

GREENEVILLE LACROSSE

VOLUNTEER HANDBOOK



WELCOME

Dear Greeneville Lacrosse Club Volunteer,

Thank you for agreeing to serve in the Greeneville Lacrosse Club volunteer structure for the. We appreciate your commitment of time and talent to the organization, and we look forward to serving with you.

It is both an honor and a significant responsibility to serve as a volunteer. Your role will help determine the future health and prosperity of our organization and our sport. Please review in detail the Greeneville Lacrosse Club Handbook, which includes various organizational documents. These documents address specific areas associated with volunteer service and help us better understand our roles as Directors.

We hope that you find your service to be rewarding and memorable. Our sport and our organization are growing rapidly, and many opportunities lie ahead. Like most things in life, the more you commit to your responsibility, the more you will get out of the experience...and the greater the benefit to our organization and our sport.

Regards,

The Board

Mission, Vision, and Inclusion Statement

MISSION: To promote and teach the sport of lacrosse, develop strength of character in a positive culture while encouraging players to be the best person they can be both on and off the field.

VISION: To grow the sport of lacrosse in Greeneville and Greene County so that any and every child that wishes to participate will be given the opportunity.

VALUES:

- + Respect, responsibility, integrity
- + Teamwork, family, friendships
- + Perseverance, dedication, and discipline

GOALS:

- + To build an inclusive lacrosse club that supports all levels of play for youth, high school, and boys/girls/co-ed programs.
- + To encourage development and provide mentoring support.
- + To foster positive growth of the game and provide support to members both on and off the field to reach their individual potential.

OBJECTIVES:

- + Support the players by creating a welcoming environment in which to encourage friendship and belonging through constructive and positive relationships.
- + Seek ways to bolster their confidence and motivation through challenges and success.
- + Strive to bring structure, direction, and expectations to those that need it.

INCLUSION STATEMENT:

Greeneville Lacrosse Club seeks to foster a local lacrosse community that encourages understanding, appreciation and acceptance of all within its membership, volunteer base, and the community at large. Further, Greeneville Lacrosse Club believes that broad representation and participation add significant value to the lacrosse experience of each of us, and that these valued experiences are enhanced by embracing underrepresented and underserved communities.

THE GLC WAY

We serve our members. We honor the commitments we make. We are timely, responsive, courteous and friendly in all of our interactions, regardless of differences. We actively listen to our members to meet their needs. We embrace leadership. Set high standards for the sport. Seek new ways to grow the sport, to keep it safe, and to foster rich and meaningful lacrosse experiences for everyone. We embrace bold thinking, we take ownership of and learn from our mistakes and we choose to be part of the solution. We seek and practice and purposeful collaboration, share information and ideas. We debate in the interest of turning ideas into action, but we commit to the decision with the same intensity with which we debated.

We are humbled by the opportunity to serve the sport we love and we work honestly to reflect that position of trust. We commit to open dialogue among board members, volunteers, GLC parents and players and the wider lacrosse community. We honor and respect the unique spirit each individual brings to GLC. We thrive in an atmosphere that appreciates all points of view and encourages diversity of culture and ideas. We work hard and we play hard. We know if we maintain a positive attitude and promote a positive atmosphere, the results will follow. This is lacrosse, a sport played for fun and rooted in the joy of competition. We will never forget that.

GLC VOLUNTEERS STATEMENT OF INDIVIDUAL RESPONSIBILITIES

EXPECTATIONS OF GLC VOLUNTEERS AS A WHOLE

- Know and support the GLC mission, vision, strategic plan, philosophy, policies, programs, services, strengths and needs.
- Actively consider and recruit potential Board, committee and/or subcommittee candidates who may be able to make significant contributions to the work of GLC.
- Serve in leadership positions and undertake special assignments willingly and enthusiastically.
- Follow the development, trends and issues in the women's and men's game – with particular attention to youth.
- Follow the development, trends and issues with regional clubs and organizations.
- Bring good will and a sense of humor to the group's deliberations.

