



first tee

greater cincinnati
& northern kentucky

Volunteer Handbook

Adopted 2021



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Welcome, Volunteers!

Dear Volunteers,

Welcome to First Tee – Greater Cincinnati and Northern Kentucky! On behalf of our chapter, thank you for giving us your time, effort, and energy to volunteer with us.

Without the commitment of our passionate volunteers, we could not make an impact on our participants at the golf course, in the schools, and in the communities of Greater Cincinnati and Northern Kentucky. I trust that your time with our chapter is both valuable and rewarding and that the experiences we deliver will remain with you for a lifetime.

We are a team, and together, we are Building Game Changers!

If you ever have any questions, comments, or concerns, please feel free to reach out to me.

Best regards,

Ben Walker

Community Impact and Volunteer Coordinator

The Front Nine

Below are what we call “The Front 9 Responsibilities”. These items are some of the key responsibilities and actions of effective volunteers in our chapter. While this list is not comprehensive, it is a great starting point for all our new volunteers!

The Front 9 Responsibilities

- ① **First and Foremost – Build positive relationships with our kids! Become their mentor and always encourage them to pursue their goals on and off the golf course**

Top Tip: “Kids don’t care what you know until they know you care!”
- ② **Safety is our top priority! Always monitor safety guidelines and procedures!**
- ③ **Ensure our participants are keeping the teaching facility and grounds clean – respect for their surroundings.**
- ④ **Collaborate and communicate with your other coaches. Also, encourage the kids to collaborate with each other – teamwork.**
- ⑤ **Adopt a “Learn by Doing” approach to coaching – more doing, less talking.**
- ⑥ **Focus on the core lesson of the day – golf skills and key commitments.**
- ⑦ **Be a Game Changer – Go above and beyond by stepping in and stepping up in class.**
- ⑧ **Broaden your horizons – First Tee’s reach goes beyond the golf course. Consider volunteering in one of our Community Outreach Events!**
- ⑨ **If you forget all the other ones, remember this. Have fun! Engage our students in fun, golf related activities. Clarify the intention or objective of the lesson. Get to know the participants and encourage them to improve.**

Top Tip: To have even more fun in our classes, consider inviting your friends, family, or co-workers to come and volunteer with you! The best classes are the ones where the volunteer team is a cohesive unit!



About First Tee

Founded in 1997, First Tee was a joint initiative of the PGA Tour, the USGA, PGA of America, the LPGA, and The Masters. Today, it comprises a network of some 150 chapters nationwide, including **First Tee – Greater Cincinnati & Northern Kentucky (First Tee – GCNKY)**. All First Tee chapters are independent 501(c)(3) non-profits, but all share the commitment of “Building Game Changers” in our communities.

Our Commitment

At First Tee, we believe experiences are our greatest teacher. We believe in developing the ones that are just as fun as they are meaningful, where kids feel excited to grow, safe to fail, and better equipped for whatever life throws at them.

First Tee is a youth development program that enables kids and teens to build the strength of character that empowers them through a lifetime of new challenges. Junior golf is just part of First Tee. Through our interactive program, kids will learn life skills that stay with them into the rest of their lives, like:

- Pursuing Goals
- Growing through Challenges
- Collaborating with Others
- Building Positive Self-Identity
- Using Good Judgement

By seamlessly integrating the game of golf with a life skills curriculum, we create active learning experiences that build inner strength, self-confidence, and resilience that kids can carry to everything they do.

Our Chapter

First Tee – GCNKY has been operating locally since 2006. Our service area includes Butler, Clermont, Hamilton, and Warren Counties in Ohio and Boone, Campbell, and Kenton Counties in Kentucky.

We offer Golf Course Programming in spring, summer, and fall at ten area golf courses:

- Reeves Golf Course
- Meadow Links & Golf Academy
- Armco Park Golf Course
- Shaker Run Golf Club
- Potters Park Golf Course
- The Golf Courses of Kenton County
- Indian Ridge Golf Club
- Neumann Golf Course
- Legendary Run Golf Course
- Woodland Golf Course

In addition, our chapter also partners with other youth-serving organizations and schools to deliver customized and hybrid versions of our Golf Course Program to kids without the means to come to our teaching locations.

