Best Buddies High School
Program Manual
2012-2013

To establish a global volunteer movement that creates opportunities for one-to-one friendships, integrated employment and leadership development for people with intellectual and developmental disabilities (IDD).
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The Best Buddies Movement

Mission
To establish a global volunteer movement that creates opportunities for one-to-one friendships, integrated employment, and leadership development for people with intellectual and developmental disabilities (IDD).

Vision
To put Best Buddies out of business.

About Best Buddies
Best Buddies International is the world’s largest nonprofit organization devoted solely to providing opportunities for friendship, employment and leadership development for people with IDD. The organization’s 2012 annual cash budget is just over $25 million; if Best Buddies had to pay its volunteers, operating costs would be closer to $180.2 million. 81% of all revenue goes directly to Best Buddies programs for people with IDD, while only 19% is spent on administration and fundraising.

History of Service
Best Buddies was born when Founder Anthony K. Shriver recognized that people with IDD lacked opportunities to socialize with their peers without disabilities. Believing that friendship is key to building the self-esteem essential to a happy and productive life, Shriver incorporated Best Buddies as a nonprofit 501(c)(3) organization in 1989. Today, Best Buddies offers seven programs: Best Buddies Middle Schools, Best Buddies High Schools, Best Buddies Colleges, Best Buddies Citizens, e-Buddies®, Best Buddies Jobs, and Best Buddies Ambassadors.

Participants
With close to 1,500 chapters around the world, Best Buddies positively impacts the lives of nearly 700,000 people with and without IDD.

Countries
Best Buddies operates accredited programs in 50 countries: Argentina, Australia, Canada, Colombia, Cuba, Curaçao, Denmark, Ecuador, Egypt, England, Finland, France, Germany, Ghana, Greece, Guatemala, Honduras, Hong Kong, India, Ireland, Israel, Italy, Kenya, Korea, Lebanon, Malaysia, Mexico, the Netherlands, New Zealand, Pakistan, Panama, Peru, the Philippines, Poland, Qatar, Russia, Saudi Arabia, Scotland, Singapore, Spain, St. Kitts & Nevis, South Africa, Sierra Leone, Sweden, Thailand, Turkey, the United Arab Emirates, the United States, Venezuela and Vietnam, with additional country programs in advanced phases of development.

2020 Initiative
Best Buddies created the 2020 Initiative in 2011, with the goal of opening offices in all 50 states, expanding into 100 countries, and impacting three million people with and without IDD worldwide by the end of 2020. The global initiative also includes plans to train 4,000 Buddy Ambassadors, develop 1,000 jobs for people with IDD, and increase the number of school-based chapters to 2,500. As a result of these ambitious expansion efforts, Best Buddies hopes to become a household name by the end of 2020.
Anthony Kennedy Shriver

Anthony K. Shriver is the founder and chairman of Best Buddies International, which he created in 1989 to foster one-to-one friendships between people with and without intellectual disabilities. Recognizing the tremendous volunteer potential of university students, Shriver first inspired his college peers to personally collaborate in expanding the realm of opportunities that persons with intellectual disabilities should experience.

Today, through Shriver’s stewardship and entrepreneurial spirit, Best Buddies has grown into a leading nonprofit entity with increasing international reach across six continents, establishing a global volunteer movement that creates opportunities for one-to-one friendships, integrated employment and leadership development for people with intellectual and developmental disabilities.

Best Buddies is comprised of seven programs that positively impact nearly 700,000 individuals with and without disabilities worldwide. The organization is active in each of the 50 United States, and operates accredited international programs in 50 countries.

Best Buddies is also systematically implementing its 2020 Initiative that will witness the organization’s continued significant growth, both domestically and overseas.

A graduate of Georgetown University, Shriver has been recognized for his work on behalf of Best Buddies with diverse international accolades and honorary degrees. He resides in Miami Beach, together with his wife Alina and their five children.
**Best Buddies Programs**

When people with disabilities are unable to attain or maintain a job, it is most often due to an absence of social skills, rather than an inability to perform the work required. Best Buddies® offers participants socialization and leadership opportunities, as well as job coaching, thereby providing the necessary tools for people with intellectual and developmental disabilities (IDD) to become more independent and more included in the community.

**Best Buddies Middle Schools** matches students with IDD with other middle school students and creates one-to-one friendships between them. In today’s middle schools, students with IDD often enter the same building and walk the same hallways as their peers, but are frequently left out of social activities.

**Best Buddies High Schools** matches students with IDD with other high school students and creates one-to-one friendships between them. By introducing Best Buddies to public and private high schools, we are crossing the invisible line that too often separates those with disabilities from those without.

**Best Buddies Colleges** matches people with IDD with college students and creates one-to-one friendships between them. In the past, individuals with IDD have not had the opportunity to have friends outside of their own, often isolated, environment.

**Best Buddies Citizens** pairs people with IDD in one-to-one friendships with other individuals in the corporate and civic communities. Without love, support and friends, our lives would be empty – a life people with IDD have been forced to live throughout history. Volunteers are changing this by simply sharing their time with new friends.

**e-Buddies®** creates e-mail friendships between people with and without IDD. Using the technology of e-mail, e-Buddies brings additional, unconventional opportunities to people with IDD.

**Best Buddies Jobs** is a supported employment program that helps people with IDD secure competitive, paying jobs. The program targets job sites, competitively places individuals, and promotes ongoing support and training. This enables people with IDD to work as respected individuals alongside others in the community.

**Best Buddies Ambassadors** educates and empowers people with IDD to be leaders and public speakers in their schools, communities and workplaces. Best Buddies Ambassadors is the next step for the Disability Rights Movement – teaching people with IDD the skills they need to successfully self-advocate. Best Buddies Ambassadors prepares people with IDD to become active agents of change.
**e-Buddies®**

e-Buddies is an e-mail pen pal program that pairs people with intellectual and developmental disabilities in one-to-one e-mail friendships with peer volunteers who do not have intellectual and developmental disabilities. Participants are matched based on age, gender and common interests. e-Buddies agree to e-mail each other at least once a week for one calendar year.

Computers are an integral part of society and by joining e-Buddies, participants can develop the skills necessary to become technology-literate and therefore, able to compete for higher-level employment and to communicate using a variety of sources. e-Buddies is also a safe way to make a new friend and connect with someone across the country.

Encourage the buddies in your chapter to sign up for e-Buddies! By participating in e-Buddies along with the Best Buddies High School program, buddies are included in both our neighborhoods and online communities. For more information on getting your buddies signed up for e-Buddies, please visit www.ebuddies.org/training.

**Best Buddies Ambassadors**

Best Buddies Ambassadors educates and empowers people with intellectual and developmental disabilities (IDD) to be leaders and public speakers in their schools, communities, and workplaces. Best Buddies Ambassadors is the next step for the disability rights movement – teaching people with IDD the skills they need to successfully advocate. Best Buddies Ambassadors prepares people with IDD to become active agents of change.

Best Buddies Ambassadors is a program that provides training for participants with IDD in areas of speech writing and public speaking. Ambassadors create opportunities to share their life stories and promote Best Buddies programs. Once trained, ambassadors are expected to speak to their chapters and in their communities, sharing their stories and becoming more involved citizens. Ambassadors can speak to legislators and additional Best Buddies programs; they can present at recruitment fairs and events. Ambassadors could also help collect donations, present to other interest groups, and train others with IDD.

Best Buddies welcomes you to join us in this celebration of leadership and self advocacy of people with IDD. Reach out to your local office or Best Buddies staff contact for more information about Best Buddies Ambassadors in your community.
Section 2: Intellectual and Developmental Disabilities

Get the Facts: An Introduction to Intellectual and Developmental Disabilities Terminology around the World

In 2002, Best Buddies replaced all references to “mental retardation” with the terms “intellectual and developmental disability” in response to the hurtful affects of the r-word and following the lead of the international community (including the International Association for the Scientific Study of Intellectual Disabilities and the World Health Organization). Since this time, Best Buddies has been actively involved with Special Olympics and a coalition of other national disabilities organizations to promote acceptance and inclusion for people with IDD. While the United States has officially adopted these terms, Best Buddies will continue to be at the forefront of this movement internationally; in the developing world, the term “mental handicap” remains common, and in the United Kingdom, the term “learning disability” or “learning difficulty” is used. Together, with our global partners, the impact of organizations like Best Buddies is being felt around the world as people with disabilities are being seen for whom they are, not what their disability has labeled them.

In the United States, recognition of people with IDD was brought to the national level in November 2009 when Rosa’s Law was introduced into the U.S. Senate and championed by Sen. Barbara Mikulski (D-MD) and Sen. Mike Enzi (R-WY) to eliminate the term “mental retardation” from most federal laws. Rosa Marcellino, from Edgewater, Maryland, provided the inspiration for the law after her mother, Nina, learned that Rosa had been labeled retarded (r-word) at school. She didn’t allow the r-word in her house, and none of her children described their sister that way. Nina partnered with other parents and her state delegate to introduce a bill to change the terminology in Maryland state law.

In May 2010, the U.S. Senate Committee on Health, Labor, Education and Pensions (HELP) approved Rosa’s Law, with both the U.S. Senate and House of Representatives unanimously approving that fall. On October 5, 2010, Rosa’s Law was signed into federal law by U.S. President Barack Obama. The law removes the terms “mental retardation” and “mentally retarded” from federal health, education and labor policy and replaces them with people first language “individual with an intellectual disability” and “intellectual disability.”

What are intellectual disabilities?
According to the American Association on Intellectual and Developmental Disabilities (AAIDD), an intellectual disability is a particular state of functioning that begins in childhood before age 18 and is characterized by significant limitations in both intelligence and adaptive skills as expressed in conceptual, social, and practical adaptive skills. A complete and accurate understanding of this definition must involve the realization that an intellectual disability has many dimensions and is affected positively by individualized supports. A person with an intellectual disability will generally have an IQ below 75 and significant limitations in adaptive behavior that impact the person’s daily life and ability to respond to a particular situation or environment (AAIDD, 2010). Regarding prevalence, the AAIDD states that eight million Americans of all ages experience some level of intellectual disability. The President’s Committee for People with IDD cites that one in ten families is directly affected by a person with IDD. Of the total population with intellectual disabilities, approximately 87% are mildly affected. Ten percent have moderate intellectual disabilities, and only three percent have severe or profound intellectual disabilities. Studies have also indicated that people with intellectual disabilities are from all races and religions, while approximately 60% of the population with intellectual disabilities is male and 40% are female.
People with intellectual disabilities have the ability to develop meaningful friendships and become hardworking, reliable employees. The President’s Committee for People with IDD notes that while only 31% of people with IDD are employed, many more want to work and are capable of making contributions to the nation’s workforce. Best Buddies friendship programs provide people with intellectual disabilities access to one-to-one friendships with people without disabilities; while Best Buddies supported employment programs provide them access to new job opportunities for integrated employment.

**What are developmental disabilities?**
Developmental disabilities are categorized by the Administration on Developmental Disabilities (ADD) as life-long disabilities attributable to mental and/or physical impairments which manifest themselves before the age of 22 years and are likely to continue indefinitely. They result in substantial limitations in three or more of the following areas:

- Self-care
- Comprehension and language
- Ability to function independently without coordinated services
- Learning
- Economic self-sufficiency
- Skills (receptive and expressive language)
- Capacity for independent living
- Self-direction
- Mobility

Persons with developmental disabilities require individually planned and coordinated services and supports (e.g., housing, employment, education, civil and human rights protection, health care, etc.) from many providers in order to live in the community. (ADD, 2010)

**Is “intellectual disability” the same as “developmental disability?”**
As explained by the AAIDD, developmental disability is an “umbrella term” in which intellectual disability is included. When speaking of developmental disabilities, intellectual disabilities may be included; however, developmental disabilities also include physical disabilities which may have nothing to do with intellectual disabilities. The boundaries often blur since many individuals fall into both categories for different reasons.

Some developmental disabilities are purely physical, such as congenital deafness or visual impairment; these are not intellectual disabilities. Other developmental disabilities can be caused by cerebral palsy, epilepsy, autism, or other disabling conditions; these conditions might or might not include intellectual disabilities.

Still other developmental disabilities can result from chromosomal disorders, such as Down syndrome, fetal alcohol syndrome, and Fragile X syndrome. These instances could well include intellectual disabilities—but not always. For example, according to the Centers for Disease Control, males with Fragile X syndrome generally have mild to severe intellectual disabilities, whereas females can have average intelligence levels or some degree of intellectual disabilities.

On the other hand, some causes of intellectual disabilities are not physical. These include social factors, such as the level of child stimulation and adult responsiveness, and educational factors, such as the availability of family and educational supports that can promote mental development and greater adaptive skills (AAIDD, 2010).
What are the causes of intellectual disabilities?

Intellectual disabilities can be caused by any condition which impairs development of the brain before birth, during birth, or in the childhood years. Although several hundred causes have been discovered, about 50% of all causes remain unknown (AAIDD, 2010). The three major known causes of intellectual disabilities are Down syndrome, fetal alcohol syndrome, and Fragile X. The causes are categorized as follows:

- Genetic conditions: These result from the abnormality of genes inherited from parents, errors when genes combine, or from other disorders of the genes caused during pregnancy (infections, overexposure to x-rays, and other factors). Metabolic phenylketonuria (PKU) and chromosomal abnormalities (Down syndrome and Fragile X) also fall under this category when linked to intellectual disabilities.

- Problems during pregnancy: Use of alcohol or drugs by a pregnant mother can cause intellectual disabilities. Research has also implicated smoking can increase the risk of intellectual disabilities. Other risks include malnutrition, certain environmental contaminants, and illnesses of the mother during pregnancy, such as toxoplasmosis, cytomegalovirus, rubella, and syphilis.

- Problems at birth: Any birth condition of unusual stress may injure the infant’s brain, but prematurity and low birth weight predicts serious problems more often than any other condition.

- Problems after birth: Childhood diseases such as whooping cough, chicken pox, Hib, and measles (which may lead to meningitis and encephalitis) can damage the brain, as can accidents such as blows to the head or near drowning. Also, substances such as lead, mercury, and other environmental toxins can cause irreparable damage to the brain and nervous system.

- Poverty and cultural deprivation: Children from impoverished families may have an intellectual disability because of malnutrition, disease producing conditions, inadequate medical care, and environmental health hazards. Children in disadvantaged areas may be deprived of many common cultural, day-to-day experiences in which other children participate. Research suggests that under-stimulation can also result in irreversible damage and can cause intellectual disabilities.

Although these are examples of various causes of intellectual disabilities, it is important to acknowledge that oftentimes people with intellectual and/or developmental disabilities do not know how or why they have a disability. We should never assume that we know a person’s disability; instead, focus on the individual and their talents and abilities.

References


Further information regarding the definition and classification system can be found on The Arc’s website: www.thearc.org. You can also speak with your host site coordinator or faculty advisor about your desire to find out more information.
People First Language

Why should you use it?

