

# The Love No Ego Foundation

## Team Handbook



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# Welcome!

- We are so glad that you have decided to partner, volunteer, and or become a board member and or mentor with The Love No Ego Foundation!
- This handbook is designed to introduce you to The Love No Ego Foundation (LNE) and to provide a basic overview of the practices and procedures which provide all of us – team members and volunteers – with guidance and direction.
- As volunteerism within the organization grows and changes, there may be a need to modify the practices, procedures, and other information described in this handbook. When such changes occur, you will be notified by an announcement or update. It is your responsibility to keep your handbook current and stay informed about practices and changes that affect you.
- If you have any questions or need any clarification of the information contained in this handbook, please contact the Volunteer Coordinator or a team member at the email [info@lovenoego.org](mailto:info@lovenoego.org) or by calling (434) 262-0442.

***A Note on the Appropriate Uses of This Handbook:***

Love No Ego Foundation, Inc., (LNE) Mentor Handbook” is a specific guide and manual design for Mentors of The Love No Ego Foundation, Inc. This handbook should not be copied, duplicated, and/or used for training purposes by other organizations without permission from LNE.

Contact [info@lovenoego.org](mailto:info@lovenoego.org) for any information regarding this handbook.

## About Us

- Based in Charlottesville, Virginia, the Love No Ego Foundation started as a Limited Liability Company in 2016, and received its 501c3 nonprofit status in 2018. Founder and Executive Director Freddy Jackson started with a vision to serve the youth of central Virginia. Now as a purposely driven and fast growing organization, the Love No Ego Foundation is locally, nationally, and with dreams of growing internationally, providing positive change to the youth and young adult population, inspiring and improving the quality of life for many.

## Mission

- The Love No Ego Foundation helps youth and young adults ages 10-18 go beyond egotistical pressures and live with purpose.  
<https://www.lovenoego.org/mission>.

## Pillars

- **Spirituality** - We are spirited beings by nature. We help young people recognize their potential and create healthy identities. We are not affiliated with any religion or religious entities.
- **Exercise** - We are made to move. Nature-play, hiking, and physical training, exercise, or movement are key components of great overall health and positive personal development. The Love No Ego Foundation is a team of certified personal trainers, trained yoga instructors, certified nutritionists, runners, and fitness enthusiasts.
- **Education** - We believe in education. The process of giving and receiving systematic instruction grounded in knowledge, experiences, ethics, and morals, are critical for true growth.
- **Community** - Community is important. Connecting young people to the community through various projects, workshops, and events, we help to develop an attitude of helping and giving while inspiring them to bring changes in society.

## Programs/Services

- **Motivational Speaking** - *boosting the morale and esteem of the whole environment*
- **Mentoring** - *providing the tools for real, true, and sustainable growth*
- **Workshops** - *in-depth collaboration and communication addressing the everyday pressures of our youth*

## Principles

- We use our core principles in helping the youth to choose:
  - Love Over Ego
  - Love Over Fear
  - Communication Over Conflict

## Vision

- We believe: That every youth should have the tools to make positive decisions and create positive experiences, giving them sustainable inspiration to live their best life.

## Board & Advisory Team

### Board

- Foundation board members bring unique expertise in humanitarianism and compassionate giving, as well as an enduring commitment to serving our donors and our communities. NOTE: Board members and positions may have recently changed. Updated members located at <https://www.lovenoego.org/boardandteam>

### Advisory Team

- The Love No Ego Advisory Team is a team of individuals who bring unique knowledge and skills which augment the knowledge and skills of the Board of The Love No Ego Foundation, making the organization more effective. The Advisory Team provides non-binding strategic advice to The Love No Ego Foundation, giving the organization greater flexibility in structure and management.

# Volunteer Advocate Team

- The Love No Ego Foundation believes in utilizing interns and volunteers to help promote our mission while enhancing the community.
- Some of the benefits include finding future employees, increasing productivity, increasing visibility on high school and college campuses, enhancing the learning perspective, taking advantage of free or low-cost labor, helping to close the skills gap, giving back to the community, and being a bridge for many into their respective field of interest.
- Upholding the mission, principles, and vision of Love...NoEgo, The Volunteer Advocate Team is a volunteer community outreach team that advocates for Love and Communication. Our avocation purpose includes supporting the Love...NoEgo Brand of ensuring success for our kids and young adults. We encourage volunteers of all kinds as we aim to utilize your strengths and areas of passions to help strengthen our team and better this world.

# The Courage to be You Mentoring Program

## Youth Mentoring

- Mentoring is something that we naturally do. We do it every single day through our words, actions, and behavior. Whether we want to or not, we teach what and who we are.
- Thank you to you and those who purposely and intentionally mentor others. Here at The Love No Ego Foundation, we aim to connect, support, and transform the lives of the youth and young adults we serve.
- We utilize internal and external resources to help equip LNE Mentors with the most effective training.

