

VOLUNTEER HANDBOOK

Introduction

The mission of All Nations Sports Academy is to transform and empower youth and their families of all nations through soccer. We seek to support the work done by Christian churches and organizations active in local communities. It is ANSA's purpose to connect with people through soccer and to share the gospel message.

With this in mind, ANSA can only be successful with the help of volunteers who have a heart for helping children, serving others, and honoring God.

The following policies and procedures developed by ANSA are designed to protect both participants and volunteers. These volunteer guidelines are designed to protect children from harm and to prevent even the appearance of impropriety on the part of the individual volunteers and children participating in ANSA programs. Acceptance of and adherence to these policies and procedures is mandatory to serve as an ANSA volunteer.

Please know that we appreciate your participation. If you have additional questions, please contact ANSA Executive Assistant Lisa Galvão at lgalvao@ansacademy.org.

Volunteering with ANSA

Volunteers are the backbone of ANSA's programs and vital to our ability to grow and reach more youth. Each additional volunteer allows ANSA to add 5 to 10 participants to its programs. Not all volunteers need to have soccer experience, although it is very helpful. We accept volunteers as young as 11 years of age for our fall and spring seasons.

Positions

Volunteer positions include, but are not limited to:

Coaches

Assistant Coaches

Team Managers

Volunteer Coordinator/Assistants

Game Coordinators

Registration/Administrative Assistants

Meal Coordinator and Helpers

Event Assistants

Photographers and Videographers

If you have a specific ability but do not see a volunteer opportunity that fits your interest, please contact us.

Child Protection Policy

ANSA believes that protecting our children is our most important responsibility. We have a zero-tolerance policy for incidents of sexual abuse and neglect of children. For ANSA to achieve its goals, we must ensure the safety of those who participate in our programs. Accordingly, EVERY reported or suspected incident of sexual abuse or neglect will be treated with absolute priority. ANSA will do everything in its power to ensure the successful prosecution of any perpetrator to the fullest extent allowed by law.

Volunteers are required by law to report certain information and a report must be submitted to the ANSA Executive Director within 24 hours of knowledge of the incident. Volunteers will be provided a copy of ANSA's Child Protection Policy which details the reporting requirements and process. All volunteers must complete a volunteer enrollment form, and volunteers 18 years and older will be subjected to a national criminal background check (at a minimum) annually. All volunteers must read and sign the acknowledgement form indicating that they have read and understand the Child Protection Policy.

General Expectations

1. **Timeliness:** Be early enough so you will have time to park, find the volunteer coordinator on-site, and greet the participants.
2. **Respect:** Be respectful of ANSA staff, volunteers, participants, and participants' families. Be aware of cultural, social, and religious differences. Honesty and respect are necessities.
3. **Discipline or Other Concerns:** Report discipline, academic, social, and emotional concerns to the Site Coordinator immediately. If necessary, the Site Coordinator will contact the Executive Director about a proposed course of action.
4. **No Smoking, Chewing Tobacco, Alcohol, or Illegal Drugs:** All ANSA facilities are tobacco-free, alcohol-free, and drug-free zones.
5. **Dress Code.** Dress modestly. Remember, you are a role model for our children.
 - a. No liquor, beer or tobacco product advertisements are allowed on clothing.
 - b. Male volunteers: T-shirts are permitted. No muscle shirts. Loose fitting athletic shorts, slacks, jeans or sweats are acceptable.
 - c. Female volunteers: T-shirts are permitted. No halter and no spaghetti strap tops. Loose fitting shorts, slacks, jeans, sweats, or long skirts (at or past the knee) are acceptable.
6. **Non-School Aged Children:** The volunteer coordinator must be notified before volunteers bring non-school aged children to the site. ANSA promotes a family participation environment. However, volunteers must be responsible for their children.
7. **Sign-Up:** Before volunteering, please contact Lisa Galvão at lgalvao@ansacademy.org to make sure that all forms have been completed and that, if needed, a background check has been completed and cleared.

Guidelines for Working with Children and Minors

Meeting with ANSA participants in your role as a volunteer

1. ANSA does not permit a volunteer to be alone with a minor under any circumstances.
2. All ANSA activities with participants must take place on the ANSA site or as an ANSA-sponsored program or activity off site.
3. All ANSA activities with a participant or participants must take place in a space with open visibility to the public or on the ANSA site in view of ANSA staff.
4. Do not give gifts to individual participants unless done as part of an ANSA program and event.
5. Any participant's needs communicated to the volunteer should be referred to the appropriate ANSA staff person.

Transportation

1. Transporting a child in your personal car is prohibited. (A parent may provide written consent for you to transport the parent's child; that will not protect you, the volunteer, from liability.)
2. On field trips, participants must be transported in an ANSA vehicle or in the vehicle of a parent or legal guardian.
3. Do not put yourself in the position of being alone with any child in any vehicle.

Physical Contact

1. Restrict physical contact.
2. Physical contact should be limited to a handshake, giving a soft pat on the back, holding hands in a prayer circle, or sharing a sideways-hug in full view of ANSA staff and other volunteers.
3. Remember, what you see as simple, friendly affection between you and the child may be viewed differently by someone else.
4. Be aware that some children may not be comfortable with basic affection, such as a pat on the back or sideways-hug. Respect each child's comfort level.

Positive Role Model

1. Criticizing parents, coaches, other volunteers or guidelines publicly or with the participants is forbidden. If a problem arises, consult with the volunteer coordinator or soccer site coordinator.
2. If you need help with a child, discuss the matter with ANSA staff. Do not discuss the children and their problems publicly or with others.
3. You must treat all children equally at all times. Address the children directly and with sensitivity. Be honest and model an appropriate manner. Make a point of looking at every child when speaking to a group and give each child an opportunity to answer questions.

Acknowledgement

All volunteers participating in an event where direct contact with minors is anticipated must read this Volunteer Handbook and deliver a signed copy of acknowledgment to the All Nations Sports Academy Executive Director. ANSA Volunteers will not be given permission to participate in any event where minors are present without signing the Volunteer Handbook acknowledgement, the Child Protection Policy acknowledgement, and a release of liability form.

PLEASE SIGN THE ATTACHED ACKNOWLEDGEMENT PAGE AND KEEP THIS VOLUNTEER HANDBOOK FOR YOUR RECORDS.