



THE JUNIOR LEAGUE OF HOUSTON, INC.

Building A Better Community

2020 – 2021

**PROVISIONAL
HANDBOOK**

2020 – 2021 PROVISIONAL HANDBOOK

TABLE OF CONTENTS

- I. Introductory Information**^[KS1]
 - a. Introductory Letter from the Provisional Committee
 - b. Vision, Mission, Values and Why JLH
 - c. Fact Sheet

- II. Provisional Checklist and Contact Information**
 - a. 2020 – 2021 Provisional Course Information and Checklist
 - b. Who to Contact – Provisional Committee Contact Information

- III. Engagement Events, Education and General Meetings**
 - a. 2020 – 2021 Engagement Events, Education and General Meeting Dates
 - b. General Meeting Etiquette Reminders

- IV. Special Event Team (SET)**
 - a. SET Policies^[KS2]

- V. Agency Visits**
 - a. 2020 – 2021 Provisional Course Agency Visit Policies

- VI. Texas Children’s Hospital (TCH)**
 - a. 2020 – 2021 TCH Requirements (Immunization Requirements, Badge and TB Test, Training Date)
 - b. TCH Volunteer Guidelines
 - c. TCH Provisional Placements
 - d. 2020 – 2021 TCH Provisional Placement Options
 - e. 2020 – 2021 TCH Segment I Dates
 - f. 2020 – 2021 TCH Segment II Dates
 - g. 2020 – 2021 TCH Segment III Dates
 - h. 2020 – 2021 TCH Segment IV Dates
 - i. TCH Hospital Map

- VII. Tea Room**
 - a. 2020 – 2021 Tea Room Provisional Orientation
 - b. 2020 – 2021 Tea Room Holidays
 - c. Tea Room Introduction
 - d. Tea Room Provisional Placement
 - e. Tea Room Policies and Procedures
 - f. Tea Room Placement Absence and Substitution Policies

- VIII. Tea Room and Texas Children’s Hospital Online Placement Sign-up Information**

- IX. JLH Resources and Information**
 - a. Resources and Information

- b. Dress Code Statement
- c. Glossary of Terms



THE JUNIOR LEAGUE OF HOUSTON, INC.
Building A Better Community

Tuesday, March 1, 2020

Dear Provisional,

Welcome to The Junior League of Houston, Inc.! The Provisional Committee is thrilled to have you as part of the League and honored to introduce you to this incredible organization of women over the next 14 months.

You are busy women – juggling careers, personal lives and other volunteer work. The Provisional Course is designed to train you to be an effective volunteer by teaching you about the Junior League of Houston and by providing you with the opportunity to participate in community and development placements. Although it requires a significant time commitment, we hope you will find the Provisional Course fulfilling and fun!

When your course requirements are complete in May 2021, you will become an active member. Your time and volunteer efforts are part of the League's ongoing contribution to the Houston community. Thank you in advance for sharing your time and talent with the Junior League of Houston and the community it serves.

We look forward to getting to know you this year. Please contact us throughout the year if you need anything or have any questions.

Sincerely,

Emily Shushtari
Provisional Chairman

Kate Hays
Provisional Assistant Chairman – Community

Margie Sutton
Provisional Assistant Chairman –
Education and Engagement

Judy Peterson
Provisional Assistant Chairman – Tea Room



THE JUNIOR LEAGUE OF HOUSTON, INC.
Building A Better Community

VISION, MISSION, VALUES and WHY JLH

Vision

The Junior League of Houston, Inc. will build a better community through the inspired efforts of enthusiastic and dedicated volunteers. It will focus its time and resources with purpose and innovation.

Mission

Founded in 1925, The Junior League of Houston, Inc. is an organization of women committed to promoting voluntarism, developing the potential of women, and improving communities through the effective action and leadership of trained volunteers. Its purpose is exclusively educational and charitable.

Values

As the area's leading women's volunteer service organization, The Junior League of Houston, Inc. holds as its core values:

- Recognizing and leveraging members as its most valuable asset
- Training and empowering women to be highly effective volunteers and leaders
- Providing a meaningful and measurable impact on the community
- Embracing the unique diversity of its membership and the community
- Promoting fellowship among women volunteering for a common purpose
- Maintaining financial strength through sound stewardship
- Encouraging innovative responses to the needs of members and the community
- Building upon its past accomplishments and tradition of excellence

Why JLH

You are an ambassador of the League. Help share, in the simplest of terms, the enormous impact of the League in our community and in your own life. Let this be a beginning point for a conversation about the League!

Joining together to develop women through mentorship and training.

Leading through effective action to promote positive change.

Hands-on commitment to impacting and improving communities.



THE JUNIOR LEAGUE OF HOUSTON, INC.
Building A Better Community

FACT SHEET^[KS3]

Mission

- An organization of women committed to promoting voluntarism, developing the potential of women, and improving communities through the effective action and leadership of trained volunteers. Its purpose is exclusively educational and charitable.
- “Building A Better Community” (organization tagline)

History

- The Junior League of Houston, Inc. was founded in 1925 by 12 visionary women.
- The founding volunteers committed to a clinic that is today the Junior League Health Care Clinic at Texas Children’s Hospital.
- Since 1926, the Junior League of Houston has been a member of the Association of Junior Leagues International Inc. (AJLI), of which there are 291 participating leagues in the United States, Mexico, Canada and Great Britain with a total membership of over 140,000 women.

Members

Total membership (as of January 2020):	4,676 members
❖ Active:	1,356 members
❖ Provisional:	189 members
❖ Sustainer:	2,772 members

- New members take a Provisional Course designed to train leaders, develop the potential of women, provide educational information and a better understanding of the community’s needs, how those needs are met and of the Junior League overall. Training is continued throughout active membership. To maintain active membership, a member must volunteer approximately 54 to 72 hours annually in either an administrative, community or Tea Room placement. Sustaining members are members over 40 years of age or who have completed 10 years of active service and chose to become a sustaining member. Sustaining members may continue to volunteer with the League and often serve on boards of charitable or community organizations. Because of the affiliation with AJLI, an individual member may transfer her membership from one league to another.
- According to the Junior League of Houston’s 2018 Membership Survey:
 - ❖ Approximately 79% of active members work full time and 8% work part time.
 - ❖ Approximately 52% of active members grew up in the Greater Houston Area.
 - ❖ Approximately 85% of active members are first generation League members.

- Approximately 1,900 Tea Room patron members. The Tea Room is not a public restaurant. Only League members and Tea Room patron members may use the facilities. Tea Room patron members pay \$75 per year for Tea Room patron member dues. Corporations can also become Tea Room patron members for \$200 per year. Each year, Tea Room patron members contribute over \$145,000 through Tea Room patron member dues, which go to support the Junior League of Houston Community Program Fund.

Community Impact

- The League will donate over \$2 million in trained volunteer time and direct financial support to the Greater Houston Area in 2020 – 2021, supporting 34 community projects addressing a variety of critical needs, including basic needs, healthcare, abuse and neglect of children, abuse of women, literacy, cultural enrichment, the elderly, teen pregnancy and mentoring young women. The League provides financial support to the community through grants and participates in collaborations with a variety of organizations.

- The 2020 – 2021 Community Program includes 34 projects^[KS4]^[JS5]:

AIDS Foundation Houston, Inc.	Houston Area Women’s Center
Baylor Teen Health Clinic	Houston Food Bank
BEAR...BE A Resource for CPS Kids	Houston Museum of Natural Science
Books Between Kids	Houston Zoo
Bo’s Place	Kids’ Meals
Camp For All	The Museum of Fine Arts, Houston
Camp Janus	Pen Pals
Camp Rainbow – American Diabetes Association	Picture Pals – The Westview School
Casa de Esperanza de los Niños	Project C.U.R.E
Child Advocates, Inc.	Ready Hands
Children’s Museum of Houston	Ronald McDonald House Houston
ChinquaPals – Chinquapin Preparatory School	Sheltering Arms Senior Services
CPR	Sing Along with Seniors (SAWS)
DePelchin Children’s Center	Star of Hope
Dress for Success Houston	Texas Children’s Hospital
Holocaust Museum Houston	The University of Texas MD Anderson Cancer Center
Houston Arboretum & Nature Center	VIEW (Volunteers In Evening Workshop)

The Legacy of the Junior League of Houston

100 Years of the Junior League of Houston -- Founded in 1925 by twelve forward-thinking women, the Junior League of Houston has built an exemplary record of charitable achievement. 2025 marks the 100th anniversary of the League!

Contributions of Note

- 1942 Texas Children's Hospital Memorial Fund established
- 1967 Junior League Outpatient Clinic first opened
- 1976 Old Market Square Park revival through 50th Anniversary Gift
- 1986 Houston Child Guidance Center Library funded through the 60th Anniversary Gift
- 2000 SuperKids Pediatric Mobile Clinic, in honor of the League's 75th anniversary
- 2006 Neighborhood Centers Inc., Gulfton Project
- 2009 Kandy Stripe Academy – Playscape Build
- 2017-2018 Junior League Board of Directors approved a commitment to fund a second Pediatric Mobile Clinic

The League Today

Community Results -- This year, the League will contribute approximately \$2 million in volunteer time and direct financial support to the Houston community. The League provides trained volunteers and funding to 34 community projects. In addition, the League's community outreach efforts include Community Assistance Grants, Emergency and Resource Contingency Grants, Community Collaborations and Outside Board Representatives. Further, the League's extensive training and education program cultivates a lifetime of civic service, preparing members to serve as agents of change in the Houston community well beyond their active membership years.

Tea Room/Ballroom/The Pantry – The Tea Room plays a vital role in the Junior League's mission by providing a program for training in the discipline of service. Junior League members, Tea Room patron members and their guests enjoy this Houston tradition for delicious lunches, Saturday brunch, frozen meals and catering packages. Facilities, including the Tea Room, three private Garden Rooms and the Ballroom, provide the perfect setting for meetings and special events of various sizes.

Publishing – The Junior League has published four award-winning cookbooks, two of which are currently available for purchase - the original *Houston Junior League Cookbook* and *Peace Meals* - as well as an in-depth, historic look at Houston's early beginnings with *Houston's Forgotten Heritage: Landscape, Houses, Interiors, 1824 – 1914*.

Charity Ball – Since 1948, the Charity Ball has been an integral source for funding the Junior League's Community Program. The 73rd Annual Charity Ball will be held Friday, February 5, 2021, and Saturday, February 6, 2021, at the League building.

The Junior League of Houston Community Endowment Fund – Established in 1999 to finance, sustain and expand the Junior League's Community Program in perpetuity, the Community Endowment Fund distributed \$365,000 to support the Junior League's 2018 – 2019 Community Program.

League Legends Annual Fund – The *League Legends* Annual Fund supports the League's ongoing operating expenses, building preservation and community efforts.