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## **THE CHALLENGES LNE MENTORS ADDRESSES WITH THE YOUTH**

- A Sense of Belonging: understanding and acceptance of why and how our youth are already great and meant for greatness
- Peer Pressure: how being the best You reduces the pressure to conform, fit in, or compare oneself to others
- Organization: how to set, plan, and create positive experiences.
- Internal Conflict and Esteem: how to improve spiritual, physical, and mental fitness (overall wellness).

**WHAT MENTEES CAN EXPECT FROM LNE MENTORING**

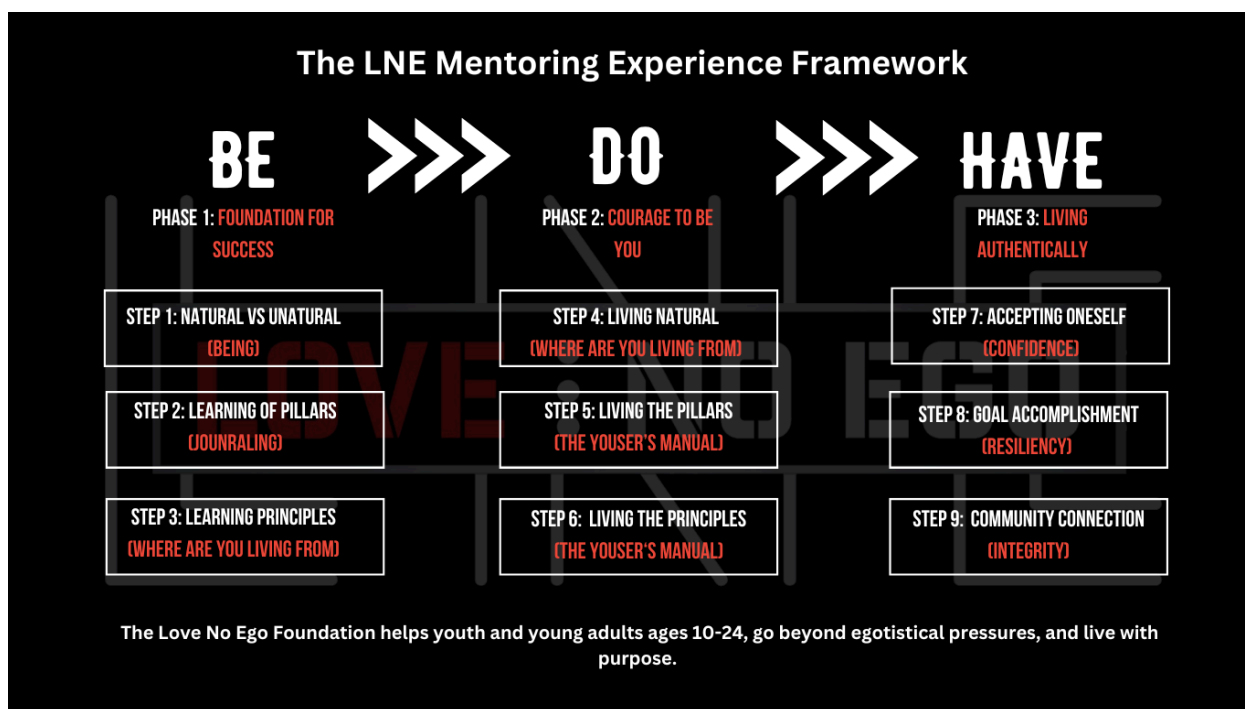
- Development of a Healthy Identity
- Improved Self-Awareness
- Psychological Social-Emotional Support and Growth
- More Accepting to Challenges
- Job Placement (if applicable)
- A Respect For Nature and an Increase In Outdoor Nature-Play
- Respect and Humility for What Is
- More Creativity and a Desire to Grow
- Sustainable and Consistent Motivation
- More Positive Attitude
- Goal Attunement and Accomplishment

**HOW LNE MENTORING WORKS**

- Free initial consultation with youth (parent/guardian approved if under 18 years of age)
- One in-person, up to 1.5 hour session per week or bi/weekly depending upon client's needs
- Unlimited & inspirational text, Zoom/Facetime conversations, and or email for the duration of mentorship
- Options of 4, 8, or 12-week continuous mentoring sessions.
- Periodically, additional group sessions with other mentees and mentors will occur.
- Feedback and Survey Forms completed by parents and mentees per quarter or as needed.



