

**The Buddy Program, Inc.**  
Guidelines, Policies & Procedures  
March 2012

**#1 Policy: General Child Safety**

A primary commitment of the Buddy Program, Inc. serving the children of Colorado is to protect their safety. This includes physical, sexual and emotional safety at all levels. To this end, the following are in place:

- Standard procedures of program delivery in written program delivery handbooks incorporating The Buddy Program, Inc.'s Policies and Procedures reflecting the highest standard of service delivery.
- Ongoing notes of issues relating to child safety in supervision of the match.
- Orientations and/or training adapted to each of the parties: staff, parent/guardian, child, volunteer.
- A standardized process for crisis management.

Any allegation or incident where abuse or otherwise concerning conduct involving a child is in question shall be referred to the Case Manager.

**Application: Community, School-based, P2P, Experiential**

**#2 Policy: Background Checks and Screening of Applicants**

All applicants as part of the application process will complete the screening established for the respective programs as detailed in the program manual.

With respect to all background checks:

- An applicant or experiential counselor with a violent crime or crime against a child will not be accepted.
- An applicant or experiential counselor with a felony conviction will receive additional assessment.
- Applicants with a misdemeanor conviction will receive further assessment.

During the Big Buddy interview process, volunteers will be asked to disclose pending charges:

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- An applicant with pending charges of a violent crime, crime against a child or felony conviction categories will not be considered until acquitted of such charges.
- Applicants with pending misdemeanor charge will not be considered until the applicant produces case disposition.
- Applicants and Board candidates must complete the screening process and paperwork and be deemed an appropriate candidate before being accepted as a volunteer.
  - Big Buddy and experiential counselor applicants agree to provide the application, releases, interview, 3 letters of reference, 3 phone references, any other reference deemed necessary, background checks (as stated above) and volunteer training. If a volunteer is unable to be matched within six months of the screening process due to the volunteer's schedule or request, the interview and background checks will be conducted again so as to obtain the most current information on the applicant. We respectfully ask the volunteers to pay for this second round of background checks. Volunteers will also be asked to attend another training so as to be informed of the most recent Policies and Procedures of the Buddy Program, Inc.
  - If an applicant is matched and the match ends and the volunteer wants to be re-matched within a year of the closure date, The Buddy Program, Inc. will conduct a national background search.
  - If an applicant is matched and match ends and the volunteer wants to be re-matched but it is longer than a year (by volunteer's own decision) after the closure date, the Buddy Program, Inc. will conduct all background checks again and the Buddy Program, Inc. respectfully asks the applicant to pay for these.
  - Board candidates will have a Colorado Department of Human Services check run on them at the time of their acceptance to the Board of Directors or Leadership Development Board. Annual checks will be performed and should a Board member wish to become a volunteer, than all checks will be run at that time.
- If an applicant discloses past physical, sexual, emotional abuse or thoughts of harming themselves or others to Buddy Program, Inc. staff, staff will be required to disclose that information following organizational procedures, in compliance with Colorado State Statutes governing the reporting of abuse and neglect.

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- If an applicant discloses that they have contact with a registered sex offender or someone with a prior conviction of a sexual offense in the community, the Buddy Program requires that they will not expose their Little Buddy to this individual at any time while spending time in the community together. The Buddy Program will give further assessment to the individual's application.
- If an applicant discloses that they have a prior conviction of a sexual offense the Buddy Program will further assess their application.
- Applicant's misrepresentation of personal information or history could result in termination or non-acceptance in The Buddy Program, Inc..
- The Buddy Program, Inc. accepts or declines applicants based on the information gathered and for reasons of confidentiality will not share this information or reasons of denial with any applicant.
- The Buddy Program, Inc., will not accept an applicant that has been previously rejected by The Buddy Program, Inc.
- National and State background checks are performed annually on the anniversary of the volunteer's match with their Little Buddy. Failure to comply with these annual background checks may result in suspension of a volunteer's status as a Big Buddy
- The Buddy Program reserves the right to do a Colorado Department of Human Services background check and/or other background checks, on all Big Buddy volunteers, Experiential counselors, Board of Directors and the Leadership Development Board throughout their involvement with the Buddy Program. Failure to comply with these background checks may result in suspension of a volunteer's status as a Big Buddy
- All Buddy Program files, forms, and database are confidential property of the Buddy Program and will not be released, copied or shared with volunteers, parents/guardians, youth participants, outside agencies or corporations.