THE JUNIOR LEAGUE OF HOUSTON, INC.
2020 – 2021 PROVISIONAL COURSE INFORMATION AND CHECKLIST

The purpose of this checklist is to help you keep an accurate record of your 14-month provisional year activities. Please check and date each time you have completed any of the following obligations. **Always sign in at all meetings through the Cheetah app. This is the only way you will receive credit for attending a meeting**^[KS6].

- I. Provisional Orientation:** Attend one of the following meetings held at the JLH building:
 - Thursday, March 12, 2020, 7 – 9 p.m. OR** _____
 - Monday, March 30, 2020, 7 – 9 p.m.**

- II. Education:** Attend two Provisional Engagement Events and two Provisional Education Meetings (each is offered twice). Must attend two agency visits. Must attend four general meetings. All engagement, education and general meetings take place at the JLH building.
 - A. Provisional Engagement Events**
 - 1. Summer Engagement Event _____
Thursday, July 23, 2020, 7 – 9 p.m. OR
Monday, August 10, 2020, 7 – 9 p.m.

 - 2. Fall Engagement Event _____
Thursday, November 5, 2020, 7 – 9 p.m. OR
Monday, November 16, 2020, 7 – 9 p.m.

 - B. Provisional Education Meetings**
 - 1. Junior League Finance, Development and Community Impact _____
Monday, September 15, 2020, 7 – 9 p.m. OR
Thursday, September 24, 2020, 7 – 9 p.m.

 - 2. Becoming a First-Year Active _____
Monday, February 8, 2021, 7 – 9 p.m. OR
Thursday, February 18, 2021, 7 – 9 p.m.

 - C. Agency Visits:** Two agency visits from June 1, 2020 to May 31, 2021 _____

 - D. General Meetings:** Four general meetings. Meetings are held the fourth Monday of August, September, October, January, February, April and May, except in the case of a holiday, in the JLH Ballroom at noon or 7 p.m.

- 1. **Monday, April 27, 2020**
- 2. **Tuesday, May 26, 2020**
- 3. **Monday, August 24, 2020**
- 4. **Monday, September 28, 2020**
- 5. **Monday, October 26, 2020**
- 6. **Monday, January 25, 2021**
- 7. **Monday, February 22, 2021**
- 8. **Monday, April 26, 2021**
- 9. **Monday, May 24, 2021**

III. Community Requirement: Texas Children’s Hospital (TCH) placement, approximately 36 hours over two segments, plus training, TB test and badge photo

- A. Complete the volunteer application after April 27, 2020, and before May 13, 2020 _____
<https://www.texaschildrens.org/volunteer/medical-center>

All volunteers, including those in TCH West Campus Playroom, should select “Main Campus” as their location.

In the “Notes” section of the application please note that you are a 2020 – 2021 Junior League Provisional. Disregard the TB test language in the application. TB testing will be conducted pursuant to III(D) below.

- B. Texas Children’s Hospital Volunteer Health History Questionnaire _____
For Segment I volunteers, the Volunteer Health History Questionnaire must be completed by Monday, May 11, 2020.
For Segments II, III and IV volunteers, the Volunteer Health History Questionnaire must be completed by Tuesday, August 11, 2020.

- C. TCH Training (**please note this training is only offered once**) _____
Wednesday, May 13, 2020, 5:30 p.m. at TCH

- D. TB Test and Badge Photo taken at TCH _____
Monday, May 11, 2020, 7:30 a.m. – 1:30 p.m. for Segment I volunteers
Tuesday, August 11, 2020, 7:30 – 11:30 a.m. for Segment II, III and IV volunteers
Attendance on one of these days is mandatory.

- E. TCH Segments Completed (two) _____

IV. Development Service: Tea Room placement, approximately 36 hours, plus orientation, four hours of training and four SETs

- A. Tea Room Orientation _____
Thursday, April 9, 2020, 7 – 9 p.m. OR
Monday, April 20, 2020, 7 – 9 p.m.

- B. Tea Room Training (one) _____
Segments I & II:
Saturday, May 2, 2020, 9:30 a.m. - 1:30 p.m. OR
Saturday, May 16, 2020, 9:30 a.m. - 1:30 p.m. OR
Saturday, May 30, 2020, 9:30 a.m. - 1:30 p.m. OR
Saturday, June 20, 2020, 9:30 a.m. - 1:30 p.m. OR
Saturday, June 27, 2020, 9:30 a.m. - 1:30 p.m.

Segments III & IV:
October/November Dates TBD

- C. Tea Room Segments Completed (two) _____

D. SETs (four) _____

V. Provisional Course Evaluation: _____

To be completed online between Monday, April 15, 2020 and Wednesday, May 15, 2020

VI. Provisional Celebration: Monday, May 24, 2021, at 5:30 p.m. _____

Optional celebration held before the evening general meeting

VII. Financial Obligation: Provisional Dues \$325 _____

**THE JUNIOR LEAGUE OF HOUSTON, INC.
WHO TO CONTACT...**

The Provisional Committee is here to help you – please do not hesitate to contact us!

If you have general questions or problems with the Provisional Course:

- Call or email Emily Shushtari, Provisional Chairman, at 713.859.1850 or emilyshushtari@gmail.com.

If you have questions about your Tea Room Placement:

- Call or email Judy Peterson, Provisional Assistant Chairman – Tea Room, at 409.651.2543 or judith.a.peterson@gmail.com.

If you have a question about your SETs:

- Call or email Judy Peterson, Provisional Assistant Chairman – Tea Room, at 409.651.2543 or judith.a.peterson@gmail.com.
- Call or email Casey Henderson, SET Chairman, at 713.202.3052 or set_chair@jlh.org.

If you have an emergency arise on the day of your Tea Room volunteer shift:

- Call the Tea Room contact listed on the online shift sign-up information to let her know you will be absent; and
- Call the Tea Room Front Office at 713.871.6673 and ask them to notify the appropriate Head Active; and
- Email the details of the emergency to Judy Peterson, Provisional Assistant Chairman – Tea Room, at judith.a.peterson@gmail.com.

If you have an emergency arise on the day of your SET:

- Call Casey Henderson, SET Chairman, at 713.202.3051, to let her know you will be absent; and
- Call the Tea Room Front Office at 713.871.6673 and ask them to notify the SET Head Server; and
- Email the details of the emergency to Judy Peterson, Provisional Assistant Chairman – Tea Room, at judith.a.peterson@gmail.com.

If you have a general question about your placement at Texas Children’s Hospital:

- Call or email Kate Hays, Provisional Assistant Chairman – Community, at 713.962.1202 or hays.kate@gmail.com; or
- Call or email your placement Head Active at Texas Children’s Hospital.

If you have a question about the Texas Children’s Hospital’s Volunteer Health History Questionnaire or immunization history:

- Call or email Alicia Lee, Texas Children’s Hospital Chairman, at 713.828.3798 or leealiciad@gmail.com.

If you have a personal emergency arise on the day of your Texas Children’s Hospital placement and cannot attend your shift:

- Call the Head Active in charge of the placement at Texas Children’s Hospital; and
- Email the details of the emergency to Kate Hays, Provisional Assistant Chairman – Community, at 713.962.1202 or hays.kate@gmail.com.

If you have an incident or emergency arise while volunteering at Texas Children’s Hospital:

- Refer to the codes, numbers and procedures on the card accompanying your Texas Children’s Hospital volunteer badge; and
- Follow the Junior League of Houston, Inc. Crisis Management Plan, found on the Member Homepage, under the “Help” tab, “Crisis Management.”

If you have a question about how many general meetings you have attended:

- Call or email Margie Sutton, Provisional Assistant Chairman – Education and Engagement, at 210.687.4060 or msutton511@gmail.com.

If you have a question about the education meetings or engagement events:

- Call or email Margie Sutton, Provisional Assistant Chairman – Education and Engagement, at 210.687.4060 or msutton511@gmail.com.

If you have a question about agency visits:

- Call or email Margie Sutton, Provisional Assistant Chairman – Education and Engagement, at 210.687.4060 or msutton511@gmail.com.

**THE JUNIOR LEAGUE OF HOUSTON, INC.
2019 – 2020 PROVISIONAL COMMITTEE CONTACT INFORMATION**

Issue	Contact	Email	Phone Numbers
Any	Emily Shushtari Provisional Chairman	emilyshushtari@gmail.com	713.859.1850(C)
Tea Room Placement	Judy Peterson Provisional Assistant Chairman – Tea Room	judith.a.peterson@gmail.com	409.651.2543(C)
Texas Children’s Hospital Placement, Agency Visits	Kate Hays Provisional Assistant Chairman – Community	hays.kate@gmail.com	713.962.1202(C)
Attendance: Engagement Events, Education Meetings, General Meetings	Margie Sutton Provisional Assistant Chairman – Education and Engagement	msutton511@gmail.com	210.687.4060 (C)

Each Provisional Committee member commits to respond to emails and voicemail messages within 48 hours. If you have not received a response within that time frame, please direct your question to the other committee members.

My JLH Information

Name: _____
 Member #: _____
 Password: _____

Website: www.jlh.org

Passwords can be changed, but please **do not change your Member ID. It should remain as your member number. If changed, it can create problems in the system and may result in issues with tracking your completed obligations.*

The Junior League of Houston, Inc.
 1811 Briar Oaks Lane
 Houston, Texas 77027
 Tea Room Front Office: 713.871.6673
 Administrative Office: 713.622.4191
 FAX: 713.622.3160

**THE JUNIOR LEAGUE OF HOUSTON, INC.
2019 – 2020 ENGAGEMENT EVENTS, EDUCATION AND
GENERAL MEETING DATES**

Provisional Engagement Events

- 1. Summer Engagement Event**
Thursday, July 23, 2020, 7 – 9 p.m. **OR**
Monday, August 10, 2020, 7 – 9 p.m.
Attendance at one Summer Engagement Event is mandatory.

- 2. Fall Engagement Event**
Thursday, November 5, 2020, 7 – 9 p.m. **OR**
Monday, November 16, 2020, 7 – 9 p.m.
Attendance at one Fall Engagement Event is mandatory.

Provisional Education Meetings

- 1. Fall Education Meeting: Junior League Finance, Development and Community**
Monday, September 14, 2020, 7 – 9 p.m. **OR**
Thursday, September 24, 2020, 7 – 9 p.m.
Attendance at one Fall Education Meeting is mandatory.

- 2. Spring Education Meeting: Becoming a First-Year Active**
Monday, February 8, 2021, 7 – 9 p.m. **OR**
Thursday, February 18, 2021, 7 – 9 p.m.
Attendance at one Spring Education Meetings is mandatory.

General Meetings*

Times Offered: Noon and 7 p.m.