People first language is an important aspect of terminology to know when speaking to and about individuals with intellectual and/or developmental disabilities. People first language recognizes that individuals with disabilities are—first and foremost—people. It emphasizes each person's value, individuality, dignity, and capabilities. Generally, in choosing words about people with disabilities, the guiding principle is to refer to the person first, not the disability. A person with an intellectual and/or developmental disability should not be described as a “disabled person,” but rather a “person with an intellectual and/or developmental disability.” This way, the emphasis is placed on the person, not the disability. It is only important to refer to the person’s disability if it is relevant to the conversation or situation. The disability should not define the person, and by using people first language, our participants are helping to eliminate the negative stereotypes and limitations often ascribed to individuals with intellectual and developmental disabilities. Most importantly, they are people first.

The following examples provide guidance on what terms to use and which ones to avoid when talking or writing about people with disabilities.

<table>
<thead>
<tr>
<th>Say:</th>
<th>Instead of:</th>
</tr>
</thead>
<tbody>
<tr>
<td>People with disabilities</td>
<td>The handicapped or the disabled</td>
</tr>
<tr>
<td>He has an intellectual disability.</td>
<td>He’s mentally retarded.</td>
</tr>
<tr>
<td>She has autism (or an autism diagnosis).</td>
<td>She’s autistic.</td>
</tr>
<tr>
<td>He has a diagnosis of Down syndrome.</td>
<td>He’s Down’s.</td>
</tr>
<tr>
<td>She has a learning disability (diagnosis).</td>
<td>She’s learning disabled.</td>
</tr>
<tr>
<td>He has a physical disability (diagnosis).</td>
<td>He’s a quadriplegic/crippled.</td>
</tr>
<tr>
<td>She’s of short stature/she’s a little person.</td>
<td>She’s a dwarf/midget.</td>
</tr>
<tr>
<td>He has a mental health diagnosis.</td>
<td>He’s emotionally disturbed/mentally ill.</td>
</tr>
<tr>
<td>She uses a wheelchair/mobility chair.</td>
<td>She’s confined/wheelchair bound.</td>
</tr>
<tr>
<td>He receives special education services.</td>
<td>He’s in special education.</td>
</tr>
<tr>
<td>She has a developmental delay.</td>
<td>She’s developmentally delayed.</td>
</tr>
<tr>
<td>Kids without disabilities</td>
<td>Normal or healthy kids</td>
</tr>
<tr>
<td>Communicates with her eyes/device/etc</td>
<td>Is non-verbal</td>
</tr>
<tr>
<td>Congenital disability</td>
<td>Birth defect</td>
</tr>
<tr>
<td>Brain injury</td>
<td>Brain damaged</td>
</tr>
<tr>
<td>Accessible parking/hotel room/etc.</td>
<td>Handicapped parking/hotel room/etc.</td>
</tr>
<tr>
<td>She needs... or she uses...</td>
<td>She has problems/special needs.</td>
</tr>
</tbody>
</table>

*Remember PEOPLE FIRST!
Guide to Etiquette and Behavior

- Remember that a person who has a disability is a person—just like anyone else.
- Relax. If you don’t know what to do or say, allow the person who has a disability to help put you at ease.
- Do not assume anything. If you have a question about what to do, how to do it, what language or terminology to use, or what assistance to offer, ask the person with the disability. That person should be your first and best resource.
- Offer assistance quietly and tactfully if it seems needed, but do not overdo it, insist on helping, or make a scene. Respect the person’s right to reject the help or to indicate the kind of help needed.
- If, for whatever reason, you cannot assist in the way that is asked, be open in discussing this with the person with the disability. You have a right to set limits on what you can and cannot do. Your relationship with a person with a disability should be like any other relationship, a reciprocal one.
- If there is time and opportunity, explore your mutual interests in a friendly way. The person probably has many interests besides those connected with the disability.
- Talk about the disability if it comes up naturally, without prying. Be guided by the wishes of the person with the disability.
- Appreciate what the person can do. Remember that difficulties the person may be facing may stem more from society’s attitudes and barriers than from the disability itself.
- Be considerate of the extra time it might take for a person with a disability to get things said or done. Let the person set the pace in walking or talking.
- Speak directly to a person who has a disability. Do not consider a companion or interpreter to be a conversational go-between.
- Do not move a wheelchair, crutches, or other mobility aids out of reach of the person who used them.
- Never start to push a wheelchair without first asking the occupant if you may do so.
- Before deciding whether or not to push a wheelchair up or down a step, curb, or other obstruction, ask the person if and how he or she wants you to proceed, and be respectful of your own limitations.
- Don’t lean on a person’s wheelchair when talking; it is an invasion of personal space. Do not pat a person in a wheelchair on the head—it is patronizing.
- Give your whole, unhurried attention to any person who has difficulty speaking. Do not talk for the person, but give help when needed. Keep your manner encouraging rather than correcting. When necessary, ask questions that require short answers, a nod, or a shake of the head.
- Do not pretend to understand a person with a speech difference when you do not understand them. Also, do not be afraid to let the person know that you do not understand them. Be patient not only with the person with the disability, but also with yourself.
- Speak calmly, slowly, and distinctly to a person who has a hearing problem or other difficulty. Stand in front of the person, speak directly to the person and use natural gestures to aid in communication. When full understanding is doubtful, try writing notes.
- When dining with a person who has trouble cutting meat or buttering rolls, offer to help. Explain to a person who has a visual problem where dishes, utensils, and condiments are located on the table.
- Do not pet or otherwise distract dog guides; they are working and must not be distracted.
• Be alert to possible existence of architectural barriers in places you may want to enter with a person who has a disability. Watch for inadequate lighting, which inhibits communication by persons who have vision problems.

• Do not talk to a person with intellectual or developmental disabilities through a third person. For example if you want to find out what Jimmy wants for lunch, you should ask him not his caregiver or case manager.

References


Web Resources
Organizations

Special Olympics. 2012. www.specialolympics.org

R-Word | Spread the Word to End the Word. 2012. www.r-word.org


Information on IDD


Individuals with Disabilities Education Act (IDEA) | The Data Accountability Center. www.ideadata.org

University of Massachusetts Medical School | Eunice Kennedy Shriver Center. http://www.umassmed.edu/shriver/index.aspx


Disability is Natural | The #1 Source for People First Language and New Ways of Thinking. www.disabilityisnatural.com
Section 3: Introduction to Best Buddies Online

Overview

Best Buddies Online (BBO) is an online chapter management system built specifically for our school friendship programs! This system allows all college, high school and middle school chapters to have a chapter portal, access all manuals and chapter resources online, and submit chapter data online including:

- Membership application (MA) and buddy profile
- Matching survey
- Making matches online tool
- Chapter roster
- Chapter calendar
- Friendship updates
- Mid year and chapter end year reports
- Officer/CP applications
- Leadership conference registration

All of the above forms, excluding the officer application, will be required to be completed through BBO. Chapter officers will be responsible for entering the MA and friendship updates for any members that cannot do this independently. All resources (non-required forms/information) will be available for download to either print and complete by hand or complete and send electronically.

Each chapter has their own chapter portal within BBO where they can make matches, upload pictures, and create and update the chapter roster and chapter calendar. Member information automatically populates in the system where applicable for all members with a completed MA.

It is the goal of Best Buddies International that through the online system, communication of chapter and member information will be streamlined, communication will be more efficient and effective, and that ultimately each chapter can spend more time focusing on developing outstanding, high-quality friendships within their chapters.

Remember to share the website with your chapter members – www.bestbuddiesonline.org – and encourage them to visit as often as possible to get the most up to date information on the chapter’s membership and activities.

BBO Access

Chapter members and chapter leadership

To access the chapter portal, each member will be issued a user name and password after their MA has been submitted and approved. User access level to the site is determined by the access role assigned to each member during the application approval process.

Those assigned as “Chapter Members” will only be able to view the site and update their own member profile in the portal. Those assigned as “Chapter Admins” will be able to access all functionalities of the site including making matches, entering events into the calendar, updating the roster, and completing the mid year and chapter end year reports as required by Best Buddies International. In addition, they can view and approve all MAs. “Chapter Admin” status is reserved for the leaders of the chapter with direct responsibilities to approve MAs and update the site.
Best Buddies Staff
BBO also has a staff “admin” site where Best Buddies staff members log in to view the chapter portals for their assigned chapters. Best Buddies staff members will use BBO to access the information entered by the chapters on their portals. Staff will monitor MA submittal, matching, chapter activities, friendship updates, end of semester reporting, CBD application submittal, and leadership conference registration through the BBO system.

Reporting Capabilities
As each chapter enters information as required into their chapter portal, they build an automatic database of information in BBO. Every aspect of the chapter is stored in BBO as it is entered and, in turn, it can be readily and easily extracted from the system. Each chapter has reporting capabilities so that they can pull data on all the MAs for the chapter into one downloadable report. These capabilities are of great assistance to the chapter leaders in tracking member contact information, membership numbers and, as the years go by, building an archive of information on their chapter.

Best Buddies International utilizes BBO to track all of its college, high school, and middle school chapters in the United States. Through the reporting capabilities of the system, Best Buddies can extract data for specific regions, zip codes, states and even congressional districts for the entire country. These capabilities have huge implications for our abilities to report on membership numbers, chapter events, and friendship update data. In turn, we can more easily and effectively report to our funders and apply for additional funding to provide even more opportunities for friendship and leadership development across the country!

Best Buddies Online User Guides
Best Buddies has created two comprehensive resources to assist chapter leaders and chapter members in learning all of the capabilities of BBO, and to assist them in navigating the functionalities of the site. These are the Best Buddies Online User Guide: Member Edition and the Best Buddies Online User Guide: Chapter Admin Edition. These guides can be found in the appendix of this manual. Both guides will be updated as the BBO system is updated and changed. The most up to date copy can always be found on BBO. The Member Edition is accessible from the home page of BBO and requires no log in as well as from the chapter portal when logged in as a “chapter member” user. The Chapter Admin Edition is accessible on BBO on the chapter portal when logged in as a “Chapter Admin”.

Getting Your Chapter Members Online
The chapter portal will be most useful to the chapter when 100% of the MAs are in the system. This data provides the essential foundation for a successful chapter portal that is a true reflection of the chapter membership, matches, activities, and most importantly – friendships! Best Buddies encourages chapters to utilize their resources and to be creative when having their members complete MAs and monthly friendship updates directly on BBO. Work closely with your advisors and your program manager to find creative solutions to any technology access challenges there may be for your chapter members.

Thank you for your efforts to make BBO a success in your chapter this year! We are confident that you will find BBO to simplify and streamline the Best Buddies chapter information requirements for you and your chapter. Have a great year with your buddy!
Chapter Status

Best Buddies International currently has two different levels of recognized chapter status: active and closed. Chapter status will be maintained and updated by the program manager (PM) for each chapter portal through the online system.

Active
Active chapters are in good standing and are meeting all minimum requirements of Best Buddies including:

- Membership applications for all chapter members are complete, and the chapter roster and calendar are entered on BBO.
- Pay chapter dues of $300 annually, due June 1st. This will cover use of the online system, manual materials, use of Best Buddies name and logo, Best Buddies liability insurance, local trainings, and the leadership conference registration fee for the chapter president (CP) for the following academic year.
- One-to-one matches are meeting the commitment of two outings a month and weekly contact.
- CP attends the Best Buddies International Leadership Conference.
- CP and officers attend local leadership training day or other training provided by Best Buddies staff.

Closed
A chapter is closed when it is not meeting minimum requirements and all efforts to rebuild the chapter have been exhausted. When a chapter is closed, a letter will be sent to the chapter leaders outlining reasons for the termination of the chapter. A copy of this letter will also be sent to the school principal/administrator, state director, and programs team at Best Buddies International’s headquarters. Closed chapters may not use the Best Buddies name or logo and are not covered by the Best Buddies International liability policy.

Responsibilities of a Best Buddies Chapter

As a Best Buddies chapter, it is the responsibility of the chapter leadership team and Best Buddies staff members to protect the reputation of Best Buddies by ensuring that all programs are conducted in accordance with specific standards set forth by Best Buddies. These standards pertain to internal management, operation, and fiscal responsibilities. Of utmost importance, chapters must follow the mission of Best Buddies, including matching students in one-to-one friendships. Chapters are also responsible for upholding the high school rules and regulations for student organizations or clubs.

All chapters must agree to implement the mission of Best Buddies and to protect Best Buddies to the best of its ability from unauthorized use of its name and proprietary symbols. As a chapter, Best Buddies licenses your chapter to use the name “Best Buddies” and the trademarks, service marks, proprietary symbols, and copyrighted materials of Best Buddies during the accreditation period. This is solely for the purpose of conducting the chapter’s activities as an affiliate of Best Buddies under the jurisdiction of Best Buddies International.

The chapter acknowledges that Best Buddies is the exclusive owner of its name, trademarks, service marks, proprietary symbols, and copyrights. It is Best Buddies’ policy to revoke a chapter’s status when a chapter has not followed the rules and regulations stated in the Best Buddies High School Manual.
Chapter Leadership Structure

The chapter leaders are comprised of the chapter president, special education advisor (SEA), faculty advisor (FA), program manager (PM)/staff contact, and officer corps.

Chapter president (CP)

The CP organizes, leads, and maintains a chartered chapter of Best Buddies for one academic year. Selected by a Best Buddies staff member; the PM must approve the candidate before he/she becomes the CP.

Qualifications:

- Complete an approved CP application submitted on BBO.
- Attend the annual Best Buddies International Leadership Conference during the summer prior to his/her term as CP.
- Attend the Best Buddies high school training day offered by local Best Buddies staff.
- Be matched in a one-to-one friendship with a buddy to serve as a role model for other buddy pairs and best understand the commitment (as CP, your friendship with your buddy is your highest priority).

Responsibilities:

- Ensure that all buddy pairs are meeting the one-to-one commitment and that the mission of Best Buddies is successful on your campus.
- Select chapter officers and hold regular officer meetings.
- Utilize, maintain, and regularly update the chapter portal on BBO.
- Ensure that all chapter members complete the MAs and matching surveys on BBO.
- Plan and conduct the organizational meeting during the first month of school.
- Select and match peer buddies and buddies with the assistance of the advisors, secretary, and any additional officers.
- Submit all required forms/resources by the appropriate deadline.
- Ensure monthly friendship updates are completed and submitted by each buddy pair via BBO.
- Organize and run regular chapter meetings and four chapter activities (including one community service project) per year with support from officer corps and advisors.
- Maintain Best Buddies as an official student organization on campus.
- Submit two chapter reports (mid year and end year), via BBO and schedule times to review them with your program manager/staff contact.
- Utilize BBO to update calendars and rosters and distribute them via the chapter portal.
- Work with PM to select incoming CP during fall semester and mentor throughout spring to ensure successful leadership transition.

Special education advisor (SEA)

The SEA acts as a liaison between buddies and peer buddies who provides guidance to chapter by working closely with faculty advisor, chapter president, and Best Buddies staff.

