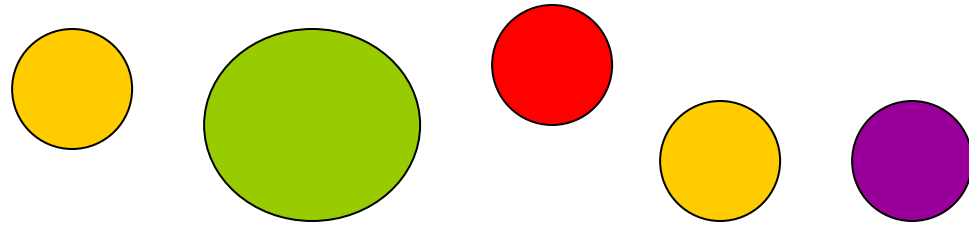


Little Moments...



...Big Magic



**BIG BROTHERS BIG SISTERS**

**Guide for Volunteers**

**Big Brothers Big Sisters Services, Inc.**

**107 Westdale Ave.**

**Winston-Salem, NC 27101**

**336.724.7993**

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Welcome to Big Brothers Big Sisters! Your involvement in this program has the potential to be one of the most enriching experiences in your life. Many young people in this community need an adult who can be a positive role model in their lives. As a Big Brother or a Big Sister, you will have the opportunity to significantly influence one of these children. If it were not for individuals like you, there would be no Big Brothers Big Sisters programs. Your interest, care, and commitment give this program its heart and strength.

This volunteer manual is designed to be a “toolbox” for you to utilize throughout your match. We hope the information in these pages will be a resource for you as you seek to understand more about your relationship with your Little and the best ways to facilitate that relationship. Thank you for your interest in this program and your willingness to invest in the future of a young person!

## **What We Do and Why We Do It...**

### ***PROGRAM OVERVIEW***

Big Brothers Big Sisters of America is the nation's oldest and largest youth mentoring organization. Since 1904, caring adult volunteers have been helping millions of children reach their full potential and fulfill their dreams. Our programs in all 50 states match kids with mentors who provide meaningful friendships and share fun experiences. BBBSA has grown to a network of 470 local agencies, serving more than 225,000 children in the United States with more than 30,000 on the Waiting List. The average length of time for a child to wait is 18 months.

Big Brothers Big Sisters is based on a one-to-one relationship between an adult volunteer and a child. When faced with the increasingly complex and confusing demands of our society, the sensitivity and simplicity of these relationships can provide the balance needed for a child to grow into a healthy, productive adult.

### ***BBBSA MISSION STATEMENT***

The mission of Big Brothers Big Sisters of America is to make a positive difference in the lives of children and youth, primarily through a professionally supported one-to-one relationship with a caring adult, and to assist them in achieving their highest potential as they grow to become confident, competent, and caring individuals, by providing committed volunteers, national leadership and standards of excellence.

### ***BIG BROTHERS BIG SISTERS SERVICES, INC MISSION AND VISION STATEMENTS***

Mission Statement: Big Brothers Big Sisters Services, Inc. exists to empower children to reach their full potential by continuously recruiting, developing and training mentors to provide professionally supported one-on-one Big Brother Big Sister relationships.

Vision Statement: Big Brothers Big Sisters Services, Inc. will create successful mentoring relationships for all children in the service region who need and desire them, resulting in individuals who will have brighter futures and will make a positive impact in their schools, workplaces, and communities.

# A Brief History – National and Local Agency Information

## *NATIONAL HISTORY*

**1903**

Big Brothers Big Sisters began at the turn of the twentieth century when Irwin Westheimer, a 23 year old Cincinnati businessman befriended a young boy he found scavenging in a garbage can. He encouraged friends and acquaintances to do the same for other fatherless boys. Before long, they were dubbed “Big Brothers”.

**1904**

In New York City, a similar idea was taking shape. Ernest Coulter, a court clerk from New York City, started the first formal Big Brother program as a preventative approach to juvenile justice programs.

**1908**

A Big Sisters program was established under the direction of Mrs. Willard Parker with the support of Lady Armstrong – Mrs. W.K. Vanderbilt.

**1917**

A joint conference of local Big Brothers and Big Sisters was held in Grand Rapids, MI; but a formal alliance would not be made for another sixty years.

**1946**

Big Brothers of America was formed by thirteen Big Brother agencies from around the country and headquartered in Philadelphia. Big Brothers of America was issued a Congressional Charter in 1958.

**1977**

The prophetic conference of 1917 took permanent shape as Big Brothers and Big Sisters became the first national youth service program for boys and girls to merge, forming Big Brothers Big Sisters of America (BBBSA).

**2004**

BBBSA celebrated 100 years of matching mentors with children.



## **LOCAL HISTORY**



Big Brothers, Big Sisters Services Inc. was founded in 1976 when three community leaders pulled together a group of concerned community members who wanted to make a difference in the lives of children from single-parent homes. By the following year, enough funds had been raised to hire the first executive director, Bert Grisard, and the agency began to provide children from single-parent families with Big Brother and Big Sister volunteer mentors.

## **SERVICES PROVIDED**

- Big Brother, Big Sister; Big Couple; Community Program: This is the classic pairing of well screened, caring adult volunteer mentors with children in need of a positive role model. The mentoring relationship is designed to provide support and assistance to foster the physical, intellectual, emotional, and moral development of the child.
- Site-Based Program: The Site-Based Program matches a volunteer with an elementary school age child based at the elementary school closest to the volunteer. The volunteer visits the child once a week for an hour and the match lasts for the academic year. The time spent with a Little Buddy can include working on homework, doing puzzles together, reading in the library, and a variety of other activities.
- Teen Mom Program: Our target population is the girls ages 13-18 who are pregnant or currently have a child. The specific goals of the BBBS Teen Mother program are that teen mothers in our program stay in school and graduate from high school without having a subsequent pregnancy. The BBBS Teen Mother program will employ the same one-on-one mentoring for the teen mothers as our traditional community based program. Although mentoring is the main component of the program, our staff provides necessary support, information and coaching that will help the teens chart the best course for their families so that future generations are empowered to break negative generational cycles.
- Waiting List Activities: Many of the children accepted into the Community Program have to wait for a period of time before they are matched with a “Big”. This time can range from 4-8 months for girls and is 1-2 years for boys. During this waiting time, the agency provides monthly activities for the children to participate in. The waiting list activities are often sponsored by a local business or corporation, and the employees are also invited to participate in the activity.
- Match Activities: We provide a number of various activities for Matches, Wait List children, and their families to attend. They include an annual summer picnic, Halloween Party, and Christmas Party to name a few. These get-togethers serve as a way for volunteers and families to get to know each other and as a way for BBBS to show our support for the participants.