Location: JLH Ballroom

Fourth Monday of August, September, October, January, February, April and May, except in case of a holiday*

Monday, April 27, 2020

Tuesday, May 26, 2020*

Monday, August 24, 2020

Monday, September 28, 2020

Monday, October 26, 2020

Monday, January 25, 2021

Monday, February 22, 2021

Monday, April 26, 2021

Monday, May 24, 2021

Provisionals are required to attend at least **four** general meetings. **Only one meeting credit will be given to a member who attends two general meetings on the same day.**

Note: Group meetings with an array of topics are held throughout the year. Active members can attend these meetings and receive a meeting credit. **Provisionals are welcome to attend but do not receive meeting credit for attending a group meeting.** Provisionals who sign up to attend a group meeting will be subject to the group meeting attendance policy stated on the online group meeting sign-up page and will be required to make up any unexcused absences for meetings that they sign up for.

Always sign in at all meetings through the Cheetah app. This is the only way you will receive credit for attending a meeting^[KS7].

THE JUNIOR LEAGUE OF HOUSTON, INC. GENERAL MEETING ETIQUETTE REMINDERS

General Meetings begin promptly at noon and 7 p.m. and last one hour. Arrive early and stay until the meeting is adjourned. Anyone arriving after the meeting begins or leaving before adjournment^[KS8] will not receive credit.

You represent the League to our guests. **Dress is business casual. Athletic attire and medical scrubs are not permitted.** Please see the *Dress Code Statement* online in the Members Only section under “Downloads and Forms” for additional information. Any member who is in violation of the dress code will not be allowed to enter the meeting or receive credit.

Out of respect for other League members and guests, cell phone usage, including texting, is not permitted during meetings, except in the case of an emergency. Please silence all cell phones^[KS9] and other electronic devices upon entering the building.

No outside food or drink is allowed at the League. You may have the option to pre-order a lunch from the JLH Kitchen to enjoy during noon meetings.

Beverages will be available for purchase at general meetings, including iced tea and wine/champagne at evening meetings only.

Children are not permitted at general meetings.

Meeting credit is issued only to provisional members who sign in through the Cheetah app.^[KS10]^[JS11] It is a member’s responsibility to notify the Provisional Assistant Chairman – Education and Engagement within the week following a general meeting if meeting credit is not indicated on the member’s profile page or if an electronic survey is not received. Credit for the April and May 2020 general meetings will never appear on a member’s profile page.

THE JUNIOR LEAGUE OF HOUSTON, INC. SPECIAL EVENTS TEAM (SET) POLICIES

As part of their membership obligations, members are required to work as part of a Special Events Team (SET). A SET is a special event supporting the Junior League of Houston's mission.

Requirement

Provisional members of the League are required to work four SETs between **Monday, June 1, 2020, and Monday, May 31, 2021.**

SET Sign-up Procedure

Members must sign up for SETs via the League website (www.jlh.org). SET sign-up is located on your Member Homepage under "Sign-Ups." You need your member number and password to sign up for a SET. SETs are available for sign-up 60 days in advance; however, some SETs will be posted as needed.

Signing In for Your SET

When reporting for a SET, please sign in on the sheets provided in the notebook to receive credit for working the SET. For SETs completed during the daytime Monday - Friday, you will sign in on the sheets provided in the notebook on the Tea Room Front Office counter. For SETs during the evening or on the weekend, the sign in sheets are in the notebook in the mailbox for the SET Chairman located upstairs above The Pantry. Sign-in sheets for kitchen SETs are located in the Kitchen. Check in with the SET Head Server on duty (typically in the Ballroom). The SET Head Server will enforce the dress code. If you arrive improperly attired, you will be asked to leave to change and return before the shift begins.

Please note that while we make every effort to ensure a SET Head Server is available whenever possible, there will not always be a SET Head Server present at all SETs. In the event there is not a SET Head Server present, please find a League staff member who can help you determine what activities should be completed during that SET.

When you arrive to work your SET, you may be asked to work in other areas of the League including the Tea Room alongside volunteer servers or in The Pantry alongside The Pantry volunteers. In this case, you will be given credit for your assigned SET and **not** for your Tea Room placement.

Do not worry if you have not worked in the Tea Room or have never waited tables before; the Tea Room Head Servers will give you on-the-job training for this fun experience.

Absence and Substitution Policies

If you cannot work a SET that you signed up to work, you can remove your name from the roster if it is more than 14 days before the SET. If less than 14 days before the SET, it is your responsibility to provide a substitute if you cannot work at a SET for which you are signed up. You may request a substitute online, but note that the SET remains your responsibility until you receive an email from the League stating that a substitute has been found. You may contact another League member directly to substitute for you to fulfill your SET. In either case, the substitute will receive credit for working the SET. Once the substitution is made online, it becomes the substitute's responsibility to work that shift. If a substitute is not secured, you must complete an additional SET. Allowances may be made for illness or emergencies. Please contact the

SET Chairman ahead of time, if possible, when this situation occurs.

Please arrive on time. To be considered “on time” to a SET shift, volunteers must be present in the area that they are scheduled to work, dressed in the appropriate uniform, signed in and ready to begin their SET by the scheduled shift start time. Any volunteer arriving after the start time of the scheduled shift will be considered absent unexcused and will be reported by the SET Head Server to the SET Chairman. Also, the volunteer will be required to do an additional make-up SET shift. The volunteer will get credit for that day’s SET if she stays and works but will also have to work an additional SET.

Cancelled SETs

If a SET is cancelled more than 14 days before the event was to take place, the volunteers on the roster will not receive credit and must sign up for another SET. If the SET is cancelled less than 14 days before the event, volunteers will receive credit.

SuperSETs – For Provisionals Only

For a few SETs, it is necessary to be fully staffed by volunteers. In order to encourage participation by the provisional class for these events, they have been designated as SuperSETs. If a provisional volunteer signs up for and completes a SuperSET, she will receive **two** SET credits. To sign up, click on the SETs that are designated as SuperSETs on the calendar and sign up as described above. Most SuperSETs will be daytime events. However, some may occur on the weekend. A SuperSET may not be utilized to make up for a No Show Penalty.

NOTE: If you miss a SuperSET, you must work two additional SET events (not four). If you miss any SET, you may not make up the two shifts by working just one SuperSET.

THE JUNIOR LEAGUE OF HOUSTON, INC. PROVISIONAL COURSE AGENCY VISIT POLICIES

Provisionals are required to visit two agencies as part of the Provisional Course. Agency visits are visits to agencies supported through the League's community projects. These visits provide provisional members the opportunity to learn more about the League's community involvement, as well as information about the community projects in which you may volunteer as an active member.

Requirement

Provisional members of the Junior League of Houston are required to attend **two** agency visits between **Monday, June 1, 2020, and Monday, May 31, 2021.**

Agency Visit Sign-Up Procedure

Provisional members must sign up for agency visits via the JLH website. The agency visit calendar is located on your Member Homepage under "Sign-Ups." Online sign-up will close at midnight, five days before each scheduled visit. You need your member number and password to sign up for an agency visit.

Signing In for Your Agency Visit

When arriving at an agency visit, please sign in via the Cheetah app. **Please remember to sign in, as this is the only way credit can be given for your visit**^[KS12].

Please arrive 10 minutes before the start time of the visit. If you arrive after the start time, it will be considered an unexcused absence and you will be required to complete an additional agency visit. Any volunteer arriving after the start time of the program may stay and attend at the discretion of the Lead Active in charge of the visit but will still be required to complete an additional make-up agency visit. Note that some agency visits begin with a tour and may not be able to accommodate any late arrivals.

Dress and appearance for agency visits is business casual unless otherwise explicitly stated in the agency visit description or as directed by League leadership. Denim attire is discouraged, but when worn, jeans should be neat and professional without tears, rips or other distracting elements, in keeping with business casual standards. League leaders reserve the right to enforce the *Dress Code Statement*. Members inappropriately attired will not be able to enter agency visits or receive credit for attending.

The Lead Active in charge at each agency visit will be enforcing the dress code. Any specific dress code expectations will be clearly stated in the online sign-up meeting description and the system-generated reminder. Questions should be directed to the Community External Relations Chairman^[KS13], Jennifer Stewart at 281-253-5054 or jstewart630@gmail.com.

During agency visits, please silence cell phones. Cell phone usage, including texting, is NOT permitted.

No children are allowed at agency visits.

Out of respect for the agency, please stay for the entire duration of the visit. Anyone departing an agency visit before the conclusion of the program/tour will not receive credit for that visit.

Scheduled Absences

If you are not able to attend an agency visit for which you are scheduled to attend, please REMOVE your name from the sign-up list on the website as soon as possible. You may remove your name from the Agency Visit Roster up to three days before the visit takes place. After that time, you are deemed to have missed the scheduled agency visit.

Any volunteer who misses a scheduled agency visit will be required to make up that agency visit plus one additional agency visit.

Cancelled Agency Visits

If an agency visit is cancelled more than two weeks before the event, the attendees on the roster will not receive credit and must sign up for another agency visit. If the agency visit is cancelled less than two weeks before the event, volunteers will receive credit for the visit. You will be notified of cancellations as soon as they occur.

NOTE: Lead Active and agency contact information are listed online for each visit, should members have an emergency the day of the visit or need additional directions to the site. For questions regarding visit registration, removal or credits, please contact **Kate Hays, Provisional Assistant Chairman – Community, at hays.kate@gmail.com.**

THE JUNIOR LEAGUE OF HOUSTON, INC.
2020 – 2021 TEXAS CHILDREN’S HOSPITAL REQUIREMENTS

The following requirements must be completed prior to starting your placement at Texas Children’s Hospital.

1. Online volunteer application. Complete between Monday, April 27, 2020, and Wednesday, May 13, 2020.

Available at <https://www.texaschildrens.org/volunteer/medical-center>

- All volunteers, including those in TCH West Campus Playroom, should select “Main Campus” as their location.
- In the “Notes” section of the application please note that you are a 2020 – 2021 Junior League Provisional.
- Disregard the TB test language in the application. Follow the instructions listed in the Provisional Handbook.
- List Alicia Lee and Mimi Blomberg as your references.
- Please enter your email address so that you receive official communications from the hospital about emergency volunteer closures (i.e. due to a hurricane or water main break).
- Sewing for TCH volunteers do not need to complete the online volunteer application.

2. Volunteer Health History Questionnaire, including proof of immunizations. Complete all sections except the PPD (Mantoux Tuberculin Skin Test) box.