EXPECTATIONS OF INDIVIDUAL GLC VOLUNTEERS

- Participate in the organization's orientation program
- Know and support the mission, policies, programs, services and strategic priorities of GLC
- Serve as an active advocate and ambassador GLC
- Leverage connections, networks and resources that will assist GLC in fully achieving its mission
- Prepare for, attend, and conscientiously participate in committee calls and meetings
- Follow GLC bylaws, policies and board decisions/resolutions
- Annually sign and submit the GLC conflict of interest disclosure and update it during the year, if necessary, as well as disclose potential conflicts before meetings and actual conflicts during meetings
- Annually sign, submit and follow the GLC Code of Conduct policy
- Maintain confidentiality about all internal GLC matters
- Follow the trends and issues within the sport
- Support and provide counsel to fellow board members

DIRECTOR AND OFFICER ROLES

Greeneville Lacrosse Club is a nonprofit organization that has been granted tax-exempt status due to its charitable purposes. As such, GLC is governed by a Board of Directors consisting of volunteers. Officers are elected by the board and oversee and direct the major aspects of the organization's operations. Because the role of board officers is critical to proper governance, GLC expects accountability, transparency, efficiency, following the Rule of Law, responsive, inclusive, engaged, and active.

THE PRESIDENT

- Provides Perspective
- Advocacy for Goals
- Provides Counsel
- Identifies Obstacles
- Meets Expectations & Responsibilities

OFFICERS

- Sets Goals and Agenda
- Identifies Priorities and Obstacles
- Accountable to Achieve Goals
- Operational Execution
- Provides Committee Specific Expectations & Responsibilities

BOARD OF DIRECTORS

- Fundraising
- Advocacy
- Community-building and outreach
- Fiduciaries for a sustainable future
- Ensures Greeneville Lacrosse Club has adequate resources to advance its mission.

BE RESPECTFUL

Always be fair and courteous to GLC members, customers, vendors or people who work on behalf of the organization. Volunteers should avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, and threatening or intimidating, that disparage customers, members, GLC members or vendors, that might constitute harassment or bullying.

BE HONEST AND ACCURATE

Volunteers should make sure they are always honest and accurate when posting information or news, and if they make a mistake, they should correct it quickly. Be open about any previous posts that have been altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. A volunteer should never post any information or rumors that he or she knows to be false about the organization, GLC directors, members, customers, vendors, people working on behalf of the organization or competitors.

VOLUNTEER CODE OF CONDUCT

Greeneville Lacrosse Club values the services and contributions of our adult and youth volunteers. Our volunteers have the right to expect to work in an environment that enables them to achieve their full potential and provides the most rewarding contribution possible.

To ensure a consistent, professional, enjoyable, and safe environment for our volunteers, all volunteers are expected to abide by basic behavior standards. For youth volunteers, we encourage their parents or guardian to review and discuss the behavior standards. As a volunteer, you represent the Greeneville Lacrosse Club. Your participation as a volunteer is your consent to abide by these behavior standards. Failure to abide by the standards may result in future participation in any or all program events.

1. Every volunteer is expected to exercise respect. This includes, but is not limited to: respect for themselves, other volunteers, board members, officials, spectators, and all people and places of business or government.
2. Every volunteer is expected to be an active listener.
3. Every volunteer is expected to know and understand the rules associated with the activity and follow them. Ask a board member if you are unaware of the rules regarding the activity.
4. Every volunteer is expected to cooperate with program operations.
5. As a representative of GLC, every volunteer is expected to communicate in an appropriate manner. Harsh verbal words, tone of voice, foul language, sexually inappropriate behavior or gestures will not be tolerated.
6. Every volunteer is expected to express civil conduct. If physical conduct is made with another person it must be a welcome gesture and appropriate. Horseplay, unwelcome teasing, pushing, kicking, hitting or fighting, etc., will not be tolerated and may result in suspension or expulsion from the program.
7. Volunteers have the right to participate in an environment where all can achieve their full potential without being impeded by discrimination or harassment based on race, religion, national origin, age, sex, sexual orientation, marital status, political affiliation, veteran's status, disability, or any other status protected by applicable federal, state, or local nondiscrimination laws. Harassment may be verbal, visual or physical contact conduct.
8. Every volunteer is expected to exercise an attitude that elicits good will towards others and program activities.
9. Every volunteer is expected to promote and support a safe, fun, and healthy environment through productive participation.