Qualifications: Must be a member of the special education department and/or in a supportive role that works directly with students who have intellectual and developmental disabilities (i.e. school psychologist, school adjustment counselor, etc.).
Responsibilities:

- Help organize a preliminary meeting with the faculty advisor, chapter officers, and program manager at the beginning of the academic year to review the Best Buddies High School Manual, and to outline chapter meetings, activities, and events for the year.
- Supervise the distribution and collection of all of the buddies’ MAs. Assist buddies and CP/officers as needed to enter MAs and buddy profile via BBO.
- Provide guidance and assistance to the chapter president in reviewing MAs and selecting students to be matched in one-to-one friendships via an interview process.
- With support from faculty advisor, attend the organizational meeting, officer meetings, chapter meetings, and group activities.
- Answer chapter members’ questions and provide training (i.e. disability awareness) as needed.
- Assist in the selection of the buddy director and provides him/her with guidance to implement his/her responsibilities.
- Communicate consistently with the program manager, faculty advisor, and CP about all aspects of the chapter.

Faculty advisor (FA)

Liaison between school administration and peer buddies. The FA provides guidance to chapter by working closely with SEA, CP, officer corps, peer buddies, and Best Buddies staff.

Qualifications:

Must be a member of the high school faculty or staff.

Responsibilities:

- Help organize a preliminary meeting with SEA, program manager, and chapter officer corps at the beginning of the academic year to review BBO, the chapter portal and the Best Buddies High Schools Manual; discuss expectations for the chapter, and outline chapter meetings, activities, and events for the entire year.
- With support from SEA, attend the organizational meeting, officer meetings, chapter meetings, and group activities.
- Provide support to CP in recruiting peer buddies, reviewing applications, and interviewing applicants.
- Assist CP and SEA in selecting students to be matched in one-to-one friendships.
- Recruit incoming leadership with the support of CP and PM throughout the fall semester; provide guidance during mentor/shadowing between leaders throughout spring semester.
- Communicate consistently with the program manager, SEA, and CP about all aspects of the chapter.

Officer corps

Your officer corps will consist of a vice president, secretary, buddy director, and treasurer. All chapter officer positions must be filled by matched members of the chapter for the full academic year. A student interested in an officer position must submit a complete officer application to be considered for the open position. If your officer corps is not in place by the time of your organizational meeting, advertise open positions at the meeting. Additional positions may be created to suit the needs of your chapter (e.g. historian, photographer, etc.). In addition to regular chapter meetings, officers should meet at least monthly (many chapters hold officer meetings every other week) to discuss and plan chapter membership, activities, and fundraising.
Vice president (VP): A matched chapter member who plans, supervises and evaluates all chapter activities. The vice president is also responsible for overseeing all program initiatives, including but not limited to Spread the Word to End the Word activities and Eunice Kennedy Shriver Day. The following lists the VP responsibilities:

- With support from the CP, complete and update the fall and spring semester calendars on the chapter calendar webpage of the chapter portal at BBO and share with the program manager, chapter members, and advisors.
- Plan, direct, and supervise all group activities.
- Delegate tasks and appoint associate member committees to assist with activity planning.
- Keep accurate information about member attendance and committee participation for all group activities.
- Work with the chapter members, campus and local community to engage them in Best Buddies program initiatives throughout the year including Spread the Word to End the Word, Eunice Kennedy Shriver Day, etc.
- Plans and oversees at least one community service project each year.

Buddy director (BD): A student with an intellectual or developmental disability who serves as leader and representative of the buddies and works with the CP and SEA to ensure full participation of the buddies. The following lists the BD responsibilities:

- Speak at organizational meeting and chapter meetings.
- Assist CP with running the chapter as needed.
- Act as the voice of the buddies regarding events, meetings, and other chapter logistics.
- Complete the Buddy Director Checklist.

Treasurer: A matched chapter member who oversees all fundraising for the chapter. The following lists the treasurer’s responsibilities:

- Coordinate and oversee chapter fundraising activities.
- If available, maintain school bank account with support from faculty advisor. Ensure chapter adheres to school policies and procedures.
- If applicable, assist vice president in appointing a fundraising committee.
- Work to raise a minimum of $300 for chapter dues.

Secretary: A matched chapter member who completes chapter forms/resources required by the school and/or Best Buddies International. The following lists the secretary’s responsibilities:

- Work with the CP to prepare the chapter roster and update as needed on BBO and share with the FA and SEA.
- Assist CP with forms/resources on BBO: chapter roster, friendship updates, chapter acts reports, mid year report, and end year report.
- Enter MAs into BBO for those members who may not have computer access.
- Keep attendance at all officer/chapter meetings and group activities.
- Record the minutes at all meetings and write brief descriptions of all group activities.

Remember: As an officer corps, everyone is responsible for the success of the chapter! As a team, you can work together to make your chapter a strong organization that successfully fulfills the mission of Best Buddies.
Optional officer positions
Additional officer positions can be utilized to assist the officer corps in the management of the chapter membership and chapter events. These positions are optional and not limited to those listed below. The CP, advisors, and officers should implement the positions that will be most beneficial to their chapter. Additional officer positions must be matched and attend all officer meetings.

Qualifications for all additional officers:
- Commitment to the Best Buddies mission.
- Must have good organizational skills.
- Strong leadership skills.
- Must be matched in a one-to-one friendship.

Friendship walk coordinator
The friendship walk coordinator organizes, executes, and leads all chapter efforts regarding the Best Buddies Friendship Walk. This position is responsible for the promotion and recruitment of participants, on and off campus.

Responsibilities:
- Recruit and register participants for his or her Best Buddies chapter or school (i.e. faculty, principal, classmates, parents, community).
- At monthly chapter meetings (starting at least four months prior to walk) update participants and chapter leaders on Best Buddies Friendship Walk details, team milestones and involvement.
- Organize or assist with chapter fundraisers that support Best Buddies Friendship Walk involvement.
- Raise awareness of the Best Buddies Friendship Walk on campus and in the community by encouraging involvement from other clubs and organizations (i.e. flyers, presentations, blurbs in campus/community newsletters, etc.).
- Plan chapter kickoff event or participate in community kickoff event.
- Maintain bi-monthly contact (weekly as walk date approaches) with local Best Buddies staff and submit all required forms/resources by the appropriate deadlines (i.e. registration forms, status updates etc.).

Communication coordinator
Assist chapter leadership in facilitating communication with members through phone, e-mail, the BBO portal, and Facebook.

Responsibilities:
- Hang fliers for chapter recruitment and speak in classes to gather interest in chapter.
- Take attendance at chapter meetings and activities.
- Assist the secretary with the monitoring of monthly friendship updates and follow-up with chapter members.
- Organizing and leading phone trees before chapter outings.
- Communicate with chapter members using BBO chapter portal, Facebook page, etc.

Social media coordinator
Oversees the day-to-day execution of social media campaigns; tasks include daily maintenance, community engagement/conversation, and monitoring of chapter’s social media online presence.
Responsibilities:
- Help launch and manage social media presences for chapter on Facebook, Twitter, and other relevant social media/collaboration sites.
- Research and identify bloggers (chapter officers, buddy pairs, etc.) and develop schedule for posting updates on sites.
- Maintain active Facebook profile and Twitter feed, encouraging all chapter members to “like” and “follow” on these sites.
- Get connected to your local Best Buddies office and Best Buddies International’s Facebook, Twitter and YouTube accounts.

**Historian**
Documents chapter meetings, activities and the development of one-to-one friendships through photos and videos.

Responsibilities:
- Take photos of buddy pairs at matching party and other chapter activities throughout the year.
- Work with social media coordinator to highlight outstanding members and activities on the chapter’s Facebook page and BBO chapter portal.
- Assist CP with developing the State Outstanding Chapter application by creating videos and/or scrapbooks of chapter activities throughout the year.

**e-Buddies coordinator**
The e-Buddies coordinator recruits and assists buddies in the chapter with the e-Buddies program.

Responsibilities:
- Recruit buddies to sign up for e-Buddies at www.ebuddies.org.
- Assist buddies in meeting the weekly e-mail commitment by helping with computers, writing and reading e-mails.
- Provide additional opportunities for chapter members to use computers and learn new technology skills.

**Friendship update coordinator**
Assist chapter leadership in facilitating monthly friendship updates with members through phone, e-mail and on-campus follow-up. This position is best utilized in large chapters to assist the secretary with managing and supporting a large number of friendships.

Responsibilities:
- Maintain monthly contact with buddy pairs to ensure friendship updates have been submitted.
- Work with chapter leaders to review friendship updates and post to BBO portal by the 5th of each month.
- Establish meeting times with chapter buddy pairs to discuss friendship as needed.
Chapter Membership

The chapter membership encompasses the officer corps, peer buddies, buddies, and associate members. Each member is critical to the success of the chapter. It is important to cultivate an atmosphere of open communication and to develop relationships with the chapter members so that they feel comfortable approaching you. Positive communication with your chapter members will allow you to prevent problems and negative situations, as well as to appreciate chapter successes on a deeper level.

Peer buddy
A student who is matched in a one-to-one friendship with a buddy for one academic year.

Qualifications and responsibilities:
- Have the desire and ability to form a mutually enriching friendship.
- Complete MA and matching survey on the chapter portal on BBO and obtain parent consent.
- Complete a friendship update monthly to report weekly contact and monthly activities on the chapter portal on BBO.
- Plan activities with buddy twice a month.
- Honor the one-to-one commitment for an entire academic year.
- Contact buddy once a week (in person, or by phone, letter, note, or e-mail).
- Attend chapter meetings and group activities.

Buddy
A student with a mild to moderate intellectual or developmental disability who is matched in a one-to-one friendship with a peer buddy for one academic year.

Qualifications and responsibilities:
- Have the desire and ability to form a mutually enriching friendship.
- Complete an MA and a matching survey on the chapter portal on BBO.
- Be able to form a socially appropriate and mutually enriching friendship.
- Plan activities with peer buddy twice a month.
- Contact peer buddy (in person or by phone, note, letter, or e-mail) once a week.
- Honor the one-to-one commitment for an entire academic year.
- Attend all chapter activities and events.

Associate member/associate buddy
A chapter member who is not matched in a one-to-one friendship. In the event there are limited number of persons to be matched within the chapter, all people waiting to be matched will serve as associate members/associate buddies until additional volunteers are identified.

Qualifications and responsibilities:
- Be an enrolled student at the high school (or host site).
- Attend chapter meetings and group activities.
- Complete an MA on the chapter portal on BBO.
- Join committees to help plan activities or fundraisers.
- For more ideas and information on ways to be involved as an associate member, please see the Best Buddies Acts section under “Resources” on the BBO portal; also see the “Delegation” portion of the section.
**Best Buddies Staff**

The members of the Best Buddies staff work daily to enhance the lives of people with intellectual and developmental disabilities. The staff’s dedication to this mission is driven by the commitment of the organization’s volunteers—very simply, YOU! Your commitment is the livelihood of the organization. All Best Buddies staff members are here to help you and your chapter members enjoy new friendships and a successful chapter. Use staff members as resources and communicate with them; these are the reasons they are all here.

**Program manager (PM)**

Best Buddies staff member who directly manages, supports, and oversees chapters. The majority of a chapter’s contact with Best Buddies will be through the PM.

**Description:**
- Sets goals for high school program in his/her respective region.
- Guides chapter leadership to ensure each chapter reaches its full potential.
- An integral part of the chapter’s key players.

**Responsibilities:**
- Travel throughout the state/region to oversee school friendship programs and to attend chapter activities.
- Meet with chapters’ other key players on a regular basis to ensure the fulfillment of Best Buddies International’s mission.
- Select and train the CPs for all chapters in his/her region.
- Evaluate and select appropriate buddies on campus (or at host sites, when necessary) for pairing.
- Recruit and train committed students to run local chapters.
- Oversee CP, officer corps, and chapter members regarding chapter operations.
- Provide ongoing support to CP, advisors, officer corps, and buddy pairs.
- Maintain contact twice per month with all high schools in his/her region.

**Other Best Buddies staff**

All Best Buddies PMs have a staff member that supervises them. The title of the person that supervises them varies based on the size and structure of the state office; a program supervisor, area director, or state director supervises the PM. If a chapter leader is having any issues communicating with their PM, they are encouraged to reach out to their PM’s supervisor by contacting the local or state office. The contact information for all Best Buddies offices can be found at www.bestbuddies.org.

**Leading Your Chapter**

**Delegation**

What is delegation? To delegate means to appoint or entrust another person. The CP must delegate responsibilities to officers and other members for a chapter to be successful.

**Why delegate?**
- Running a Best Buddies chapter is a big job! No one person can do it alone.
- When officers have duties directly related to the success of the chapter and its group activities, they develop a vested interest in seeing the chapter succeed.
- When more people are working toward a common goal, it is more likely to be accomplished successfully.
• Officer delegation will develop the leadership skills of the CP and younger officers who will inherit the legacy of your chapter.

How to delegate:
• Give each officer explicit responsibilities for the entire year. Consider each officer’s particular strengths when assigning tasks; what can each person do that will strengthen the chapter?
• Before each event, meet as an officer corps to assign specific tasks for that event. Set the date by which the task must be accomplished.
• Grant officers enough responsibility and authority to make decisions and take the actions that are required to accomplish the task.
• Hold officers accountable for their progress by developing a system to follow up with each person (for example, weekly meetings, check-in phone calls, etc.).
• When the task is complete, thank and congratulate the officer.

Utilizing Associate Members
There are many ways associate members can be an integral part of every chapter activity. Associate members can pass out fliers, help make phone calls, and initiate reminders during group activities and events when officers are spending time with their buddy. Associate members can also help the day of the outing to ensure smooth transitions, work with members whose buddy did not attend, and see to projects the officers need completed.

Be creative! What is the best way for associate members to help your chapter grow? Think outside of the box when creating committees and have fun. Associate members can be your chapter’s great strength. Having associate members work in committees to record chapter events, solicit donations, celebrate buddy pairs, and build community relationships will only make your chapter stronger and more successful. Associate member committees and unique officer positions also help to ensure that all chapter members feel involved as valued parts of the chapter.

Chapter Leader Frequently Asked Questions
Should I wait for the program manager or advisors to tell me what to do?
No, be proactive! Take the initiative and feel empowered to fulfill your responsibilities as an officer. Your initiative in following through with your role will only help to strengthen the chapter! However, please remember that you are part of a team. Therefore, communicate with the other officers and chapter advisors to tell them what you are working on. If everyone is clear on what is happening, your officer corps will be much more successful.

What if I don't get along with one of the officers?
Personal conflicts happen. There might be times when officers do not like each other; however, you are an officer because of your involvement in and enthusiasm for Best Buddies. Therefore, when serving as an officer, Best Buddies is your first priority. As a result, every effort should be made to put personal differences aside while working on Best Buddies business. If this is impossible, please approach your chapter advisors or Best Buddies staff member for assistance.

If you decide that you can no longer fulfill your responsibilities as a chapter leader, it is EXTREMELY IMPORTANT that you discuss this with the other officers, chapter advisors, and Best Buddies staff member.
What if I cannot fulfill my responsibilities as a chapter leader?
The commitment you make to Best Buddies is very important. If you have any hesitations about your ability to make a year-long commitment, you should review your options carefully before making a decision. However, once the commitment is made, you must do everything within your means to follow through. The strength or lack of your commitment greatly impacts the success of the chapter. If you are unable to meet the requirements and expectations of your role, the program manager and chapter leadership team reserves the right to replace you with a student leader who is willing and able to fulfill your responsibilities.