- Segment I volunteers: the Volunteer Health History Questionnaire must be completed and brought in hard-copy on Monday, May 11, 2020, when you take your TB skin test and badge photo.
- For Segments II, III and IV volunteers, the Volunteer Health History Questionnaire must be completed by Tuesday, August 11, 2020, and can be brought to Employee Health on Tuesday, August 11, 2020, when you take your TB skin test and badge photo. If you have filled out the form and located your immunization record prior to August 11, the Volunteer Health History Questionnaire can be sent to Alicia Lee, Texas Children’s Hospital Chairman via email at leealiciad@gmail.com; a physical copy sealed in an envelope to the Texas Children’s Hospital Chairman mailbox on the second floor of the Junior League of Houston; or via mail to The Junior League of Houston, Inc. Attn: Texas Children’s Hospital Chairman, 1811 Briar Oaks Lane, Houston, TX 77027.
- All questions about the Volunteer Health History Questionnaire should be directed to Alicia Lee, Texas Children’s Hospital Chairman, at 713.828.3798 or leealiciad@gmail.com

3. Texas Children’s Hospital Training (please note this training is only offered once) Wednesday, May 13, 2020, 5:30 p.m. at Texas Children’s Hospital

4. TB Test and Badge Photo taken at Texas Children’s Hospital

- For Segment I volunteers, Monday, May 11, 2020, 7:30 a.m. – 1:30 p.m.
- For Segments II, III and IV volunteers, Tuesday, August 11, 2020, 7:30 – 11:30 a.m. You

must return on Thursday, August 13, 2020, between 7:30 a.m. – 4:30 p.m. to have your TB skin test read.

**THE JUNIOR LEAGUE OF HOUSTON, INC.
2020 – 2021 TEXAS CHILDREN’S HOSPITAL
VOLUNTEER IMMUNIZATION REQUIREMENTS**

Texas Children’s Hospital employees and volunteers have a shared responsibility to patients, their families, co-workers and peers to prevent the transmission of vaccine-preventable diseases. Texas Children’s Hospital requires that volunteers submit the following vaccination information during orientation.

Tetanus/Diphtheria/ Pertussis	Documentation of at least one (1) dose of tetanus-diphtheria-pertussis (Tdap), then a Td booster every 10 years. <ul style="list-style-type: none"> ● (1) Tdap vaccine administered after 18 years of age
Measles (Rubeola)	Applies only to those born after December 31, 1956. Acceptable ^[KS14] ^[JS15] proof of prior immunization with two (2) doses of vaccine; or serologic confirmation of immunity. <ul style="list-style-type: none"> ● (2) measles, mumps, rubella (MMR) vaccines administered at 1 year of age and 4 years of age or (2) MMR vaccines 28 days apart received as an adult ● A positive result blood test called “serology or titer” for rubeola (measles) will be accepted. <ul style="list-style-type: none"> ○ A negative test result will require obtaining (2) MMR vaccines given 28 days apart ○ You must start the vaccination series to be contingently cleared to volunteer with the agreement that you will complete the series in 28 days and turn in supporting documentation.
Rubella	Proof of prior immunization with one (1) dose of vaccine on or after first birthday; or serologic confirmation of immunity. <ul style="list-style-type: none"> ● (1) MMR vaccine administered at 1 year of age or (1) vaccine received as an adult ● A positive result blood test called “serology or titer” for rubella will be accepted. <ul style="list-style-type: none"> ○ A negative test result will require obtaining (1) MMR vaccine.
Varicella	Documentation of immunization, two (2) doses at appropriate interval or serologic proof of immunity. <i>Written physician documentation of disease history is acceptable.</i> <ul style="list-style-type: none"> ● (2) varicella (chickenpox) vaccines administered at 1 year of age and 4 years of age or (2) varicella vaccines 28 days apart received as an adult. ● A positive result blood test called a “serology or titer” for varicella (chickenpox) will be accepted. <ul style="list-style-type: none"> ○ A negative test result will require (2) MMR

	<p>vaccines given 28 days apart.</p> <ul style="list-style-type: none"> ○ You must start the vaccination series to be contingently cleared to volunteer with the agreement that you will complete the series in 28 days and turn in supporting documentation.
Tuberculosis	<p>QuantiFeron TB Gold/T-Spot Test Results within the past 12 months is acceptable or TB skin test within the past 12 months.</p> <p><i>If previous positive TB Skin Test; proof of positive TB test and a chest x-ray are required.</i></p> <ul style="list-style-type: none"> ● For Segment I volunteers, Monday, May 11, 2020, 7:30 a.m. – 1:30 p.m. TB tests will be read the evening of the mandatory TCH training, Wednesday, May 13, 2020; please arrive by 5:15 p.m. ● For Segments II, III and IV volunteers, Tuesday, August 11, 2020, 7:30 – 11:30 a.m. You must return on Thursday, August 13, 2020, between 7:30 a.m. – 4:30 p.m. to have your TB skin test read.
Influenza (Flu)	<p>A dose of flu vaccine every flu season/annually (September – March). Location, time and date TBD.</p> <p><i>If you decline the vaccine, you will be required to sign a declination form and may be asked to wear a mask when volunteering in patient care areas.</i></p>

All questions about the Volunteer Health History Questionnaire should be directed to Alicia Lee, Texas Children’s Hospital Chairman, at 713.828.3798 or lealiciad@gmail.com.

THE JUNIOR LEAGUE OF HOUSTON, INC.
2020 – 2021 TEXAS CHILDREN’S HOSPITAL REQUIREMENTS

MANDATORY TEXAS CHILDREN’S HOSPITAL BADGE PHOTO AND TB TEST

**Please allot up to an hour for this process. All on-site placements require test results.*

Segment I Volunteers and Placement Head Actives **Only**
Monday, May 11, 2020, 7:30 a.m. – 1:30 p.m.

TB tests will be read the evening of the mandatory TCH training – Wednesday, May 13, 2020

TCH Meyer Building: 1919 S. Braeswood Boulevard, 77030

Park in outdoor lot on S. Braeswood next to Garage 14 (the gray parking garage).

All volunteers MUST bring a government-issued photo ID.

Bring a hard-copy of the completed Volunteer Health History Questionnaire and proof of immunizations.



I have an off-site placement such as Sewing for TCH. Do I need a TCH badge?

No, off-site volunteers do not need a TCH badge.

I am a TCH Employee. Do I need a volunteer badge? Will I need to obtain a TB test?

Yes, TCH employees need to obtain a volunteer badge to wear when volunteering. All volunteers are required to provide proof of a current (within 12 months) negative TB skin test. If you have a current test, you may supply a printed copy of your result.

THE JUNIOR LEAGUE OF HOUSTON, INC.
2020 – 2021 TEXAS CHILDREN’S HOSPITAL REQUIREMENTS

MANDATORY TEXAS CHILDREN’S HOSPITAL BADGE PHOTO AND TB TEST

**Please allot up to an hour for this process. All on-site placements require test results.*

Segment II, III and IV Volunteers **Only**

Tuesday, August 11, 2020, 7:30 – 11:30 a.m.

TCH Meyer Building: 1919 S. Braeswood Boulevard, 77030

Park in outdoor lot on S. Braeswood next to Garage 14 (the gray parking garage).

All volunteers **MUST** bring a government-issued photo ID.

Bring a hard-copy of the completed Volunteer Health History Questionnaire and proof of immunizations.



TB tests will be read Thursday, August 13, 2020, 7:30 a.m. – 4:30 p.m.

**TCH Abercrombie Building, Employee Health
6621 Fannin Street, 77030**

Park in Garage 1 via Entrance 12 off Fannin Street or the West Tower Valet (accessible via Fannin Street). Bring the parking ticket from the garage or your valet ticket with you to be validated.

All volunteers **MUST** bring a government-issued photo ID.



I have an off-site placement such as Sewing for TCH. Do I need a TCH badge?

No, off-site volunteers do not need a TCH badge.

I am a TCH Employee. Do I need a volunteer badge? Will I need to obtain a TB test?

Yes, TCH employees need to obtain a volunteer badge to wear when volunteering. All volunteers are required to provide proof of a current (within 12 months) negative TB skin test. If you have a current one, you may supply a printed copy of your result.

THE JUNIOR LEAGUE OF HOUSTON, INC.
2020 – 2021 TEXAS CHILDREN’S HOSPITAL REQUIREMENTS

MANDATORY TEXAS CHILDREN’S HOSPITAL TRAINING

(including those placed at TCH West Campus Playroom)

Wednesday, May 13, 2020, 5:30 – 8 p.m.

Segment I Volunteers: Please arrive by 5:15 p.m. to have your TB test read.

Texas Children’s Hospital
Mark A. Wallace Tower
6701 Fannin Street, 77030

Park in Garage 16 (black circle).

Bring the parking ticket from the garage with you to be validated.

Take elevators to the third floor.

Exiting the elevators, please look for signage directing to the meeting room.

Note: only one Texas Children’s Hospital training is offered



THE JUNIOR LEAGUE OF HOUSTON, INC.
TEXAS CHILDREN’S HOSPITAL VOLUNTEER GUIDELINES

Be Prompt: TCH and League members depend on you to begin your designated shift on time.

Be Sensitive: Please be sensitive to those you will be serving during your placement.

Keep Communication Lines Open: If you experience a problem in your placement, please contact your Head Active immediately. If the issue remains unresolved, contact Kate Hays, Provisional Assistant Chairman – Community.

Dress Code: Do not wear sleeveless attire, jeans, open-toed shoes, perfume or scented lotion. Always wear your TCH badge and green Junior League smock when working at the hospital. Wear closed toe shoes! If you are out of dress code, you will not be able to complete your shift for that day.

No Cell Phones: Cell phone use is not permitted in the hospital.

Patient Confidentiality: It is important to maintain patient confidentiality always. Patients trust you to keep any information you learn about them confidential.

Patient Neglect or Abuse: Texas Children Hospital will report and respond to all allegations of abuse. If a patient informs you or you suspect that they have been assaulted, neglected or psychologically abused, please inform Volunteer Services, 832.824.2257 or volunteerservices@texaschildrens.org, at Texas Children’s Hospital immediately.

Parking: While volunteering, TCH volunteers may get their parking validated. You will need to bring with you the ticket to be validated.

Hand washing is mandatory: You must wash/disinfect hands upon arriving at the hospital, before and after all patient contact, before and after eating, and after using the restroom. You will find antibacterial hand foam dispensers throughout the hospital for your convenience.

Flu^[KS16] [JS17]: TCH is committed to the health, safety and well-being of their patients. This commitment is especially evident during flu season. As a volunteer for Texas Children’s Hospital, you have the option to receive a free vaccination administered by TCH during flu season. Location, time and date for the vaccination is TBD. **If you elect to not obtain the vaccination for health or personal reasons, you will be asked to sign a declination form and return it to Volunteer Services. You may also be asked to wear a mask when volunteering in patient care areas.*

No Children: Volunteers are not permitted to bring their children with them to volunteer shifts, nor permitted to leave their children unattended while working their volunteer shifts.

No Alcohol: Alcohol consumption is not permitted prior to or during your volunteer shift.

Smile: You represent Texas Children’s Hospital and the Junior League of Houston.

Always: Wear your badge and smock.