## FUNDING

Big Brothers Big Sisters, Inc. receives funding from the United Way, individual contributions, and the *Bowl for Kids Sake* annual event. The Bowl-a-thon generates 31% of the annual operating budget with all funding from the event goes directly to the agency for staff and programs. *Bowl for Kids Sake* is the signature fundraising event for Big Brothers Big Sisters of America. The agency also has an endowment fund and accepts planned gifts in the form of stocks, insurance policies, wills, and charitable remainder trusts. Used cars, trucks, boats, motorcycles, or recreational vehicles can be donated to the agency through our Cars for Kids Sake program. All donations are tax deductible.



## BBBS Support - How BBBS Works with You & Your Little

***BBBS works hard to support the relationship you have with your Little. Our goal is for the relationship to be as successful as possible for everyone.*** Bigs and Littles work with their Case Manager from their BBBS agency. The Case Manager also works with the Little's parent / guardian.

Along the way to forming a safe and lasting friendship, your Case Manager will be in touch with all of you to help you and your Little. Sometimes they will call, meet you in person, or email you to make contact. Monthly communication is required for the first year of the match and quarterly communication is required after the first year throughout the life of the match. This allows us to provide support, give you ideas for activities, etc. You can think of your Case Manager as the main link between you, your Little, your Little's parent and the agency.

That's not all that the Case Manager provides for your match. They also:

- Provide you feedback on how you're making a difference.
- Find information and resources that you might be interested in.
- Offer group activities and give you activity ideas.
- Hook you up with donated tickets to community/sports events.
- Keep you updated on activities offered by the agency.
- Help you communicate with your Little and their parent.
- Work with you on any conflicts that might come up.



You don't need to wait to hear from your Case Manager--they love to be contacted by their Bigs. Here are some good reasons for calling your Case Manager:

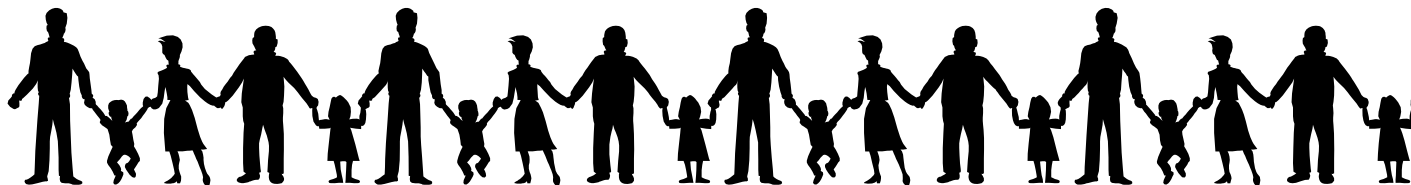
- To get feedback from the Little, and Parent/Guardian about how the match is going.
- Share fun stories about your match.
- Discuss concerns you are having with your match or the safety of your Little.
- Ask for activity ideas and find out about current events at BBBS.
- Report any emergency situations.

Contact your Case Manager by phone and/or email--whichever is most convenient for you. If your Case Manager is not available please contact the agency for assistance. We make it a priority to serve you when you need it.

## YOU CAN MAKE A DIFFERENCE IN THE LIFE OF A CHILD

It's pretty simple. By building a trusting friendship with a child you can make a powerful impact in his/her life. That's what it's all about. Here are some thoughts on making a difference:

- Consistently sharing activities together (events, having lunch, just talking) is the biggest factor in forming a positive relationship with them.
- Deciding together what activities to do fosters a stronger relationship.
- By being there you are making a difference even if you don't think you are.
- If you're concerned about not making a difference, talk it over with your Case Manager.

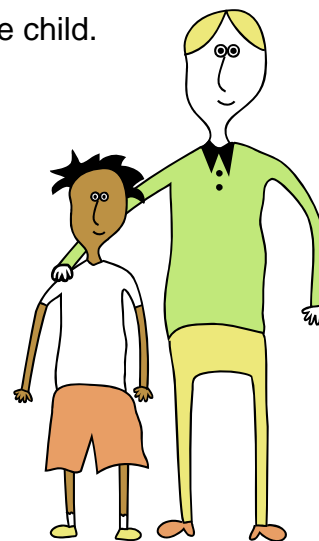


## YOUR ROLE

The success of the match friendship depends greatly on the efforts of the Big, the Little, and the Parent. Each individual plays an important role in helping build a meaningful friendship. It won't be long before you meet your Little Brother or Little Sister for the first time. And, when you do, it will help for you to understand your role as a Big.

### What makes a successful Big?

- Emphasize friendship over changing the behavior of the child.
- Are not authoritarian.
- Decide activities together with Littles.
- Are consistent & dependable.
- Have realistic expectations.
- Are patient.
- Focus on having fun.
- Set boundaries and limits.
- Acknowledge that positive impact on the child comes after the relationship is built.
- Put a child's safety and well-being first.



### What a "Big" Is Not...

- A parent
- A financial support
- A "taxi" service.
- A babysitter
- A peer
- A Therapist



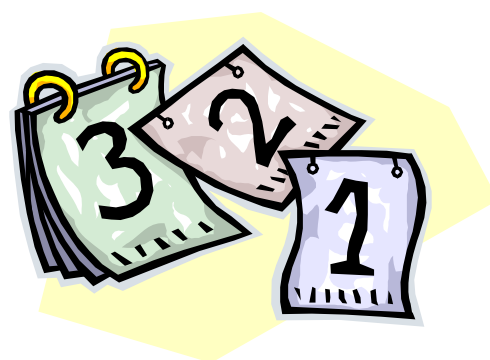
## WHAT WILL YOU DO? - EXPECTATIONS

We all had someone in our lives, other than a parent, who made a difference to us. This is what you can do for a child in our program. It's really pretty simple—it's a matter of making yourself available on a consistent basis. It's showing you care. It's having fun with a child. It's listening to them talk about whatever is going on in their lives. It's a series of small, teachable moments that, in the end, make a BIG difference.

Changes in your Little tend to occur slowly. Your Little may not call you or suggest activities for you to do—this is normal behavior. Often Littles won't say "thank you" —but this doesn't mean they aren't enjoying the time with you. It just takes time for the relationship to form.