Which is more important: My chapter leadership role or my commitment to my buddy?
Both roles are extremely important to the success of the chapter. However, the commitment you made to your buddy should be a priority. Best Buddies is based on the one-to-one friendships of our chapter participants. Therefore, chapters are only as strong as their one to one matches.

Challenges that arise within the chapter leadership team should be addressed with your program manager. All Best Buddies staff are available to provide support; do not hesitate to reach out for further guidance.

Communication
As a chapter leader, Best Buddies expects you to maintain consistent communication with all key players in the chapter. Good communication with your officers, advisors, and members will hold your chapter together. Establish good communication habits by choosing your methods in the early fall and being consistent throughout the year.

<table>
<thead>
<tr>
<th>WHO</th>
<th>HOW</th>
<th>HOW OFTEN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advisors</td>
<td>Invite to officer/chapter meetings</td>
<td>At least once per month</td>
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<tr>
<td></td>
<td>If they cannot attend meetings, schedule follow-up visits and/or give copies of the minutes from the meeting</td>
<td>At least once per month</td>
</tr>
<tr>
<td>Officers</td>
<td>Officer meetings</td>
<td>At least once per month</td>
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<tr>
<td></td>
<td>Phone calls, e-mails, in person</td>
<td>As needed to delegate and follow up</td>
</tr>
<tr>
<td>Peer buddies</td>
<td>Chapter Meetings</td>
<td>At least 5 times per year</td>
</tr>
<tr>
<td></td>
<td>Go over calendar on Best Buddies Online</td>
<td>Each semester (2 times per year)</td>
</tr>
<tr>
<td></td>
<td>Announcements on PA system/flyers and banners posted around school</td>
<td>As needed for events/ meetings</td>
</tr>
<tr>
<td></td>
<td>Send notes and make phone calls</td>
<td>As needed for events and to complete friendship updates</td>
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<tr>
<td></td>
<td>Chapter portal, bulletin board on campus, chapter website, and Facebook</td>
<td>Update at a minimum of once every month</td>
</tr>
<tr>
<td>Buddies</td>
<td>Chapter meetings</td>
<td>At least 5 times per year</td>
</tr>
<tr>
<td></td>
<td>Go over the calendar on BBO</td>
<td>Each semester (2 times per year)</td>
</tr>
<tr>
<td></td>
<td>Have SEA send flyers/information home</td>
<td>As needed for events</td>
</tr>
</tbody>
</table>
Phone calls/visits from peer buddies | As needed for events/meetings
---|---
Buddy director makes announcements | As needed for events/meetings

Org meeting/matching party/family night | Early fall semester
---|---
Send letter/news bulletin/chapter calendar home to parents | Monthly or each semester
Have SEA send flyers/information home | As needed for events
Phone calls from college buddies | As needed for events
Invite to attend chapter activities | As needed for events

Org meeting/matching party/family night | Early fall semester
---|---
Send letter/news bulletin/chapter calendar home to parents | Monthly or each semester
Have SEA send flyers/information home | As needed for events
Phone calls from college buddies | As needed for events
Invite to attend chapter activities | As needed for events

Buddies' families
School administration

School administration

Have FA keep up with necessary school forms/resources, permission forms, etc. | As needed for events
---|---
Invite to attend chapter activities | As needed for events

Communication with Best Buddies staff: Communication with your PM is vital to the success and longevity of your chapter, because:

- He/she is your main link to Best Buddies International and other high school chapters.
- He/she is a reliable resource for your chapter and will work closely with you and your officers, advisors, and members.
- He/she can share great ideas for publicity, recruitment, fundraising, and events.
- You can contact him/her before turning in any forms/resources if questions arise.

Your PM will have consistent contact with you at least twice a month via phone, e-mail, in-person visits, or written correspondence. The CP, officer corps, and/or advisors will meet in person with Best Buddies staff at least once a month during the school year.

Chapter leader responsibilities in communicating: Best Buddies staff members work full-time to help you and your chapter to fulfill the Best Buddies' mission of friendship. To succeed you must take advantage of this resource! Your communication should be:

- Consistent: Our PM will contact you at least two times per month. Always return his/her calls or e-mails. No matter what, maintain communication with your PM! If he/she does not know what is happening with your chapter, it is as if nothing is happening at all.
- Timely: If your PM leaves you a message or an sends you an e-mail, please return it in a timely fashion. Similarly, send all forms/resources to your PM on time. If you have a problem meeting a deadline, talk to your PM to work out a solution.
- Informative: If you have to leave a message on voicemail or with another staff member, be sure to leave your full name, return phone number, and a brief message. If you are returning a call or an e-mail, include all the information that your PM has requested. If an activity is cancelled, let your PM know!
- Inclusive: Invite your PM to attend your chapter’s organizational meeting, group activities, fundraisers, and other special events. Give him/her the specific time, date, and place at least one week in advance. Not only do we want to help you make these events successful, but we also want to observe the mission in action and be a part of your chapter!
- Thorough: If you are having a problem, tell your PM. He/she can help you troubleshoot the situation and come up with a solution.
Section 5: Chapter Calendar and Planning Worksheet

Below is a template for your chapter to utilize when determining dates, times, and locations for all required/suggested meetings and activities throughout the year. Once your planning worksheet is completed, please post all dates on your chapter portal's calendar on Best Buddies Online (BBO).

### Fall Semester Planning Worksheet

<table>
<thead>
<tr>
<th>September</th>
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<tbody>
<tr>
<td><strong>Officer Meeting:</strong> Complete fall semester planning worksheet and add fall calendar on BBO.</td>
</tr>
<tr>
<td>Date:</td>
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<tr>
<td>Time:</td>
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<td>Place:</td>
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</tbody>
</table>

| **Volunteer Fair:** Publicize your Best Buddies chapter on campus! |
| Date: | Time: |
| Place: | |

<table>
<thead>
<tr>
<th><strong>Organizational Meeting</strong></th>
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<tbody>
<tr>
<td>Date:</td>
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<td>Time:</td>
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<td>Place:</td>
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<table>
<thead>
<tr>
<th><strong>Peer Buddy Interviews</strong></th>
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</thead>
<tbody>
<tr>
<td>Date:</td>
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<tr>
<td>Time:</td>
</tr>
<tr>
<td>Place:</td>
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</tbody>
</table>

| **Officer Meeting:** Determine matches with your special education advisor and officer corps. |
| Date: | Date: |
| Time: | Time: |
| Place: | |

| **Local Leadership Training Day:** Organized by your local Best Buddies office. |
| Date: | Time: |
| Place: | |

<table>
<thead>
<tr>
<th><strong>Peer Buddy Training</strong> (with your special education coordinator)</th>
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<tbody>
<tr>
<td>Date:</td>
</tr>
<tr>
<td>Time:</td>
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<tr>
<td>Place:</td>
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</tbody>
</table>

| **Officer Meeting:** Plan your match party. |
| Date: | Time: |
| Place: | |

<table>
<thead>
<tr>
<th><strong>Eunice Kennedy Shriver Day</strong></th>
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<tbody>
<tr>
<td>Date:</td>
</tr>
<tr>
<td>Time:</td>
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<tr>
<td>Place:</td>
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</tbody>
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Please note:
- If your school starts in late August, feel free to adjust the planning worksheet accordingly.
- Maintain frequent communication with your program manager during this critical month of planning, recruitment, and selection.
- Complete all required chapter information on BBO.
- Pick a consistent time/location for officer meetings (third Wednesday of month/2:15 pm/main library, for example) and have the officers play an active role with interviewing, making matches, and organizing your match party.
- Call your program manager to confirm plans for your organizational meeting, so he/she can attend.
- During your organizational meeting (or first chapter meeting), be sure to share your chapter website with attendees and to train all interested members on how to utilize BBO in order for them to complete their membership applications.
- Have all chapter members complete their membership applications on BBO.
### October

<table>
<thead>
<tr>
<th><strong>Match Party</strong></th>
<th><strong>Chapter Meeting</strong></th>
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</thead>
<tbody>
<tr>
<td>(Be sure to invite your program manager!)</td>
<td></td>
</tr>
<tr>
<td>Date:</td>
<td>Date:</td>
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<tr>
<td>Time:</td>
<td>Time:</td>
</tr>
<tr>
<td>Place:</td>
<td>Place:</td>
</tr>
</tbody>
</table>

**Officer Meeting**: Plan your October activity, and call your program manager to give him/her logistics.

**First Group Activity**

| Date: | Date: |
| Time: | Time: |
| Place: | Place: |

Please note:
- Maintain and update your chapter information on the chapter portal on BBO.
- Remember to contact your program manager at least twice this month.
- Pick a consistent time/location for chapter meetings (first Tuesday of month at 5:00 pm in room 101, for example).

### November

<table>
<thead>
<tr>
<th><strong>Officer Meeting</strong>: Plan fall fundraiser.</th>
<th><strong>Friendship Updates Due!</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Date:</td>
<td>Date: November 1, 2012</td>
</tr>
<tr>
<td>Time:</td>
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**Chapter Meeting**

| Date: | Date: |
| Time: | Time: |
| Place: | Place: |

**Officer Meeting**: Plan December group activity.

| Date: | Date: |
| Time: | Time: |
| Place: | Place: |

Please note:
- Friendship updates are due this month; train all members and remind them to complete friendship updates on the chapter portal on BBO. Use this month’s friendship updates to evaluate matches and address any problems with buddy pairs that are not meeting the Best Buddies commitment.
- November is a good month to have your first fundraiser and/or second group outing. Either way be sure to include your buddies!
- Complete your mid year report on BBO and call your program manager this month to schedule a time to review this report together.
### December

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<thead>
<tr>
<th>Event</th>
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<tbody>
<tr>
<td><strong>Mid Year Report Due!</strong></td>
<td><strong>December 1, 2012</strong></td>
<td><strong><a href="http://www.bestbuddiesonline.org">www.bestbuddiesonline.org</a></strong></td>
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<tr>
<td><strong>Mid Year Report Interview</strong></td>
<td><strong>Date:</strong></td>
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<tr>
<td>(with your program manager)</td>
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<tr>
<td><strong>Friendship Updates Due!</strong></td>
<td><strong>December 1, 2012</strong></td>
<td><strong><a href="http://www.bestbuddiesonline.org">www.bestbuddiesonline.org</a></strong></td>
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<tr>
<td><strong>December Group Activity</strong></td>
<td><strong>Date:</strong></td>
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<tr>
<td><strong>Chapter Meeting</strong></td>
<td><strong>Date:</strong></td>
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<tr>
<td><strong>Prepare for Back to Best Buddies</strong></td>
<td><strong>Meeting:</strong></td>
<td><strong>Place:</strong></td>
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<tr>
<td><strong>meeting in January.</strong></td>
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Please note:
- December is a good month to have your final group activity for the semester. Many students are gone for several weeks during winter break and buddy pairs will not see each other during this time.
### January

**Officer Meeting:**
Reconnect, complete spring semester planning worksheet/add fall calendar to BBO, finalize logistics for January’s activity.

**Chapter Meeting:**
*Back to Best Buddies*

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**Group Activity**

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**Please note:**
- Call your program manager to reconnect after winter break.
- Encourage your chapter members to wear Best Buddies merchandise throughout the first week back to school to excite the chapter about being together again.
- If your school resumes after January, please adjust your calendar accordingly.

### February

**Friendship Updates Due!**

Date: February 1, 2013

Online: [www.bestbuddiesonline.org](http://www.bestbuddiesonline.org)

**Officer Meeting:**
Plan your Best Buddies month event.

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**Chapter Meeting:**
Discuss Best Buddies month event

**Spring Fundraiser**

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**Please note:**
- Remind members to complete the friendship update on the chapter portal on BBO.
- February is a good month to have your second fundraiser; remember, your chapter must raise $300 for chapter dues and the necessary additional funds for travel to leadership conference at Indiana University in July.
- Start compiling information to be included in your state outstanding chapter application. Discuss chapter deadlines with your program manager.
### March

<table>
<thead>
<tr>
<th>Friendship Updates Due!</th>
<th>Spread the Word to End the Word</th>
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<tbody>
<tr>
<td>Date: March 1, 2013</td>
<td>Date: March 6, 2013</td>
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<td>Online: <a href="http://www.bestbuddiesonline.org">www.bestbuddiesonline.org</a></td>
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**Officer Meeting:**
Finalize plans for Best Buddies month activities and the chapter president position/application process.

**Chapter Meeting**

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**Best Buddies Month Event**

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Please note:
- Plan a Best Buddies month event or attend the event hosted by your local Best Buddies office.
- Host an event on campus to raise awareness for Spread the Word to End the Word.
- Adjust your calendar accordingly, keeping in mind your spring break.
- Don’t forget to discuss the chapter president position during the February chapter meeting and to encourage applicant to apply on BBO. CP applications are due on April 1st.

### April

<table>
<thead>
<tr>
<th>Friendship Updates Due!</th>
<th>Chapter President Applications Due!</th>
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<tbody>
<tr>
<td>Date: April 1, 2013</td>
<td>Date: April 1, 2013</td>
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<td>Online: <a href="http://www.bestbuddiesonline.org">www.bestbuddiesonline.org</a></td>
<td>Time: <a href="http://www.bestbuddiesonline.org">www.bestbuddiesonline.org</a></td>
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**Officer Meeting:**
Plan your Global Youth Service Day project.

**Chapter Meeting:**
Plan your end year celebration (party, awards ceremony, banquet, etc.) with your chapter and remind chapter members to complete Annual Surveys.

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**Global Youth Service Day**

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<td>Time:</td>
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Please note:
- The Best Buddies Annual Survey will be available this month on BBO.
- Remember: you must submit your $300 chapter dues to your program manager by June 1, 2013!
  Plan an end of the year party to celebrate a great year of Best Buddies at your school!
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<thead>
<tr>
<th>Event</th>
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<tbody>
<tr>
<td><strong>May</strong></td>
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<td></td>
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<tr>
<td>Friendship Updates Due!</td>
<td>May 1, 2013</td>
<td></td>
<td><a href="http://www.bestbuddiesonline.org">www.bestbuddiesonline.org</a></td>
</tr>
<tr>
<td>Outstanding Chapter Application Due!</td>
<td>May 1, 2013</td>
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<td>Program manager</td>
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<tr>
<td>End Year Report Due</td>
<td>May 15, 2013</td>
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<td><a href="http://www.bestbuddiesonline.org">www.bestbuddiesonline.org</a></td>
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<tr>
<td>End Year Report Interview (with your program manager)</td>
<td>Date:</td>
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<tr>
<td>Last Officer Meeting</td>
<td>Date:</td>
<td>Time:</td>
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<tr>
<td>Chapter Meeting</td>
<td>Date:</td>
<td>Time:</td>
<td>Place:</td>
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<tr>
<td>End Year Party</td>
<td>Date:</td>
<td>Time:</td>
<td>Place:</td>
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<td>Please note:</td>
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<tr>
<td>□ Leadership conference registration/travel costs are due June 1, 2013; register on BBO.</td>
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<tr>
<td><strong>June</strong></td>
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<tr>
<td>Leadership Conference Registration/Travel Costs Due!</td>
<td>June 1, 2013</td>
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<td><a href="http://www.bestbuddiesonline.org">www.bestbuddiesonline.org</a></td>
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<tr>
<td>$300 Chapter Dues:</td>
<td>June 1, 2013</td>
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<td>State/regional office</td>
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<td>Submitted to your program manager.</td>
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<td>Please note:</td>
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<tr>
<td>□ Summer vacation begins.</td>
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<td><strong>July</strong></td>
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<tr>
<td>Please note:</td>
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<td></td>
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<tr>
<td>□ The Annual Best Buddies International Leadership Conference is held in July.</td>
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Section 6: Friendship Fundamentals – Matching

Matching Essentials

Best Buddies is all about friendship and as chapter president (CP), your legacy will be the one-to-one friendships you foster during your term. This section introduces you to all the materials that you will need to make quality matches. The following forms can be found online by visiting Best Buddies Online (BBO).

