

ROCK Community Center

Non-profit ID#: 95-4712311

HANDBOOK

for

Board Members, Staff, & Volunteers



Reach Our Community Kids

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Los Angeles, CA 90041

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Los Angeles, CA 90041

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www.therockcommunity.org

Dear Potential Board Member, Staff, or Volunteer,

We are glad you have expressed interest in working with us here at the Rock Community. We believe partners like you are an essential component to our organization. We are looking for men and women with an earnest desire to walk alongside youth, build relationships, and partner with us as we help our kids reach their full potential.

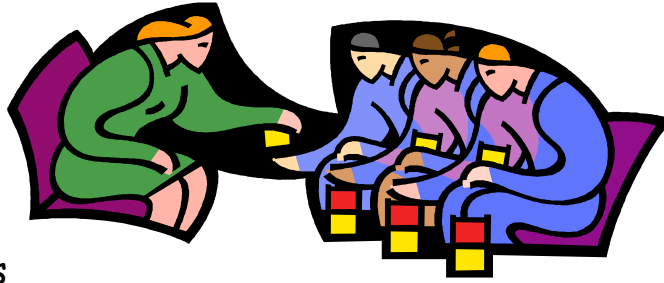
Enclosed you will find information that will help you understand the ROCK and our mission. Here at the ROCK, we have a two-week selection process that allows our potential staff, volunteers and the ROCK Community to discover how each partnership will work.

Selection Process:

- Express interest in being involved at the ROCK
- Complete the enclosed application (ROCK Mentor Application)
- Volunteer Coordinator(s) or Program Manager will meet with you. This will be a time to get to know one another better and gain a greater sense of whether a partnership is a good fit for you and the organization.
- Visit the ROCK during program hours
- Complete TB testing and fingerprinting (see enclosed information)

Working with youth is a great way to invest your time and serve your community. We are looking forward to meeting with you and sharing our vision for the ROCK. If you have any questions throughout this process, please feel free to contact us.

Josue Tiguila, President	josue@therockcommunity.org
Lisa Tomason, Treasurer	lisa@therockcommunity.org
Arturo Galvan, Secretary	art@therockcommunity.org
Stephen Kia, Director	stephen@therockcommunity.org



Qualifications

- Someone who like working with youth
- Someone who can relate to students
- Someone who does not allow their personal life to interfere with the mentoring of students
- Someone who models a positive attitude
- Someone who can try to make a bad situation better
- Someone who understands and respects the importance of confidentiality
- Someone who is patient, caring, friendly, honest, and flexible

Youth do not connect to programs; they connect to people. Young people are often influenced through relationships with key people in their lives. Our goal is to develop partners who minister to our youth.

Youth need adults who will:

- Be real
- Be patient
- Pray for them
- Care for them
- Believe in them
- Encourage them
- Remember their names
- Meet them on their level
- Be interested in their lives
- Be consistent in your commitment
- Spend time with them
- Share God's love through personal experience
- Love God and live for Him



Organization Information

R.O.C.K. stands for Reach Our Community Kids, a local non-profit organization that provides a fun and safe place for local youth to hang out after school. We offer free tutoring services for children in elementary school, middle school, and high school. Our after-school program operates Monday through Friday from 3-6 p.m. Our tutors are local college students who earn work study hours from local colleges by offering their services. Since their colleges pay their salaries, we are able to offer their services free of charge to all students. Members of the Board at the ROCK supervise and train these tutors, in order to maintain excellent service to students from our local community. In addition to our Tutoring Room, students are invited to use our Rec Room (also free of charge), complete with free wireless internet access, online computers, a pool table, air hockey, and video games. Once again, supervision is provided by local college students through work study, who are in turn, trained and supervised by our Board.

Mission

The ROCK Community works to manifest the Gospel of Jesus Christ by providing a place of hope, faithfulness and sanctuary, available to those seeking knowledge, growth, and peace. We accomplish this by committing the space to the community through sustainable means and respectful practices. Formed as a collaborative through several local area churches we are led to serve our community as we believe Christ serves and loves others. "...for they were drinking from a spiritual Rock which followed them; and the Rock was Christ" - 1 Corinthians 10:4.

History

In 1996, Reach Our Community Kids (ROCK) was a group of concerned youth leaders, church congregation members, and residents of the community of northeast Los Angeles who had a vision of establishing a safe place for kids to hang out after school. In 1998, we incorporated as a 501(c)(3) non-profit organization. Our vision then was the establishment and maintenance of a faith-based youth center for kids, in collaboration with local churches.

