process could take 8 weeks or more

- **In the meantime, you should:**

- Review the volunteer training materials
- Look for an email regarding required pre-match volunteer and trauma informed trainings- you must complete both before you're eligible to be matched!
- Research cost effective match activities
- Research upcoming "Little" friendly events!

Big Brothers Big Sisters retains the right to accept or deny participants, or close a match at any time.

Potential Littles, along with their families, are also screened to ensure that our mentoring programs are the best fit for the Littles needs. The process for youth and families is similar to that of our volunteers and looks like this:

- Inquiry/Orientation
- Complete Little and Parent/Guardian Pre-Match Trainings
- Complete Application
- Interview

ONCE YOU ARE ENROLLED...

Leading the enrollment and matching process are professionals whose job it is to make the best possible match. When a match is made, a Match Advisor oversees the relationship by providing coaching, ensuring safety, assisting in goal-oriented activities, referring services, and helping you, your Little and their family with needs. It is therefore critical for all match parties to treat contact by their Match Advisor as a serious component of **match development**. Lack of response to Match Advisor's contacts is grounds for match suspension or termination, which can have detrimental impact on the Little.

MATCH GOALS



Being a Big is about both having fun with your Little and achieving positive outcomes. Your Enrollment Coordinator will work with you, your Little and your Little's parent/guardian to identify goals for the match, which will likely fall into one or more of these three categories of:

- Avoidance of risky behaviors
- Educational Success
- Higher aspirations, greater confidence, and better relationships

These goals will be discussed during enrollment and profiling process and again with your Match Advisor during the Match Meeting. These categories represent the most common youth outcomes found as a result of effective mentoring.

YOUTH GROWTH & DEVELOPMENT

*Youth may progress at different rates and have diverse interests, abilities, and view of the world. The following are some of the common milestones youth may reach in their age groups:

6-12 Years

Tie Shoes

Skill building

Tell time

Collect objects

Jump, skip, play

Dress & groom

Write stories/letters

Understand fractions

Arts and crafts

Social issues

Independent

Abstract comprehension

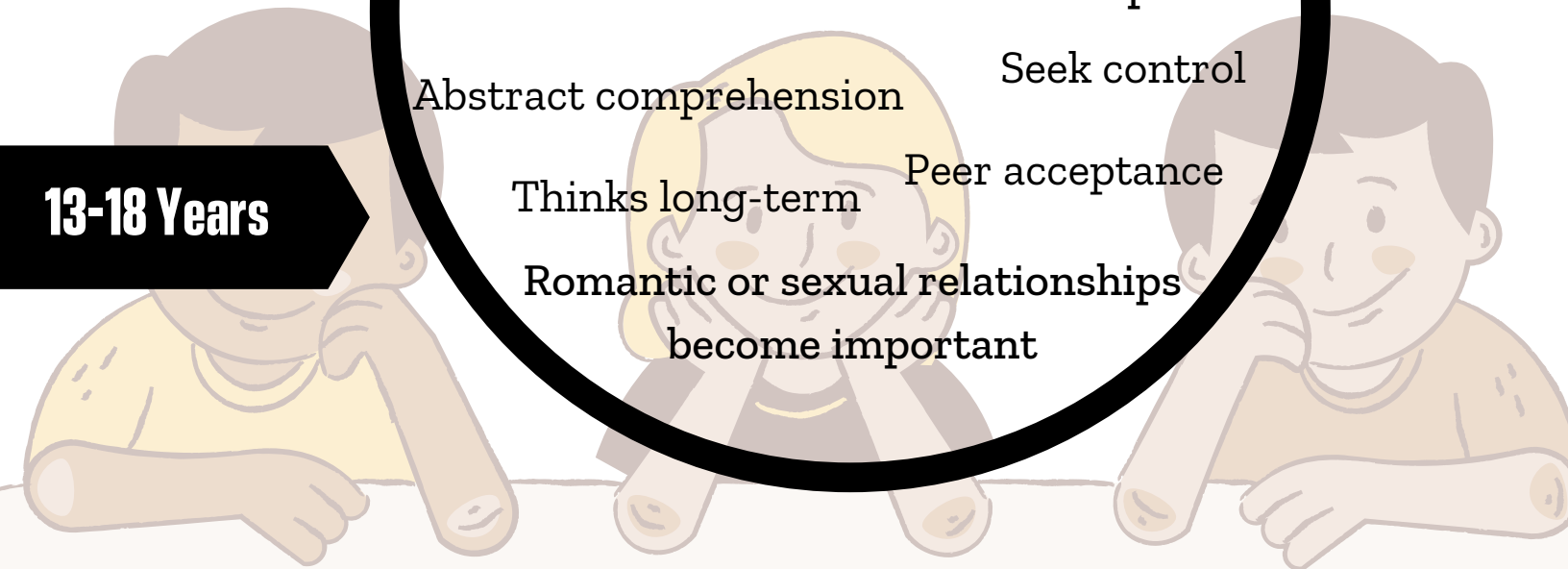
Seek control

13-18 Years

Thinks long-term

Peer acceptance

Romantic or sexual relationships
become important



AVERAGE LIFE CYCLES OF A MATCH



Discovery Stage

- Big and Little are learning about each other
- Littles might not be as engaged
- Littles may try to find reasons not to trust volunteer
- Establish healthy relationship boundaries

Negotiation Stage

- Most crucial stage of match relationship
- Building connection
- Trust grows
- Littles may start to test boundaries
- Examine goals of the match
- Focus on consistency in outing, communication and boundaries

Growth Stage

- Maintain relationship through consistent communication
- Preconceived notions will fade away
- Continue to encourage match growth
- Develop traditions and celebrate match anniversaries and other milestones

Choosing Activities

Your goal as a Big is all about spending one-to-one time with your Little and strengthening your relationship through fun and meaningful activities that you do together. The **quality of time you invest** in your Little is more important than the **amount of money you spend**.

For this reason, we recommend our Bigs seek out Low to No Cost activities.

Below is a list of activities BBBSNH recommends:

Start a new hobby together

Play catch or other sports

Bake

Visit local parks, libraries, or museums

Listen to music or make your own

Visit the beach, lake, orchard, etc.

Play board games

Go ice skating/roller blading

Draw or make crafts together

Ride bikes

Go play games at the arcade

Teach your Little a new skill

Go swimming

Build something together

Read a book together & talk about it

Prepare a new or favorite meal

BBBSNH often hosts match group activities for Bigs and Littles to attend that are a fun way to connect with other Bigs and their Littles.

Look for our monthly Bigs Newsletter in your inbox to sign up for activities provided by BBBSNH and free community events happening each month.

Once you are matched, ask about joining our Bigs Only Facebook Group where you will be able to connect with other local Bigs and ask what they enjoy doing with their Littles.

Your Match Advisor is, as always, is a great resource for activity ideas specific to you and your Little's interests and needs.

EXPECTATIONS

If you are approved and matched, you can expect a structured, professional process. Here is how it works:

Match Introduction Meeting

- Agency Staff pair a match between a volunteer Big and Little by assessing all information gathered through the enrollment process while taking into consideration parental, Big, and Little preferences
- We will profile the match to you over e-mail and phone.
- Once accepted by both parties a match introduction meeting is arranged.
- Big, Little, Parent/Guardian and Match Advisor meet all together
 - Some very important things happen at this meeting including: review of all match guidelines, discussion of YODP goals, and setting expectations! It's perfectly normal to be a little nervous!

Communications with Match Advisor

- We have high expectations for communication with our professional staff. Our Match Advisor Team will be checking in with you once a month for the first year and quarterly after 1 year.
 - Match Advisors oversee the match for the duration of the relationship by providing coaching or suggestions, ensuring safety, assisting in goal-oriented activities, referring services, and helping all match participants with any needs that arise.
- It's critical for all match parties to treat contact by the Match Advisor as a serious component of match development. Lack of response to Match Advisor's contacts is grounds for match suspension or termination.
 - You don't have to wait for us to call you! Reach out to your Match Advisor any time.
 - If there is a change to any of your contact information please let your Match Advisor know ASAP.