TCH Badge: Once you have completed all your TCH requirements, please return your volunteer badge to Volunteer Services at the hospital on your last shift.

Absence Policy: Please arrive on time. To be considered “on time” to a Texas Children’s Hospital shift, volunteers must be present in the placement area that they are scheduled to work, dressed in the appropriate attire, signed in and ready to begin their Texas Children’s Hospital shift at the start time of the scheduled shift. Any volunteer arriving after the start time of the scheduled shift will be considered to have an unexcused absence for that Texas Children’s Hospital shift, resulting in the member being responsible for making up additional Texas Children’s Hospital placement hours equivalent to the length of the shift to which the volunteer was tardy. Any volunteer arriving after the start time of the shift may work the shift but will not receive credit for attendance. The provisional, in consultation with the Head Active, is responsible for arranging the make-up time and reporting to the Head Active immediately upon its successful completion. The Head Active will report to the Texas Children’s Hospital Chairman and Provisional Assistant Chairman – Community any provisional member who is late to or absent from her placement two times.

THE JUNIOR LEAGUE OF HOUSTON, INC.
TEXAS CHILDREN’S HOSPITAL VOLUNTEER PROGRAM GUIDELINES

Texas Children’s Hospital Mission Statement: Create a healthier future for children and women throughout our global community by leading in patient care, education and research.

Texas Children’s Guiding Principles: These positive behaviors help bring clarity to our mission: Commitment to Excellence, Customer Centered Service, Integrity and Ethical Behavior, Valuing Individuals, Communication and Interaction and Accountability.

Volunteer Responsibilities

- A volunteer will exhibit the same high standards of behavior that are expected of the professional staff.
- A volunteer’s conduct will be consistent with and promotes the best interests of the patients, the staff and the Hospital.
- A volunteer takes assigned duties seriously.
- A volunteer maintains the confidentiality of the doctor/patient/hospital relationship.
- A volunteer, when encountering situations not covered by specific guidelines, will consult with appropriate individuals before assuming responsibility.

Volunteer Boundaries

Please refrain from asking prying questions of a patient such as “why are you here,” “when are you going home,” as these may be difficult for a patient to answer. Be friendly during your interactions during a volunteer shift, but never visit a patient outside of your scheduled volunteer role. Never discuss patients, their diagnoses or their condition while you are in or outside of the Hospital, including in elevators, hallways and offices. Taking photos of patients is never permitted. Please do not volunteer if you are ill.

Social Media

Volunteers should not

- Photograph patients at any time
- Discuss patients on their social media accounts

Attendance

- Attend all scheduled volunteer shifts. Communicate all scheduling conflicts to your Head Active.
- If you are sick, please do not attend your scheduled shift. Infections, viruses and fevers may be contagious and are reasons to stay at home, away from sick children.

Recording Volunteer Hours

Volunteers performing their duties onsite must sign-in /out with the Volunteer Services office each shift.

- Main Campus – Abercrombie Building, First floor, Suite A125
- Pavilion for Women – Third floor, South Tower, Suite E315
- West Campus – Second floor, Suite WA.0270.10
- Junior League of Houston – Binder located in the Texas Children’s Hospital Chairman mailbox

THE JUNIOR LEAGUE OF HOUSTON, INC.
TEXAS CHILDREN'S HOSPITAL PROVISIONAL PLACEMENTS

As a provisional member of the Junior League of Houston, you will be required to work 36 hours in a community placement associated with Texas Children's Hospital (TCH). Your placement will consist of two segments each with six, three-hour shifts, unless otherwise noted in the online placement description. Your time and effort as a volunteer serves a tremendous need in the Houston community and builds upon a long-standing relationship between TCH and the Junior League of Houston. A variety of placement options are offered, allowing volunteers to find an option that will work with their schedules. Placement choices are available every day of the week, with both daytime and evening opportunities.

11th Floor Playroom

Volunteers will open and facilitate the 11th Floor Playroom, which is used by patients and includes playing and creating crafts with patients and includes a variety of toys, video games, and board and card games. Volunteers also take games to patients' bedsides if the playroom is not full. *Evening, Weekend*

Cancer Center Clinic

Volunteers play with patients and siblings in the outpatient waiting room of the Cancer Center Clinic. Such play helps the parents concentrate on their sick child because healthy siblings are being entertained. Volunteers organize games, prepare craft projects and assist with other projects of the Cancer Center. *Daytime*

Crafts with Kids

Volunteers bring patients from their rooms to participate in evening activities. Activities may include making crafts, playing group games or games in a one-on-one setting. If a patient is unable to leave his or her room, volunteers can take activities to the patient's bedside. *Evening*

Health Resource Group

Health Resource Volunteers meet in a group to create various items for patients, such as activity bags and craft projects. Volunteers prepare crafts (cut-outs, beads, paint pots, glue pots, etc.) to be used by other League placements throughout the hospital. *Evening*

Library

Volunteers run the Pi Beta Phi Children's Library checkout desk and reshelve and organize the books. They help patients/families select books, videos, games and puzzles. Volunteers also assist patients/families with using the Library's computers. Volunteers may organize a story hour and craft project in the Library. Projects may be taken to the children's bedside. Tuesday evening volunteers host a bingo game in the library. *Evening*

Making A Mark

Making A Mark is an exhibit of art by children touched by cancer and blood disorders. More than 300 entries from Texas Children's Cancer Center and clinics all over the world are displayed at Texas Children's Hospital to promote Childhood Cancer Awareness month each September. Volunteer tasks include (1) cataloging all artwork submitted to the show; (2) preparing 300+ pieces of art for judging, display and travel; (3) setting up the art and hosting the show's opening; (4) distributing t-shirts at the opening; and (5) mailing programs and t-shirts to the artists. Volunteers are needed for the clinic party on Friday, August 28, 2020. **Volunteers MUST be available for the**

show set-up on Friday, August 28, 2020, and the day of the show on Saturday, August 29, 2020.
Evening, Weekend

Radio Lollipop

Radio Lollipop is broadcast throughout Texas Children's Hospital every Terrific Tuesday and Wacky Wednesday evening. With help from Lollipop volunteers, patients participate in the in-house radio station, win prizes, request favorite songs, answer trivia questions and tell jokes on air. Other Lollipop volunteers deliver crafts to patients in their rooms so they can call and join the fun while working on their crafts. Volunteers will not serve as DJs or be on the air. *Evening*

Sewing for TCH

The Sewing for TCH placement provides muslin dolls for use in educating young patients about their illnesses or any pending medical procedure. The medical staff draws on these dolls to illustrate anatomy, the location of a broken bone or incisions, etc. Sewing for TCH Project volunteers cut the doll patterns, assemble, sew and stuff the doll kits. Project volunteers support the Beads of Courage program, sewing small cloth pouches for patients to house marbles they receive symbolizing milestones reached throughout their recovery. Sewing for TCH placement volunteers will also create small children's blankets to be distributed to Texas Children's Hospital patients, as needed. Volunteers perform the work in a workroom at the JLH building. *Evening*

TCH West Campus Playroom

Volunteers work closely with patients and their families to ensure a relaxing, normalized environment. The volunteers also assist children in choosing age-appropriate games and play activities while in the Playroom. Volunteers may take a cart of games and activities to individual patient rooms to provide relief and enjoyment for those unable to physically visit the Playroom. *Weekend*

**THE JUNIOR LEAGUE OF HOUSTON, INC.
2020 – 2021 TEXAS CHILDREN’S HOSPITAL PROVISIONAL PLACEMENT
OPTIONS**

Placement Segment Dates:

Segment I: Monday, June 1, 2020 – Monday, August 31, 2020
 Segment II: Tuesday, September 1, 2020 – Monday, November 30, 2020
 Segment III: Tuesday, December 1, 2020 – Sunday, February 28, 2021
 Segment IV: Monday, March 1, 2021 – Monday, May 31, 2021

Provisional members are expected to work two separate segments to complete the TCH requirement. Segments consist of six three-hour shifts, unless otherwise noted in the online placement description.

Day of Week	Patient Contact	Daytime Options	Evening Options
Monday			
Crafts with Kids	Yes		5:30 – 8:30 p.m.
Tuesday			
Sewing for TCH	No		6 – 9 p.m.
11th Floor Playroom	Yes		5:30 – 8:30 p.m.
Library	Yes		5:30 – 8:30 p.m.
Making A Mark	Yes		6 – 9 p.m.
Radio Lollipop	Yes		6 – 9 p.m.
Wednesday			
Sewing for TCH	No		6 – 9 p.m.
11th Floor Playroom	Yes		5:30 – 8:30 p.m.
Health Resource Group	No		6 – 9 p.m.
Radio Lollipop	Yes		6 – 9 p.m.
Thursday			
Cancer Center Clinic	Yes	9 a.m. – 12 p.m.	
11th Floor Playroom	Yes		5:30 – 8:30 p.m.
Library	Yes		5:30 – 8:30 p.m.
Friday			
None			
Saturday			
11th Floor Playroom	Yes	12 – 3 p.m.	
Making A Mark	Yes	1 – 4 p.m.	

Sunday			
11th Floor Playroom	Yes	12 – 3 p.m.	
TCH West Campus Playroom	Yes	3 – 6 p.m.	

THE JUNIOR LEAGUE OF HOUSTON, INC.
2020 – 2021 TEXAS CHILDREN’S HOSPITAL SEGMENT I DATES

Segment I (Summer): Monday, June 1, 2020 through Monday, August 31, 2020

Required: Six placement shifts
 Three hours each

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	June 1	June 2	June 3	June 4	June 5	June 6
June 7	June 8	June 9	June 10	June 11	June 12	June 13
June 14	June 15	June 16	June 17	June 18	June 19	June 20
June 21	June 22	June 23	June 24	June 25	June 26	June 27
June 28	June 29	June 30	July 1	July 2	July 3	July 4
July 5	July 6	July 7	July 8	July 9	July 10	July 11
July 12	July 13	July 14	July 15	July 16	July 17	July 18
July 19	July 20	July 21	July 22	July 23	July 24	July 25
July 26	July 27	July 28	July 29	July 30	July 31	August 1
August 2	August 3	August 4	August 5	August 6	August 7	August 8
August 9	August 10	August 11	August 12	August 13	August 14	August 15
August 16	August 17	August 18	August 19	August 20	August 21	August 22
August 23	August 24	August 25	August 26	August 27	August 28	August 29
August 30	August 31					

The table above lists each specific day for a summer placement. The highlighted date is a holiday for the hospital, and no volunteer shifts are scheduled on this day. If you miss your placement due to a holiday, make certain that you adequately plan to fulfill all six shifts.

Note: You must attend the first date of your placement to participate in placement training.

Any provisional who is unable to work at her regular placement must make up the time missed in the assigned placement. The provisional, in consultation with the placement Head Active, is responsible for arranging the make-up time and reporting to the Head Active immediately upon its successful completion.