**Application: Community, School-based, Experiential, Board of Directors and  
Leadership Development Board**

**#3 Policy: Driving Records, Insurance, and Transporting youth**

- The agency will review an applicant's current driving record. If an applicant has lived outside of Colorado, records from the previous state(s) will be

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obtained. Subsequently, current driving records will be obtained on each volunteer at the volunteer's annual anniversary.

- Volunteers are required to carry auto limits of \$100,000/\$300,000 = bodily injury each person/each accident in order to be covered by The Buddy Program, Inc.'s liability insurance in the event of an accident.
- Applicants and current Big Buddies with a DUI/DWAI, license revocation or license suspension in the last three years, dating from the date of conviction, will either be screened out, or not allowed to transport a child. After terms and conditions of probation have been successfully completed, the Buddy Program Inc. will reassess suitability.
- Applicants and current Big Buddies with a DUI/DWAI, license revocation or license suspension over one year will receive additional assessment.
- It is the volunteer's obligation to inform Buddy Program, Inc. staff of any infraction that occurs after being matched with a Little Buddy. Situations will be assessed on a case by case basis by Director of Youth and Family Services.
- Youth must wear a seatbelt when being transported by the volunteer.
- Youth under the age of 6 or less than 55 inches tall (4"6) must be restrained in a child booster seat. If a child exceeds these limits in age or height, the child must be restrained by a safety belt. All volunteers will follow the State of Colorado's Child Passenger Safety law as outline in the Volunteer Training manual.
- While transporting their Little Buddy, Big Buddies will abide by all Colorado driving laws. Please note that it is illegal to text while driving in the State of Colorado.
- All volunteers will provide certification of current auto insurance annually on their anniversary date.

**Application: Community, Experiential**

**#4 Policy: Home Assessments and Home Visits**

- Home assessments will be conducted during the screening process.
- The Buddy Program does not allow Little Buddies to spend time in their Big Buddy's home.

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**#5: Match Process**

- The Buddy Program matches Big Buddies with Little Buddies based on mutual interests. Matches will not be made until a volunteer has completed every step of the screening and training process.
  
- When a Big Buddy comes to the Buddy Program with a designated Little Buddy in mind, the Buddy Program-after completing the screening process for the Big Buddy and the family intake for the Little Buddy- reserves the right to determine whether this match is appropriate or not.

**#6 Policy: Alcohol and Drug Use**

- Current use of an illicit drug or abuse of alcohol may be grounds for not accepting an applicant or experiential counselor after further assessment has been conducted.
  
- Use of a controlled substance, prescription narcotics or medical marijuana will require further assessment.
  
- Volunteers and experiential counselors will not consume alcoholic beverages prior to or while with their Little Buddy or youth participants. Failure to comply will result in termination from the Buddy Program, Inc.

**Application: Community, School-based, P2P, Experiential Program**

**#7 Policy: Firearms**

- No volunteer or experiential counselor will have a firearm in the presence of or available to a Little Buddy.
  
- If a volunteer or experiential counselor has firearms in the home, automobile, or any place they take their Little Buddy, the firearm(s) must be safely stored in a locked cabinet and/or not accessible by the Little Buddy.

**Application: Community, School-based, Experiential Program**

**#8 Policy: Health**

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- Any applicant or experiential counselor presenting a physical or mental health condition or situation which may have a bearing on the volunteer experience will be asked to sign a release of information form so that a full understanding of the condition or situation can be explored.
- Experiential participants and counselors must have a physical on file from a physician that is current within one year of the activity.

