

BBBS Support - How BBBS Works with You

BBBBS 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 Match Support Specialist from their BBBS agency.

Along the way to forming a safe and lasting friendship your Match Support Specialist 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 match support specialist as the main link between you, your Little, your Little's parent and the agency.

That's not all that the Match Support Specialist provides. He/She 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 for you and your Little.
- 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 Match Support Specialist--they love to be contacted by their Bigs. Please call:

- To get feedback from the Little and Guardian(s) about the match.
- 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.

30-day Match Contact Policy:

BBBSCO requires that all match parties/participants (volunteers, clients and parents) remain in contact with their Match Support Specialist and/or Program Coordinator on a regular basis (monthly or quarterly, depending on the length of the match). All match parties must contact the agency within 30 days of an initial match support contact attempt. If a volunteer, client or parent does not adhere to this policy, the match will be closed after the 30 day grace period. BBBSCO enforces this policy in order to ensure the safety of the children we serve, to remain in compliance with our National office's program delivery policies and to cultivate a support system throughout the lifespan of the match. BBBSCO thanks its volunteers, clients and parents for their participation in regards to this policy.