



F.A.M.I.L.Y. Volunteer Training Handbook

Empowering Youth Through Compassion, Community, and Action

Friends Amongst Motorcycles Involved Lifting Youth
Moscow Mills, MO

To every young heart—You are seen, valued, and heard.

Welcome to the F.A.M.I.L.Y.

Thank you for choosing to serve. By volunteering with F.A.M.I.L.Y. you are becoming part of a community committed to protecting, encouraging, and uplifting children through compassion, accountability, and service.

Before we begin, F.A.M.I.L.Y. is more than an organization - it's a community.

Every person here was brought together by compassion, courage, and the belief that kindness can change lives.

When you wear the F.A.M.I.L.Y. name, you represent more than a group - you represent hope, strength, and peace.

We're not here to fix people - we're here to lift them. We're here to be advocates of peace, protectors of kindness, and supporters of youth.

As you go through this handbook, know that every word in it was built on heart, experience, and purpose. Together, we are working to reduce bullying and fight child hunger not through anger or fear, but through compassion, accountability, and action.

As you begin your journey with F.A.M.I.L.Y. remember this: We are F.A.M.I.L.Y. Together, we create a community where every child matters and every volunteer has a purpose.

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Mission & Core Values

Mission Statement: We rise to protect the hearts of our youth. Lifting them from fear, hunger, and hurt with compassion, unity, and hope. In F.A.M.I.L.Y. no child stands alone.

Core Values:

1. **Child First-** Every decision prioritizes the safety, dignity, and well-being of children.
2. **Accountability-** Participation carries responsibility; trust is earned through conduct.
3. **Compassion with Boundaries-** We lead with kindness while maintaining appropriate professional boundaries.
4. **Unity Through Service-** We build stronger communities by serving together.
5. **Action Over Appearance-** Meaningful impact matters more than recognition.

Program Purpose

F.A.M.I.L.Y. is a community - based nonprofit organization created to support youth, uplift families, and strengthen communities through charitable service, education, mentorship, volunteer engagement, and community outreach. The organization stands against bullying, and supports children and families facing hardship by helping create positive, respectful, and supportive environments where every child has a voice.

Volunteer Roles & Responsibilities

F.A.M.I.L.Y. volunteers are the heart of our mission. Every volunteer serves with compassion, professionalism, & accountability. Whether assisting at community events, supporting organization initiatives, or representing F.A.M.I.L.Y. in public, volunteers are expected to place child safety, integrity, teamwork, and respect above personal recognition.

General Responsibilities

- Represent F.A.M.I.L.Y. with respect, integrity, and professionalism.
- Follow all organizational policies, safety procedures, & approved child protection standards.
- Treat every child, family, volunteer & community member with dignity and compassion.
- Report concerns to a leader immediately.
- Never offer counseling, legal, and medical advice or promise confidentiality.
- Be dependable, on time, and ready to help.

Volunteer Role Categories

1. **Community Outreach Volunteers:** Assist with public outreach, awareness campaigns, and community engagement.
2. **Program Volunteers:** Support approved F.A.M.I.L.Y. programs and youth-focused initiatives.
3. **Event Volunteers:** Assist with setup, operations, registration, safety, and cleanup during approved events.
4. **Membership & Volunteer Team:** Assist with volunteer support, onboarding, and organizational growth under committee leadership.
5. **Administrative Volunteers:** Provide office, communications, logistics, and organizational support.

Understanding the Challenges Youth Face

Children and teens may face a variety of challenges that affect their well-being and success. As a F.A.M.I.L.Y. volunteer, understanding these challenges helps you respond with compassion, respect, and encouragement.

Some challenges include:

- Bullying and cyberbullying
- Social isolation and loneliness
- Family difficulties
- Food insecurity
- Academic stress
- Low self-esteem
- Mental and emotional wellness
- Peer pressure
- Financial Hardship
- Exposure to violence or neglect

Volunteers are **not expected to solve these problems**. Your role is to provide encouragement, be a positive role model, and follow F.A.M.I.L.Y.'s policies when concerns arise.

Understanding bullying

What it is: Bullying is unwanted aggressive behavior that may be physical, verbal, social, relational, or electronic (cyberbullying). Repeated behavior is common, but a single serious incident can also require immediate action.