**Application: Community, School-based, P2P, Experiential**

**#9 Policy: Applicants with a History of Alcohol/Drug dependence/abuse**

- Applicants or experiential counselors with less than 2 years of sobriety and/or abstinence will not be accepted to the program.
- Volunteer applicants or experiential counselors with more than two years of sobriety will be asked to sign a release of information so that Buddy Program can speak to counselors or sponsors.

**Application: Community, School-based, P2P, Experiential**

**#10 Policy: Life Transition**

- Any applicant, who is facing any major life change, will be given further assessment. Major life changes may include but are not limited to: recent death of a loved one, illness, pregnancy, and divorce.

**Application: Community, School-based, P2P, Experiential**

**#11 Policy: Child Safety Orientation**

- Staff training will be completed by a Case manager within the first two weeks of employment. All buddy Program staff and experiential counselors will be trained within the first two weeks of employment.

**Application: All Buddy Program Staff, Experiential**

- Child safety issues will be monitored through supervision and case notes.

**Application: All Program Staff, Experiential**

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- Family and child interviews will be completed and both Big Buddies, Experiential Staff and Little Buddy and Experiential Youth Participants files will be complete before a match is made. Files will be audited yearly to ensure staff compliance with this policy.

**Application: Community, School based, Experiential**

- Volunteer training will be completed prior to the match introduction during the application phase. All applicant documentation must be completed prior to the match introduction, this includes: receipt of all background checks, phone and letters of reference, auto insurance documentation and participation in a confidential interview facilitated by a Buddy Program, Inc. case manager.
- Additionally, current volunteer Big Buddies must attend a second training at any point during their relationship with their Little Buddy as directed by their Case Manager.
- After one year of being paired with a Little Buddy, volunteers will be required to attend a mandatory follow-up training. Failure to do so may result in a suspension of the volunteers status as a Big Buddy.
- Experiential counselors will not be hired until completion of training.
- Applicant's confidential files must be complete prior to a matching a Buddy pair.

**Application: All Staff, Community, School-based, P2P, Experiential**

**#12 Policy: Child Sexual Abuse Prevention Orientation**

- Staff training will be completed by a Case manager within the first two weeks of employment. All buddy Program staff and experiential counselors will be trained within the first two weeks of employment.
- Volunteer orientation will be completed prior to the match introduction during the application phase.

**Application: All Staff, Community, School-based, P2P, Experiential**

**#13 Policy: Abuse and Neglect Allegations**

- All staff and experiential counselors who have knowledge of any situation with a potential or actual threat to a child's safety will be required to disclose that information following organizational procedures, in compliance with Colorado State Statutes governing the reporting of child abuse and/or neglect.

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- Volunteers who have knowledge of child abuse and/or neglect will speak with their Case Manager who will then follow the procedures set forth in the Volunteer Training .
- Buddy Program staff will follow in accordance with mandatory reporting laws as outlined by the State of Colorado.
- Staff with knowledge of said situation will be in contact with the Director of Youth and Family Services.
- Depending on the nature of the information disclosed, local law enforcement and/or Human Services will be contacted.

**Application: All Staff, Community, School-based, P2P, Experiential**

**#14 Policy: Threats to Harm Self or Others**

- All staff and volunteers who have knowledge of any situation or reasonable cause to believe that a Little Buddy, applicant/volunteer, experiential counselors or parent is in such mental or emotional condition as to be dangerous to himself or to the person or property of another will disclose and communicate the necessary information to prevent the threatened danger. All staff will be required to follow organization procedures set forth in the staff training manual.
- Staff with knowledge of said situation will be in contact with the Director of Youth and Family Services.
- Depending on the nature of the information disclosed, local law enforcement and/or Human Services will be contacted.

**Application: All Staff, Community, School-based, P2P, Experiential**

**#15 Policy: Re-match and Annual Review**

- If a volunteer or youth participants moves from one program to another, within the Buddy Program, Inc., the corresponding application process must be completed. The volunteer will then attend the appropriate training.
- At the annual anniversary of the match, a review may be completed as prescribed by each program.

