



VOLUNTEER ORIENTATION MANUAL

THE FIRST TEE OF NEW HAMPSHIRE MISSION STATEMENT

The mission of The First Tee of New Hampshire is to positively 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.

The First Tee of New Hampshire promotes and reinforces the Core Values of The First Tee: **Honesty, Integrity, Sportsmanship, Respect, Confidence, Responsibility, Perseverance, Courtesy, and Judgment.**

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www.thefirstteeNH.org

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The First Tee

Life Skills Curriculum

Not Just a Junior Golf Program

...More Than a Game

The First Tee Nine Core Values - “CR JRS CHIP”

The First Tee has established Nine Core Values that represent some of the many inherently positive values connected with the game of golf which also apply to every area of kids’ lives. These Nine Core Values have been incorporated into The First Tee Life Skills Experience.

Courtesy - considerate behavior toward others. A polite remark or gesture.

A round of golf should begin and end with a handshake between fellow competitors. Show courtesy toward others by remaining still and quiet while they prepare and execute a shot.

Respect- to feel or show deferential regard for; esteem.

In golf, it is important to show respect for yourself, your partners, your opponents and the golf course as well as for the honor and traditions of the game.

Judgment - the ability to make a decision or form an opinion. A decision reached after consideration.

Using good judgment is critical in golf. It comes into play when deciding on strategy, club selection, when to play safe and when to take a chance, the type of shot you consider executing, as well as understanding and abiding by etiquette.

Responsibility- accounting for one’s actions; dependable.

In golf, you are responsible for yourself and your actions on the golf course. It is up to you to keep score, repair divots, rake bunkers, repair ball marks on the green and keep up with the pace of play.

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

You must know and abide by the rules of golf and be able to conduct yourself in a respectful manner.

Confidence- reliance or trust. A feeling of self-assurance

Confidence plays a key role in the level of play that you achieve. You must have confidence in your abilities every time you play.

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

Golf is unique from other sports in that players regularly call penalties on themselves.

Integrity -strict adherence to a standard of value or conduct. Personal honesty and independence.

Golf is a game of honesty, etiquette and composure. You are responsible for your actions and personal conduct on the golf course.

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

To succeed in golf, you must learn to persevere through bad breaks and your own mistakes.

Program Levels

- **Target / Snag (Start New at Golf)**
 - Golf is a game anyone can play
 - Respect
 - Try it
 - Take aim
 - Enjoy Yourself
- **PLAYer**
 - Appreciate the rules
 - Appreciate the game
 - Develop your game
 - Intro to Nine Core values
 - Begin on-course play
- **Par**
 - Interpersonal Skills
 - Self-Management
 - Meeting and greeting
 - Having fun while learning
 - Maintaining composure
 - Finding personal par
- **Birdie**
 - Par Level Skills plus:
 - Goal-Setting
 - Differentiating dreams, wishes and goals
 - Understanding you control your own goals
 - Achieving those goals
- **Eagle**
 - Par & Birdie Level Skills plus:
 - Resistance Skills
 - Staying well for life
 - Building a go-to team
 - Appreciating diversity
 - Mentoring

The First Tee Coach Philosophy

“Skills cannot be taught-only discovered”

Empower Youth

Create a safe emotional space that nurtures curiosity

Become “youth-centered”

Ask open-ended questions and listen to the student’s needs, concerns and goals

Encourage positive relationships with adults and peers

Get to know each individual’s goals in golf and life

Participants do not care what you know until they know that you care!

Activity Based

“Doing vs. telling”

Engage students in fun golf-related activities

Do activity, discuss activity, and review the experience as opposed to talking about skill and engaging in activity

“Fun and Seamless” approach

Fun environment where young people learn golf and life skills within the “seamless” activity

Mastery-Driven

“Intention Equals Attention”

Clarify intention or objective of lesson

Intention of objective is most important and should be focus of student’s attention (i.e., objective is how to hold the club – attention is on holding the club NOT the turn, etc.)

“Balance Process and Outcome”

Learn to overcome challenges (i.e., What can you do to better your grades in school? What can be done to achieve this?)