To make the most of your relationship:

- Be a good friend: Listen, have fun, take time to get to know this new person in your life. Choose activities that you both enjoy and that will strengthen the bond between you. Don't set out to impose mandatory changes in the Little. Positive behaviors will flow after your Little trusts you and your Little grows in being more secure, not by your declaring mandatory new behaviors that the Little has to do.
- Be Consistent:
  - Show the child you think your time together is important.
- Be involved and participate in agency activities:
  - This connects you with other Bigs & Littles and allows your Little to interact with other kids in the program.
- Regularly communicate with your Little, the parents and your Case Manager:
  - We will contact you each month to provide assistance and give feedback on how you're making a difference.
  - Anytime you are unsure about what to do or how to handle a situation, your Case Manager is here to help.
- Work for a long-lasting relationship.
- Realize that problems may come up:
  - It's normal for problems to arise in a match relationship
  - Try to balance your expectations of what it will be like with your Little and be realistic about how fast the relationship will take to develop.



# Effective Relationships

## **CONFLICT RESOLUTION STRATEGIES**

Negotiating: Bigs and Littles listen to the others' points of view and discuss which position might be the best.

Compromising: Meeting halfway -- both parties agree to sacrifice something in order to resolve the conflict.

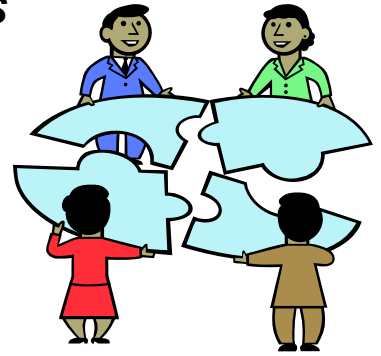
Active Listening: Big shows that he or she understands the Little's wishes.

Distracting: Helping Littles to forget about the conflict by focusing their attention on some other interesting activity. (This is especially useful for young kids with shorter attention spans and when the conflict doesn't need a lot of discussion.)

Humor: Diffusing negative emotions by looking at the brighter side of the situation. It's amazing how quickly a mood can change with some humor.

Chance: Flipping a coin or drawing straws.

Sharing: Working together to meet the needs of both parties.



## ***BIG SKILLS TO HELP DEVELOP THE RELATIONSHIP***

Here are some communication tips for use in your Match relationship:

Listening: One of the most overlooked aspects of communication is the act of listening. Listening, in the true sense, means: not talking, not lecturing, and not advising. Many times, a few minutes spent really listening will defuse much of the frustration of adult-youth communication.

Attitude: Another important aspect of communication is attitude. During communication, youth often react not to what adults are saying, but the way they say it. This is especially true with teenagers. Be aware of your attitude after a particularly tough day; it may negatively affect the way you talk or listen to your Little.



Humor: Humor is often the missing link in many adult/youth relationships. Sometimes even the most intense discussions can use an injection of humor. It can serve to relieve a particularly stressful moment and, at the least, can indicate that things are still okay in the world.

### ***BASIC RULES OF COMMUNICATION***



- Learn to listen
  - Maintain eye contact
  - Allow time for your Little to talk without interruption; show you are interested in what he or she has to say
  - Get feedback to be sure you are understood
  - Listen for feeling tones as well as for words
  - Ask questions when you do not understand
  - Set examples rather than giving advice
- Make your communication positive
  - Be clear and specific
  - Recognize that individuals see things from different points of view
  - Be open and honest about your feelings
  - Accept your Little's feelings and try to understand them
  - Be supportive and accepting
  - Do not preach or lecture

## HOW TO CREATE A PARTNERSHIP WITH YOUR LITTLE'S PARENT/GUARDIAN

Parents have entrusted their child to you. They remain the leaders in their family and our role is to support them whenever we can when appropriate. It's important that we respect and honor that. The parent's support is critical to the success of the match. It may take a while to establish your role with the parent.

Listed below are some ways you can work with the Parent/Guardian:



- Communicate with them before and after an activity. Describe what you plan to do and what you've done together.
- Make sure they are aware of activity plans, and ask if the activity is ok (do not rely on the Little to tell the Parent/Guardian about plans).
- Let them know about any changes in plans.
- Respect the privacy and confidentiality of your Little's family.
- Maintain a primary relationship with your Little and do not become overly involved with the rest of his/her family.
- Talk to your Case Manager about any concerns you have about your Little/Little's family or your Little's well-being.



## CHILD SAFETY- A TOP PRIORITY

Children's safety is our #1 priority. We focus on the child's safety and well-being throughout the match.



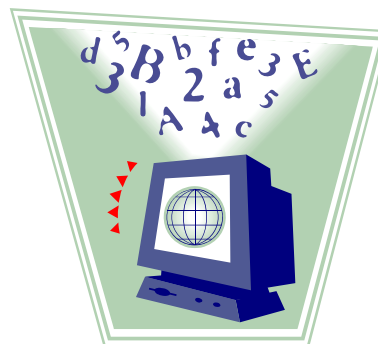
We do this by providing:

- Thorough, professional screenings of all persons who apply to be volunteers.
- Child safety and child abuse prevention education programs for volunteers, parents and children.
- Guidelines that establish appropriate boundaries and respect a child's right to feel safe.
- Ongoing BBBS supervision contact with each party in the match. This helps provide up-to-date information about safety issues and early warnings of potential problems throughout the match relationship.

As a Big, you play a role in supporting the parent's primary role of keeping their child safe. Bigs need to model appropriate behavior as well as assume responsibility for their Little's safety during outings.

Some safety issues include:

- Internet safety
- Bullying and violence prevention
- Little's medical conditions
- Child abuse prevention.



If you ever have a situation where your Little talks to you about any abuse or violence he/she is subject to, **contact your Case Manager immediately**. Our response to the disclosure by a child can prevent negative outcomes for the child and their family. For that reason, it is critical that volunteers follow our BBBS protocols on reporting abuse.

## Stages of Relationships

Now that you are matched with your Little, you may be thinking what comes next and how fast will it happen?

As every experienced Big will tell you, the friendship takes time to develop. It is a different experience for every Big and Little, and no doubt your friendship will be unique.

However, there are some common stages that most match friendships will go through at different times, usually depending on the level of trust that has been established.

### **HONEYMOON STAGE**

*(from the first meeting to approximately the four-month date)*

What does this stage look like?

- You both are trying to figure out each other.
- Littles may try to get their Bigs' approvals or impress them.

What can you do to move it along?

- Without prying, learn facts about your Little and reference them in your conversations: e.g. favorite things, best friend, where they've
- Be consistent and flexible, do what you said you were going to do.
- Be patient and remember that relationships have ups and downs, and don't "happen" by themselves.



traveled.

### **GROWTH STAGE**

*(from approximately the four-month date to the one-year date)*

What does this stage look like?