Membership application (MA)

Everyone who participates in a Best Buddies chapter must complete the MA and obtain consent from their guardian to participate in the program. These applications must be completed by each chapter member on BBO prior to being matched. If online consent is not possible, instructions for printing the consent section of the application are included in the MA process. Note that BBO requires the chapter leaders to approve and assign chapter and officer roles for each MA that is submitted. See the BBO User Guide: Chapter Admin Edition for full instructions on how to approve applications. All MAs must be submitted by October 15.

Matching survey

This form will be used during the matching process and is to be completed on BBO. It can be completed along with the MA, or can be completed separately after the MA is submitted and approved and the member has received their login information. All peer buddies and buddies must complete the MA and matching survey prior to being matched.

Buddy profile

The buddy profile is also included with the buddy’s MA on BBO. Work with your special education advisor (SEA) to ensure that these are completed prior to matching.

BBO: membership application support

Review BBO and the BBO User Guide: Chapter Admin Edition with the SEA, so that they can assist the buddies in completing the MAs and matching surveys. The SEA should begin this process with the buddy applicants prior to the organizational meeting, so that matching is not delayed. The SEA should have any individual he/she feels would be appropriate and would enjoy participating in Best Buddies fill out the MA and matching survey online.

For those chapter members that are not able to complete the MA and the matching survey online, the paper form can be accessed and printed from the “Resources” section of BBO or by contacting your program manager. However, it is the responsibility of the chapter leadership to enter these forms into the online system. Best Buddies has provided a number of resources to make this a fast and simple process for the chapter leadership, even when entering applications for multiple members. See the BBO User Guide: Chapter Admin Edition for more information.

Selecting Buddies

Who selects the buddies?

The SEA, with support from other special education staff support and the program manager, will identify students from the special education program who want to participate in the friendship program and are appropriate for Best Buddies. As the CP, you will not be directly responsible for that process, but you should be familiar with the guidelines we use to select buddies for the program.
What are the requirements to be a buddy?
To be a buddy in a Best Buddies chapter, a student must be willing and able to form a mutually enriching friendship, have intellectual or developmental disabilities in the mild to moderate range, and have no threatening behaviors. It is the SEA’s responsibility to identify students who meet these criteria. Talk to your program manager if you have any questions about the appropriateness of any members. The SEA will work with the potential buddies and their parents/guardians to get MAs and matching surveys completed online. Once the online forms are completed, the buddies are ready to be matched!

What are my responsibilities?
You must meet with your SEA and find out how many students can be matched this year. You should have this meeting before your organizational meeting and peer buddy interviews so that you know how many peer buddy spots you have available.

Although it does not happen often, in some cases, you may find that interest among potential buddies is low. This is more likely to happen at schools where the chapter is brand new or relatively young. In these cases, you have to show the buddies how fun the chapter will be, just like you would with your potential peer buddies. Here are some ideas to excite the potential buddies to join:

- Together with your officers, make a presentation to the special education class. Tell them about all the fun activities you are planning for the year. You can even use this as a practice run for your organizational meeting!
- If you have a buddy director or if there are any returning buddies from last year, ask them to talk to their classmates about their positive experiences.
- Send the Parent Packet home to the families. You can also send home the Buddy Information Manual, both of which are available on BBO.
- Spend time in the special education classroom hanging out and getting to know the students. They will probably enjoy spending time with you and making friends with you and the officers, which will inspire them to join Best Buddies. Encourage all potential peer buddies to stop by for a visit.
- Host a parent night for the buddies’ parents.
- Host a social event at the start of the school year to help the buddies become comfortable with the club. You could host an ice cream social, a board game day, or any other activity that will help students meet and spend time together. Make sure you’re observing interactions, see if you begin to see friendships forming or a natural spark between a potential buddy pair.

Associate buddies
The BBO MA includes a chapter role called “associate buddy.” Buddies have always been able to be included in the chapter as associate members and will continue to be included in the same way as all associate members. The associate buddy role simply allows BBO to track the number of associate members that have an intellectual or developmental disability. Any person from the school’s special education department that is appropriate for the program, but either does not wish to be matched or cannot be matched, can join the chapter as an associate buddy.

Selecting Peer Buddies
Conducting peer buddy interviews
Your most important task as the CP is to make quality one-to-one matches that will develop into great friendships. These friendships should be developed based on similar interests and mutual respect. The matches you make should reflect the social culture of the school, meeting the
same social expectations as all friendships in your school. The biggest indicator of whether a match will succeed is whether the peer buddy and buddy are committed participants. Best Buddies trusts you and the officers, with support from your advisors, to select committed, motivated volunteers to be peer buddies. This is a big responsibility. To make the best selections, interview each potential peer buddy.

This section will guide you through this important step of the interview and matching process. The interview is the opportunity for you to get to know an individual. You will need to be critical; skimming over this process could result in the selection of peer buddies that are not a good fit for the program and could in turn cause friendships to not work out. You will need to make sure you are putting the mission first by selecting people that will be ideal peer buddies.

**Elements of a good interview**

- Is an exchange (you learn about the candidate, and the candidate learns about Best Buddies).
- Involves careful listening.
- Puts both you and the candidate at ease.
- Comes to a satisfactory closure.

**Planning the interview**

Interviewers can be most effective if they are adequately prepared. The CP is encouraged to run the interviews with the support of the officer corps, faculty advisor and/or the SEA. Talk with your officer corps and advisors to find out how comfortable they are with interviewing and what degree of involvement they would like with the process. Come to a decision together. Decide before the organizational meeting when and where interviews can be conducted. The suggested time for each interview is 15 minutes. Typically, interviews are conducted before or after school or during lunch periods and usually in an advisor’s classroom. Before the interviews begin, know the following:

- The number of potential buddies who want to be matched (ask the SEA)
- The peer buddy commitment (contacting your buddy once a week and having one-to-one activities together twice a month)
- Best Buddies only matches students in one-to-one matches; double and triple matching is not allowed.

Decide on an interview pattern. The most effective way to conduct an interview is to have a particular pattern worked out in advance (i.e. a particular order in which you will ask the same questions). It is a good idea to create an interview form to take notes during your interviews, or you can use the “Interview Form” provided on BBO.

**Types of questions**

Best Buddies wants to recruit peer buddies with special characteristics. These include:

- **Commitment.** Does this person exhibit dedication and enthusiasm? Will he or she be a committed friend for a full academic year?
- **Motivation.** Why does this person want to be a peer buddy? Is he/she truly inspired by the mission or just looking for a resume builder?
- **Availability.** Does this person have the time available in his/her schedule for the one-to-one commitment to a peer buddy, or is he/she overextended with other activities and time commitments?
Your goal is to use the interview to assess whether the candidate has these special characteristics. Here are some suggested questions that will tackle these issues:

- How did you find out about/get involved in Best Buddies?
- Why are you interested in this program?
- What are your expectations for being a peer buddy?
- What qualities do you possess that will make you a good peer buddy?
- How do you define friendship?
- What motivates you?
- What other clubs or organizations will you be involved in this year?
- Will your other commitments affect the amount of time and energy you can commit to Best Buddies and towards developing a friendship with your buddy?
- Do you have any hesitations about developing a friendship with a person who has intellectual or developmental disabilities? If you have questions or concerns, what will you do?
- Do you have any questions for me about being a peer buddy or about Best Buddies?

You will need to be selective when choosing peer buddies. Hopefully, the interview will allow you to objectively assess which candidates will make the best peer buddies. Remember, it’s not about quantity; it’s about the quality of the friendships, so be selective.

**Closing the interview**
Do not let the interview close vaguely. Give the interviewee one last chance to ask any questions that have come to mind. Thank the candidate for taking the time to interview. Let the candidate know what the next steps in the selection and matching process will be and when he/she can expect to hear from you.

**Things to keep in mind**

- Does the candidate understand the commitment of being matched in a one-to-one friendship with a person with an intellectual or developmental disability?
- Did he/she complete an MA on BBO?
- Are there any possible scheduling conflicts for one-to-one outings or chapter activities?
- If someone is too busy, then he/she can be an associate member.
- Try to complete all the interviews within three or four days of the organizational meeting.
- If your SEA is unable to attend the interviews, keep them updated on the interview process and to confirm the number of buddy applications he/she expects to bring to the matching meeting.

Now that you have completed the peer buddy interviews, it is time to make your selections. All of your officers must be matched in one-to-one friendships, so please take that into consideration when filling your remaining peer buddy positions.

Be selective. Remember that you are not obligated to match everyone who wants to participate. Choose a core group of students who will be committed to their buddies and to your chapter.

Review matching surveys; these online forms will help you select peer buddies who have compatible interests with the potential buddies.

**Review interview notes**
This is your primary selection tool. Reflect on the impression you received in the interview and the candidate’s answers to your questions. Do you think the candidate will be committed, motivated and have the time available for the one-to-one commitment?
Consult with advisors and officers
Talk with your advisors and fellow officers about the candidates. If your advisors and officers helped you to conduct the interviews, what were their impressions? Do your advisors know these students from classroom or extracurricular activities? What insight can they offer?

Teacher references
If you have many more candidates than you have peer buddy positions, making your choices might be difficult. You can use the optional Teacher Reference Form available on BBO to help you with your selection.

Think diverse
Some chapters might be inclined to give preference to junior and senior students. Try to strike a balance between seniority for older students and longevity for your chapter. You don’t want all of your peer buddies to graduate at the end of the year!

What about the candidates not selected to be peer buddies?
The Best Buddies mission is about inclusion, and we never turn away a participant from enhancing the lives of people with intellectual and developmental disabilities. For the candidates you cannot match in a Best Buddies friendship, invite them to become associate members. Tell them that there were not enough spots available for everyone who wanted a buddy, but remind them that you do not need the title of “peer buddy” to be someone’s friend! Encourage them to still reach out and be friends with all the buddies in the chapter, and assist with chapter events and fundraising for the chapter. See additional opportunities for associate members in the Chapter Logistics section.

Making the Matches
Once all of the peer buddy candidates have been interviewed and the buddies have been selected, it is time to pair students in one-to-one matches. Of all of your responsibilities, your chapter’s success will be most dependent on the success of the one-to-one matches.

Preparing for the matching meeting
Prior to the matching meeting you should be prepared with how many potential peer buddies you have to match, who should be re-matched from the previous year, which candidates are your priority to match this year should there be more peer buddies than buddies, and who you think would be better fit to be associate members.

BBO is an excellent tool that should be utilized for the matching process. In order to be able to use BBO for matching, the CP should have approved all pending MAs. Only members with approved MAs will be available to match on the “Match Members” page of the chapter portal. See the BBO User Guide: Chapter Admin Edition for full instructions.

Make an appointment to sit down one-on-one with your SEA. Your faculty advisor and officer corps can also be part of the matching process, if desired. Bring the list of peer buddies and buddies, and be sure to review their matching surveys. If utilizing BBO to create the matches, the chapter leaders can reference all of the matching survey/buddy profile information directly on the “Match Members” page of the chapter portal. See the BBO User Guide for instructions on how to print a report of the MAs, matching surveys, and buddy profile information from BBO and to reduce the amount of paper used to print this information from the website.
During the matching meeting
Review each person and create the one-to-one matches (“buddy pairs”) based on the following criteria:

- Utilize the updated “Match Members” page on the BBO chapter portal to easily match members based on common interests, hobbies, and schedules.
- Ask: Do returning members want to keep their matches?
- Refer to last year’s roster and most recent friendship updates.
- Assess both the buddy’s and peer buddy’s matching surveys.
- Review any other relevant information gathered from the interview (i.e. students who live close to one another, attend the same youth group, participate in similar activities, etc.)
- Remember that same gender matching is strongly encouraged by Best Buddies.

*Please note: The CP and the officers must all be matched in one-to-one friendships with buddies.

You may experience special situations throughout the matching process: Remember to always put the mission of one-to-one friendships first. If your chapter has an overabundance of peer buddies, you may be tempted to double or triple match, but remember that Best Buddies only matches students in one-to-one friendships—this is in our mission statement and central to all of our friendship programs. Studies have shown that people with intellectual and developmental disabilities benefit more from individual one-on-one interaction with peers. Typically, the best friendships are formed when interacting on a one-to-one basis, sharing conversations, and working to build a solid relationship. Therefore, Best Buddies matches are to be made only as one-to-one matches! However, having too many potential peer buddies is a good problem to have! Invite those you can’t match in friendships to instead be associate members in the chapter, and encourage them to befriend the buddies and attend all of the group activities.

You can match a buddy pair again if they had a successful friendship the previous school year. However, encourage the buddy pair to discuss the possibility and to decide together whether they both want to continue in the friendship, or if they would like to try a new friendship.

If there are any doubts about a potential peer buddy’s commitment level, availability, interest in the program, or other related concerns, address these issues immediately with your program manager. It would also help to review the candidate’s teacher reference form. To ensure that you have them completed for each applicant, be sure to have these forms available during the interview process. The forms are available in the resources section of BBO.

Make the matches in BBO
If the “Match Members” page was not utilized during the match meeting, then make sure you make the matches official on BBO by entering them on the “Match Members” page. For more information on how to do this, please reference the BBO User Guide: Chapter Admin Edition.

Sharing match information with peer buddies and buddies
After matches have been made in BBO, each peer buddy and buddy can log on to access information on their match. All of the information that they have shared on the MA, matching survey, and buddy profile will be available to their match only on their “My Match” page of the BBO chapter portal. For any members that do not have regular Internet access to log onto BBO, there is a paper “It’s a Match” form that can be completed and distributed. It can be found on the “Resources” page of BBO.
We’re Matched! What’s Next?

Member information manual
Don’t leave your peer buddies or buddies in the dark! Make sure that all of your members have downloaded and reviewed the Member Information Manuals, available under the “Resources” tab of the chapter portal on BBO. These two manuals have been made with the same intention as the Best Buddies High School Manual—to serve as a guide in becoming a valuable member of the Best Buddies High Schools program. They will also receive links to the manuals at the end of the MA on BBO and when they are e-mailed a confirmation that the MA was approved.

Volunteer training
It is important that your chapter members are confident and comfortable interacting and becoming friends with students with intellectual and developmental disabilities (IDD). The more comfortable they are with how to go about forming their new friendship and the resources that are available to support them, the more successful the friendship will be. For this reason, it is imperative that a volunteer training is held prior to the matching party.