Develop a “can-do” approach to solving problems

Place an equal emphasis on the process and the outcome

Continuous Learning

Utilize the Good-Better-How model to provide feedback

After a performance students should ask, “What was good?”

“What could be better?”

Students then determine “how” to make desired improvements (i.e., the “action”)

Take advantage of “coach able moments” that can help a student apply life skills learned (e.g., conflict resolution, positive self-talk) while playing golf or interacting with others beyond the formal setting)

Participant Code of Conduct

- Respect for Others
- Respect for Myself
- Respect for My Surroundings

Participant Disciplinary Policy

For minor offenses, such as fooling around, not listening to instructor or ignoring safety rules, participants will get a verbal warning from an instructor or volunteer.

Should the behavior continue and for major offenses, such as using profanity, use of verbal or physical abuse to others, destruction of property, etc., notify the lead instructor who will notify parents immediately and participant will be suspended from the program. Complete an incident report and leave it with the lead instructor.

Participant Supervision

All participants are required to sign-in upon arrival and to sign-out with both a TFTNH representative or volunteer, and the person who is picking the participant up present. This is for safety reasons.

Participants that need to use the rest room during class are to use the facilities upstairs and must be accompanied by a TFTNH representative or a volunteer.

As a Volunteer You Can:

- Impact the life of a youngster
- Serve your community
- Learn new life lessons
- Give back to the game

Volunteers are needed to:

- Assist with set-up and clean-up.
- Interact with parents and participants.
- Check in/out members and borrowed clubs.
- Supervise activities.
- Supervise participants upon arrival and departure.
- Reinforce instructor's lesson.

10 Qualities of a Great Volunteer

1. Be professional and positive
2. Give 100% of your effort
3. Watch and listen to the students
4. Demonstrate desired technique
5. Establish a relaxed atmosphere
6. Patience, patience, patience
7. Be an effective communicator
8. Motivate and empower students
9. Make the sessions fun
10. Concern for emotional and physical safety of participants

Golf...

- ... is a game where there are no officials to call a violation of the rules, the *responsibility* lies with the players...
- ...is a game of rich history and tradition...
- ...is a game that invites *respect* for the old and wonderment of the new...
- ...is a game that is never solved, perfection is never achieved; there is always the opportunity for improvement and success...
- ... is a game in which the raw beginner can play a competitive match with the most seasoned expert...
- ... is a game where youngsters can delight in playing with each other. It is a game suited to the young and old playing and learning together

It is our goal to provide volunteers with a brief lesson plan prior to each class.

- Introduction
- Ice Breaker / Team Builder
- Program activity
- Wrap up / “Bridge to life” discussion
- Dismissal

Volunteer Protocol

Prior to Volunteering

- **Sign release form to consent to background check**
- **Read and sign Code of Conduct**
- **Attend Volunteer Training and review training manual**

- Please arrive 20 minutes early
 - Greet students and parents
 - Develop your relationship with our “customers”
 - Assist with set-up as necessary
 - If you need to cancel please call the Volunteer Coordinator in advance
- Weather
 - Call TFTNH Office number to hear of any cancellations or delays
- Dress Code
 - Dress in the tradition of the game
 - Collared shirts
 - Bermuda length shorts
 - Khaki pants, please no jeans
 - Name tags should be worn at all times
 - Gentlemen, hats off in the buildings

Thank You

This program is dependent on volunteers. To show our appreciation volunteers are given a voucher which may be used for one free bucket of balls or mini golf round at the Sagamore Golf Center per session volunteered. The voucher is only good for the current season.

ATTACHMENTS

- **Volunteer Code of Conduct**
- **Background Check Consent Form**
- **Volunteer Log – for hours worked**
- **Emergency/Injury Guidelines**
- **Emergency/Injury Report Form**
- **Incident Report Form**
- **Par Level tracking form**



VOLUNTEER CODE OF CONDUCT

The First Tee of New Hampshire (TFTNH) is committed to providing meaningful opportunities to its volunteers. As a TFTNH volunteer, you will meet people, share ideas, master skills and make a difference in the lives of young people. In order for TFTNH to provide a safe, secure environment for its program participants, the following Code of Conduct must be adhered to by TFTNH staff and volunteers.