Today, we believe that ROCK is making a positive difference in our community by offering kids caring relationships, practical help and moral guidance through various services that we and our partners provide.

Committee Member Information

There are currently five committees of the ROCK Board of Directors.

- I. **Executive:** President, Treasurer, & Secretary
- II. **Budget/Finance:** Non-profit Bookkeeping
- III. **Resource Development:** Marketing & Public Relations
- IV. **Program Development:** Day-to-Day Operations
- V. **Volunteer Development:** Recruitment and Training



Christian Outreach

The ROCK Community invites local churches and Christian organizations to conduct events and evangelistic outreaches at the Community Center, after scheduled program hours (Monday-Friday, 3-6 p.m.). This includes, but is not limited to, concerts, parties, coffeehouses, dramatic presentations, and guest speakers.

ROCK Objectives

- Increase kids' involvement in positive and safe after-school activities
- Provide an environment for youth to explore various aspects of faith
- Increase relationships between youth and positive adult role models
- Improve job skills, interviewing skills, and resume writing for youth
- Enhance students' academic achievement and study skills
- Improve students' utilization of existing community resources

Frequently Asked Questions & Answers

Q: Why does the ROCK need volunteers?

A: The ROCK Community understands that volunteers play a very important role in helping us carry out our mission. We welcome others to become role models who influence and guide our community youth in positive ways. Your unique interests and talents can enrich the lives of the students who visit ROCK daily.

Q: What is the difference between board members, staff, volunteers, and community partners?

A: Board members meet monthly and make decisions about the overall operation of the ROCK. They are responsible to train and supervise staff and volunteers. Staff are local college students who supervise and tutor our youth; they are paid from work study programs through local colleges. Volunteers can be anyone who meets our qualifications; they build relationships with students and work to support the staff during program hours. Community partners work with us by offering services during or after program hours to the local community.

Q: Will I receive any training?

A: Yes, volunteers will be required to attend regularly scheduled training to acquaint them with our policies and procedures at the ROCK.

Expectations

At the ROCK Community, we expect our staff and volunteers to adhere to the following standards:

- Arrive on time.
- Attend all scheduled trainings, whenever possible.
- Contact a Volunteer Coordinator (Stephen/Anna) if you are planning to be late, and try to give us as much notice as possible if you are running late.
- Sign in when you arrive and sign out when you leave.
- Spend quality time with our students, not just other staff or volunteers.
- Be a positive example in your choice of words, attitudes, and actions.
- Never allow yourself to be in a compromising situation with a student.
- Be proactive in handling the problems that develop with the youth.
- Notify one of the Board Members if there is a serious problem with a students' behavior or if any significant incident occurs.
- No personal phone calls while you are supervising the youth.
- Appropriate dress is required. Use your best judgment (nothing too low cut, too tight, or with inappropriate language or symbols printed on it).
- Inappropriate physical contact with students or coworkers is prohibited.
- All volunteers are required to receive a TB test & fingerprinting completed, for the purpose of a background check.
- Confidentiality is key: no personal information is to be shared except with a supervising Board Member. In addition, if a student shares confidential information with you that reveals they may be in danger or that they may cause harm to themselves or someone else, you must report this information to a supervising Board Member. When we work with youth, we are all mandated reporters of potential injury or suspected abuse.

Important Information About Fingerprinting & TB Testing



Fingerprints**

Reach Our Community Kids is a youth organization and has been approved by the state of California to be an "applicant agency." This allows us to conduct criminal record background checks to help determine the suitability of a person working as a staff member or volunteer with the youth at the ROCK. As an applicant agency, ROCK agrees not to divulge or share any criminal record information, including the finding that no criminal record exists, with anyone outside of the Board of Directors.

Tuberculosis (TB) Testing**

According to the Los Angeles County Department of Health Services, all volunteers who have repeated contact with students in a classroom setting must meet the same criteria for TB testing as our regular staff, every four years if you have a negative skin test.

****Please note: The ROCK Community will not reimburse you for these fees.**

Where To Go

For Live Scan Finger Printing: American Notary Group
2223 W. Colorado Blvd, Eagle Rock, CA 90041 (323) 349-0860
Times: M-F 9 a.m. - 6 p.m. walk-in, or Sat. appointment only
Cost: \$20-30

For TB Testing:
Central Health Center
241 N. Figueroa St., Los Angeles, CA 90012 (213) 240-8203
Times: M-F 7 a.m. - 2:30 p.m.
Cost: FREE

STUDENT DISCIPLINE POLICY

Staff will issue one verbal warning and the name of the student. All staff will be notified of the warning. Upon the second warning, the student will be asked to choose another activity or leave the room, whichever seems most appropriate to the staff at hand. If the problem continues, the student will be asked to leave the ROCK Community Center for a specified period of time (usually until the next day).