- This is the most crucial time regarding the development of the Big/Little relationship.
- This is the time that may be a turning point in the relationship.
- It is common, around the four-month date, that your Little will begin testing you to see what you are really about and how much he/she can get away with.
- Your Little may be observing you to find a reason not to trust you.

What can you do to move it along?

- Show your Little that he can trust you, through your reliability, consistency, and time together. As trust develops, your Little will probably begin sharing bits of information here and there with you.
- Keep in close contact with your Case Manager for ideas.
- Recognize and praise accomplishments
- If you need to give advice or address behavior problems, give reasons; avoid "shoulds."



## **MATURITY STAGE**

*(begins somewhere around the one-year anniversary date)*

### What does this stage look like?

- You will notice your relationship with your Little has become more positive and realistic, and match activities are less structured.
- Most Bigs have shed their preconceived notions regarding the match and their Little.
- As the friendship matures, you will see the maturity of your Little as he/she grows and develops.

### What can you do to move it along?

- Develop long term shared interests, activities that you will do frequently together and that you both enjoy.
- Identify past shared experiences and enjoy shared "jokes."
- Learn something new to both of you, together.

## **TRANSITION AND "CLOSURE"**

Your relationship with your Little may transition to less regular contact because of a change in where you or your Little lives, a change in life circumstances, a feeling that you have successfully taken your Little through a critical stage, a change in school the Little is attending, declining interest as the Little grows older, or a number of other reasons. When one of these circumstances occurs, the Big and/or the Little may decide it is time for a change—for a "transition." BBBS will "close" the file of your match and will not continue providing regular support to the match. The Big and Little may transition into a pattern of continuing, though less frequent, contact. All BBBS matches "close" when the Little reaches age 18 or graduates from high school.

No matter the reason or the length of the match, you and your Little have given a lot to each other and going through this transition should be handled in a sensitive, thoughtful, and caring way. Recognize that you have made an impact at some level on your Little. The Little you now know is probably not the same Little with whom you were initially matched; changes have probably occurred. Celebrate the experience as much as you can together - highlights and hurdles.

Making a plan for some form of continued contact that feels appropriate to your circumstances is a good idea. This may be as limited as exchanging greeting cards at holidays or as involved as continued regular contact with an 18 year old going off to college. If the transition of closing the match is not approached carefully, a child can be hurt by the experience. Our staff will work with you, the child and his/her parent to help you with this transition.



## Stages of Child Development

If you haven't had recent experience with a child in the age group you'll be matched with, we have some information to help you work successfully with your Little.

- Keep in mind that the information is *generalized*.
- While they may provide a description of children in general, you may encounter something slightly different with your Little. This does not mean that there is something wrong with your Little. It may mean that they are not like the average child.
- Sometimes a child's development may be delayed because of trauma or negative experiences or simply a slower or faster development than others, so the stage they're in at present may not correlate to their age in years.

### **5-7 YEAR OLDS**

#### General Characteristics:

- Eager to learn, easily fatigued, short periods of interest.
- Learn best when they are active while learning.
- Self-assertive, boastful, less cooperative, more competitive.

#### Physical Characteristics:

- Are very active and need frequent breaks from tasks. They like to do things that are fun and involve use of energy.
- Need rest periods.
- Large muscles are well developed. Activities involving small muscles are difficult (i.e., working on models with small pieces).
- May tend to be accident prone.

#### Social Characteristics:

- Like organized games and are very concerned about following rules.
- Can be very competitive. May cheat at games.
- Are very imaginative and involved in fantasy playing.
- Are self-assertive, aggressive, want to be first, less cooperative than at five, and boastful.
- Learn best through active participation.

#### Emotional Characteristics:

- Are alert to feelings of others, but are unaware of how their own actions affect others.
- Are very sensitive to praise and recognition. Feelings are easily hurt.
- Inconsistent in level of maturity evidenced; regress when tired, often less mature at home than with outsiders.

#### Mental Characteristics:

- Are very eager to learn.
- Like to talk.
- Their idea of fairness becomes a big issue.
- Have difficulty making decisions.

#### Developmental Tasks:

- Sex role identification.
- Early moral development.
- Concrete operations - the child begins to experience the predictability of physical events.



## 8-10 YEAR OLDS

### General Characteristics:

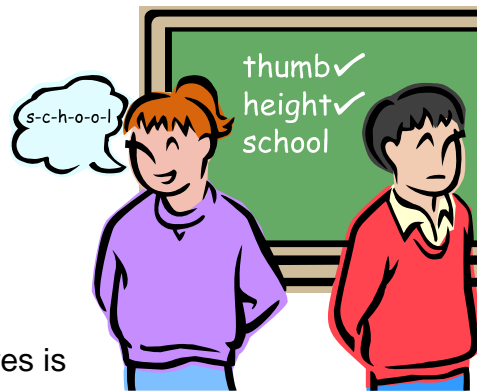
- Interested in people, aware of differences, willing to give more to others but expects more.
- Busy, active, full of enthusiasm, may try too much, accident prone, interest in money and its value.
- Sensitive to criticism, recognize failure, capacity for self-evaluation.
- Capable of prolonged interest, may make plans on own.
- Decisive, dependable, reasonable, strong sense of right and wrong.
- Spend a great deal of time in talk and discussion, often outspoken and critical of adults although still dependent on adult approval.

### Physical Characteristics:

- Are very active and need frequent breaks from tasks to do things that are fun for them and involve use of energy.
- Bone growth is not yet complete.
- Early maturers may be upset with their size.
- May tend to be accident prone.

### Social Characteristics:

- Can be very competitive.
- Are choosy about their friends.
- Being accepted by friends becomes quite important.
- Team games become popular.
- Worshipping heroes, TV stars, and sports figures is common.



### Emotional Characteristics:

- Are very sensitive to praise and recognition. Feelings are hurt easily.
- Because friends are so important during this time, there can be conflicts between adults' rules and friend's rules. You can help by your honesty and consistency.

### Mental Characteristics:

- Their idea of fairness becomes a big issue.
- Are eager to answer questions.
- Are very curious, and are collectors of everything. However, they may jump to other objects of interest after a short time.
- Want more independence, but know they need guidance and support.
- Wide discrepancies in reading ability.

### Developmental Tasks:

- Social cooperation
- Self-evaluation/Skill learning
- Team play

## 11 -13 YEAR OLDS

### General Characteristics:

- Testing limits, “know-it-all attitude.”
- Vulnerable, emotionally insecure, fear of rejection, mood swings.
- Identification with admired adult.
- Bodies are going through physical changes that affect personal appearance.