Many people can serve as resources to train your chapter members—including your SEA, FA, PM, buddy director, parents of buddies, or another guest speaker your PM may recommend. You can also combine your training with your first chapter meeting or match party.

The training should give each peer buddy a chance to find out about various disabilities, some history of the disabilities movement and their place in it today, what to expect from their friendship, and ask any questions they may have. A sample agenda and training materials are available from your PM. In addition, your SEA is a great resource and should be able to help you with this, and can possibly facilitate the training. Here are some things you might want to keep in mind for this meeting.

- It should be held before your matches are made.
- Do not invite the buddies in your chapter to this training in order to create an environment where the peer buddies feel comfortable enough to ask any questions they might have. Alternately, a separate training can be held for them at the same time to help them prepare for their friendships.
- Have your SEA give brief descriptions of expectations when interacting with people with IDD.
- Review people first language.
- Peer buddies will learn that they are here to be a friend; this is not a mentorship program.
- Give each student a card, so they can write any questions that they have on it. This will allow them to ask questions and not feel embarrassed about asking them.
- Have snacks and treats for participants so that they will feel more comfortable in the environment that you are providing for them.

This meeting will give participants a greater sense of comfort in their interactions with their buddies. It should be your hope that this will lead to greater friendships and an overall stronger chapter. It is very important that you put on this meeting and make it a comfortable environment for those attending.

See section eight for details in planning your first chapter meeting, training chapter members on BBO, and communicating first semester activities to your chapter.
Meet your buddy party
Once you have made all the one-to-one matches, it’s time to have a meet your buddy party (also called a matching party). It can be a pizza party, an ice cream party, a banquet—whatever you want it to be!

The meet your buddy party should give each buddy pair a chance to get to know one another in a relaxed, social setting. You should think of a creative way to introduce the buddy pairs for the first time. Here are some ideas that real high school chapters have done:

- Find pictures from magazines that relate to the buddy pairs’ common interests. Cut them in half, like two puzzle pieces. Give each buddy and peer buddy one half of the picture, and let them find each other.
- Give each pair index cards with words that go together or form expressions—for example, peanut butter and jelly, green eggs and ham, fish and chips, etc. You can do the same activity with names of famous duos—such as Batman and Robin, Bonnie and Clyde, Calvin and Hobbes, etc. Give each peer buddy and buddy one half of the expression and have them find their match.
- Instead of cards, give actual objects that go together—salt and pepper shakers, shampoo and conditioner, etc.—and let the pairs find each other.
- Bake cookies and use icing to write the names of the buddy pairs. Then cut the cookies in half and have each person find their match.
- Reserve a table for each buddy pair, and prominently display their names so they know where to sit. Let them talk and get to know one another. Put a list of discussion questions and topics on each table in case there are lulls in conversation.
- Buy inexpensive picture frames, take Polaroid pictures of each buddy pair at the party, and have pairs decorate the frames together and take home the pictures as mementos.

One-to-One Outings
The goal of Best Buddies is to create quality friendships and social opportunities for all students. We strive to make friendships between people with and without disabilities that meet the same social expectations as all friendships in your school. Students are responsible for creating friendships based on similar interests and mutual respect; they are empowered to lead by example and support one-to-one friendships that meet the social standard set by their peers. The main way that this goal is realized is through one-to-one friendships, which are the core of the Best Buddies program. Peer buddies and buddies who are matched in a mutually enriching one-to-one friendship must commit to the following:

- Contact each other on a weekly basis (telephone calls, letters, e-mails, or brief visits during the school day).
- Have two one-to-one activities per month.
- Attend all chapter meetings, group activities, and fundraisers.

One of your most important roles in chapter management is to ensure that buddy pairs are meeting their one-to-one commitment. A one-to-one activity can be anything the buddy pair chooses to do, inside or outside of school. The goal is simply to spend time together and have fun!
Buddy pairs are matched based on similar interests, so deciding on activities should be relatively easy and natural. What do other friends do together at your school? Buddy pairs and their activities should reflect the social norm of your campus. However, don’t be alarmed if buddy pairs don’t click right away. As in any friendship, comfort takes time to develop. You might need to help your chapter members overcome initial shyness or hesitancy.

Give peer buddies a handout with ideas for conversation and one-to-one activities. This handout can be found in the resources of BBO.
Section 7: Monitoring Friendships and Dissolving Matches

Monitoring Friendships

Introduction to friendship updates
Friendship updates are your main tool to monitor one-to-one friendships. This section will teach you about what they are, how to complete them, and how to use them to monitor and improve the one-to-one friendships in your chapter. Refer to the friendship update on BBO and in the BBO User Guide while reading this section.

What is a friendship update?
It is a monthly check-up on each buddy pair to make sure they are meeting the one-to-one commitment. It is to be completed by each buddy pair using the “Friendship Update” form on the chapter portal on BBO. The secretary monitors this process to ensure that pairs are meeting their one-to-one commitment. As a chapter leader, it is your responsibility to address any challenges that are preventing buddy pairs from fulfilling the mission of Best Buddies. On the other hand, friendship updates also provide a fun insight to the successes of your buddy pairs.

How and when are friendship updates completed by the buddy pairs?
Friendship updates are to be submitted directly by each buddy pair on the BBO system by the first of every month. They should be submitted each month that school is in session after matches have been made from October through May.

For those buddy pairs that do not have computer access, a friendship update should be given to the secretary on paper, or by e-mail, text, or phone. The secretary or CP will then need to enter the friendship update for the buddy pair for that month. Chapter leaders should feel free to come up with their own system for collecting offline updates and empower their members to complete their updates on the chapter portal as much as possible. Having computer access at all chapter meetings is a helpful tool to ensure that chapter members complete their friendship updates online.

It is strongly suggested that chapter members are trained and supported to directly enter their update in the BBO system, so that the secretary, CP, and SEA can focus on supporting any struggling matches and provide them with adequate support. A suggested opportunity to train your members is at the first chapter meeting. Members can reference the BBO User Guide: Member Edition for information on how to access and complete the friendship update online.

How and when is the chapter’s friendship update submitted to Best Buddies?
The chapter is responsible for submitting all of the friendship updates for their chapter to their program manager by the fifth of each month. When submitted, each buddy pair’s update will be saved to the chapter friendship update for the designated month. The secretary should begin to review online friendship updates during the last week of each month and begin to remind members of the deadline. It is the responsibility of the secretary to ensure that each buddy pair in the chapter is represented on the chapter friendship update by submitting their own friendship update. If the chapter allows members to submit friendship updates offline, then it is the responsibility of the secretary to enter these updates into the chapter friendship update. For more information on how to review your buddy pairs friendship updates and how to submit the chapter’s friendship update to the program manager, see the BBO User Guide: Chapter Admin Edition.

What does it have to include?
Each buddy pair is responsible for completing the online template and including all weekly contacts and one-to-one activities for that month. Either member of the pair or both members
can contribute to their friendship update at any time. For full instructions on accessing and completing the online friendship update, see the *BBO User Guide*. There is also space for them to enter any success stories or challenges with their friendship.

**Why is it important to conduct friendship updates?**
Friendship updates will help to reveal problems in your chapter, allowing the leaders to take appropriate action. Here are some potential problems that friendship updates can address:

- Chapter members lack information or feel anxiety about disabilities.
- Chapter has internal communication problems.
- Matches are having trouble coordinating schedules.
- Members have transportation difficulties.
- Chapter expectations have not been clearly explained to members.
- The officers are not participating.
- Lack of commitment in a buddy pair.
- Buddies didn't like the last activity.

**Sample friendship updates**
Below are some samples of actual friendship updates from BBO. They highlight friendships at different stages with a variety of experiences. As a chapter leader, you will enjoy reading these and watching the friendships grow. When you review your chapter’s updates, you should consider how you can help all pairs, both struggling and flourishing. In the column labeled “Chapter Admin Comments,” there is a brief suggestion of how the chapter leaders might respond to each update.

<table>
<thead>
<tr>
<th>Buddy Name</th>
<th>Peer Buddy</th>
<th># of Weekly Contacts</th>
<th>Weekly Contacts Comments</th>
<th># of One-to-One Activities</th>
<th>One-to-One Comments</th>
<th>Met Commitment?</th>
<th>Chapter Admin Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Simone</td>
<td>Nikitha</td>
<td>12</td>
<td>This month again, Simone has been busy and hasn't been picking up her phone as often as she had last month. I would try to talk to her on the phone anytime I can otherwise I would text her. We've been more distant with each other as we haven't communicated as much. However, when she picks up her phone we talk for a very long time and have fun talking with each other.</td>
<td>1</td>
<td>I met with Simone at the Hawthorn mall. We had lunch at Sakurai Japan and then we went dress shopping together. We had a lot of fun together and I found out that Simone has really good taste in fashion and dresses :) I think Simone feels very close to me despite not having much contact because she was telling me about her personal life and some problems she's having and I really appreciated that! I was so glad I was finally able to meet Simone!!!</td>
<td>No</td>
<td>Simone and Nikitha should have a chapter leader follow up with this friendship update. First, although you do not need to get details about Simone's personal issues, you should ask if they are anything life threatening that would require immediate action. If not, assist them with developing a schedule to talk each week and spend time together twice the next month</td>
</tr>
<tr>
<td>Name</td>
<td>Name</td>
<td>Number</td>
<td>Notes</td>
<td>Action</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Adam</td>
<td>Paulette</td>
<td>1</td>
<td>Adam and I e-mail to stay in contact for the most part, it is good hearing from him!</td>
<td>No</td>
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<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Adam's busy schedule makes it difficult to find time to hang out one on one but we are working on finding the time!!</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Lisa</td>
<td>Cassy</td>
<td>5</td>
<td>I was told by one of Lisa's aids that she has a special diet to adhere to. She never mentioned it to me before, and she knew that she needed to tell me about it. Of course, when I was alerted of this the aid chided me like I should have known better. Lisa and me didn't talk much this month, because she was often in group when I called or disinterested in talking about anything besides making plans for our next meeting. She did call me once from her cell phone, I was really surprised.</td>
<td>Yes</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>I came over once just to hang, then another time to drop off her v-day present. I think she really liked it, but there's no telling with Lisa. We kept trying to plan to meet at Cracker Barrel all month, but every week either the transportation service failed us or one of the aids would forget to all for arrangements. We gave up in exchange for meeting here at Marian for a movie tomorrow. I hate how all the Best Buddy events have been when I'm working or in class; I feel bad for not being there for Lisa, but I have to work.</td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>Andrew</td>
<td>Justin</td>
<td>7</td>
<td>Our phone conversations are going better than they ever have. Andy is becoming more active in our conversations as well as offering times and places to go for our one-on-one activities.</td>
<td>Yes</td>
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<td></td>
<td></td>
<td></td>
<td>I picked up Andy from his house and then went to Red Robin for lunch. It was a great hangout and Andy was very social. During spring break we went to dinner and watched a movie.</td>
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<td></td>
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<td></td>
<td>It sounds as though Paulette and Adam are struggling to meet the commitment. This may be due to a new friendship. Ask them what they talk about to make sure they are getting to know one another and building their friendship. You will also want to help them create a plan to keep in contact and get together to meet the commitment for the following month.</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>This buddy pair is having difficulties with communication. You will want to meet with the pair and discuss the progress of the friendship. Brainstorm topics to talk about on the phone and activities to do together that will adhere to any health restrictions. After speaking with the buddy pair and getting details about what can be done to make positive changes, you will want to speak to your host site. Continue fostering a positive relationship with them to further encourage their support of the program. Discuss the pair's concerns, get informed of any requests or concerns from the host site, and develop a proactive plan for moving forward.</td>
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<td></td>
<td>Congratulate this pair on doing such great work. Maybe they have some tips for other buddy pairs on how to build their friendships. Before school is out you should ask if they will stay in touch over the summer and offer suggestions on how to do so (email, send post cards, Facebook)</td>
<td></td>
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</table>
Noteworthy:

- Reward outstanding matches who go above the minimum commitment each month.
  Suggestions for rewards:
  - An e-mail to the chapter, highlighting an outstanding pair.
  - The pairs’ photo on the chapter portal that month.
  - A certificate.
  - Shout-out at the next group event.
- Each buddy pair must complete an update each month! It is the responsibility of the chapter leadership to ensure that each match completes the update monthly.
- Review the friendship update and contact buddy pairs who are not meeting the commitment.
- Provide support and resources to buddy pairs that are struggling to submit their updates (troubleshoot challenge and develop plan for completion).
  - Work with the matches to help them plan social outings each month to ensure they are meeting the monthly commitments.

Supporting struggling friendships
Throughout the school year, there will be problems that arise. Here are some tips to help guide you through these situations. However, every situation will be different. Always take advantage of your resources.

- Approach every issue with a proactive frame of mind. Get all details and consider how you can support your members towards success before administering consequences.
- Your faculty advisor can help you to keep your peer buddies accountable when there are commitment issues.
- Your SEA can provide disability awareness training to peer buddies who are experiencing challenges with communication, behavior, or comfort levels in the friendship.
- Your program manager is always available to help you assess a situation, troubleshoot problems, and develop solutions. Ask him/her to lead a discussion on commitment and the importance of friendships.
- If you ever observe a behavior that is extreme, threatening, or potentially harmful, talk to your program manager immediately.

Dissolving Matches
Dissolving matches is a serious course of action that should be pursued when all attempts to solve the problem(s) have been made with no improvements. If anyone contacts you regarding a buddy pair problem, it is your responsibility to ensure the chapter follows protocols to determine a member’s inactivity. If you have spoken with a peer buddy or buddy about his/her lack of commitment, taken all possible steps to resolve friendship problems, and another month has gone by with no improvement, it is time to dissolve the match.

Hold your peers accountable, and implementing consequences when they don't meet expectations is not easy. However, as an organization, we must remain focused on the mission. Ask yourself, “Is someone’s life being enhanced?” A match that has not developed into a mutually enriching friendship is not enhancing anyone’s life, which means that we are not accomplishing our mission.
Remember, dissolving a match must be treated with great sensitivity.

It is possible that this could be the first time a buddy has had the opportunity to foster a true friendship. When dissolving a match, you should consider if the buddy’s parent/guardian should get involved. The buddy may need someone he/she knows well—a parent/guardian—to talk to about bringing closure to the friendship, so it may be best that the parents are fully informed of what is going on with the friendship. For instance, you may need to dissolve a match due to inappropriate actions of a peer buddy or buddy, and the buddy will need support from his/her family. Talk with your program manager and SEA about the process, and together, you can determine if the parents should get involved.

The following steps should be followed when dissolving a friendship match:

1) **Acknowledge negligent peer buddies and buddies:** Best Buddies requires peer buddies to see their buddies at least two times a month and make contact (via phone, e-mail, text, or written correspondence) every week during the academic year. It is understandable that vacations will inhibit peer buddies’ accessibility. Peer buddies should always inform their buddies, as well as you and the secretary, of any other times that the minimum one-to-one outings may not be possible.