As a TFTNH volunteer, I agree that while serving as volunteer, I will:

- Portray a positive role model image to participants by demonstrating The First Tee's Core Life Skill Lessons and Nine Core Values.
- Provide for the general welfare, health and safety of all TFTNH participants and volunteers.
- Treat all participants and other volunteers and staff with respect and consideration.
- Not engage in any inappropriate contact or relationship with participants, volunteers or others involved with TFTNH.
- Always try to escort participants in groups or with another adult. When alone have participants use rest room on top floor of the clubhouse.
- Report any emergencies to the appropriate authorities after first taking immediate action to ensure the health and safety of the participants.
- Abstain from the consumption or use of all alcohol, tobacco products, and illegal substances while involved with any TFTNH event.
- Hold confidential any information gained through the performance of TFTNH duties.
- Dress and act in an appropriate manner at all times.
- Follow any established rules and guidelines of TFTNH and/or any agency involved with TFTNH.

The First Tee of New Hampshire is committed to supporting its volunteers and providing the means for everyone who offers his or her assistance to make the most of their experiences for the benefit of both the participants and the volunteer. All volunteers will receive an orientation and training before participating in TFTNH events, as well as assistance and supervision during events.

After review please sign and date below:

Signature

Date

Printed Name



STAFF AND VOLUNTEER INSTRUCTOR BACKGROUND CONSENT CHECK

This information is confidential between you and The First Tee of New Hampshire

First Name: _____ M.I.: _____ Last Name: _____

Address: _____ Apt. _____

City: _____ State: _____ Zip Code: _____

Home Phone: _____ Work Phone: _____ Cell: _____

Email: _____

Date of Birth: ____/____/____ Social Security Number: _____

Do you have a valid Driver's License? YES NO

Have you ever been convicted of a crime? YES NO

If YES, please explain:

The First Tee of New Hampshire is committed to providing a safe environment for our participants, volunteers and staff. Because of our responsibility as a youth organization, we reserve the right to inquire into a person's criminal background. Criminal convictions are not an absolute bar to participation in The First Tee program and will only be considered in relation to job requirements and expectations.

My signature below indicates my acknowledgement that The First Tee of New Hampshire may undertake a check of my background. It also confirms my understanding that my position is not guaranteed, nor if granted, guaranteed for any length of time and that The First Tee of New Hampshire may deny or end my involvement at any time, for any reason, with or without prior notice.

In order to protect program participants, The First Tee of New Hampshire and volunteers, I further understand that at no time during a The First Tee of New Hampshire class or sponsored event may I be alone with an individual child unobserved by others. I further represent and acknowledge that I will not discipline any youth involved in The First Tee of New Hampshire by use of physical, verbal, or emotional abuse.

Signature: _____ Date: _____

The First Tee of New Hampshire does not discriminate in the selection among volunteer on the basis of gender, race, color, creed, age, national origin, religion, or disability.



VOLUNTEER LOG

Please fill out below with your name, date and number of hours spent volunteering.
Thank you!

Name	Date	Hours	Comments

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EMERGENCY/INJURY GUIDELINES

Please follow the guidelines below in the event of an injury or emergency involving staff, volunteers or participants of The First Tee of New Hampshire.

- Review participant registration forms for any notes/comments in regards to the participants for the session you are attending
- If a child is allergic to bee stings, ask if he/she has his EpiPen on him. Ask to see so you can review the instructions on how to administer.
- If an incident occurs above and beyond a simple cut or bump, please notify lead instructor immediately.
- If a child gets a small cut, please follow the instructions for first aid displayed on the bulletin board downstairs in the clubhouse. A first aid kit can be found in the bathroom downstairs of the club house.
- For a bee sting, also see posted instructions.
- For other injuries/incidents, please notify parents immediately. Registration forms with complete information on emergency numbers and medical information can be found in a folder for the session. Do not administer any medication or assistance without reviewing their form first.
- Always call 911 if you need assistance.
- If notification of parents is not necessary (a child falls and cuts knee, etc.), please be sure to speak with the parents when they pick their child up.
- For all incidents, lead instructor must complete an incident form and leave for TFTNH Executive Director. Copies can be found in TFTNH office.
- Lead instructor should call or e-mail Executive Director with details of the incident so she can follow up with the family in a timely manner.