### Physical Characteristics:

- Small-muscle coordination is good, and interests in art, crafts, models and music are popular.
- Bone growth is not yet complete.
- Early maturers may be upset with their size.
- Are very concerned with their appearance, and very self-conscious about growth.
- Diet and sleep habits can be bad, which may result in low energy levels.
- Girls may begin menstruation.

### Social Characteristics:

- Being accepted by friends becomes quite important.
- Cliques start to develop outside of school.
- Team games become popular.
- Crushes on members of the opposite sex are common.
- Friends set the general rule of behavior.
- Feel a real need to conform. They dress and behave alike in order to “belong.”
- Are very concerned about what others say and think of them.
- Have a tendency to manipulate others (“Mary’s mother says she can go. Why can’t I?”).
- Interested in earning own money.



### Emotional Characteristics:

- Are very sensitive to praise and recognition. Feelings are hurt easily.
- Because friends are so important during this time, there can be conflicts between adults’ rules and friends’ rules.
- Are caught between being a child and being an adult.
- Loud behavior hides their lack of self-confidence.
- Look at the world more objectively, adults subjectively, critical.

### Mental Characteristics:

- Tend to be perfectionists. If they try to attempt too much, they may feel frustrated and guilty.
- Want more independence, but know they need guidance and support.
- Attention span can be lengthy.

## 14 - 16 YEAR OLDS

### General Characteristics:

- Testing limits, “know-it -all attitude.”
- Vulnerable, emotionally insecure, fear of rejection, mood swings.
- Identification with admired adult.
- Bodies are going through physical changes that affect personal appearance.

### Physical Characteristics:

- Are very concerned with their appearance and very self-conscious about growth.
- Diet and sleep habits can be bad, which may result in low energy levels.
- Rapid weight gain at beginning of adolescence. Enormous appetite.

### Social Characteristics:

- Friends set the general rules of behavior.
- Feel a real need to conform. They dress and behave alike in order to “belong.”
- Are very concerned about what others say and think of them.
- Have a tendency to manipulate others (“Mary’s mother says she can go. Why can’t I?”).
- Going to extremes, emotional instability with “know-it-all” attitude.
- Fear of ridicule and of being unpopular.
- Strong identification with an admired adult.
- Girls usually more interested in boys than girls, resulting from earlier maturing of the girls.

### Emotional Characteristics:

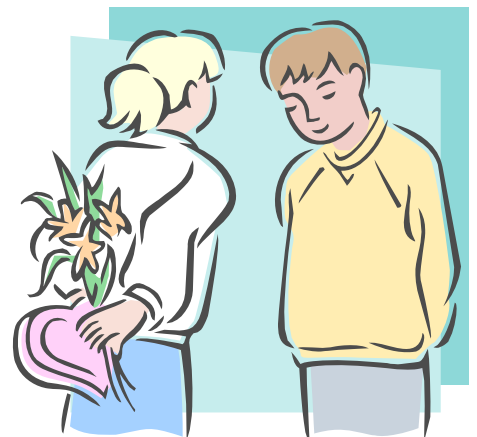
- Are very sensitive to praise and recognition. Feelings are easily hurt.
- Are caught between being a child and being an adult.
- Loud behavior hides their lack of self-confidence.
- Look at the world more objectively, adults subjectively, critical.

### Mental Characteristics:

- Can better understand moral principles.
- Attention span can be lengthy.

### Developmental Tasks:

- Physical maturation.
- Formal operations.
- Membership in the peer group.
- Relating to the opposite sex.



## **AGE APPROPRIATE ACTIVITIES FOR YOU AND YOUR LITTLE**

Age	5-7	8-10	11-13	14-16
Bake and frost cut out cookies	Start a scrapbook with a page for pictures of favorite things	Watch a TV program and identify negative stereotypes	Figure out how to program your VCR	
Fly a kite on a windy day	Go on a camera scavenger hunt to find odd objects to photograph	Look up your state on the internet: major industry? Biggest cities?	Research what happened on the day and year each of you was born	
Go on a walk and collect interesting rocks, leaves or other items	Make greeting, get well or holiday cards to give to special people	Build and paint a bird house – watch for occupants	Check out the classified ads and discuss what each job requires in terms of education and experience	
Feed the ducks at the park	Make a bug cage and catch lightning bugs together	Rent rollerblades and learn to skate, safely	Visit a fish market, meat market or other place where food is not prepackaged	
Make a present for someone special	Visit the zoo at feeding time	Make a list of people you admire – look them up on the internet	Go out for dinner at an ethnic restaurant; who else is eating there? Favorite dishes?	
Play UNO, Crazy 8s, Old Maid	Read a selected book out loud and tape record it	Take a long ride on public transportation to the end of the line	Explore a new radio station together; discuss ads and target audience	
Play bat mitten or croquet	Play Miniature golf or go bowling	Visit the SPCA and offer to walk the dogs	Plan, shop for ingredients and cook dinner	
Go for a walk and find interesting places to practice “balancing”	Play Monopoly, Life, Sorry, hangman	Mow the lawn or wash the car together	Go to a concert featuring a favorite performer	
Have a peanut and jelly sandwich picnic	Go on a field trip to the museum – focus on one exhibit and discuss it	Play computer and video games together	Try mastering something difficult: juggling, cooking a soufflé, water color painting	
Visit a pet store and decide which is the oddest pet	Call ahead and visit the local fire station or police station	Plan and plant a garden or visit a community garden and offer to help	Watch a professional or semi-professional sporting event	

## Strategies for Common Problems



Over the years we have seen some common problems that can occur in any match. These are called common because they are, well...*common*. It's normal for Little/Big relationships to experience some of these situations.

We've collected some examples of these common problems and included them for you in the next few pages, including some tips on how to handle them. After your match gets going, if you are experiencing one of these challenges, you can bring the issue up with your BBBS Case Manager and discuss in more detail how to proceed in a successful way.

### ***"My Little doesn't show appreciation."***

- ? Coming into the match with a preconceived notion of how your Little should show appreciation will set you up for a letdown. Your Little may not say "please" and "thank you" when you first start meeting, and even after many times together he/she may still not respond in a way that you deem appropriate.



"I had a good time" may eventually be a response, but may be a long time in coming. Sometimes he/she might only say, "It was o.k." Be sure you model the behavior you would like your Little to demonstrate, and be consistent.

### ***"My Little doesn't share feelings and/or initiate conversation."***

- ? You may feel that your Little is not putting as much into the relationship as you would like. The relationship may seem one-sided for a long time with you doing the talking and your Little not saying much.