Buddies have an equal share of the responsibility to make contact with their peer buddies and are bound by the same minimum requirements as peer buddies; however, since many buddies have fewer transportation resources, some leniency can be applied. Persons with intellectual disabilities may have extremely busy regular schedules and should not be matched with a peer buddy unless it is determined that there will be a suitable means of one-to-one facilitation. Note: Under no circumstances should you permit less than one in-person visit each academic month!

2) **Assist the buddy pair to develop a plan for improvement.** If it has been determined that the buddy pair is not meeting the Best Buddies commitment, chapter leadership should work with the PM, FA/SEA, and/or parents to help the pair create a plan to strengthen the friendship. The goal is to make every attempt for a successful match before deciding to dissolve.

3) **Determine cause for dismissal:** You should refer to the friendship update, with input from the SEA, as the primary tool for establishing cause for dismissal. If they feel a member of the chapter ought to be dismissed, take the extra steps to learn as much as you can about what has happened since the match was made. If a member’s commitment does not improve after being confronted about the minimum Best Buddies standards, you may remove the member without further consideration.

If a dismissal is required, each chapter leader should review the situation with their program manager. Remember, taking a disciplinary measure against a member of the chapter is a serious action and will likely have some repercussions. Be sure to document the grievances and make the individual aware of the problem. The peer buddy or buddy should be aware of the process that is ensuing, and that they are at risk for dismissal.

*Some situations may be cause of immediate dissolution of the friendship. This would include incidents when members do not feel safe in their match or episodes of violence or aggressive behavior have occurred. If there are questions about the seriousness of the situations, contact the program manager for guidance on the most appropriate steps.*
4) **How should the chapter go about dissolving a match?** To dissolve a match, you and the SEA should talk to the peer buddy or buddy about the situation. Remind him/her that the commitment has not been met, despite previous communications and promises for improvement. Tell the peer buddy or buddy that it is in the best interests of their peer buddy or buddy to dissolve the match, because that person deserves to have a friend who has enough time for the program. Remember to talk with your program manager and SEA to determine if the buddy’s parent/guardian should be involved. If appropriate, tell the member they can continue as an associate member. Let the peer buddy or buddy know that he/she will be getting a new match. Following this conversation, it is important that each chapter document the dissolving of the match and notify their program manager immediately. The chapter should update the chapter roster and MAs on BBO.

5) **Re-matching after dismissal:** If the match was dissolved early in the academic year, you should try to rematch the buddy pair; however, it is generally not advised later in the academic year. Do not assume that either the peer buddy or buddy wants to be re-matched. Upon dismissal, contact the remaining member of the match to determine if the member is interested in being re-matched.

Best Buddies recommends that associate members and associate buddies who have demonstrated loyalty and commitment be considered to fill a peer buddy or buddy dismissal. Similarly, individuals who you and the SEA deemed “appropriate,” but not previously matched, should be considered to fill a dismissed buddy’s space. Ideally, the member selected to fill the vacancy as peer buddy or buddy should be someone who plans to be a part of the chapter for the next academic year. Note: The chapter is not required to rematch a peer buddy or buddy. Each situation should be addressed separately and the program manager should be involved.
Meetings and activities are an important part of any Best Buddies chapter, but they serve two very different purposes. Chapter meetings serve as a time to disseminate information, plan future chapter activities and fundraisers, share information between members, provide training, and take care of any other chapter business and organizational tasks. Group or chapter activities are held as a time for the chapter to socialize as a group and participate in an activity together either on campus or in the community. Both provide an excellent opportunity to build the relationships between chapter members – so be sure not to forget the fun when planning!

Meetings

There are three main types of meetings:

- Officer meetings
- Organizational meeting
- Chapter meetings, which include:
  - Peer buddy training
  - First chapter meeting
  - Pre-winter break meeting
  - After winter break meeting (“Back to Best Buddies”)
  - Best Buddies month meeting
  - End year meeting

Officer meetings

Who?  The chapter president (CP) should lead the officer meetings; it is your job to prepare the agenda. The full officer corps should be present, and advisors should be invited as well.

Why?  Officer meetings are needed to communicate with your officers and plan your chapter operations. The content of your meetings will depend on what events are on your chapter calendar at that time. Sample agendas can be found on BBO.

When? You should meet as an officer corps at least once a month, although many chapters prefer to hold officer meetings more frequently. Try to arrange a consistent time when all the officers, including the buddy director, will be able to attend.

Organizational meeting

What is the organizational meeting? The organizational meeting is your most important recruitment tool. It should take place within two weeks of the start of school, during which time you have been working hard to publicize Best Buddies. Now that you have stirred up interest in Best Buddies, you will use the organizational meeting to transform interest into commitment.

What is the purpose of the organizational meeting? The purpose is to inform and excite potential peer buddies. Specifically, you will:

- Explain the mission of the organization, the requirements of being a member, and the selection/matching processes.
- Excite and inspire them to be peer buddies by showing them how much fun your chapter will have this year and the impact they can make on a buddy’s life.
- Demonstrate how to go on Best Buddies Online (BBO) and have potential members complete the online Membership Application (MA).
- Have attendees sign up for peer buddy interviews.
How do I make my organizational meeting a success? The key to a great meeting is great planning. Here is a step-by-step guide. Follow these “four P’s” for an organizational meeting that will rock!

Step 1: Plan
- Start with the basics: Decide the date, time, and location well in advance.
- Make sure the room you want to use is available.
- Work with your chapter faculty advisor to reserve the room.
- Reserve a TV/DVD player to show the Best Buddies video.
- Ask a few people to bring snacks and soda.
- Invite your program manager.

Step 2: Publicize
- Publicize your meeting in advance.
- Use all available methods to spread the word!
- Get your officers to help you by delegating responsibilities.
- Invite all of your officers, advisors, and program manager.
- Invite your campus administrators to show them what Best Buddies is all about.
- Invite any parents and special education teachers that may want additional information on the program.

Step 3: Prepare
- Make an agenda. Use the sample agenda found under “Resources” on your chapter portal on BBO.
- Create an interview sign-up sheet and interview reminder slips.
- If possible, have a computer available with Internet access:
  - Those who want to join your chapter can complete the MA on BBO.
  - Provide a brief overview of BBO and your chapter portal.
  - Also have a printer so those that require a signed consent can print the consent form, or have these available for them to take home and get signed.
- Provide dates for upcoming chapter meetings and activities, including the matching party, and make sure that they know how to access this information on the chapter portal.
- Brainstorm ideas with your officers to make your meeting fun, upbeat, and motivational. For example, come dressed in your Best Buddies gear as the "Best Buddies Squad" and start or end the meeting by teaching the Best Buddies cheer, or do a short ice-breaker and use it as a launching pad for the importance of friendship. Be creative—imagine that you are attending this meeting. What would make you want to join Best Buddies?
- Testimonial: prepare a buddy pair to speak about their friendship.

Step 4: Practice
- Rehearse the agenda with your officers ahead of time. Confidence comes from being comfortable with your material!
- Review your agenda until you are totally familiar with it. You want to use it as a guide, not a manuscript.
- Practice speaking in a conversational, upbeat tone and looking up to make eye contact with your audience. You want to sound natural and relaxed.
Chapter Meetings

Who leads? Meetings are led by the CP with the assistance of chapter officers. It is the CP’s job to prepare an agenda for each meeting. Sample agendas can be found on BBO.

Who attends? All peer buddies, especially the officer corps, associate members, and buddies must attend all chapter meetings. Advisors and the program manager may also be invited to attend.

Why? Meetings are needed to train, motivate, support, and communicate with chapter members. You should keep the needs of the chapter in mind and address current chapter issues (e.g. upcoming fundraisers, group activities, Best Buddies month, etc.).

How Often? Best Buddies International suggests that each chapter have monthly chapter meetings throughout the academic year. These meetings include, but are not limited to: the organizational meeting, first chapter meeting, pre-winter break meeting, after winter break meeting (“Back to Best Buddies”), Best Buddies month meeting, and year end meeting. Make sure to keep your chapter meetings organized by distributing and sticking to an agenda.

As the CP, it is your responsibility to execute each meeting in a timely, organized manner. You are encouraged to schedule additional meetings throughout the year as needed to organize members for a group activity or fundraiser, and to train or motivate volunteers/next year’s college buddy director/officers, etc.

Guest speakers: While planning your meeting agenda, consider a guest speaker to “spice things up” and motivate your volunteers. Guest speakers at your fingertips include:

- Your special education advisor (SEA): He/she has a wealth of knowledge regarding your buddies and can provide insight and sensitivity training for your chapter members. Have your SEA speak to your chapter soon after your volunteers have been matched. Encourage your volunteers to ask questions or address any issues regarding their buddies.
- Your buddy director: Invite your buddy director to speak at a meeting and address any issues or concerns that the buddies may have or to talk about the importance of Best Buddies. Your buddy director is a pivotal part of your chapter’s success. Because this person knows the buddies, he or she may be able to assist with a particular challenge (e.g. transportation) which is stumping your chapter.
- Your program manager: Invite your program manager to speak on a specific topic. Your program manager has a wealth of knowledge on volunteer motivation, membership retention, event and fundraiser planning, etc. Ask your program manager to do an exercise with your volunteers on an area of concern.

Make your meetings more inviting

- Schedule meetings far in advance.
- Hold meetings at consistent times and accessible locations (e.g. the second Tuesday of every month).
- Provide refreshments or have pot-luck snacks.
- Make the meeting fun (guest speakers, door prizes, unusual locations, games, fun agenda topic, etc.)!
- Start and end meetings on time, and be sure to keep meetings no more than one hour.
First chapter meeting: This meeting takes place after your chapter membership has been determined, matches have been made and the volunteer training has been held. This meeting will set the tone for your entire year, so be organized and upbeat!

- Get everyone excited about the great year they are going to have with Best Buddies!
- Remind your buddy pairs of the commitment and reiterate that their friendship should be reflective of the social culture of your school. Buddy pairs should participate in the same activities and meet the same expectations as all friendships on your campus.
- Go over BBO and show members where they can find contact information and the chapter calendar.
- Discuss group activities for the fall semester.

What to bring: Ideally, have a computer available with an online connection to demonstrate the online system to the members. By going to the chapter portal on BBO, chapter members can access (so long as the chapter leadership has updated it): match information (including matching survey and buddy profile), chapter roster, fall semester schedule, Volunteer Manual and other resources.

- Discuss group activities for the fall semester.

If computer access is not a possibility, make sure the members know how to access the chapter portal with their log in and review the information that they can find there. If some chapter members will not be able to access the chapter portal, then provide them with printed copies of the matching surveys and buddy profiles.

Topics to discuss:

- Introduce new officers or announce openings.
- Ensure that all members have submitted an MA on BBO (they should not have been matched without doing so). Have online connection if possible at the meeting, so they can complete on-site.
- Train them on going to and utilizing the chapter portal on BBO to: complete friendship updates, view the chapter calendar, view the roster, keep up to date on communication from the chapter leadership, and update their profile when they contact information changes.
- Provide an opportunity for input on group activities and fundraisers.
- Go over the “Contact Information” page in the back of the Volunteer Manual. Answer questions and concerns about chapter meetings, activities and/or individual matches.

Parent night: Early in the fall, you should host a meeting for parents/families in order to provide them with more information about Best Buddies High Schools. If the parents/guardians of chapter participants understand the goals and structure of Best Buddies, they will be more likely to support the chapter. Below is a list of some things to keep in mind when planning your parent night:

- Try having an open house with refreshments, or doing a potluck dinner.
- Give parents copies of the Parent Information Packet available in the resources section on BBO.
- Invite the participants, so that the parent can meet their child’s new friend. This will help to build the parent’s trust in the program.

Before winter break
You have several duties to complete before winter break. You need to have a pre-break chapter meeting, review the roster, hold a second group activity, plan for the spring, and meet with your program manager.
Pre-break chapter meeting: Use this meeting time to evaluate the first semester. Specifically, address the quality of matches, attendance at activities, communication, and commitment. Brainstorm a list of suggested ways buddy pairs can remain in contact over the winter break; a newsletter template that describes ways for buddy pairs to stay in touch is available on BBO. Discuss, brainstorm, and draft ideas for chapter meetings, activities, and fundraisers for the spring semester.

During this meeting be sure to address:
- Commitment
  - Has everyone been seeing his/her buddy at least twice a month?
  - Make sure everyone meets with his/her buddy before break and gives him/her return dates.
- Contact over break
  - Schedule time for buddy pairs to share contact information for the break and to plan times to talk on the phone or e-mail throughout the holidays.
  - Suggest peer buddies send a postcard or e-mails over break.
  - Encourage buddy pairs to share several forms of communication for the break: e-mail, options for texting, Facebook, instant messaging, etc.
  - Ensure buddy pairs determine a time to meet again following a return from break.
- Questions and concerns
  - Have there been any problems with matches, parents, etc.?

Evaluate semester:
- What areas can the chapter improve for next semester?
- What worked well?
- What should we do differently?
- Suggestions for new activities and fundraisers?

You may want to discuss specific dates that are likely to appear on the spring semester schedule. Announce or plan the date for the post-break chapter meeting.

Buddy pair evaluation: It is good idea to evaluate each buddy pair prior to winter break to ensure they are maintaining the minimum commitment to each other. Use the friendship updates along with input from the SEA to determine if a match needs to be dissolved. Ending a match is a very serious action, so please refer to the “Dissolving Matches” section of the manual before taking this action.

*Under no circumstances should the CP and chapter officers permit less than two in-person visits each academic month!

After Winter Break: Back to Best Buddies
Avoiding second semester slumps: After the long holiday break, your peer buddies will return to school in need of some recharging. Your priority the first few weeks of the spring semester should be to rally the troops. Hold a chapter meeting within two weeks of your return and begin discussing possible activities for Best Buddies day/month and who will lead the chapter next year.

Post break chapter meeting & group activity: Back to Best Buddies!
Make the meeting fun, festive, and creative. Hold it in an unusual place, offer refreshments, plan games, and/or invite a guest speaker. Have chapter members wear Best Buddies gear that whole week of the meeting! Get everybody excited about the rest of the semester. The priority of this meeting is to motivate the buddy pairs for the new semester—invite a speaker or conduct an activity that will inspire the members. Be sure to discuss the following:

- Upcoming chapter meetings and group activities.
- Opening of the CP and officer positions for next fall.
- Deadline for CP and officer applications.
- Ideas for Best Buddies month.
- Chapter roster and spring semester schedule.
- Best Buddies Annual Survey, which will be conducted during the spring semester.

**Mid semester/Best Buddies month meeting**

Hold this meeting to discuss plans for the following:

- Best Buddies month event.
- Spread the Word to End the Word participation/event.
- CP and other chapter leadership selection.
- Fundraisers for chapter dues.

**Last chapter meeting: Saying goodbye to buddies**

The last chapter meeting should be held two to three weeks before finals. This meeting must include a discussion of closure for the summer. Issues such as whether or not the peer buddy will be returning or graduating should be discussed at this time. Include your SEA in this delicate discussion. This is often the hardest part of the year. Make sure chapter members understand their responsibilities to their buddies and the extreme importance of saying goodbye. Contact your program manager if you are experiencing any problems with closure. You should also discuss improvements for next fall. Be sure to get feedback on matches, leadership, group activities, etc. Encourage buddy pairs to remain in contact via letters, e-mail, and/or phone calls—just because they are no longer part of a Best Buddies match, does not mean they can’t still be friends!