**Application: Community, School-based, P2P**

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**#16 Activities**

- The Buddy Program Inc.'s cancellation policy for all Community Buddy Program sponsored activities is as follows: Buddy pairs will give 48 hours notice of cancellation with no exceptions. Failing to cancel your RSVP less than 48 hours before the scheduled activity may result in revoking privileges to attend sponsored activities in the future and will be given further assessment.
- New matches in the Community Program are required to attend at least three group activities sponsored by the Buddy Program, Inc. during the first year.
- The Buddy Program, Inc. will provide activities throughout the year to youth in all programs. Youth in the Community Program will receive the activity **Code of Conduct** (see policy #17) prior to being involved in the program. Youth currently in the program will receive the Code of Conduct at the activity they attend with their Big Buddy. Youth, their parents and their Big Buddies are asked to sign this Code of Conduct:

**#17 Code of Conduct**

- The Buddy Program adheres to the following codes of conducts for participants in the programs.

**The Buddy Program  
Code of Conduct at Activities**

1. I agree to obey all rules and follow all instructions given to me by any Buddy Program staff, my Big Buddy or other adult instructor at this activity.
2. I agree to participate 100% in this activity with my Big Buddy and will support other Buddy Pairs at this activity.
3. I will respect other participants, staff, Big Buddies, volunteers and general public at this activity. I will be sure to thank staff, Big Buddies, volunteers or any other leaders at this activity.
4. I agree not to fight, hit or engage in violence with anyone during this activity. If I choose to fight, I will be sent home and law enforcement may be contacted.
5. I agree not to provoke, bother irritate, tease, verbally abuse or intimidate anyone at any time during this activity. If I am provoked, bothered, irritated or teased at any time during the activity, I will inform a staff member or my Big Buddy.
6. I agree not to use any electronic devices throughout this activity (ex: walkmans, CD players, PIBPrs, MP3's, iPods, electronic games, cell phones). I agree to give my electronic device to my Big Buddy at the beginning of the activity.
7. I agree not to put food, trash or litter anywhere but in a trash can.
8. I agree not to deface, write on, destroy, move, or remove any property while participating in the activity. If I choose to violate this rule I will be sent home and law enforcement may be contacted.

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9. I agree not to remove any property from fellow participants, counselors, staff, volunteers, businesses, etc. without their prior permission. If I choose to violate this rule, I will be sent home and law enforcement may be contacted.
10. I agree not to inappropriately touch (ex: breasts, genitals) anyone at the activity. I also agree not to engage in any forms of sexual contact (ex: kissing, holding hands, etc) or sexual harassment with anyone during the activity. If I choose to violate this rule I will be sent home and law enforcement will be contacted.
11. I agree not to use any drugs, alcohol, or tobacco products during the activity. If I choose to violate this rule I will be sent home and law enforcement may be contacted.
12. I agree not to use profanity at any time during the activity.
13. I understand that failure to follow any or all of these rules will result in an incident report being filed at the Buddy Program.

Failure to comply with any of these rules will result in further assessment by the Buddy Program staff in regard to youth participation in future activities, and youth's involvement in the Buddy Program. Law enforcement may be contacted if a youth is not in compliance with the law.

I, parent of \_\_\_\_\_ (Little Buddy's name here), acknowledge that my son or daughter will follow this code of conduct for the \_\_\_\_\_ activity with the Buddy Program. I understand that these rules will be read to my son or daughter at the beginning of the activity and he/she will sign an agreement form as well. I understand that if my son or daughter does not follow these rules, they may be sent home from the activity.