Eventually your Little may well respond in a more open and honest way, trusting you and confiding in you as an adult who will not disappoint or walk out on him/her. Conversation between you will grow and your Little may share more feelings with you. If this happens, rejoice in it, but remember that no relationship is perfect and all relationships are defined in a variety of ways.



### ***"My Little never calls me."***

- ? Littles love to receive phone calls, but seldom feel comfortable initiating them. Asking your Little to share with you the good feeling that comes from getting a phone call may help him/her to understand that adults also like to receive calls from people they like. Giving your Little definite times to call may help, as can enlisting the parent's help in encouraging your Little to call.



It is important not to stop calling with hopes that they will start calling you. It is important to be patient, and be sure to reinforce the behavior with positive remarks when they do call.

### ***"My Little doesn't act the right way."***

- ? Your Little may come from a family with a very different value system than yours. It is not your responsibility or role to try to change the values of your Little. Your match is a learning experience for both of you. If your Little has never been to a play, they may not know what behavior is expected of them.



Try to be content with the understanding that, through your example, your Little may come to respect values that are more positive. But this may be a long process.

***“My Little doesn’t seem to need me.”***

? Every child should have someone to bring a little magic to them, but your Little may not respond in a way that makes you feel you are needed. Feeling needed may be expressed by your Little in small ways, and may be non-verbal.



In time, you may learn to recognize small signs that your Little needs you. This will help you in being content with the knowledge that you are making a difference and are a much-needed part of your Little’s life.

***“My Little doesn’t make time for me.”***

? Your Little may seem to have little time for you, but be assured that although other activities and family issues may appear to interfere, your Little is benefiting from the interest and involvement of a caring adult friend. You are the person spending one-on-one time with your Little; listening; sharing, and showing your desire to be together on a regular basis.



No group activity, school event or family commitment can take the place of your special relationship with your Little. If you recognize the importance of what you are doing, chances will increase that your Little will recognize this too.

***“My Little doesn’t seem interested.”***

? Keep in mind that we all demonstrate interest in different ways, and your Little may not know how to communicate that he/she is interested.



Be sure you do not make assumptions based on your Little’s behavior, and talk to your Case Manager if you have questions.

***“My Little doesn’t want to improve.”***

? Your Little may have many adults eager to tell what she/he is doing wrong.



What your Little will respond to is someone who will point out and praise strengths. These strengths (assets) can range from the values that the child holds to things he/she is good at doing. If your Little knows that you are going to be positive, give encouragement and compliments, and appreciate the unique person that he/she is, change will happen in very positive ways, and your Little will grow in confidence, competence and caring.

The most important thing to remember is that you will need to be **patient** and **persistent** throughout your relationship! Your relationship may take time to develop, but if you are able to manage your expectations, be open to surprises, and accepting of your Little as an individual, you are in for a fantastic ride! Your Case Manager is available to help you through any of the above situations. Remember to seek help as necessary.

## **Activities & Match Discounts**

### ***DISCOUNTS***

Listed below are the discounts offered to all Bigs and Littles in our organization. Once you are matched, you will be given BBBS membership cards that need to be presented to receive these discounts. If you should ever misplace one of the cards, just call your case manager and get another one.

**REMEMBER: Membership cards can only be used when Bigs are with Littles.**

**Creekside Lanes** – 1450 Trademart Blvd. Winston-Salem, 771-9800, M-F before 6: \$1.25 a game, shoe rental \$1.00, After 6 and weekends: \$2.25 a game \$1 shoe rental.

**CiCi's Pizza** – 2857 Reynolda Road, Winston-Salem, 723-7273, Big pays for their buffet, Little eats for 99 cents. Discount ok'd by John McClarity

**The Hitting Zone** – 1612 S. Stratford Road, Winston-Salem, 794-1300  
Matches receive 50% off.

**Carowinds** – Charlotte, NC

Contact your caseworker at least two weeks in advance to obtain voucher for almost ½ price tickets (rates change annually).

**Carvel Ice Cream** – Hanes Mall Blvd. 20% off purchase. Discount ok'd by Bryan

**SciWorks** – 400 Hanes Mill Road, Winston-Salem, 767-6730

Children's science museum with hands on activities. Admission is \$4 per match (adult fee waived – only paying child fee).

**Greensboro Children's Museum** – 220 N. Church Street, Greensboro, 574-2898

Big pays full price, Little gets in free.

**Pizza Hut** -- 3040 Coliseum Drive, Winston-Salem, 724-0494

Matches receive 20% off the total bill.

**Little Theatre**-- 610 Coliseum Drive, Winston-Salem, 725-4001 Contact your case manager for coupon for your little to get in free when the big pays.

**MAKE RESERVATIONS IN ADVANCE AT THE BOX OFFICE.**

**North Carolina Black Repertory Company**-- 610 Coliseum Drive, Winston-Salem, 723-2266 Theater performances. Big pays full price and Little gets in free. Make reservations at the box office in advance. Discount ok'd by Geraldine Patton

**North Carolina School of the Arts – Stevens Center**, 405 W. Fourth Street, Winston-Salem, 721-1945  
*Something For Everyone Series* – Bigs pay lowest adult price, Littles admitted free if it is a School of the Arts show. Call the box office to make reservations. Discount ok'd by Shirley

**Originals By You**-- 2727 Reynolda Road, Winston-Salem, 722-3500

Paint-your-own-pottery studio. Studio time is \$4.00/person (regular price \$6). Items you can paint start at \$4 (usu. \$6-\$8). Hours of operation: Mon-Saturday 11am-6pm; Sun 1-6pm (closed Sundays in summer)

**Arby's Restaurants**-- Winston-Salem locations Big buys meal and Little eats free.

**Northside Bowling Lanes**-- 3550 Patterson Avenue, Winston-Salem, 725-7566  
Monday-Friday, 9am-6pm: free shoe rental and both Big and Little pay \$2 per person per game.

**Carolina Zip lines**- Located near Hanging Rock State Park. Last Sunday of the month the big pays (\$50) and the little goes for free. Reservations needed and can be made on their website: <http://www.carolinaziplines.com/> there is also a waiver the parents will have to sign available on the special events tab on the website.