Parents should be called if any further complications arise, to discuss the reasons why the student was disciplined and to enlist their cooperation. Any violent or otherwise serious behavior must be reported to a supervising Board Member (via phone call, email, or in person) as soon as possible. Board Members will support the staff member with needed guidance, prayer, and any additional follow-up with the student and his/her parents. Incident reports must be filled out when serious disciplinary action is necessary.

INCIDENT REPORTING

Any type of incident requiring disciplinary action or first-aid must be documented by the supervising staff member involved. Incident forms are available inside the Rec Room's front desk and must be filled out within the same day the event occurred. The ROCK Board will be responsible to review incident reports regularly. If authorities need to be contacted, the Board Members will make the contact.

EMERGENCY & FIRST AID GUIDELINES

First aid administered to any individual must be documented by the staff member or volunteer involved. The first aid kit is located at the front desk.



If the injury is serious, parents must be contacted as soon as possible. In case of a serious emergency, call 911 or notify appropriate authorities. An incident report must be filled out promptly and accurately.

APPEAL/MEDIATION

If any student or staff member feels they have been treated unfairly or has concerns about an action taken by the ROCK Board, they may fill out an appeal request. A Board member will meet with the individual to discuss their concerns. If further action is needed, the appeal will then be addressed at the next meeting of the ROCK Board of Directors.

STAFF/VOLUNTEER DISCIPLINE POLICY

All staff members and volunteers are required to follow the ROCK Community's rules of conduct. Any inappropriate behavior on the part of adult mentors, such as the use of profanity, threats, use of corporal punishment, or physical and/or sexual harassment, are grounds for dismissal. The ROCK Board of Directors reserves the right to issue warnings and suspend staff or volunteers for violation of the rules of conduct, core values, and policies.

GUIDELINES ON SHARING FAITH

Staff and volunteers are asked not to directly proselytize youth during our program. We define proselytizing as pressuring teens to profess a particular faith, lecturing them on how they need to convert, or preaching on morality. We DO encourage volunteers to develop relationships with our youth and explore spiritual topics as they come up in conversation. When a child expresses interest, staff and volunteers may share what they personally believe and how they arrived at their convictions. For youth who want to learn more, staff or volunteers may invite them to attend an after-hours Bible study, local youth group meeting, or church service.

MANDATORY CHILD ABUSE REPORTING

Since we work with children, we are required to report any potential or suspected danger or abuse as soon as we become aware of the situation. Not reporting abuse can result in a jail sentence and fine. Call (800) 4-A-CHILD to find the appropriate local contact numbers. The following excerpt was taken from www.childwelfare.gov:

Citation: Penal Code § 11166

A mandated reporter who knows or reasonably suspects that a child has been a victim of abuse or neglect shall make an initial report immediately by telephone and prepare and send, fax, or electronically transmit a follow-up written report within 36 hours. **Content of Reports**

Citation: Penal Code § 11167

Reports of suspected child abuse or neglect shall include: The name, business address, and telephone number of the mandated reporter; the capacity that makes the person a mandated reporter; the information that gave rise to the reasonable suspicion of child abuse or neglect and the source or sources of that information

If a report is made, the following information, if known, shall also be included in the report: The child's name, address, present location, and, if applicable, school, grade, and class; the names, addresses, and telephone numbers of the child's parents or guardians; the name, address, telephone number, and other relevant personal information about the person or persons who might have abused or neglected the child.

The mandated reporter shall make a report even if some of this information is not known or is uncertain to him or her.

MUSIC POLICY

The ROCK Community encourages using music that is upbeat, popular, and appropriate to enhance youth activities. ROCK requires that all music CDs, internet listening, radio, and mp3's must be approved by ROCK staff before being played in the Center. Students may not operate any ROCK Community sound equipment. Staff members may operate such equipment, by request.

PLEASE PRINT/DETACH & SIGN THE FOLLOWING CONSENT FORM
AND SUBMIT IT TO THE ROCK BOARD FOR APPROVAL



I have read and understand the ROCK Community Handbook of policies and expectations. I agree to adhere to all ROCK policies and values.

Signature _____ Date _____

Written name (printed) _____