Our Team

Our chapter is governed by a volunteer Board of Trustees and operated by a small staff:

1. **Executive Director** – Alicia Lawrence
2. **Curriculum & Participant Engagement Manager** – Alex Hill
3. **Operations & Communications Coordinator** – Jeanne Siegel
4. **Development Coordinator** – Charmian Wilkinson
5. **Outreach & Volunteer Coordinator**: Ben Walker
6. **School Program Coordinator** – Wendy Mockabee

Coaching and Volunteer Staff

Our classes and programs are led by First Tee certified instructors and supplemented by PGA & LPGA golf teaching professionals at some our locations. However, most of our assistance comes from our passionate volunteer coaches. Without our coaches and volunteers, we simply could not operate at the capacity that we do.

Regardless of position, all our staff, volunteers and coaches share the common voice of being positive, credible, approachable, relevant, energizing, and inspiring. We help kids discover what's inside of them, guide them to strengthen it, and mentor them to put it into action. All of which develops an environment where kids are safe to fail and encouraged to grow.



Our Program & Scheduling

At First Tee – Greater Cincinnati & Northern Kentucky, we are proud to offer multi-week sessions for all levels in spring, summer and fall at our golf course teaching locations.

Spring Programs (March - May): 6 Weeks

- 1 class per week for ~ 1 hour
- Monday – Saturday (ex. Friday)

Summer Programs (June - August): 8 Weeks total

- Summer A (June – July) & Summer B (July – August)
 - 1-2 classes per week ranging from ~ 45 minutes - 3:00 hours
 - Monday – Saturday (ex. Friday)

Fall Programs (September - October): 6 Weeks

- 1 class per week for ~ 1 hour
- Monday – Saturday (ex. Friday)

*Programs vary by time and location. Please refer to our website for up-to-date schedules at our teaching locations: www.firstteegcnky.org

Program Structure

Age-Based (Refreshed)

Age 14-18 →



Age 12-13 →



Age 10-11 →



Age 7-9 →



School and Community Programs

In addition to our Golf Course Programs, our chapter is proud to offer First Tee's School Program and Community Program to the schools and community centers throughout Greater Cincinnati and Northern Kentucky.

- **School Program:** Used by both elementary and middle schools, this program offers P.E. teachers a condensed version of the Golf Course Program to enable them to deliver golf as a unit in their gym classes.
- **Community Program:** Used in community centers and recreation centers, this program focuses on introducing golf by using games that are unique and flexible to the ages/abilities of the kids involved.



Volunteers for these programs assist in the delivery of our hybrid programs in the schools and youth centers. Those interested are encouraged to contact **Ben Walker** for more information and details.

Outreach and Special Events

Outreach:

Throughout the year, our chapter typically hosts special "one-off" programs with our various community partners. In the past, our chapter has done events with Cincinnati Recreation Commission (CRC), Special Olympics of Hamilton County, Boys and Girls Clubs, Els for Autism, A Kid Again, and more!

Special Events:

In addition to our outreach programming, our chapter will host special events during the year for a variety of purposes. These events include our chapter Golf Outing, Volunteer Appreciation Dinner, Eagle/Ace Off-Season, Golf Marathon, and more!



We often recruit volunteers to assist with these programs, so there are additional opportunities to volunteer with us outside of our normal Golf Course Programs.

Volunteer Service Days:

Our chapter also offers Volunteer Service Days to companies/groups who are interested in volunteer projects, team-building opportunities, and community service. We will work with you to create a company volunteer day that your employees will love!

If you or your company is interested, please contact **Ben Walker** for more details.



Volunteer Opportunities and Coaching Levels

Like other First Tee chapters, we depend on our volunteers to deliver our programs. In 2021, over 120+ volunteers came together with the common goal of Building Game Changers in our participants and in the Communities we serve. Without the help of our volunteer coaches, we simply could not reach as many kids as we hope to each year.

Golf Course Volunteer Opportunities

Volunteer Coach

As with all our coaches, the primary responsibility is to make sure the kids are **having fun and being safe**. Our volunteer coaches are here to encourage and support our youth and this is your opportunity to mentor the youth while getting to know them. In addition, as a Volunteer Coach, you will assist with the delivery of our golf course programs by reinforcing the class concepts, setting up/tearing down equipment, and monitoring safety zones.