Parents signature

Date

\_\_\_\_\_  
Printed Name

Application: Community

Youth in the **Experiential Program** will sign the following **Code of Conduct** along with their parent before participating in Experiential activities (including Monthly Life Skills):

**Experiential Program Code of Conduct**

- **RULES:** I agree to obey all rules and follow all instructions given to me by any BP staff, Counselors, adults, or volunteers.
- **PARTICIPATION:** I agree to participate 100% in ALL activities.
- **GOALS:** I agree to set at least one realistic and achievable goal during camp.
- **RESPECT:** I will respect other participants, staff, volunteers, general public, etc.
- **FIGHTING:** I agree not to fight, hit, or engage in violence with anyone during camp. **If I choose to fight, I will be sent home.**
- **TEASING:** I agree not to provoke, bother, irritate, tease, verbally abuse or intimidate anyone, at any time during camp. If I am provoked, bothered, irritated, or teased at any time during the program, I will inform a staff member or a volunteer.
- **GANG REPRESENTATION:** I agree not to represent any gang affiliation in any way during the camp (e.g., the angle of my hat, the color of my shoelaces, bandanas, sports gear, my belt buckle, my body stance and posture, or by using hand signals). (PHOTOS: Do not throw any hand signs in our photos- even rabbit ears!)
- **NAMETAGS:** I agree to wear my nametag around my neck at all times. Nametags must be visible. I agree not to deface my nametag. Nametags are for the purposes of identification and security.

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- **ELECTRONIC DEVICES:** I agree not to use any electronic devices throughout the camp (e.g., walkmans, CD pIBPrs, MP3 pIBPrs, iPods, electronic games, cell phones, etc.) I also agree to give all electronic devices to TBP Staff at the start of the camp.
- **LITTERING:** I agree not to put food, trash, or litter anywhere, but in a trash can.
- **VANDALISM:** I agree not to deface, write on, destroy, move, or remove any property while participating in camp.
- **STEALING:** I agree not to remove any property from fellow participants, counselors, staff, volunteers, businesses, etc., without their prior permission. **If I choose to violate this rule, I will be sent home.**
- **SEXUAL ACTIVITY/ SEXUAL HARASSMENT:** I agree not to inappropriately touch (e.g., breasts, genitals) anyone at the camp. I also agree not to engage in any forms of sexual contact (e.g., kissing, holding hands, etc.) or sexual harassment with anyone during camp. **If I choose to violate this rule, I will be sent home.**
- **DRUGS, TOBACCO, ALCOHOL AND PRESCRIPTION MEDICATIONS:** I agree not to use any drugs, alcohol, or tobacco products during the camp. I agree to list all prescription medications on my medical form. I agree to inform TBP staff of all current prescription medications. **I understand that if I violate this rule, I will be sent home.**
- **PROFANITY:** I agree not to use profanity at any time during camp.
- **CLOTHING:** I agree not to wear inappropriate clothing (e.g., revealing clothing, clothing that depicts drugs, alcohol, sexually inappropriate material, profanity, negative or demeaning statements, etc) during camp.
- **DISCLOSURE:** I agree to disclose all important information pertaining to my past health, social, or emotional history in the attached application. This information will be kept in strict confidence by BP program staff. Failure to disclose such information may result in your not being selected for the camp or being sent home before camp ends.

**Application: Experiential**

**THE BUDDY PROGRAM**  
**PEER-TO-PEER CODE OF CONDUCT**

Name:

Date:

As a Peer-to-Peer Big Buddy I understand that I am a role model and mentor to my Little Buddy. In order to role model the best behavior, I agree to the following:

1. I will be on time to meet with my Buddy each day. If I can not be there, I will follow the proper protocol to let my Little Buddy know I cannot be there.
2. I understand that after 2 unexcused and 3 excused absences, I will meet with the liaison from my high school as well as Buddy Program staff to discuss my commitment to the program and my parent/guardian will be called.
3. I understand that I will notify the Buddy Program Staff of an excused absence 24 hours before the absence.
4. While I am with my Little Buddy I understand that I am spending time with him/her, not my peers. It is important that my time with my Little Buddy is one-on-one.
5. I will have my cell phone on vibrate while I am with my Little Buddy and will not use it during our time together.
6. While I am with my Little Buddy I will refrain from using foul language, saying hurtful things or discussing inappropriate topics. I will remember that I am there to listen.

