

Honesty

Integrity

Sportsmanship

Respect

Confidence

Responsibility

Perseverance

Courtesy

Judgment



VOLUNTEER HANDBOOK

Dear The First Tee Volunteer,

Thank you for taking the time to volunteer with The First Tee of South Puget Sound (TFTSPS). Our mission is to impact the lives of young people in the South Puget Sound by providing educational programs that build character, instill life-enhancing values, and promote healthy choices through the game of golf.

As a volunteer with our program, you will be instilling The First Tee's Nine Core Values: **honesty, integrity, sportsmanship, respect, confidence, responsibility, perseverance, courtesy, and judgment**. As a volunteer, you will be seen as a caring, trustworthy adult in the South Puget Sound community. Your commitment will benefit the operation of The First Tee, but more importantly it will benefit the young people we serve.

We believe that anyone with the right attitude, commitment, and open heart to share with the lives of our young people has something to offer and are valuable to our program. Volunteers like you contribute to the success of our program and we thank you for your participation with us! We look forward to working with you, thank you!

Your First Tee Team,

Ryan Kallenberger, Executive Director

Brian Archer, Program Director

Allie Bordeaux, Marketing & Communications Director

The First Tee Mission

To impact the lives of young people by providing learning facilities and educational programs that promote character development and life-enhancing values through the game of golf.

About The First Tee

The First Tee was created in 1997 to introduce young people of all backgrounds to the game of golf and life lessons it teaches. This chapter, South Puget Sound, started in Tacoma, Washington in 2011. Through The First Tee Life Skills Experience™, a curriculum for teaching character education through specific life skills, children and teenagers around the world discovered how the skills essential to success on the golf course can help them flourish in life. These skills include self-management, interpersonal communication, goal setting, mentoring, and effective conflict resolution. The Life Skills Experience sets The First Tee apart from other junior golf programs and youth initiatives, and ultimately hopes to instill in participants The First Tee Nine Core Values™: honesty, integrity, sportsmanship, respect, courtesy, judgment, confidence, responsibility, and perseverance.

About The First Tee Nine Core Values™

Golf is an ideal context for acquiring The First Tee Nine Core Values, because it is a voluntary activity that provides challenges, requires commitment and effort over time, and has clear rules. The First Tee Life Skills Experience creates a youth-centered, mastery driven climate, in which young people are empowered to explore options and make decisions, two elements that are critical to the development of a child's value system.

Honesty | the quality or state of being truthful; not deceptive

Integrity | strict adherence to a standard of value or conduct; personal honesty and independence

Sportsmanship | observing the rules of play and winning or losing with grace

Respect | to feel or show deferential regards for; esteem

Confidence | reliance or trust; a feeling of self-assurance

Responsibility | accounting for one's actions; dependable

Perseverance | to persist in an idea, purpose, or task despite obstacles

Courtesy | considerate behavior toward others; a polite remark or gesture

Judgment | the ability to make a decision or form an opinion; a decision reached after consideration

Membership

Upon registration in The First Tee program, students will begin training to achieve PLAYer certification, which is completion of the first level of The First Tee program. Once a student has achieved PLAYer certification, he/she will be promoted to more advanced program levels: Par, Birdie, Eagle, and Ace levels. The length of time needed to graduate from one certification level to the next will vary from student to student. It is not a race, but a journey that assures each student receives the necessary tools to have a fun and rewarding life on and off the golf course.

The First Tee Code of Conduct

Respect for Self - Respect for Others - Respect for Surroundings

Volunteer Opportunities

On the Golf Course

- Responsibilities
 - Support the Lead Coach by helping teach designated skills at the golf course
 - Manage check-in and check-out
 - Set-up and take-down equipment
 - Positive interaction and respect shown towards coach, parents, and participants
- Requirements
 - Some knowledge of golf
 - Enjoys spending time with kids
 - Able to commit to a minimum of two hours per week

Outreach & Special Events

- Represent TFTSPS at events such as tournaments, community and volunteer gatherings, schools, outreach events, fairs, etc.
- Participate on a committee to support our programs and/or fundraising events: Harbottle Golf Classic, Celebrate, PGA Jr event, etc.

Organizational Support

- Public Relations/Media
- Board of Directors
- Clerical and Administrative Support

General Policy and Procedures

Background Check

All persons having direct contact with participants must undergo a background check before any contact with participants is initiated! We conduct background checks on all volunteers and this involves checking criminal history. The volunteer is to pay the \$25 fee to complete the National Background Check.