Coaching Opportunities

Developed with input from leading experts in the field of positive youth development, our certified coaches program focuses on empowering participants through decision-making and exploring options. This helps foster positive relationships between coaches and young people, inspiring the golfers of tomorrow to look to the future, set goals, and unlock their potential.

Assistant Coach:

For new coaches entering our Coaching Program, this involves a structured online training designed by our home office team. As a volunteer, you are encouraged to express an interest in this position at any time.

Lead Coach:

All our lead coaches are nationally trained through a coach training process. Therefore, you do not have to be a golf professional to be a lead coach! If you are interested in becoming a lead coach, please contact Alex Hill for more information.

Email: alex@firstteegcnky.org



Volunteer Responsibilities

So, what is expected of you as a volunteer with our chapter? Below, you will find some of the responsibilities of our volunteers before, during and after our classes. Some of these responsibilities may look familiar as they were briefly discussed in the opening portion of this document (The Front 9). While those are important, the following responsibilities will serve as the foundation to becoming a great volunteer with us!

General:

- Before volunteering in our classes, you must complete the following:
 1. Background Check
 2. Safe Sport Training
 3. Volunteer Waiver
- Be familiar with incident reporting and emergency/first aid procedures.
- Bonus (not required): Be able to recognize basic golf techniques and be familiar with basic etiquette and rules of golf.

Before Class:

- Review the class lesson plan and other info provided in advance by the Head Coach.
- Arrive 15-30 minutes early to sign in and assist with class setup.
- Be prepared to manage student check-in and nametag distribution.

During Class:

- Avoid going in-depth about the golf instruction. Focus on “more doing, and less talking”. Let the participants learn by doing.
- Reinforce Head Coach/Golf Pro golf instruction, as well as the character concepts (Life Skill, Core Value, Healthy Habit) of the day’s lesson plan.
- Assist with the warm-up and wrap-up activities.
- Always monitor safety guidelines and procedures.
- Model First Tee’s Code of Conduct and Core Values.
- Ensure students are keeping the teaching facility & grounds clean.
- If on the golf course, assist students with course management, pace of play, rules, and etiquette

After Class:

- Help collect nametags, distribute handouts (if applicable), communicate with parents/guardians, and monitor safety.
- Return training aids, equipment, and supplies to storage (or for transport).
- Manage late departures (i.e., ensure no student is left alone waiting for pick-up).
- Conduct a “Good-Better-How” with the coach and other volunteers.

Qualities of a Great Volunteer

The qualities of a great volunteer include, but are not limited to:

- FUN (Most Important), Outgoing, & Collaborative
- Positive, Approachable, & Commitment
- Patience, Understanding, & Encouraging

Volunteer Policies and Procedures

Volunteers are NOT Employees, and this Handbook is NOT a Contract

You will not be paid or compensated in any way for volunteering to assist First Tee – GCNKY. You are not under contract and are free to quit at any time. Similarly, First Tee – GCNKY is free to withhold further volunteer opportunities from you at any time and for any reason. You understand and agree that while First Tee – GCNKY is committed to following the policies set forth in the Handbook and elsewhere as it is reasonably able to do so, no contract exists between you and First Tee-GCNKY.

Background Check

Doing all we can to protect our students is paramount. That is why we require all our volunteers and coaches to complete a background check every two years. To complete the background check, contact Ben Walker for access to the link.

Safe Sport Training

First Tee is committed to fully complying with all elements of The Protecting Young Victims from Sexual Abuse and SafeSport Authorization Act of 2017 (the “Act”), which was enacted to curtail and prevent abuse found at various youth sports organizations by elevating the standard of care by which sports organizations must act. As part of its compliance efforts associated with the Act, First Tee adopted the SafeSport Policy for itself and all chapters.

All First Tee volunteers and coaches are required to be SafeSport certified before participating in our program. The training is valid for one year from the date it is completed. After its expiration, you will be required to complete a Safe Sport ‘refresher’ course each year.