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7. I understand that everything my Little Buddy tells me is confidential UNLESS they are in any danger. If my Little Buddy tells me something that indicates they, or someone else is in danger, I will contact Buddy Program or school staff immediately.
8. I understand that fighting, drug and/or alcohol use or any other disciplinary violation at school will result in a discussion between Buddy Program Staff and School Liaison as well as me on how to proceed with my involvement in the program.
9. I will follow my high school dress code while I am visiting my Little Buddy at their respective school.
10. I will treat the school and equipment with care and respect and encourage my Little Buddy to do the same.
11. I will clean up after myself and my Little Buddy.

Any violation of these rules may result in contacting my parents and/or telephone references and school staff.

\_\_\_\_\_  
Big Buddy Signature

\_\_\_\_\_  
Parent Signature

**Application: Peer-to-Peer#17 Policy: Youth's background**

- Youth who are interested or active participants in one-on-one or group mentoring who have a pending legal charge, or a conviction will be eligible to participate in programs based on an assessment by the Director of Youth and Family services.

**Application: Community, School-based, Peer-to-Peer, Experiential**

**# 19 Policy: Incident Reports**

- An incident report will be filed by the case manager should there be an incident concerning a Little or Big Buddies' medical or mental health well-being or a behavioral issue during a Buddy Program sponsored event. The purpose of this report is to clearly document what took place at the event to cause the incident. An incident report will be filed with the Program Director within 24 hours of the incident to ensure that proper follow-up (including but not limited to contacting law enforcement, a meeting with the Little Buddy and their family and/or Big Buddy) takes place. All incident reports will also be filed in the Big and Little Buddies' electronic and hard file.

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**#20 Policy: Overnight Visits**

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- The Buddy Program, Inc. does not allow overnight visits, unless the activity is supervised by the Buddy Program, Inc.
- If a pair chooses to participate in a Buddy Program, Inc. sponsored group overnight activity, special parent permission will be required.

**Application: Community, School-based, P2P, Experiential**

**#21 Policy: Match Support**

- The Case Manager shall adhere to a monthly contact schedule with Big Buddies and the family of Little Buddies.
- If contact is initiated by a Case Manager and follow-through is not completed within 8 weeks or 3 attempts to contact the Big Buddy and the Little Buddy/family, the pair will be given further assessment.

**Application: Community, School-based, P2P**

**#22 Resource List Support**

- In order to support youth who may have grown out of the program or their Buddy Relationship, they will be placed on our resource list. These youth will get a call from a case manager every three months. These youth are eligible for scholarships, counseling services and to join monthly life skills. If they do not take advantage of the scholarships after 2 rounds then they will no longer be included on the resource list. If they are age appropriate for experiential programs, they will be invited to interview with the Director of Experiential Programs as will their families. However, if the interview takes place and youth does not come within the first 3 MLS they will be removed from our list for services.

**Application: Community**

**#23 Policy: Confidentiality**

- All information that a Buddy Program, Inc. Staff, Board of Directors, volunteer, experiential counselors, contract staff or parent/guardian may encounter about any child, child's family, Big Buddy/Little Buddy, the Big Buddy's/Little Buddy's family or anything else of a confidential nature about any child or volunteer in any way connected with the Buddy Program Inc. WILL BE HELD CONFIDENTIAL within the Buddy Program Inc.
- Any information that reveals or tends to reveal the identity of any person who is the subject of the record WILL BE HELD CONFIDENTIAL.

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- The identity of any person who contributes information to the subject WILL BE HELD CONFIDENTIAL. The results of any inquiry into school records or medical records of any description WILL BE HELD CONFIDENTIAL within the Buddy Program Inc.
- Buddy Program, Inc. Staff, volunteers and parents/guardians will NOT discuss any privileged or confidential information that they receive with any other person without the prior verbal or written permission of the Case Manager.
- Buddy Program, Inc. Staff, volunteers and parents/guardians will only release prior approved information to the individual to whom they have been given permission to release the information.
- Buddy Program, Inc. staff, volunteers and parents/guardians agree to hold all related information confidential and, except as they may be legally required, will NOT disclose or release it to any individual or corporation at any time.
- Buddy Program, Inc. staff, volunteers and parents/guardians understand that the Buddy Program, Inc., agrees to hold all related information confidential and, except as may be legally required will NOT disclose or release it to any individual or corporation at anytime.