The Head Active will report to the Texas Children’s Hospital Chairman and the Provisional Assistant Chairman – Community any provisional member who is late to or absent from her placement two times.

A provisional member who has failed to fulfill her placement obligation by Monday, May 31, 2021, may be removed from membership upon a majority vote of the Board of Directors.

THE JUNIOR LEAGUE OF HOUSTON, INC.
2020 – 2021 TEXAS CHILDREN’S HOSPITAL SEGMENT II DATES

Segment II (Fall): Tuesday, September 1, 2020 – Monday, November 30, 2020

Required: Six placement shifts
 Three hours each

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		Sept 1	Sept 2	Sept 3	Sept 4	Sept 5
Sept 6	Sept 7	Sept 8	Sept 9	Sept 10	Sept 11	Sept 12
Sept 13	Sept 14	Sept 15	Sept 16	Sept 17	Sept 18	Sept 19
Sept 20	Sept 21	Sept 22	Sept 23	Sept 24	Sept 25	Sept 26
Sept 27	Sept 28	Sept 29	Sept 30	Oct 1	Oct 2	Oct 3
Oct 4	Oct 5	Oct 6	Oct 7	Oct 8	Oct 9	Oct 10
Oct 11	Oct 12	Oct 13	Oct 14	Oct 15	Oct 16	Oct 17
Oct 18	Oct 19	Oct 20	Oct 21	Oct 22	Oct 23	Oct 24
Oct 25	Oct 26	Oct 27	Oct 28	Oct 29	Oct 30	Oct 31
Nov 1	Nov 2	Nov 3	Nov 4	Nov 5	Nov 6	Nov 7
Nov 8	Nov 9	Nov 10	Nov 11	Nov 12	Nov 13	Nov 14
Nov 15	Nov 16	Nov 17	Nov 18	Nov 19	Nov 20	Nov 21
Nov 22	Nov 23	Nov 24	Nov 25	Nov 26	Nov 27	Nov 28
Nov 29	Nov 30					

The table above lists each specific day for a fall placement. The highlighted dates are holidays for the hospital, and no volunteer shifts are scheduled on these days. If you miss your placement due to a holiday, make certain that you adequately plan to fulfill all six shifts.

Note: You must attend the first date of your placement to participate in placement training.

Any provisional who is unable to work at her regular placement must make up the time missed in the assigned placement. The provisional, in consultation with the placement Head Active, is responsible for arranging the make-up time and reporting to the Head Active immediately upon its successful completion.

The Head Active will report to the Texas Children’s Hospital Chairman and the Provisional Assistant Chairman – Community any provisional member who is late to or absent from her placement two times.

A provisional member who has failed to fulfill her placement obligation by Monday, May 31, 2021, may be removed from membership upon a majority vote of the Board of Directors.

THE JUNIOR LEAGUE OF HOUSTON, INC.
2020 – 2021 TEXAS CHILDREN’S HOSPITAL SEGMENT III DATES

Segment III (Winter): Tuesday, December 1, 2020 – Sunday, February 28, 2021

Required: Six placement shifts
 Three hours each

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		Dec 1	Dec 2	Dec 3	Dec 4	Dec 5
Dec 6	Dec 7	Dec 8	Dec 9	Dec 10	Dec 11	Dec 12
Dec 13	Dec 14	Dec 15	Dec 16	Dec 17	Dec 18	Dec 19
Dec 20	Dec 21	Dec 22	Dec 23	Dec 24	Dec 25	Dec 26
Dec 27	Dec 28	Dec 29	Dec 30	Dec 31	Jan 1	Jan 2
Jan 3	Jan 4	Jan 5	Jan 6	Jan 7	Jan 8	Jan 9
Jan 10	Jan 11	Jan 12	Jan 13	Jan 14	Jan 15	Jan 16
Jan 17	Jan 18	Jan 19	Jan 20	Jan 21	Jan 22	Jan 23
Jan 24	Jan 25	Jan 26	Jan 27	Jan 28	Jan 29	Jan 30
Jan 31	Feb 1	Feb 2	Feb 3	Feb 4	Feb 5	Feb 6
Feb 7	Feb 8	Feb 9	Feb 10	Feb 11	Feb 12	Feb 13
Feb 14	Feb 15	Feb 16	Feb 17	Feb 18	Feb 19	Feb 20
Feb 21	Feb 22	Feb 23	Feb 24	Feb 25	Feb 26	Feb 27
Feb 28						

The table above lists each specific day for a winter placement. The highlighted dates are [holidays](#)^[KS18]^[JS19] for the hospital, and no volunteer shifts are scheduled on these days. If you miss your placement due to a holiday, make certain that you adequately plan to fulfill all six shifts.

Note: You must work at least one (1) shift in December.

Note: You must attend the first date of your placement to participate in placement training.

Any provisional who is unable to work at her regular placement must make up the time missed in the assigned placement. The provisional, in consultation with the placement Head Active, is responsible for arranging the make-up time and reporting to the Head Active immediately upon its successful completion.

The Head Active will report to the Texas Children’s Hospital Chairman and the Provisional Assistant Chairman – Community any provisional member who is late to or absent from her placement two times.

A provisional member who has failed to fulfill her placement obligation by Monday, May 31, 2021, may

be removed from membership upon a majority vote of the Board of Directors.

THE JUNIOR LEAGUE OF HOUSTON, INC.
2020 – 2021 TEXAS CHILDREN’S HOSPITAL SEGMENT IV DATES

Segment IV (Spring): Monday, March 1, 2021 – Monday, May 31, 2021

Required: Six placement shifts

Three hours each

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	Mar 1	Mar 2	Mar 3	Mar 4	Mar 5	Mar 6
Mar 7	Mar 8	Mar 9	Mar 10	Mar 11	Mar 12	Mar 13
Mar 14	Mar 15	Mar 16	Mar 17	Mar 18	Mar 19	Mar 20
Mar 21	Mar 22	Mar 23	Mar 24	Mar 25	Mar 26	Mar 27
Mar 28	Mar 29	Mar 30	Mar 31	Apr 1	Apr 2	Apr 3
Apr 4	Apr 5	Apr 6	Apr 7	Apr 8	Apr 9	Apr 10
Apr 11	Apr 12	Apr 13	Apr 14	Apr 15	Apr 16	Apr 17
Apr 18	Apr 19	Apr 20	Apr 21	Apr 22	Apr 23	Apr 24
Apr 25	Apr 26	Apr 27	Apr 28	Apr 29	Apr 30	May 1
May 2	May 3	May 4	May 5	May 6	May 7	May 8
May 9	May 10	May 11	May 12	May 13	May 14	May 15
May 16	May 17	May 18	May 19	May 20	May 21	May 22
May 23	May 24	May 25	May 26	May 27	May 28	May 29
May 30	May 31					

The table above lists each specific day for a spring placement. The highlighted dates are holidays for the hospital, and no volunteer shifts are scheduled on these days. If you miss your placement due to a holiday, make certain that you adequately plan to fulfill all six shifts.

Note: Those placed in Segment IV may NOT complete all six shifts before Friday, April 30, 2021; two shifts must be completed in May. This ensures that volunteers are available in the last month. Work out your absences with your Head Active and members in your placement to ensure coverage.

Any provisional who is unable to work at her regular placement must make up the time missed in the assigned placement. The provisional, in consultation with the Head Active, is responsible for arranging the make-up time and reporting to the Head Active immediately upon its successful completion.

The Head Active will report to the Texas Children’s Hospital Chairman and the Provisional Assistant Chairman – Community any provisional member who is late to or absent from her placement two times.

A provisional member who has failed to fulfill her placement obligation by Monday, May 31, 2021, may

be removed from membership upon a majority vote of the Board of Directors.

**THE JUNIOR LEAGUE OF HOUSTON, INC.
TEXAS CHILDREN'S HOSPITAL MAP**

Texas Children's Hospital, 6621 Fannin Street, 77030



Parking: You must present your volunteer badge to have your parking validated. During business hours, parking should be validated in the Volunteer Services office. After hours, volunteers may get their parking validated at the West Tower information desk in the main Texas Children's Hospital lobby area or the Pavilion for Women first floor lobby information desk. You may park in any garage (1, 2, 12, 16, 21) or valet at Entrance 11 or at the Pavilion for Women (enter off Main St.) Yellow star is the location of elevators to Employee Health.

**THE JUNIOR LEAGUE OF HOUSTON, INC.
2020 – 2021 TEA ROOM PROVISIONAL ORIENTATION**

**WE LOOK FORWARD TO SEEING YOU
AT THE MANDATORY
TEA ROOM ORIENTATION!**

Orientation dates are:

Thursday, April 9, 2020, 7 – 9 p.m.

Orientation will be held in the Junior League Tea Room.

OR

Monday, April 20, 2020, 7 – 9 p.m.

Orientation will be held in the Junior League Ballroom.

**THE JUNIOR LEAGUE OF HOUSTON, INC.
2020-2021 TEA ROOM HOLIDAYS**

The Junior League Tea Room is closed:

- Sunday, Monday and Tuesday
- The Pantry is closed on Sunday and Monday unless a general meeting is held
- Saturday, July 4, 2020, for Independence Day
- Saturday, September 5 – Monday, September 7, 2020, for Labor Day
- Wednesday, November 25 – Saturday, November 28, 2020, for Thanksgiving

Note: The Pantry (not Tea Room) will be open Monday, November 23 – Wednesday, November 25, 2020 and closed Thursday, November 26 – Saturday, November 28, 2020 for Thanksgiving

- Monday, December 21, 2020 – Sunday, January 3, 2021, for the Winter Holidays
- Thursday, February 4 – Saturday, February 6, 2021, for Charity Ball
- Friday, April 2 – Sunday, April 4, 2021, for Easter
- Saturday, May 29 – Monday, May 31, 2021, for Memorial Day

There may be additional days that Tea Room operations are closed during the year. Your Tea Room team will notify you of these days, which may also be found on the League website.

THE JUNIOR LEAGUE OF HOUSTON, INC. TEA ROOM INTRODUCTION

What is the Junior League Tea Room?

Founded in 1925, The Junior League of Houston, Inc. established its first community project as a clinic for children without regular access to medical care that would eventually grow into today's Junior League Children's Health Care Clinic of the world-renowned Texas Children's Hospital. To fund this important endeavor, members formed a Luncheon Club – the genesis of today's Junior League Tea Room. Currently, the Tea Room plays an important and ongoing role in the organization's commitment to "Building A Better Community" by generating significant funds to further the League's charitable mission.

The Tea Room is a private restaurant operated by the League. It consists of the main dining room and three garden rooms. Lunch is available in the Tea Room throughout the year on Wednesday through Saturday.

Who can use the Tea Room?