## THE LOVE NO EGO EXPERIENCE



See more on our Courage to Be You Youth Mentoring Program at <https://www.lovenoego.org/mentoring>

## Potentially Fragile Topics That We May Face

- Bullying and Peer Pressure
- Belonging and Identity Issues
- Hygiene
- Sex
- Peer Pressure
- School Performance
- Confidence and Self-image Insecurities

## Working Through It

The topics listed above as well as many others can be tough to smoothly navigate. This is a great time to be mindful and remember our ***Quick List of LNE Guidelines That We Practice, our Pillars, and our Principles***. This helps us to create the space and environment for success, growth, and going beyond such challenges. And remember, safety, privacy, and confidentiality is always a must. If there is ever an issue of safety, or a breach or privacy, it must be reported to your LNE Mentoring Program Coordinator. **There are certain issues and crises that require external intervention.**

These examples include the following:

- Child Abuse and Neglect
- Suicidal Behavior or Intent to Harm Others
- Bullying: Verbal and Physical
- Abusive Relationships: Sexual Abuse, Incest, Date Violence/Rape

- Drug and Chemical Dependency
- Serious Delinquency/Arrest
- Mental Illness
- Physical Harassment: Sexual, Racial

## Other Tips For Working Through It Your Mentee

- *Stay calm.*
- *Use body language to communicate attentiveness (e.g., maintain eye contact, sit at same level).*
- *Avoid judgmental statements such as, “Why would your parents do that?”*
- *Be honest if you are getting emotional or upset.*
- *Let the mentee know that you are glad he or she came to you.*
- *Be tactful, but be honest.*
- *Allow your mentee to talk at his or her own pace—don’t force an issue.*
- *Do not pry—allow your mentee to bring up topics he or she is comfortable with.*
- *Brainstorm with your mentee and be creative in finding a solution—there is usually more than one way to handle a situation and this process is educational for the mentee.*
- *Offer to accompany your mentee if he or she is uncomfortable with something he or she has decided to do.*
- *Be collaborative—you are a team.*
- *Follow through with any and all commitments.*

## Tips on Honoring The Mentoring Relationship

- Be a Role Model and Friend. Not a Parent
- Respect All Boundaries
- Handle closure positively

## Classification of Volunteers

### Ongoing Volunteers (Regularly Scheduled)

- When a volunteer accepts a position with a regular schedule, s/he will be considered an ongoing volunteer after serving consistently for six months (or another predetermined length of assignment, i.e., summer vacation).
- Board and Advisory Committee members are also considered ongoing volunteers when they accept terms of service.

### Special Event Volunteers (Occasional)

- People who serve as volunteers only once or occasionally in an event situation are considered special event or occasional volunteers.

- Examples of this include when someone assists with tabling at a community event or participates in road/trail clean-up.

## Direct Service Volunteers (Mentor)

- Direct service volunteers provide service directly to clients. There are additional screening requirements for these volunteers.

## Volunteer Team Leaders

- Volunteer team leaders supervise other volunteers. For example, the volunteer who coordinates the [American Friend Program at Refugee & Immigration Services](#) is considered a volunteer team leader.

## Professional Volunteers

- Professional volunteers are those who provide a volunteer service using their license, registration, or certification as required by the profession. These credentials must be current if they are providing that professional skill as a volunteer.

# Recruitment & Selection Procedures

## Recruitment

- LNE uses a variety of different methods to recruit volunteers. You may find us reaching out to potential volunteers via our website, through other internet volunteering sites and social media platforms, in print publications, and by word of mouth. We also encourage you to let your friends and family know about our volunteering opportunities.

## Applications

- As a volunteer, you will be required to complete the [LNE Volunteer Application](#). Specific programs may also require supplemental forms. If you are participating as a volunteer in a one time event, you will still need to fill out the [LNE Volunteer Application](#), specifying the event and providing us with your contact information and emergency contact information.

## Interviews

- Most ongoing volunteer positions require an interview with at least one LNE Board member. Interviews help volunteers clarify the responsibilities of the opportunity and help decide if the prospective volunteer is a good fit.

## Background/Criminal Records Checks

- In accordance with **LNE standards**, volunteers for **ongoing positions** are required to undergo a background/criminal records check and sex offender registry check prior to beginning service.

## Volunteer Agreement Form

- To document that you have read, understood, and agreed to follow the LNE volunteer practices and procedures and feel comfortable with the responsibilities of your specific volunteer position, we require you to sign a Volunteer Agreement Form when beginning service.

## Participation Guidelines

### Drug Free Policy

- The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is not allowed in LNE program sites or activities. Additionally, volunteers may not be impaired by any substance while serving. Such action may result in your immediate dismissal from the volunteer position.