**Bounce U**- Lewisville, NC- Family Bounce Night-Tuesdays and Thursdays- Adult gets in free and child is \$9. Reservations are recommended and there is a waiver on their website that you will need to get the parent to sign. This discount is for everyone so you will not need your discount card. <http://www.bounceu.com/party-places-for-kids/north-carolina/winston-salem/>

**North Carolina Zoo**- Asheboro, NC- Big pays and Little gets in free. Make sure to bring your membership card!

## Restaurants where kids eat free!!!

**Buffalo Wild Wings** - Mondays 5 p.m. - 9 p.m. Children ages 12 and under eat for \$1.99

**Lone Star Steakhouse** - All Day Tuesday Kids 12 and under eat free off the kids meal.

**Denny's** (Greensboro)- Tuesdays and Saturdays 4 p.m. - 10 p.m. Children ages 12 and under eat free from the kid's menu

**Corbins Bar and Grill**- 520 Hanes Mall Blvd- Tuesday nights-Under 12 eat free from the kids menu with a purchase of an adult meal

**McCalisters Deli**-638 E. Hanes Mill Rd- Monday, Tuesday and Wednesday kids eat for 99 cents

**Old Filling Station on Fourth**-871 W. Fourth St.- Mondays kids eat free with purchase of an adult meal.

**TGI Fridays**-3320 Silas Creek Parkway(in the mall)-Kids eat free on Tuesdays

**Chick-Fil-A**- Tuesdays buy an adult meal get a 4 pack of nuggets for 99 cents.

**Golden Corral**- Tuesday nights kids eat 50% off.

**Texas Land and Cattle**- Saturdays from 2-4 kids eat free with adult meal purchase

**The Pig**- Tuesday nights kids eat for 99 cents with the purchase of an adult meal.

## **MUSEUMS AND GALLERIES**

**Reynolda House Museum of American Art**, 2250 Reynolda Road, Winston-Salem, 725-5325  
Museum with lovely gardens, community days throughout the year, in addition to special events (Hispanic Fiesta, Irish festival, etc.). People 21 and under get in free every day. Museum closed on Mondays, opens at 1:30 on Sundays. Plenty of walking paths, including a short walkway to Wake Forest University.

**SECCA (Southeastern Center for Contemporary Art)**, 750 Marguerite Dr., Winston-Salem, 725-1904  
Museum with arts and crafts for kids on community days.

**Diggs Gallery, Winston-Salem State University**, 750-2458  
Features African and African-American art. Opening receptions are held on selected Fridays at 5pm featuring food, music, and the opportunity to speak with the artist.

**Sawtooth Gallery**, 226 Marshall Street, Winston-Salem, 723-7395  
Located in downtown Winston-Salem. Sometimes you can walk into the workshops and see how artists work with different techniques and media: glass blowing, weaving, photography, calligraphy, pottery.

**Museum of Anthropology**, Wake Forest University, Winston-Salem, 758-5282  
Free admission. This museum features different cultures of the world, and its displays are geared towards children. Can be visited in a relatively short period of time.

**Gallery Hops**, Downtown Winston-Salem  
The Downtown Art District Association organizes gallery hops several times a year. Galleries are open between 7pm and 10pm with refreshments and sometimes, live music. No admission charge.

**The Children's Museum**, 390 S. Liberty St., Winston-Salem. 723-9111  
Reading-oriented museum for children ages 3-12. A very interactive and fun time for younger kids.

## **HISTORICAL SITES**

**Bethabara Park**, 2147 Bethabara Road, 924-8191  
This is the first Moravian settlement, established in 1754. See the foundations of the original buildings, as well as reconstructions. Also visit Gods Acre the Moravian cemetery. There are a number of programs throughout the year – Civil War reenactments during Memorial Day and 4<sup>th</sup> of July weekends, Candlelight Christmas tours, indoor and outdoor concerts, Love feasts.

**Old Salem**, 600 S. Main Street, Winston-Salem, 721-7350  
Moravian community. Entrance to the museum/houses is expensive, but you can visit the bakery, barn, and gift shops for free! Great place to walk around and explore.

## **PERFORMANCES**

**LJVM Coliseum**, 2825 University Parkway, Winston-Salem, 725-5635  
Annual Christmas Concert with the Piedmont Triad Symphony and the W-S Symphony Chorale. Admission is non-perishable food for the needy.

**Wake Forest University School of Music**, Winston-Salem, 758-5364  
Take advantage of the many free concerts in Brendle Recital Hall throughout the year including a midnight Halloween concert for older Littles.

**Emerging Choreographers**, NC School of the Arts, Agnes DeMille Theatre, Winston-Salem, 770-3208  
Free ballet performances of works by students. Call the theater for dates and times.

## **PUBLIC LIBRARIES**

So many things to do here with your Little! Some ideas...

Reading books, computer games, internet searches, story hours (call library for information), talks and presentations. Call your nearest branch to find out what's available!

Forsyth County Central Library	660 W. 5 <sup>th</sup> Street, W-S	703-BOOK
Carver School Road Branch	4915 Lansing Drive, W-S	703-2910
Clemmons Branch	3554 Clemmons Road	703-2920
Kernersville Branch	130 E. Mountain Street	703-2930
Lewisville Branch	Lewisville Plaza	703-2940
Malloy/Jordan Heritage Branch	1110 E. 7 <sup>th</sup> Street, W-S	703-2950
Reynolda Manor Branch	2851 Fairlawn Drive, W-S	703-2960
Rural Hall Branch	7125 Broad Street	703-2970
Southside Branch	3185 Buchanan Street, W-S	703-2980
Walkertown Branch	2969 Main Street	703-2990
Davie County Public Library	371 N. Main St., Mocksville	751-2023

## **BOOK AND KIDS' STORES**

These stores often have storytelling session for kids, concerts, presentations, or kids' arts and crafts. Monthly schedules are available at the stores.

**Borders**, Thruway Shopping Center, Stratford Road, W-S, 724-5449

**Barnes and Noble**, 1925 Hampton Inn Ct., W-S, 774-0800 (near Hanes Mall)

**Michael's**, 1805 S. Stratford Road, W-S, 768-4144

**Home Depot**, Winston-Salem locations

## **STREET/OUTDOOR FESTIVALS**

**Hispanic Fiesta**, Downtown Winston-Salem

This festival is a joint effort of several Hispanic organizations. It takes place in early or mid-September. Street festival with music, food, and crafts.

**Music Downtown**

Sponsored by Winston-Salem events. Series of street concerts from May through September. All are free and some may be appropriate for kids. Food and craft vendors also present. No charge for concerts.

**Lanterns for Peace at Salem Lake**

Festival in commemoration of the victims of Hiroshima and Nagasaki. In late July or early August, kids make paper lanterns and lay them to float on the lake. There is also ethnic dancing and possibly food.

**Greek Festival**, 435 Keating Dr, Winston Salem, NC

Takes place in May at the Greek Orthodox Church. Inexpensive admission; food costs extra. Includes food, music, dancing, and a Greek marketplace.