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EMERGENCY/INJURY REPORT

Date: _____ Time of incident: _____

Name of injured: _____

Describe incident: _____

Describe action taken: _____

Witness/Volunteer who saw incident or was first involved: _____

Did you notify parents? When and how? _____

Lead instructor completing report: _____



**INCIDENT REPORT
For disciplinary issues/concerns**

Date: _____ **Time of incident:** _____

Name(s) of those involved: _____

Describe incident: _____

Describe action taken: _____

Witness/Volunteer who saw incident or was first involved: _____

Did you notify parents? When and how? _____

Lead instructor completing report: _____

PAR Skills Scorecard

Golfer's name and age: _____

Put 'Y' for hit green or fairway

par+12+ for # right

Putting par = 9

1	2	3	total

Greens Hit par = 2
of 6

1	2	3	4	5	6	total

Knowledge

Life	Golf

Short Game par = 12

1	2	3	total

Fairways Hit par = 2 of 6

1	2	3	4	5	6	total



Today's date: _____ class day: _____ class time: _____

Coach/Volunteer name: _____

Life Skills Knowledge (Please check off all that apply)

- _____ 1. Respecting the Rules
Participant demonstrates respect for others by being courteous and helpful, as well as by following instructions and safety rules.

- _____ 2. Meeting and Greeting
Participant faces another person, smiles and looks the other person in the eyes, give a firm handshake and clearly states their name.

- _____ 3. Having Fun While You Learn
Participant understands and uses the Three Tips for Having Fun while practicing or playing golf by:
 - a. Demonstrating patience
 - b. Maintaining a positive attitude
 - c. Asking for help when learning something new or challenging

- _____ 4. Staying Cool
Participant understands and uses the 4 Rs while practicing or playing golf.
 - R**eplay, think about what happened and what they did
 - R**elax, take a deep breath
 - R**eady, think about what they need to do next time
 - R**edo, either try again or imagine how to do it better

- _____ 5. Finding your Personal Par
Participants understand how to develop their Personal Par based upon past performance and uses Personal Par while practicing or playing golf. Personal Par is a measure of how each participant usually performs in golf, at home or at school.

PAR Skills Scorecard

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Explanation of Golf Skills

1. Playing requirement: Complete one 9-hole round of golf in a timely, safe and courteous manner; there are no yardage or score requirements.
2. Putting Skills: Complete a 3-hole putting course in a maximum of 9 strokes (average 3.0) with holes of the following length:
 - a. 1 short hole (between 4 and 9 feet)
 - b. 1 medium hole (between 10 and 24 feet)
 - c. 1 long hole (between 25-50 feet)
3. Short Game Skills: Complete a 3-hole up-and-down course in a maximum of 12 strokes (average 4.0) with holes of the following length (hole locations of “low to moderate difficulty”):
 - a. 1 hole at approximately 2-4 yards from the edge of the green
 - b. 1 hole at approximately 8-10 yards from the edge of the green
 - c. 1 hole at approximately 16-20 yards from the edge of the green
4. Full-swing skills (fairways): Hit 2 out of 6 fairways (or a defined area) a minimum of distance of:
 - a. 75 yards to an approximately 19 yard wide fairway (8-10 yrs)
 - b. 100 yards to an approximately 25 yard wide fairway (11-12 yrs)
 - c. 150 yards to an approximately 38 yard wide fairway (13 yrs and older)
5. Full-swing skills (greens): Hit 2 out of 6 greens (or a defined area) from a distance of:
 - a. 35 yards to the front edge of the green (8-10 yrs)
 - b. 50 yards to the front edge of the green (11-12 yrs)
 - c. 75 yards to the front edge of the green (13 yrs and older)