For more information, please visit: <https://www.firstteegcnky.org/wp-content/uploads/sites/103/2019/12/First-Tee-SafeSport-Prevention-Policies-12-11-19-1.pdf>

Volunteer Waiver

In accordance with First Tee policy, all volunteers are required to complete a volunteer waiver and media release. This is a liability waiver that protects First Tee by releasing it from liability and waiving any rights to make claims against the organization. In addition, the form grants First Tee permission to use any media content (i.e., videos or photos) captured during a class on our website. For your convenience, a paper copy of the agreement is on the last page of this document. Please sign and submit that (if you haven't already done so) at your earliest convenience. Digital copies are also available.

Minor Volunteers

Volunteers under the age of 18 are required to submit a letter of reference from someone other than a parent (e.g., teacher, coach, pastor, etc.) in order to volunteer. It is best to ask your reference to email the letter to me (Ben Walker at ben@firstteegcnky.org) with the subject line "Volunteer Reference Letter."

Student Behavior

If a student is not adhering to First Tee's Code of Conduct, then please ask the Head Coach how it should be addressed. Participants should always be communicated with respectfully and with empathy, so seek to understand their situation first.

Parents Attending the Class

Parents are welcome and encouraged to observe First Tee – GCNKY classes. It allows them to better understand what we teach and help to reinforce it away from the program. However, parents may sometimes be overly enthusiastic and/or involved with their own child(ren) during class time, which can be disruptive, make students feel uncomfortable, and distract from the learning process. If this happens, inform the Head Coach, who will then take appropriate steps.

Dress Code

Appearance is important. That's is why we ask our volunteers to dress in a manner that presents a positive example to our students. Dress like you are playing a round of golf. In other words, wear a collared shirt, khaki-type pants or shorts, athletic shoes, and a hat/visor.

Professionalism

To emphasize that primary attention must be on students and class activities and instruction, we encourage volunteers to refrain from cell phone usage by turning their phone to 'Silent' during class time. Furthermore, smoking, and inappropriate language are not permitted at any time during class.

Personal Property

Volunteers are responsible for securing their own personal possessions (e.g., cell phone, coat, sunglasses, purses, etc.). It is recommended that these items be locked in your car out of plain sight.

Standards of Conduct

Volunteers with First Tee – GCNKY are expected to maintain high standards of conduct. The following list includes some (but by no means all) of the types of conduct which First Tee – GCNKY does not tolerate:

- Making defamatory statements about First Tee – GCNKY, its employees, students, or other volunteers;
- Theft or destruction of property;
- Abusing, threatening, harassing or intimidating employees, other volunteers, or students;
- Possession, distribution, or use of alcohol or illegal drugs while engaged in any activities for or associated with First Tee – GCNKY;
- Fighting, gambling, or engaging in horseplay while engaged in any activities on behalf of First Tee – GCNKY;
- Sexual or other harassment or discrimination;
- Any other conduct or behavior that negatively reflects on First Tee – GCNKY

Inclement Weather Policy

First Tee – GCNKY's primary concern during inclement weather is to protect the safety of our students, staff, and volunteers. If a volunteer feels it would be unsafe to travel to volunteer, he or she should use his or her best judgment and inform your assigned staff member that you will not be coming in.

Class Cancellation

With safety a primary concern, First Tee – GCNKY monitors weather conditions with pro shop personnel at our teaching locations. A decision to cancel class is made at the latest-one hour prior to class start time. Notice of a cancellation is made two ways:

1. Text Message
2. Email (from the Head Coach)

Absence

If for any reason you are unable to attend a class, please notify your coach or Ben Walker with as much advance notice as possible so that we can attempt to find a substitute for you.



VOLUNTEER AGREEMENT, WAIVER AND RELEASE FROM LIABILITY

In consideration of my voluntary participation in volunteer activities for First Tee – Greater Cincinnati and Northern Kentucky (“First Tee GCNKY”), I, the undersigned, agree to this release of all claims, waiver of liability, and assumption of the risk (“Waiver and Release”). I understand that my involvement is as a volunteer and not as an employee, and that both First Tee GCNKY and I may terminate my participation at any time and for any reason. I understand and agree that no compensation or benefits will be provided to me in return for my participation.