## **ENJOY THE OUTDOORS**

**Horizons Park**, Memorial Industrial School Road (Hwy. 52 North to exit 114, Walkertown), 727-2946  
Free Frisbee golf course. Call between 9am and 12noon for information on other facilities.

**Salem Lake**, 1001 Salem Lake Rd. (Off Reynolds Park Road), 650-7677

This 365-acre lake offers 6.5 mile trail for jogging or bike riding. Picnicking spots available. Fishing and boating are very popular, but both require a fee and are subject to regulations (visit the Fishing Station at the lake for more information).

### **Sierra Club Inner City Outings Program**

Karen Wilson, Coordinator: 748-1507

Sierra Club has outreach programs for a couple of agencies in town. They organize about 8 hikes and outings each year for less advantaged kids. Call to find out about taking your Little on a hike!

**Reynolda Gardens**, 2201 Reynolda Road

Jogging/walking trails, great fields to play in, beautiful gardens!

**Tanglewood Park**, 4061 Clemmons Road, 778-6300

Picnicking, paddleboats and canoes (spring/summer only), horseback riding (reservations required 766-9540), hiking, tennis, golf, par 3 putting, fishing. Call for more information and for fees.

**Winston-Salem Recreation and Parks Department**, 727-2063

Call for information about the city's 20 recreation centers, 8 swimming pools, 51 picnic shelters, and 75 parks. A range of facilities offered – playgrounds, soccer fields, softball diamonds, tennis courts, fitness trails, basketball courts, volleyball courts, football fields, fishing, boating, and swimming.

## **OTHER DAY TRIPS**

**North Carolina Zoological Park**, 4401 Zoo Parkway, Asheboro, 800-488-0444

The nation's largest walk-through natural-habitat zoo, with more than 1,000 animals and 1,500 plant species. Call for hours of operation. Admission fee charged. Open year-round.

**Pilot Mountain State Park**, Highway 52, Pinnacle

Divided into two sections with 1,000 acres located on the Yadkin River. Hiking trails, scenic overlooks, picnicking, family and group camping, climbing area. Named National Natural Landmark, 1976. Free. Fee for camping.

**Emerald Pointe Water Park**, 3910 S. Holden Rd., Greensboro, 800-555-5900

The Carolinas' largest water park offers more than 34 fun-filled rides and attractions. Open Memorial Day through Labor Day. Call for hours of operation. Admission fee charged.

**Hanging Rock State Park**, Location: Stokes County, about 30 miles north of Winston-Salem and four miles northwest of Danbury. Access: NC highways 89 or 66 to SR 1001, which leads to the park entrance. Hiking trails, visitor's center, swimming/ canoeing lake in summer.

**African-American Heritage Trail**, 132 E. Innes Street, Salisbury, 800-332-2343

This self-guided tour chronicles the historic moments, great leaders and lives of generations of African-Americans who lived, worked and contributed to the industrial, artistic, cultural and spiritual life of the Salisbury community.

**Boone's Cave State Park**, Boone's Cave Road, Lexington, 704-982-4402

A 110-acre day-use park offering a hiking trail, river fishing and picnicking. Daniel Boone was said to have hidden in a cave from Indians in this State Park. Boone's Cave State Park overlooks the Yadkin River on Hwy.150-S near Churchland, NC.

**Crowder's Mountain State Park**, 522 Park Office Lane, Kings Mountain, 704-853-5375

Climb rugged peaks rising 800 feet above the surrounding countryside and watch raptors soar in the wind currents. The park's 2758 acres include 1625-foot Crowders Mountain and 1705-foot Kings Pinnacle. A 9-acre lake, canoe rentals June-Labor Day, over 15 miles of hiking and nature trails, picnic facilities and primitive pack-in camp. Free. Fees for canoes and camping.

**Chairs Museum**, 224 S. Main Street, Lexington, 336-249-2742

A hands-on children's museum. Admission free.

**Dan Nicholas Park**, 6800 Bringle Ferry Road, Salisbury, 704-636-0154

425-acre park, located 8 miles SE of Salisbury and offers a 10-acre lake for paddle boating and fishing. Other attractions include live animal exhibits, tennis courts, picnic shelters, playground, volleyball, horseshoes, ball fields, miniature golf, carousel, and miniature train ride for children. An 80-site family campground is open all year round.

**Lazy 5 Ranch**, NC Hwy.150, E. Mooresville, 704-663-5100

A unique drive-through animal park featuring over 600 exotic animals from around the world. 3.5 miles of road on 185 acres. Open Monday-Saturday, 9am until 1 hour before sunset, Sunday 1pm until 1 hour before sunset. Admission fee charged.

**Mill Village Museum**, 14 Church Street, Cooleemee, 336-284-6040

Tells the story of growing up in a Carolina cotton mill village. Learn how the New South was created by its textile industry and their workers. Admission free.

**NC Transportation Museum**, 411 S. Salisbury Avenue, Spencer (near Salisbury), 877-628-6386

Located on the site of what was once Southern Railway Company's largest steam locomotive repair facility. Visit antique automobiles at "Bumper to Bumper" and trace the history of transportation in "Wagons, Wheels & Wings". Experience days of the working railroad repair shop. Seasonal train ride (fee charged), audiovisual show, visitor center and gift shop. Call for hours of operation and special events.

## ***FUN INFORMATION AND IDEAS***

***Crafts, Games, Projects***

[www.kidsdomain.com](http://www.kidsdomain.com)

***Winston-Salem Visitors Center (For monthly city-wide calendar of events)***

[www.visitwinstonsalem.com](http://www.visitwinstonsalem.com)

[www.smittysnotes.com](http://www.smittysnotes.com)

## **References**

*Preparing Volunteers for High Impact Matches-Regional Conferences, 2006*, Big Brothers Big Sisters of America [www.bbbsa.org](http://www.bbbsa.org)

# THANK YOU!

As your match begins, and throughout the entire life of your match, we want to THANK YOU! You are stepping forward on a journey where you don't know exactly what will happen, but you are doing this because you care for others and you know that there is great reward in life in the relationships you develop.

We wish you all the best in your match with your Little Brother or Little Sister. Have great fun. **Take pride in your contribution to the happiness of your Little. We will be with you, supporting you, throughout your journey.**



# Things to Remember...

## As a Volunteer:

- Respond to supervision by case manager
- See your Little once a week
- Develop a healthy relationship with the child
- Encourage caring, competence, and confidence

## Remember:

- Be an ally with the parent
- Support your Little's differences (race, religion, values)
- HAVE FUN!!!

**Thank you for making a  
difference in the life of a child!!**