SAFETY

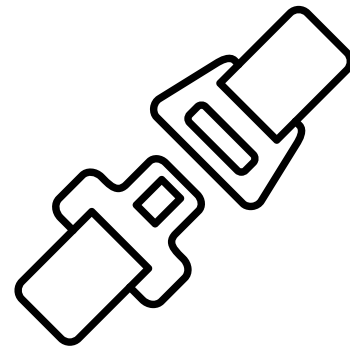
The safety of youth is our number one priority – no exceptions. Our staff carefully screen each volunteer Big, board member, staff and others who work directly with the children in our programs. As a volunteer Big, it will be your role to make sure the relationship is healthy and you are making good judgments about the youth's safety on outings. Here's how you can further promote safety:

- **Follow all agency policies**, procedures and ground rules at all times; including Volunteer Code of Conduct – no exceptions.
- **Spending too much time with your Little** too early in the match can set an unhealthy precedent for the relationship. Discuss plans and expected duration of outings with Match Advisor.
- **Obtain parent/guardian permission for all activities.** Be aware that some parents may not be comfortable with your suggestions, so we expect you will comply with parental decisions. Talk to your Match Advisor when you have questions.
- **Always stay with your Little**; do not leave them alone or with someone else.
- **Do not use alcohol or other drugs** before or during activities.
- **Do not use physical discipline**, yell, insult, or intimidate your Little.
- **Don't take others**, including your family or friends or the Little's siblings or friends, on any match outings unless otherwise approved by Match Advisor and Parent/Guardian.
- **If an activity involves changing clothes**(i.e.) swimming, there must be separate changing and showering places.
- **Never ask Little to keep a secret.**
- **Volunteers may want to buy an occasional gift.** You should ask parental advice about this first and seek guidance from your Match Advisor. BBBSNH discourages purchases of more than \$50.



SAFETY

SAFETY CONT.



- **Do not engage in tickling**, wrestling, giving backrubs, or ask your Little to sit on your lap.
- **Seatbelts should always be worn.** Abide by all NH state laws.
- **Bigs should never drop off a child at a home where no** approved adult is present or at a location other than where the parent specified.
- **Parental permission is required for communications between match participants** (i.e.) phone/e-mail/social media. Volunteers must have parental permission to post any pictures/videos or other information on online/social media regarding their Little. Little's last name, location, contact information, school or other identifying information of youth or family should NEVER be shared. Avoid posting real time locations. Talk with your Match Advisor to ensure a media release has been approved by a parent/guardian.
- **Showing age-inappropriate videos**, misusing social media, pornography or sexual material is not acceptable and is grounds for match termination.
- **We have a strict NO sleepover policy.**
- **Home visits are NOT allowed for at least the first 3 months** of a match and only with Prior Match Advisor and Parental approval thereafter.

SAFETY

MANDATED REPORTING - NH STATE LAW

Big Brothers Big Sisters staff and volunteers are required by state law to report any suspected abuse or neglect of a child to DCYF. Our staff is trained to respond if a child reports abuse and you will receive additional information in pre-match training. If you have any further questions or would like more information on youth protection, please don't hesitate to ask for additional resources. If at any time you suspect your child is being harmed, please contact your Match Advisor immediately. We want to work with you to keep your Little safe.

MATCH CLOSURE

We know from research on mentoring that when relationship closure is unplanned, abrupt, premature, or handled without care and communication, Littles can be negatively impacted. Please notify your Match Advisor as soon as possible if you are considering match closure.

At the time of closure, Big Brothers Big Sisters will discuss with all match parties the best plan for closing your match relationship with the organization. When a match is closed, Big Brothers Big Sisters of NH officially closes the match file and does not continue to provide professional support or guidance. In addition, this means Big Brothers Big Sisters is no longer responsible for or involved in any contact or communications match parties may have after their official closure date.

Talk to your Match Advisor about ways in you can stay involved with Big Brothers Big Sisters. This may include being matched again, but there are many other ways in which you can be involved with the agency. You and your Match Advisor should talk about the best options for you.

Non-Discrimination Policy:

All BBBS participants, including youth, families, volunteers, board, staff serving as Bigs are not excluded on the basis of race, ethnicity, religion, national origin, color, gender, marital status, sexual orientation, gender identity, gender expression, citizenship status, veteran status, or disability.