The Tea Room is not a public restaurant. Only League members and Tea Room patron members may use the facilities. Approximately 2,500 non-League members, called Tea Room patron members, pay \$75 per year for Tea Room patron member dues. Corporations can also become Tea Room patron members for \$200 per year. Each year, Tea Room patron members contribute over \$150,000 through Tea Room patron member dues, which go to support the Junior League of Houston Community Program Fund.

Where do the Tea Room revenues go?

The Tea Room is vital to its members. The Junior League Tea Room and Ballroom provide a training opportunity for members, and revenues cover a significant portion of the League's operating expenses. Historically, the Tea Room has contributed any excess revenue to the Community Program Fund, the Junior League of Houston Community Endowment and the Building Preservation Fund^[KS20]^[JS21].

What will be my role as a volunteer in the Tea Room?

As a volunteer, your time and efforts help reduce the number of paid employees required, thus reducing expenses and allowing more funds to support the mission of the League.

Provisionals are trained through a 36-hour commitment to the Tea Room each year, and many actives are placed in Tea Room placements to fulfill their annual placement requirement. Sustainers also serve in various Tea Room placements. The work done by these volunteers is instrumental to the daily operations of the Tea Room.

THE JUNIOR LEAGUE OF HOUSTON, INC. TEA ROOM PROVISIONAL PLACEMENT

As a provisional member of the Junior League of Houston, you will be required to work 36 hours in the Junior League Tea Room. In addition, you must complete four hours of training in the various Tea Room placement opportunities before being eligible for sign-up. Your time and efforts as a volunteer reduce the expenses of the operating costs of the Tea Room and allow more money to flow into the League's community efforts. A variety of Tea Room volunteer opportunities are offered; shift sign-ups will occur at least a month in advance through the website.

Tea Room Support volunteer shifts are offered throughout the week, evenings and weekends. Shifts are typically offered during the Tea Room's regular business hours with additional shifts offered to cover various banquet events. Provisional members will be assigned to complete their hours either during Segments I & II or Segments III & IV. Segments I & II run from Monday, June 1 – Monday, November 30, 2020. Segments III & IV run from Tuesday, December 1, 2020 – Monday, May 31, 2021.

Shifts may include the following volunteer opportunities:

Tea Room Cashier

Volunteers handle all monetary transactions from the Tea Room or SETs. Volunteers may assist the Tea Room Front Office staff or Tea Room Servers with any needs that arise.

Tea Room Front Office

Volunteers answer Tea Room Front Office telephones, take reservations and record cancellations for Tea Room weekend business. Volunteers greet Tea Room patron members, League members and guests, give directions, and provide building tours for those wanting to hold events at the League. Volunteers also work closely with Tea Room Servers concerning reservations. Volunteers provide support to the Tea Room Patron Member Program including periodic Tea Room patron member-related data entry and scripted outreach to patron members that includes, but is not limited to, handwritten notes.

Tea Room Kitchen

Volunteers assist the Kitchen staff in food preparation and arranging food on plates for Tea Room and Ballroom events. Tasks include staffing the sandwich bar, preparing salads, filling Tea Room orders and prepping food for the following day.

Tea Room Server

Volunteers set tables, take orders, serve food and clear tables. Volunteers may be asked to help at times with a Ballroom event (for placement credit, not SET credit) or in the bar area, if necessary.

The Pantry

Volunteers sell prepared and frozen menu items from the Junior League Kitchen, take special orders, sell the League's award-winning cookbooks and other gift items. These volunteers also greet Tea Room patron members, answer questions and give directions.

THE JUNIOR LEAGUE OF HOUSTON, INC. TEA ROOM POLICIES AND PROCEDURES

All volunteers are required to follow the Tea Room Policies and Procedures approved by the Tea Room Sub-Council and the Junior League of Houston Board of Directors.

- As a courtesy to Junior League Tea Room patron members and staff, volunteers working in the Tea Room, Kitchen, Tea Room Front Office, cashier station, The Pantry and Ballroom (SET volunteers) are requested to place electronic devices on silent mode. Cell phones **may not** be used in the Tea Room, Ballroom or common areas of the Junior League building during a volunteer shift.
- There is no smoking or vaping permitted inside the Junior League building or within 25 feet of the ^[KS22] building.
- All volunteers must pay for their meal provided by the League, which is available in the Volunteer Lounge for \$5 during daytime shifts only. Please pay for this meal at The Pantry. Volunteer meals include only the set menu being served, tea and water. Soft drinks are extra.
- No food is to be boxed up and taken home from the Kitchen at any time, except at the direction of the Junior League Tea Room General Manager or Junior League Kitchen employees. Volunteers may purchase food to box and take home with them at retail price.
- The dress code must be followed by all volunteers.

All volunteer opportunities except for the Kitchen:

- Green Junior League of Houston apron
- Long-sleeved, plain white blouse with a collar (no sweatshirts, halter tops, exposed undergarments or tops revealing the torso)
- Black dress pants (no capri pants, cropped pants, denim, leggings, shorts, skirts or spandex)
- Solid black, closed-toe and back, low-heel (no more than two inches) shoes (no beach sandals/flip flops, athletic shoes, Crocs, hiking boots, boots, mules, sandals or slides)
- Keep jewelry to a minimum
- Hair shoulder-length or longer must be pulled back (this is a Board of Health requirement)
- If a volunteer is cold during her shift, she may wear a plain white sweater (no decorations, emblems, etc.)

Kitchen:

- Knit shirt (long-sleeved t-shirt or a sweatshirt is recommended but no halter tops, exposed undergarments or tops revealing the torso)
- Long pants (jeans/khakis recommended, no athletic/tennis attire, shorts, scrubs, capri pants, cropped pants, leggings, extremely low-rise pants, skirts or spandex). Denim is acceptable

- Shoes must be closed-toe with rubber soles (tennis shoes are permitted, but no beach sandals/flip flops, Crocs, hiking boots, boots, mules or slides)
 - Socks are required.
 - Hair must be pulled back with a scarf or hat; no sun visors.
 - Minimal or no jewelry on wrists or fingers. Watches, bracelets and rings should be left at home.
- No drinks are permitted in the Kitchen, the Tea Room dining areas or the cashier's office.
 - Upon arrival, please park on B1 or B2 of the parking garage, not the ground level; the ground level is reserved for guests of the Junior League building.
 - All volunteers must wear a nametag during Tea Room shifts, which includes their first and last names.
 - For emergencies only – if you need to be reached while you are volunteering, there is a phone in the Kitchen for emergencies only. The number is 713.622.4409.
 - Volunteers must have an apron. If a volunteer does not have an apron, there are a limited number available for volunteer use. To check out an apron, a volunteer may provide her car keys to the Head Active for the duration of the shift. The car keys will be returned to the volunteer when the apron is returned at the end of the shift. All aprons are numbered, and the Head Active will indicate the numbered apron provided to the volunteer. If the apron is not returned that day, the volunteer will not receive credit for the shift until the apron is returned. Aprons will not be checked out to the same volunteer on a regular basis. A fee of \$5 may be charged for borrowed aprons to cover the dry-cleaning fee and will be turned in to the Head Active. There is no guarantee that an apron will be available to check out. If an apron is not available to check out, the volunteer must purchase an apron at The Pantry to be properly dressed for the shift.
 - Head Actives will provide a notebook for volunteers to sign in and sign out at each placement^[KS23]_[JS24]. **It is the volunteer's responsibility to sign in for credit.**
 - If the weather is cold and coats are needed, volunteers may hang outerwear in the volunteer coat closet in the volunteer lounge upstairs. If desired, volunteers may bring their own combination lock to use that day for locking up belongings.

THE JUNIOR LEAGUE OF HOUSTON, INC.
TEA ROOM PLACEMENT ABSENCE AND SUBSTITUTION POLICIES

Absence Policy

Please arrive on time. To be considered “on time” to a Tea Room shift, volunteers must be present in the Tea Room placement area that they are scheduled to work, dressed in the appropriate uniform, signed in and ready to begin their Tea Room shift at the start time of the scheduled shift. Any volunteer arriving after the start time of the scheduled shift will be considered to have an unexcused absence for that Tea Room shift, resulting in the member being responsible for making up additional Tea Room placement hours equivalent to the length of the shift to which the volunteer was tardy. Any volunteer arriving after the start time of the shift may work the shift but will not receive credit for attendance. Unexcused absences will be reported by the Head Active to the appropriate Tea Room assistant chairman and Provisional Assistant Chairman – Tea Room.

Scheduled Absences

If a volunteer has a scheduling conflict with one of her Tea Room shifts, such as a business conflict or a planned trip out of town, the first course of action should be to cancel her shift within the allotted time, up to one week before the Tea Room shift takes place to avoid a penalty. After that time, she should attempt to secure a substitute volunteer available to work the shift. If additional difficulties arise, she should contact the Provisional Assistant Chairman – Tea Room.

Unplanned Absences

Extenuating circumstances will be referred to the Provisional Chairman on a case-by-case basis.

Substitution Policy^[KS25]

It is your responsibility as a volunteer to provide a substitute if you cannot work a Tea Room shift for which you have agreed to work. The volunteer may request a substitute online but should remember that the volunteer is responsible for working the scheduled Tea Room shift until the volunteer receives an email from the Junior League stating that a substitute has been found. If the substitution is made online, then it becomes the substitute’s responsibility to work the Tea Room shift on the agreed date. The volunteer may also contact other League members directly to ask them to substitute to fulfill the shift, or a volunteer may use the Cheetah app or the Tea Room Support (2020 – 2021) GroupShare Discussion Board to seek volunteers willing to substitute. The shift remains the responsibility of the original volunteer until a substitute is secured, at which point it becomes the substitute’s responsibility. Once a substitute is found, contact the appropriate assistant chairman and advise her so she will know who to expect for that specific shift. The substitute will receive credit for working the shift; she should write her name on that particular Tea Room shift’s sign-in sheet and indicate that she is substituting for the original volunteer. If a substitute is not secured, a volunteer is responsible for completing additional Tea Room Placement hours equivalent to the length of shift missed. Please note that allowances may be made for emergencies or illness. Please contact the Provisional Assistant Chairman – Tea Room ahead of time, if possible, when this situation occurs.

**THE JUNIOR LEAGUE OF HOUSTON, INC.
TEA ROOM AND TEXAS CHILDREN'S HOSPITAL ONLINE PLACEMENT SIGN-UP**

Online placement sign-up will be available on your Member Homepage **Friday, March 27, 2020, through Sunday, April 5, 2020, at 11:59 p.m.** You must have completed the second part of the Provisional Application process online and paid Provisional Dues to sign up.

You will be asked to rank your Tea Room Segment choice and to rank **EIGHT** TCH placement choices. You must select eight TCH placement choices that you are willing and able to complete. Detailed Placement Descriptions will be available online. You have until Sunday, April 5, 2020, at 11:59 p.m. to finalize your choices.