### Non-Smoking Policy

- Smoking by our employees, volunteers, clients, or vendors in any interior offices or spaces including outdoor events occupied by LNE is not allowed. There is also no smoking permitted within 20 feet of any entryway, vent, or doorway to interior buildings.

### Dress Code

- As a volunteer, you are responsible for presenting a positive image to clients and to the community as a representative of LNE. You should dress appropriately for the conditions and performance of your duties.

### Property Policy

- As a volunteer of LNE, you will respect the property of LNE and the personal property of other volunteers and staff.

### Safety

- LNE is committed to creating and maintaining a safe and positive environment for staff and volunteers as well as persons and families served. Each program will provide volunteers with information on facility safety plans and safety protocols related to the assigned volunteer position.

## Driving Policies

- If you will be transporting clients as a volunteer driver, a **VA Department of Motor Vehicles check** and a criminal background check must be completed prior to your start. LNE reserves the right to accept or deny you as a volunteer driver based on the findings of these checks.

## Participation Guidelines (*continued*)

- You must be 21 or over to be a volunteer driver and follow all state and federal traffic laws. All passengers must wear seat belts. For safety and confidentiality reasons, when volunteers are transporting clients, no additional passengers are allowed in the vehicle unless they have been authorized by the program. Also, you are not permitted to use your cellular phone while the motor vehicle engine is running. If you have had a previous OUI conviction, three years must pass before you may be considered for a volunteer driving opportunity with LNE.
- **Volunteers are covered for automobile liability on an excess basis only, through the agency liability insurance, and then only if certain requirements are met. You must be providing service within the scope of your volunteer service description and have your own automobile liability and physical damage insurance. We encourage you to consult with your own insurance agents regarding the extension of your personal insurance to include community volunteer work.**

## Liability and Insurance

- In May of 1997, Congress approved legislation that shields volunteers for nonprofit organizations from liability lawsuits. HR911 limits the occasions when volunteers, as well as directors, officers, and trustees, may be sued in connection with their actions on behalf of a nonprofit. While the legislation removes a volunteer (but not the nonprofit) from liability if an individual commits negligent acts or omissions while acting within the scope of his or her responsibility, it does not protect the person if such acts were caused by willful or criminal misconduct or gross negligence.

## Confidentiality Policy

- LNE recognizes confidentiality as a living principle based on the sanctity and dignity of the human person. Therefore, the foundation will respect the privacy of personal information of those it serves or employs. You are responsible for maintaining confidentiality of all information to which you are exposed while serving as a volunteer, whether this information involves staff members, volunteers, clients, or other people or involves overall program or agency business. Failure to maintain confidentiality may result in termination or other corrective action.

## Participation Guidelines (*continued*)

### Harassment Policy

- LNE is committed to an environment that is professional and harassment-free for all employees and volunteers. Harassment includes, without limitations, verbal, physical, visual, and innuendo. It also includes unwelcome sexual advances, requests for sexual favors, sexually motivated physical contact and other verbal or physical conduct, or visual forms of harassment of sexual nature when submission to such conduct is either explicitly or implicitly made a term or condition of employment or is used as the basis for unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment for employees and volunteers. Volunteers should report any issues **to their supervisor.**

### Personal Involvement with Clients

- If your volunteer position involves working directly with clients, it is important to maintain boundaries with them and to keep your relationship professional, not personal.

### Mandatory Reporting

- While volunteering for LNE you have the legal obligation to report:
  - Any known or suspected child abuse, neglect or any other behavior placing the health and welfare of children in jeopardy. 22 M.R.S.A. §§ 4011-A and 4012
  - Any known or suspected adult abuse, neglect or exploitation. 22 M.R.S.A. § 3477.
- Per LNE policy, volunteers are trained in reporting requirements and associated procedures. It is recommended that volunteers immediately consult with a supervisor when presented with a situation that may warrant a child or adult protective report.

## Ending Volunteer Service

### Resignation & Leave of Absence

- Your volunteer position may conclude at the end of a particular project, event, or set time period, but you are also free to end your volunteer service with Catholic Charities at any time. Because volunteers are so important to the programs and agency, however, we

request that you provide advance notice of your departure and a reason for your decision.

## Termination

- You may be terminated from your position as a volunteer for a variety of reasons. Some of these include: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of agency equipment or materials, abuse or mistreatment of clients or coworkers, failure to abide by agency policies and procedures, failure to meet physical or mental standards of performance, and failure to satisfactorily perform assigned duties.

## Exit Surveys

- When you leave your position, you will be given an opportunity to fill out an exit survey detailing why you are ending your service. The exit survey is also a great place to give us any further comments about your experience and to provide any potential ideas for improvements.

### THE LOVE NO EGO FOUNDATION

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