Release and Waiver. I waive any and all claims that I, my successors, assignees, heirs, guardians, and legal representatives may have now and in the future and release from liability and agree not to sue First Tee GCNKY, its directors, officers, employees, agents, representatives, any suppliers of any materials or equipment, any of the project volunteers or sponsors, or any service recipients participating in the program, for any personal injury, death, property damage, or loss or theft of personal property sustained by me as a result of my participation in volunteer activities due to any cause whatsoever. I expressly waive any claim for compensation or liability for medical, health, or disability benefits or insurance of any nature in the event of my injury, illness, death, or damage to my property.

Assumption of the Risk. I understand and acknowledge that my volunteer activities may include hazardous activities including, but not limited to slips and falls, being hit by stray golf balls or golf clubs, accidents or collisions involving motorized golf carts, lightning strikes, encounters with domestic or wild animals, failure to act safely or within one’s own ability or to stay within designated areas, or negligence of other persons. I understand that my volunteer activities and the activities of other volunteers may expose me to personal injury, death, or damage to property, and I agree to accept all such risks.

Coronavirus Notice and Waiver of Liability. First Tee GCNKY recognizes the threat of coronavirus and we are closely monitoring the developments around the globe to ensure that we are as prepared as possible. The safety of our staff, volunteers, and the people in the communities we serve is our greatest priority.

We will continue to observe the advice of the **UN World Health Organization (WHO)**, **US Center for Disease Control and Prevention (CDC)** and relevant state and local authorities and take measures we determine to be reasonably feasible to minimize the risk of coronavirus transmission.

For the protection of our staff and volunteers, I agree that I will not participate in First Tee GCNKY activities on-site if I have:

- **experienced symptoms associated with the COVID-19 virus, including cough, shortness of breath or difficulty breathing, fever, chills, muscle pain, sore throat, fatigue, or new loss of taste or smell within the last 14 days.**
- **been exposed to someone with COVID-19 within the last 14 days.**
- **been advised by a physician that you are COVID-19 positive.**

While on site, I will follow CDC guidelines for wearing cloth face coverings, maintaining social distancing of at least 6 feet from staff and others, washing and sanitizing hands, covering coughs/sneezes, and avoiding face touching.

I understand and agree that, given the nature of the virus, First Tee GCNKY cannot prevent the presence or transmission of COVID-19, or guarantee that I will not become infected with COVID-19. I recognize that participating/volunteering at First Tee GCNKY could increase my risk of contracting COVID-19.

By signing this agreement, I acknowledge the contagious nature of COVID-19 and voluntarily assume the risk that I may be exposed to or infected by COVID-19 while playing, taking lessons, or participating in a First Tee GCNKY event, and that such exposure or infection may result in personal injury, illness, permanent disability, and death. I understand that the risk of becoming exposed to or infected by COVID-19 at First Tee GCNKY may result from the actions, omissions, or negligence of myself and others, including, but not limited to, First Tee GCNKY staff, employees, volunteers, and other participants and their families.

Media/Photographic Release. I do hereby grant and convey unto First Tee GCNKY my permission to use my name, statement(s) and my likeness in any and all of its publications or advertisements in print, television, online (including without limitation, its websites or pages on Facebook or other social media sites) and any other media, without compensation to me. This consent is irrevocable and is without payment. The materials will become the property of First Tee GCNKY and will not be returned. I waive the right to inspect or approve anything in which my name, statement(s) or likeness appears, along with any right to royalties or other compensation arising or related to their use.

Knowing and Voluntary Execution. I HAVE CAREFULLY READ THIS AGREEMENT AND FULLY UNDERSTAND ITS CONTENTS. I AM AWARE THAT THIS IS A CONTRACT AND A RELEASE OF LIABILITY BETWEEN MYSELF AND FIRST TEE GCNKY. I SIGN IT OF MY OWN FREE WILL. BY SIGNING THIS AGREEMENT, I CERTIFY THAT I AM EIGHTEEN YEARS OF AGE OR OLDER.

Signature

Printed Name

Date

If application is for a volunteer under 18 years old:

I represent that I am the parent/legal guardian of _____, who is under 18 years of age. I have read the above Waiver and Release, give permission for the child to participate in volunteer activities, consent to the Waiver and Release on behalf of the child, and agree that this Waiver and Release shall be binding upon me, my family, heirs, successors, legal representatives, and assignees.

Signature

Printed Name

Date

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