Why it Matters:

- Bullying can have lasting emotional, social, and physical effects.
- Many children never report what they're experiencing.
- A caring adult who listens and responds appropriately can make a lifelong difference.
- F.A.M.I.L.Y. volunteers help create environments where every child feels safe, respected, and supported.

Recognizing Warning Signs:

- Sudden withdrawal
- Unexplained Injuries

- School avoidance
- Changes in mood
- Fear around certain people

Do: Notice, Listen, Encourage, and Report

Don't: Confront alone, Promise secrecy, or handle it without support

What Volunteers Should & Shouldn't Do

Should:

- Represent F.A.M.I.L.Y. with integrity and professionalism.
- Put child safety first.
- Follow all organizational policies and leadership directions.
- Maintain healthy boundaries.
- Report concerns immediately.
- Treat every person with dignity and respect.

Shouldn't:

- Promise confidentiality.
- Provide counseling or therapy.
- Meet privately with youth.
- Transport youth without authorization.
- Use personal social media or private messaging with youth.
- Ignore or delay reporting a safety concern.
- Speak on behalf of F.A.M.I.L.Y. without authorization.

Communication & Conduct

Professional Communication

- Speak with respect.
- Listen before responding
- Communicate honestly and professionally
- Represent F.A.M.I.L.Y. with integrity both in person and online

Professional Conduct

- Maintain appropriate boundaries with children and families
- Protect confidential information
- Remain drug and alcohol free while representing F.A.M.I.L.Y.
- Follow organizational policies and leadership direction
- Work as one team with a shared mission

Conflict Resolution

If disagreements arise:

- Address concerns calmly and respectfully
- Seek understanding before responding
- Avoid arguments, gossip, or public confrontation
- Bring unresolved concerns to leadership
- Focus on solutions rather than blame

We speak with compassion. We act with integrity. We serve with unity.

Child Safety & Boundaries

Every volunteer plays a role in protecting children. You are not expected to investigate or solve problems, but you are expected to recognize concerns and report them promptly.

Recognize the Signs

Be alert for:

- Sudden withdrawal or isolation
- Fear of certain people or places
- Unexplained injuries
- Frequent hunger or lack of basic necessities
- Major changes in behavior or mood
- Statements about being bullied, threatened, or unsafe.

Respond Appropriately

If a child shares a concern:

- Stay calm
- Listen without judgement
- Do not promise confidentiality
- Thank the child for speaking up
- Report the concern to organizational leadership immediately

Never:

- Investigate on your own
- Confront the alleged offender
- Question witnesses independently
- Share the information with others who do not need to know
- Promise that you can “fix” the situation

Remember: Your responsibility is to **recognize, support, and report - not investigate.**

The F.A.M.I.L.Y. Way

The F.A.M.I.L.Y. way is more than a set of rules - it is the standard by which we serve our community. Every volunteer is expected to live these principles through both words and actions.

- Lift others through kindness
- Lead with compassion and respect
- Put children before recognition
- Serve with humility and integrity
- Protect those who cannot protect themselves
- Build unity throughout our communities
- Leave every person better than you found them

Every child has a voice... ALWAYS!

The Volunteer Pledge

I am part of the F.A.M.I.L.Y.

I stand for respect, courage, and compassion.

I will lift others when they fall and speak kindness when
others stay silent.

My hands are for helping, not harming.

My words are for healing, not for hate.

I will be an advocate of peace and a voice for the voiceless.

Because in this F.A.M.I.L.Y., everyone belongs.

Volunteer Name

Date

Resources & Emergency Contacts

Nonprofit Community Based Organization: F.A.M.I.L.Y. a 501(c)(3) Community based non profit organization.

Website: www.liftingyouth.com

Email: family@liftingyouth.com

Facebook: www.facebook.com/FamilyLiftingYouth

Location: Moscow Mills, MO

National Support Lines:

- If someone is in immediate danger: 9-1-1
- Suicide & Crisis Lifeline: 988 (call or text)
- www.stopbullying.gov
- National Child Abuse Hotline: 1-800-4-A-CHILD (1-800-422-4453)
- Missouri Child Abuse & Neglect Hotline (24/7): 1-800-392-3738

Closing Message

Thank you for being part of the F.A.M.I.L.Y. Together, we can make kindness stronger than fear and compassion louder than cruelty. This handbook is a promise to uplift, protect, and stand for every young person who deserves hope and peace.