CONFLICTS OF INTEREST

A Conflict of Interest can be considered to exist in any instance where the actions or activities of an individual acting on behalf of GLC could result in a real or perceived personal gain or advantage to the individual, or have an adverse effect on the interests of Greeneville Lacrosse Club. Concern over real or perceived conflicts of interests do not necessarily disqualify a volunteer from being selected to serve within the GLC director or volunteer structures. However, directors and volunteers are responsible for disclosing the potential for a real or perceived conflict, and may be recused from some discussion and/or decisions relative to the potential conflict. Although it is difficult to list every circumstance that could give rise to a real or potential conflict of interest, the following is intended to provide guidance.

A. Outside Interests--

1. To prioritize the influence one has, or the benefits to one's business, career or dealings, from holding a GLC volunteer position, over service to the organization and its mission.
2. To hold, directly or indirectly, a position or financial interest in any outside entity from which GLC secures goods or services, or that provides services competitive to GLC.
3. To compete, directly or indirectly, with GLC in the purchase or sale of property or property rights, interests or services.

B. Outside Activities

1. To render directive, managerial, or consultative services to any outside entity that does business with, or competes with the services of GLC, or to render other services in competition with GLC.

C. Gifts, Gratuities and Entertainment

1. To accept gifts, entertainment or other favors from any outside entity that does, or is seeking to do business with, or is a competitor of GLC.

D. Inside Information

1. To disclose or use information relating to the business of GLC for the personal profit or advantage of the individual or his/her immediate family.
2. Mandatory, full disclosure is required to reveal any positions, ownership, or relationship with any organization, which may be in conflict with the best interests of GLC. This disclosure includes not only the staff, board, committee and subcommittee member, but any immediate family member, spouse or partner.
3. Should any implicit or explicit conflict of interest exist, recusal from the discussion is mandatory.

CODE OF ETHICS

Greeneville Lacrosse Club has a goal of upholding the highest level of legal, ethical and moral standards among its board leadership, coaches, and volunteers at all levels of service. Greeneville Lacrosse Club is the only organization in Greeneville and Greene County that provides lacrosse, therefore other programs look to GLC for direction and guidance and thus, this organization must uphold rigorous standards of conduct. As such, GLC has adopted the ethical principles set forth by US Lacrosse.

Adherence to this code is considered mandatory for leadership volunteers at the board, coaching, and anyone representing GLC in all levels of services. All are expected to read, agree and abide by the ethical principles set forth by US Lacrosse. Alleged violations of the Code of Ethics will be investigated. Documented violations may result in termination of position.

Additionally, while the culture of Greeneville Lacrosse Club encourages appropriate debate on important matters, it is the expectation and responsibility that all decisions will be accepted and publicly supported once they are made. All Greeneville Lacrosse Board Directors/Officers/organization volunteers are required to provide a signature and date acknowledging this policy.

EXPECTATIONS AND RESPONSIBILITIES

GLC Board volunteers must also agree to specific expectations of participation, engagement and advocacy. These expectations have been established in a separate document entitled "GLC Board Participation: Statement of Individual Responsibilities", which also must be signed and dated to acknowledge acceptance.

SIGNATURE & DATE

As a member, I hereby verify by my signature and date stamp below, that I fully understand and accept each of the above conditions in the volunteer handbook created by Greeneville Lacrosse Club.

All Greeneville Lacrosse Club Board/Directors/Officers/organization volunteers and staff are required to provide a signature and date acknowledging these policies.

Signature: _____

Date: _____

Printed Name: _____