**Application: Community, School-based, P2P, Experiential**

**#24 Policy: Counseling Policy**

The Buddy Program is pleased to offer a counseling fund that is available to assist our youth and families.

- It is the policy of the Buddy Program, Inc. to offer the first four sessions free of charge to the Little Buddy who is recommended for counseling.
- The Case Manager may schedule a meeting with the family and the Director of Youth and Family Services to assess the therapeutic intervention as well as, the needs of the family/child.
- The family will be required to secure the counseling benefit by providing a \$50 deposit. If the family/child cancels one of the first four sessions with less than a 24 hour notice or no-shows to a session, the Buddy Program will retain the deposit.

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- All subsequent sessions, the Buddy Program, Inc. would like to encourage a financial contribution from a family participation with a minimum contribution. If funds become a concern for the family, the Buddy Program Inc. will work with the client's therapist to ensure continuity of care for the individual and their family.
- If during the course of counseling if a family/child no-shows without a 24 hour notice to the therapist, the family will be responsible for the costs of the session paid directly to the therapist.
- If a family approaches the BP for support and fails to follow-through with the case manager, any future counseling support will be re-assessed. The BP reserves the right to deny such service due to lack of commitment and follow-through.

**Application: Community, School-based, P2P, Experiential**

**#25 Policy: Volunteer Dispute Resolution**

- When an applicant, volunteer, experiential counselor, youth participant or parent has a concern or there is a dispute or disagreement regarding any activity in any way related to the Buddy Program Inc., the parties are expected to first attempt to resolve the situation with the assigned Case Manager or Buddy Program staff. If such discussion is not sufficient, then the Program Director shall be contacted. If necessary, the process (as defined in Policy #23), with the involvement of the Executive Director.

**Application: Community, School-based, P2P, Experiential**

**#26Policy: Dispute Resolution Procedure**

- The Buddy Program Inc. utilizes progressive dispute resolution procedures to increase a volunteer's awareness of areas of deficiency related to policy violations and to assist them in taking appropriate action to improve their interactions with the Little Buddy and family. The Buddy Program Inc. additionally wishes to provide a receptive forum for all persons involved with the Buddy Program Inc. to address conflicts, misunderstandings and disputes.

Dispute resolution shall involve three steps under the guidance of the assigned Case Manager, as follows:

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1. A meeting (or telephone conference) with identification and discussion of the issues or misunderstanding, and a verbal or written resolution agreement;
2. If required, a follow-up meeting to review the agreement reached in step #1 above, and written documentation of the resolution and when applicable the timetable for implementation;
3. Volunteers, Experiential Counselors, Big Buddies, or youth participants may be placed on Probationary Status with written conditions or terminated at the sole discretion of the Program Director.

If necessary, the process may continue with the involvement of the Executive Director.

**Application: Community, School-based, P2P, Experiential**

**#27 Policy: Site-Based Programs**

The following procedures are in place to protect the safety of youth participants in our site-based programs (School-based and Peer-to-Peer).

- Volunteers who are involved in the School-based and Peer-to-Peer programs will spend time with their Little Buddy at the respective school campus and are asked not to have contact outside of school.
- At the Case Managers discretion, volunteers from the School-based Program have the option to transition into the Community Program. A discussion with the Case Manager must be had in this case and the Volunteer must attend a Community Big Buddy training before this transition. The Case Manager will also be conducting a Home Visit as part of the screening process.
- At the Case Managers discretion, School-based volunteers will be invited to stay in touch with their Little Buddy via e-mail or hand written correspondence during the summer, however, site-based volunteers will assume all liability should they wish to see their Little Buddy during the summer as meetings should only take place on school grounds, within the confines of the school day and school year.
- Volunteers are asked to follow proper cancellation procedures as addressed in the training if they cannot make it for their scheduled meeting with their Little Buddy.
- Volunteers will sign-in and wear a name tag when arriving at the Little Buddy's school. They will sign-out and return the name tag when they leave.