Dress Code

Appearance is important, so please dress in casual clothing, wearing flat, soft soled shoes (tennis shoes). Ideally, all volunteers should wear like clothing so that we look like a team and make it easier for our students to recognize an instructor. Khaki (beige/off white) dockers-type pants and a golf shirt are ideal. Hats and visors are optional, preferably with The First Tee logo. Name tags should be worn at all times and in a visible place. Clothing that advertises beer, tobacco, illegal substances, violence, disrespect, or companies that manufacture or promote materials or goods that is inappropriate for children cannot be worn during class.

Smoking and Alcohol

Smoking and drinking alcohol during programming is not allowed. If a volunteer appears to be under the influence, he/she will be asked to leave immediately and contact by the Program Director.

Cancellations

If for any reason you are unable to attend class, please inform the Program Director, as well as try to find a volunteer replacement for your scheduled time. We can provide a contact list of qualified volunteers. If you are unable to find a replacement volunteer, we appreciate 24-hour notice.

Arrival

Please arrive 20 minutes prior to the beginning of each class so that we may have a lesson plan coaching session before each class. This will be conducted by the lead coach, and please collect your name tag at this time. The first two volunteers to arrive are to help with registration, and meet and greet the students and parents. The lesson will begin at the published time of the start of the lesson. Please develop your student-volunteer relationships and parent-volunteer relationships during pre-lesson time and after the lesson.

General Policy and Procedures Cont.

Student Behavior

If a student is misbehaving, please point out their inappropriate behavior in an empowering way. For example, ask them if they are thinking they are showing the class/coach respect when they are talking to their friend at the same time that the coach is talking. This usually is all that you will need. If the behavior persists you will need to ask them to sit out of the activity for five (5) minutes. Let them know that their behavior is not in line with the etiquette of the game of golf and they must receive a two-stroke penalty and sit out of the task/activity, please then report this to the Lead Coach. Coaches will utilize the Nine Core Values to explain why the inappropriate behavior is unacceptable.

Appropriate Terminology

There are no “bad” shots in golf. Some shots go where the player intended, they are called good shots, and some shots do not go where the player intended, these are called miss-hits. Practice this with the students and with your own game! Our participants are not kids, please refer to them as participants or members.

Empower Youth

Always try to empower our participants. When talking to our participants, talk to them at eye level, even if this means getting down on one knee. Ask them questions about their game instead of telling them that something is right and wrong. For example, “What did you feel on that swing?”, or, “What are you trying to do...How does it feel?”

General Policy and Procedures Cont.

Typical 90-Minute Class Agenda

- Registration | Five (5) Minutes
 - Meet and Greet
 - Participants Sign In
 - Attach Name Tags
 - Recruit New Volunteers
 - Finish Setting Up Stations
 - Final Review of Lesson Plan
 - Develop Student and Parent Relationships
- Introduction | Ten (10) Minutes
 - Review Last Week's Session
 - Preview Last Week's Lesson Plan: Life Skill, Core Value, and Golf Skill
 - Ice Breaker
- Coaching | 55 Minutes
 - Two (2) Station Set Up, Rotate Every 30 Minutes
 - Three (3) Station Set Up, Rotate Every 20 Minutes
 - Four (4) Station Set Up, Rotate Every 15 Minutes
- Bridge to Life | 20 Minutes
 - Recap Golf and Life Skill Intentions
 - Review and Help with Book Work
 - "Good, Better, How" with Students
 - "Good, Better, How" with Coaches

Risk Management & Child Safety

TFTSPS does not allow coaches/volunteers to be alone with participants. Please be very careful that there is another volunteer present at all times when being around a single participant. Ask for help from a member of the staff or volunteers. No coach or volunteer shall ever be in a one-on-one activity with any student outside of the lesson. There should be no contact through social media, text message, etc.

Risk Management Policies

Please review and refer to the Risk Management Policies packet

General Coaching and Volunteer Concepts

1. Always be professional.
2. Give 100% all the time.
3. Watch and listen to the students.
4. Briefly demonstrate desired techniques over telling how to do it.
5. Establish a relaxed learning atmosphere.
6. Be patient.
7. Communicate effectively.
 - a. Keep it simple.
 - b. Clear and precise demonstrations.
 - c. Be positive.
 - d. Be flexible in your teaching method to match student's ability.
 - e. Use praise constantly.
8. Motivate and empower students.
 - a. Inspire and influence the participant.
 - b. Be energetic and enthusiastic when teaching.
 - c. Show a genuine interest in the students.
9. Make the sessions fun!
10. Enforce a professional appearance - PGA/LPGA Tour look: shirt tucked in, hats forward, no jeans, etc. Remember you are a role model!

Staff Contact Information

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