Placement assignments will be available on your Member Homepage on Monday, April 27, 2020.

**THE JUNIOR LEAGUE OF HOUSTON, INC.
RESOURCES AND INFORMATION**

Address

1811 Briar Oaks Lane
Houston, Texas 77027

Building Hours

Monday – Thursday, 8:30 a.m. – 9 p.m.
Friday, 8:30 a.m. – 5 p.m.
Saturday, 9 a.m. – 3:30 p.m.

General Phone Numbers

Administrative Office	713.622.4191
Tea Room Front Office	713.871.6673
FAX Number (Administrative)	713.622.3160
FAX Number (Development)	713.871.6658
Security Guard	713.871.6605
CPR Class Reservations	713.961.1670
Publishing	713.871.6608
Tea Room Reservations	713.871.6673
The Pantry	713.622.5965
Tea Room General Manager – Malcolm Rowland	713.871.6626
Kitchen Telephone	713.622.4409

Before and after hours, office phones are answered by an automated answering system with these options:

- Extension of Executive Committee members’ offices, volunteers’ voice mail boxes, meeting rooms
- Tea Room (includes trying to reach an attendee of an evening Tea Room or Ballroom function)
- Directions to the League building
- Administrative Office
- CPR information

Crisis Plan – Inclement Weather

During inclement weather, the Administrative Office phone line (713.871.6611) will be used to record a message outlining the status of events taking place in the League building or at specific League events (transfer meetings, group meetings, community training, etc.) taking place in the community.

Administrative Office Extensions

Administrative Director, Becky Pivec	656
Administrative Coordinator, Jane Porter	631
Membership Coordinator, Larissa Pendley	646
Human Resources/Accounts Payable Coordinator, Heidi Moore	636
Reception Desk (Main Console)	643
Accounting Coordinator, Amy Dybala	629
Development Coordinator, Nastassia Veliz	625

Tea Room Extensions

Tea Room Event Coordinator, Stephanie Augenthaler	623
Tea Room Event Coordinator, Tabitha Casey	621
Tea Room Event Coordinator, Caroline Hinojosa	620

[KS26][JS27]

**THE JUNIOR LEAGUE OF HOUSTON, INC.
DRESS CODE STATEMENT**

The mission of The Junior League of Houston, Inc. is to train its volunteers to be effective leaders. Through years of dedicated volunteer work, the League has secured a strong reputation for professionalism and excellence within the Greater Houston Area. The Junior League is a multi-million dollar, highly regarded nonprofit organization with a legacy of providing exceptional volunteers to the community, and its membership reflects the high standards of the organization. As a result, the Junior League expects its members to dress in a manner that positively promotes a professional image when conducting or attending meetings. Just as the recognizable Tea Room aprons are a symbol of service, a polished and professional image at meetings reflects the high standard the Junior League consistently strives to achieve. General meetings, group meetings, education meetings, engagement events and agency visits are considered business meetings, and member attire should reflect that level of professionalism. Despite today’s increasingly casual society, this expectation remains steadfast.

Dress and appearance for Junior League business meetings should be business casual, unless otherwise explicitly stated in the meeting’s description or as directed by the leadership. Junior League leadership reserves the right to enforce the dress code, and those members inappropriately attired will not be able to enter meetings or receive credit for attending.

The following is designed to clarify League expectations.

League Member Dress Code for General and Group Meetings, Education Meetings, Engagement Events, Agency Visits, and when representing the League in an official capacity	
Acceptable	Not Acceptable
dress pants, suits, skirts, dresses	athletic/tennis attire, shorts, scrubs, extremely low-rise pants
blouses, dress shirts, sweaters, jackets	sweatshirts, halter tops, exposed undergarments, tops revealing the torso
dress shoes/sandals, flats, boots, wedges	beach sandals, flip flops, athletic shoes, Crocs, hiking boots, visors, baseball caps, rain boots
denim without holes, rips, tears	denim with holes, rips, tears

**THE JUNIOR LEAGUE OF HOUSTON, INC.
GLOSSARY OF TERMS**

Actives: Those members who have completed the requirements for provisional membership, who maintain their membership by meeting active requirements and who may vote and hold office.

Administrative Placement Brochure (APB): The system used in the selection of members for administrative positions. Each January, the APB form is available online in the Members Only section to all active and provisional members, who are asked to indicate which administrative placements they might be interested in for the next placement [year]_[KS28].

Agency Visits: Visits to agencies supported through the League's community projects.

AJLI: The Association of Junior Leagues International, Inc. (www.ajli.org)

AJLI Annual Conference: Yearly spring meeting of representatives from each of the Junior Leagues.

AJLI Dues: The portion of League members' dues that goes to AJLI.

Annual Fund: Monies raised through the Annual Fund are JLH Board-designated and support the Junior League of Houston's community efforts, building preservation and operating expenses.

Area V: All Leagues within Texas, Oklahoma, Arkansas, Louisiana, Alabama and Mississippi.

Board of Directors: Policy-making body of the League.

Bylaws Advisor: An appointed sustaining member who reviews *Bylaws and Board Policies* as requested. She has no policy-making authority.

Communications Sub-Council: Chaired by the Communications Director and comprised of positions necessary to oversee the operations, planning and policies of Communications.

Community Assistance Committee: An appointed committee that makes one-time grants to organizations using guidelines established by the League. Funds are granted to organizations with no continuous League volunteer involvement and are budgeted each year from the Community Program Fund. Proposed by the committee, grants are voted on by Community Council and the Board of Directors.

Community Council: Chaired by the Community Vice President and comprised of those positions necessary to oversee the community focus of the League. It is responsible for coordinating and evaluating all community impact of the League.

Community Impact Committees: All League community projects fall into one of five impact areas: Culture and Enrichment, Education and Mentorship, Family Support, Health and Well-Being or Neighborhood Outreach. These groups serve as a vehicle to exchange information regarding League community projects and provide members with additional community education.

Community Program: The term the League uses to describe all League community endeavors, including community projects, Community Assistance grants, Community Outreach Events, collaborative efforts and any other community-related events or activities.

Community Project: The term the League uses to describe the individual projects within the Community Program (e.g., Camp Rainbow, Houston Food Bank).

Development Council: Chaired by the Development Vice President and comprised of chairmen overseeing the Charity Ball, Annual Fund, Community Partners, Foundations and Grants, Publishing and Tea Room. It is responsible for evaluating and coordinating the League's development efforts.

Executive Officers: President; President-Elect; Community, Development, Financial and Membership Vice Presidents; and Recording Secretary.

Finance Council: Chaired by the Financial Vice President and comprised of those positions necessary to oversee financial commitments, technology needs and building needs. It is responsible for the general financial operations of the League.

General Meeting: Membership-wide meetings held on the fourth Monday of the following months, except in the case of a holiday: August, September, October, January, February, April and May. Provisionals must attend a minimum of four general meetings.

Group Meetings: Group meetings are smaller topic-based meetings throughout the year. No credit will be given to provisionals for attendance at a group meeting, and provisionals will be subject to the group meeting attendance policy.

The Junior League of Houston Community Endowment: The Community Endowment Campaign began in 1999 with a goal of \$10 million that was met in 2011 – 2012. The purpose of the Community Endowment is to finance, sustain, expand and initiate the League's Community Program in perpetuity, supporting League projects and allowing the League to act upon unique funding opportunities in the community. The Community Endowment is part of the JLH Foundation and is governed by the Foundation's board of directors.

The Junior League of Houston Foundation: Created in 2005, the Foundation is a supporting organization of the League and is governed by a separate board of directors. Currently the only fund within the Foundation is the Community Endowment Fund. The Foundation's board is comprised of nine directors: three active League members, two sustaining members and four community representatives.

Leadership Training: The administrative, educational and training body for leaders involved in the community, development, finance or membership aspects of the League.

League-Initiated Projects: Projects instigated by the League and/or specific to the League, e.g., Pen Pals.

Leaves of Absence: Leaves are available upon request for active members and temporarily relieve members from certain obligations, as noted in the *Bylaws and Board Policies*.

Membership Council: Chaired by the Membership Vice President and comprised of those positions necessary to oversee programs and policies dealing with membership concerns. It is responsible for the education/training, member engagement, public relations, communications and strategic planning for the League.

Membership Engagement Events: Monthly events at which members are able to meet other members and socialize. One to two events are offered most months of the League year.

Nominating Committee: The only membership-elected committee, it slates the Executive Committee. It also submits candidates for AJLI Area V positions, when requested, and recommends delegates for conferences. Lastly, the committee prepares the slate for the succeeding Nominating Committee.

Placement: The term for a League member's volunteer obligation for the year. Her placement can be community (in an established project or an individual placement); development (in the Tea Room or other development committee); or administrative (financial, membership, community and development).

Project Chairmen: Active members responsible for overseeing the administrative details and volunteer schedules for their assigned community project.

Provisionals: Those members who are completing the requirements for admission to active membership and who are not eligible to vote or hold office.

Re-up: While League members may go sustaining at 40, they may choose to continue their active status until the end of the fiscal year in which they attain the age of 45.

SET: As part of their membership obligations, members are required to work as part of a Special Events Team (SET). A SET shall be defined as a special event supporting the League's mission. Provisional members must complete four SETs.

Sustainers: Those members who have reached the age limit for active membership or have given 10 years of active service to the Junior League of Houston or other leagues, exclusive of all leaves. They enjoy all the privileges of membership except voting and holding office^[KS29]^[JS30].

Tea Room: Physically, the area in the Junior League building in which the food and beverage service are provided. All provisionals volunteer in the Tea Room for 36 hours plus training.

Tea Room Sub-Council: Chaired by the Tea Room Director and comprised of positions necessary to oversee the operations, planning and policies of the Tea Room.

Tea Room Patron Members: Approximately 2,500 non-League individual and corporate members who pay dues annually for the privilege of using the Tea Room. All Junior League of Houston members enjoy Tea Room privileges by virtue of their membership.

TCH Memorial Fund: A means to remember friends and loved ones through tax-deductible donations to the fund, which benefits economically disadvantaged patients being treated at Texas Children's Hospital.

Training and Education Committee: Formulates training and education opportunities for all members of the League. Responsible for establishing, producing and evaluating programs and activities that train and educate volunteers in effective leadership, effective volunteering and the operations of the League.

Transfers: League members who change their membership from one league to another.

Website: Provides information to the general public (e.g., community endeavors, development opportunities, League history) and to the membership only (e.g., directory, profiles, administrative forms, placement information, calendar, meeting/SET sign-up). (www.jlh.org)

Yearbook: The annually published book that provides general League information, administrative information and a membership directory. The Yearbook is for the exclusive use of League members for League business and is never to be used as a mailing list for other purposes, including but not limited to, for any League member's personal or professional gain.