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Volunteers in the **Aspen** School-based program will sign-out their Little Buddy in the appropriate book when leaving school property to have lunch at the high school or to utilize the Aspen Recreation Center or Aspen Youth Center.

- All volunteers will report any **suspected** child abuse or neglect, self harm or thoughts of harming others to the Little Buddy's school counselor and their Buddy Program, Inc. Case Manager.
- Parent permission must be obtained if a Community Big Buddy meets their Little Buddy on school grounds.

**Application: School-based, Peer- to- Peer, Community**

The Case Manager has the absolute right to immediately close any relationship for cause, including cases of serious misconduct and illegal activity. Cause includes, but is not limited to: charge or conviction of a felony, any legal charge involving intoxication or substance abuse, or any conduct not in compliance with The Buddy Program Inc. Policies and Procedures. The Buddy Program Inc. reserves the right to remove any volunteer from the Buddy Program Inc. at anytime.

**#28 Social Media/Networking Guidelines**

Purpose of social media/networking and this policy:

The Buddy Program strives to use social media to keep our supporters up-to-date on our current Buddy Pair happenings, to highlight mentoring success stories, and to inspire our followers to get involved. The rapid growth of communication through social media is emerging as opportunities for outreach, information-sharing, and advocacy. Used responsibly, they provide an effective way to stay connected to and expand our community, and share information and perspectives.

Public and Private Boundaries:

The Buddy Program advocates that those who choose to tell their story online understand what is recommended, expected, and required. Given the reach of the Internet, it's important that when you use these various media, you follow some basic procedures that protect the privacy of our Big Buddies and our Little Buddies and their families, as well as maintain our identity as a high-quality nonprofit youth organization.

TBP's Stance for Using Social Media:

The Buddy Program does not promote nor prohibit our Buddy Pairs to connect and communicate via social media. It is not the intent of the Buddy Program to "police" the online community.

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Special Social Media Policy for Big & Little Buddies

To protect the confidentiality and privacy of all participants, the basis for our program's integrity, please follow the additional guidelines listed below.

What is acceptable to share:

First names;

Reflections on past meetings and activities from your perspective; and

Anything your Big or Little Buddy would be comfortable with other people reading

Blog or update social media sites with your Big or Little buddy to ensure their buy-in and comfort with the process.

What is NOT acceptable to share:

For Big Buddies:

Anything that would in any way compromise the safety of your Little Buddy;

Confidential identifying information like last names, address, telephone number, or which school he/she attends;

Confidential information, including history of your Little Buddy's family, educational experiences, and any physical, mental, emotional health or economic issues;

Details about upcoming meetings, including Buddy Program activities;

Information that would be hurtful or embarrassing if your Big or Little Buddy saw it posted

Information that displays any illegal activity (i.e. under-age drinking, drug use, violence, etc.)

Photographs and/or identifying information about other Big and Little Buddies from Buddy Program activities.

If you are not sure about content you'd like to share, please contact your Program Coordinator.

Please feel free to inform the Buddy Program ([rebecca@buddyprogram.org](mailto:rebecca@buddyprogram.org)) if you do include any program-related content in your social media use. By providing your story to us through one of our sites, be aware that you authorize us to use your story in both online and offline formats.

Should a conflict arise, please do not use social media tools to confront or criticize the Buddy Program, our staff, our program participants, or our donors. If you have a problem or suggestions for improvements, please state them constructively and go through the proper channels – first, by contacting your Program Coordinator – to air your concerns and share your suggestions.

Application: Community, School-based, Peer-to-Peer, Experiential