**Other topics to cover at final meeting:**

- Introduce new CP, officers, and advisors.
- Fill open officer positions.
- Survey who is returning.
- Discuss saying goodbye.
- Discuss communication over the summer between peer buddies and buddies.
- Share new contact information for graduating seniors who may be leaving the community, so that buddy pairs can stay in touch.
- Remind them that e-mail and Facebook are an easy and inexpensive way to maintain contact.
- Recognize matches and celebrate a year well done!
- Make a chapter time capsule with memorabilia from the current year.
- Ask peer buddies to write their buddies letters about the conclusion of the school year, and if necessary, about their graduation; the letter will give the buddy something tangible to refer to about their friendship.
- Show a Best Buddies slide show or pass around the Best Buddies photo album/scrapbook.
- Celebrate senior graduation.
• Provide support for buddies to say goodbye if needed.
• Thank everyone!

Officer transition meeting
The best way to ensure a smooth transition is to set up a meeting with next year’s CP, SEA, FA, and officers. Make sure this year’s officers are present as well.
• Discuss the successes and challenges of the year.
• Brainstorm new ways to handle situations that gave you difficulty and decide what should remain the same.
• Develop a plan for next year. Be sure to include specific duties for all participants, complete with a timeline.
• Ensure that the incoming leaders know how to access any chapter files not found on BBO.
• If you have an account on campus or at a local bank in your name, fill out the appropriate forms/resources to turn it over to next year’s chapter leaders.

Everyone should know and understand their role in ensuring next year’s success. This is a very important meeting for the growth of your organization. Year after year, Best Buddies will have new leaders on each campus, and unless they learn from their predecessors, they are destined to make the same mistakes over and over. Avoid reinventing the wheel!

Activities
Members of a Best Buddies chapters take part in group activities, one-to-one activities, special activities such as Best Buddies month, and service projects.

Group Activities
Best Buddies chapters should plan a minimum of two group activities per semester. They can take place on campus or off campus. Talk to your chapter members and officers about what other friends do together at your school; buddy pairs are no different and should participate in the same activities that most friends do in your community. Regardless of the type of activity, the best way to ensure that it’s a success is to plan ahead! The more you plan, the better your activities will be. Be sure to involve your officers in the scheduling and planning of group activities and remember to delegate responsibilities to get as many chapter members involved as possible.

Four Steps to Planning Great Group Activities
Step 1: Choose an activity. Have a brainstorming session with your whole chapter or just as an officer corps.
• Creativity is a plus. Pizza and bowling are fun, but they’ve been done a thousand times.
• Expand your ideas—for example, include community service.
• Remember to be age-appropriate. Nobody should be treated like a child. Just think of activities that you and your friends would like to do.
• Plan ahead. The bigger the activity or event, the more planning time is needed. See the activity planning worksheet in the resources section of BBO.

Step 2: Delegate responsibilities. Planning an activity is a team effort. Break down the activity into smaller tasks that can be assigned to officers.
• Make a list of all tasks and supplies needed, and assign each to officers.
• Utilize chapter members by appointing committees for larger tasks.
Follow through: Set deadlines and check back.

Involve the buddies in the planning process (have the buddy director report back to the buddies with ideas to make sure they like them, ask if the buddies would like to take a bigger role in planning).

The activity planning worksheet will assist with tracking your delegation.

**Step 3: Communicate.** Make sure everyone knows the date, time, location, specifics of the activity, and any special needs (things to bring, wear, etc.).

- People to communicate with: officers/committee heads, faculty advisor, SEA, program manager, school administration, peer buddies, and buddies.
- Ways to communicate: chapter calendar via the chapter portal on BBO, phone trees, meetings with chapter members, notes home to parents, flyers, announcements, e-mails, etc.

**Step 4: Plan for logistics.** A great activity can fall flat if you don’t plan for logistics! Make sure to take care of:

- Accessibility.
- Permission slips: If so, determine if a permission slip needs to be filled out by each buddy’s parent/guardian. Your SEA can help you get signatures. If not, does the support staff or family know that your buddy will be leaving his/her house or apartment that day?
- Transportation: Public or private? Bus, cars, or vans? How many vehicles will you need? Who will drive? How will buddies be picked up? Is there a transportation cost? If so, will your budget cover it?
- Refreshments: Are you providing food? Can it be donated? What about drinks? Is it a full meal or just a snack? Will everyone need to bring money? Will it be a potluck meal? Do any members have diet restrictions?
- Budget: Do you have the funds to pay for the event? If not, what is your fundraising plan? Can tickets, food, or transportation be donated? Could another campus organization or local businesses sponsor the event? You need to have two group outings per semester, so budget wisely.
- Accidents: It is a good idea to take a first-aid kit to group activities. If an accident occurs, be sure to call your program manager and fill out an incident report form immediately. Then, send a copy to your program manager and to your SEA. Please see further instructions in the “Incident Report” section of this manual.

**First group activity:** Your first group activity should closely follow your first chapter meeting. This is an excellent way to officially kick off your Best Buddies chapter for the year. Pairs should meet before the group outing. Best Buddies recommends that the first group outing be scheduled for October and the second in November or early December.

**One-to-One Activities**

One-to-one friendships are the core of the Best Buddies program. We strive to make friendships between people with and without disabilities that meet the same social expectations as all friendships in your school. A peer buddy and buddy who are matched in a mutually enriching one-to-one friendship must commit to the following minimum requirements:
• Contact each other on a weekly basis (telephone calls, letters, text messages, Facebook, e-mails, or brief visits during the day).
• Have two one-to-one activities per month.
• Attend all chapter meetings, group activities, and fundraisers.

Your most important role in chapter management is to ensure that buddy pairs are meeting their one-to-one commitment. One-to-one activities can be anything the buddy pair chooses to do. The goal is simply to spend time together and have fun!

Buddy pairs are matched based on similar interests, so deciding on activities should be relatively easy and natural. What do other friends do together at your school? Buddy pairs and their activities should reflect the social norm of your campus. If most friends spend time together at lunch, ensure your buddies have the same lunch schedule as their peer buddy. If most friends go to the movies or the mall on the weekends, encourage your buddy pairs to participate in these types of activities and help arrange transportation. It is your job to support friendships that reflect the natural social norm of your campus. However, don’t be alarmed if buddy pairs don’t click right away, as in any friendship, comfort takes time to develop. You might need to help your chapter members overcome initial shyness or hesitancy.

Support the friendships by giving the peer buddies a handout with ideas for conversation and one-to-one activities. For a list of inspiration when planning group activities, please visit the “Resources” section on BBO—and encourage your buddy pairs to utilize this if they need new ideas for their one-to-one activities!

**Special activities**

*After winter break: Back to Best Buddies:* When the chapter returns from winter break, you will hold your Back to Best Buddies meeting. This is a great opportunity to follow the meeting with a fun group activity to really revitalize the chapter!

**March is Best Buddies month!** During the month of March, Best Buddies participants around the world celebrate the friendships they have formed. Each Best Buddies office holds various events throughout the month, and your chapter is encouraged to participate! Make sure to contact your program manager to find out what your Best Buddies office will be doing. Remember, Best Buddies International is a nonprofit organization that relies on charitable donations in order to expand our mission. The month of March is an ideal time to help Best Buddies raise money and secure resources to support our organization. In addition, the purpose of Best Buddies month is to increase awareness of Best Buddies in your community. Your chapter can also fundraise for expansion of our mission and plan events during March, in order to take part in this worldwide initiative. If you are planning an event, here are some ideas:

• Hang flyers/posters/banners around your school, or put an announcement in your school bulletin or newspaper.
• Plan an event (e.g. field day, pizza party, etc.) with a nearby chapter.
• Set up a public awareness table at your park, school, or other public location.
• Wear your Best Buddies t-shirts one day each week for the month of March.
• Post something special about Best Buddies month on your chapter portal.
• Match your university’s president or dean with a buddy pair for a day.
• Attend the Best Buddies activity hosted by your local Best Buddies office.
Any event that you are planning will take time if it will be a success. March is very early in the year and you, your officers, and chapter members may need to start planning for Best Buddies month before the winter break. The larger and more involved the event, the more time it will take. See the activity planning worksheet in the resources section of BBO to assist with your event and activity planning.

**Spread the Word to End the Word:** An ongoing effort by Special Olympics and Best Buddies International, along with our supporters to raise the consciousness of society about the dehumanizing and hurtful effects of the word “retard(ed)” and to encourage people to pledge to stop using the R-word. Respectful and inclusive language is essential to the movement for the dignity and humanity of people with IDD. However, much of society does not recognize the hurtful, dehumanizing, and exclusive effects of the word “retard(ed).” It is time to address the minority slur “retard(ed)” and raise the consciousness of society to its hurtful effects. The campaign created by youth is intended to engage schools, organizations, and communities to rally and pledge their support at www.r-word.org. Most activities are centered annually in March, but people everywhere can help spread the word through their communities and schools year-round through pledge drives, youth rallies, and online activation. For more information, please download the “Spread the Word to End the Word Resource” on www.bestbuddiesonline.org or visit www.r-word.org.

**Service Projects**

One of the ways that Best Buddies shows the public the abilities of people with IDD is through projects that benefit the community. If both peer buddies and buddies work to make their communities a better place, the community at large will see people with disabilities making their own contributions to society. For this reason, Best Buddies International requires all chapters to participate in at least one community service project per academic year.

**Eunice Kennedy Shriver Day:** September 25, 2010 marked the first annual Global Eunice Kennedy Shriver Day, a celebration in memory of Eunice Kennedy Shriver, founder of Special Olympics, long-time support and board member of Best Buddies International, and leading international advocate for the rights of people with IDD. Eunice Kennedy Shriver Day will be celebrated annually around the world in a number of ways, from sporting events to general acts of acceptance and inclusion by making a difference in the life of someone with an IDD. So mark your calendar and join us in celebrating Eunice Kennedy Shriver’s value and life mission by learning the joy and increased understanding that comes from interacting with people with IDD. For more information on activities in your area, download the “Eunice Kennedy Shriver Day Resource” on www.bestbuddiesonline.org or visit www.eksday.org.

**Incident Reporting Procedure**

It is the expectation that the CP is familiar with and complies with the following procedure when an incident occurs during a chapter function or one-to-one outing. The incident procedure and reporting is designed to protect all Best Buddies participants. All Best Buddies chapter leaders should be familiar with the incident report procedure, because the safety of our participants is our top priority.

An “incident” is any occurrence at a chapter event, meeting, or buddy pair outing that results in an injury to a participant, requires medical attention, or any situation that requires the presence of campus security, police, fire, or emergency medical services.
Examples of this include:
- Car accident.
- Fall resulting in injury that requires medical attention (i.e. broken limb, twisted ankle, concussion).
- Personal medical emergency – seizure, heart attack, severe diabetic event.
- Tornado/severe flooding/other severe weather occurrence that results in injury to a Best Buddies participant.

An “incident” also involves altercations between or involving any Best Buddies participants, repeated issues between Best Buddies participants that are not being resolved, extreme emotional reactions from a participant, or allegations of abuse involving any Best Buddies participant or host site staff. Examples of this include:
- Extreme reaction, including harmful threats, when a buddy match has been dissolved.
- Persistent and unreasonable contact from one participant to another that has not been resolved after intervention from host site coordinator, faculty advisor and Best Buddies staff.
- Allegations of abusive behavior toward any Best Buddies participant.

When any of the above incidents occur, the procedure created by Best Buddies must be followed. The incident procedure and reporting is designed to protect all Best Buddies participants. All Best Buddies chapter leaders and should be familiar with the incident report procedure, because the safety of our participants is our top priority.

Procedure: Incidents involving injury to a participant
1. If Best Buddies staff is present at the event, get them involved immediately.
2. Assess the situation. Is there imminent danger? Get everyone to safety. Are people injured? Who is injured and what are their injuries?
3. Contact emergency medical services – CALL 911.
4. In serious emergencies resulting in serious injury or loss of life inform the participant’s emergency contact immediately.
5. Call your Best Buddies program manager as soon as emergency medical services have arrived and the emergency contact has been reached.
6. Complete and submit the incident report form - found on BBO under the resources link – to your PM within 24 hours.

Procedure: Incidents not involving injury or medical services (as defined above)
1. Discuss the situation with the faculty advisor, special education advisor and PM.
2. Complete and submit the incident report form—found on BBO under the resources link—to your PM within one week.

Procedure: Media
If a Best Buddies participant is contacted by the media regarding any incident or chapter situation, then they should politely decline comment and direct all questions to your local Best Buddies office. The Best Buddies office staff will determine what, if any, comment or follow up is necessary given the situation.

*Please use your best judgment when dealing with situations that arise in your chapters and always make sure that the PM is aware of incidents that occur.*
Best Buddies International Liability Coverage

When you are recruiting, planning activities, or informing parents or administrators of Best Buddies, they are likely to ask you questions about liability. Refer them to the information on this page.

Best Buddies International carries liability insurance protecting the corporation, employees, volunteers, and all participants while conducting Best Buddies business or activities.

Liability insurance covers the above mentioned people during official Best Buddies business or activities from claims of bodily injury, property damage, personal injury (includes sexual abuse, sexual molestation, sexual exploitation, or sexual injury), and advertising injury due to their alleged negligence during a Best Buddies outing. The liability insurance does not cover various high risk events, including but not limited to, white water rafting and skydiving.

All chapters are covered by liability insurance. Chapters or participants that need verification of liability insurance or need to be listed as "Additionally Insured" will be provided with a certificate of insurance, which can be obtained from the Best Buddies Contracts Manager. Those requesting a copy must provide the name and mailing address of the person/organization requesting the information. If your chapter has an activity that requires a copy of the certificate of insurance, please contact your Program Manager and allow at least eight weeks' processing time.

Best Buddies general liability insurance is considered “last resort” insurance. Everyone involved with Best Buddies (employees, volunteers, participants, etc.) is expected to be reasonably responsible for their participation, their actions, and any incidents that may occur in association with individual participation and actions. Personal insurance coverage should always be utilized before making a claim to Best Buddies general liability insurance.

In addition, Best Buddies general liability insurance does not cover medical payment or automobile damage that occurs during Best Buddies business or events. Participants and volunteers without medical insurance or automobile insurance will not be eligible for general liability insurance coverage.

Please keep in mind that even when someone signs required waivers, Best Buddies might still be liable should a situation arise. Everyone should be mindful of their activities and be attentive during activities in order to avoid negligence.

End of Year Transition

This section reviews the important spring semester hallmarks to ensure a successful transition from one academic year and leadership team to the next. Even if the current CP is selected to return, each of the areas covered here remain vital to a successful transition. In addition to these items, please also review the last chapter meeting and officer transition topics in the “meetings” section as you prepare to end the chapter year.

New CP Selection

As Best Buddies International grows, it is imperative that strong student leaders direct high school chapters throughout the world. Therefore, Best Buddies International is extremely
involved in the selection process. Best Buddies staff is responsible for interviewing and selecting the next CP. The CP leadership opportunity should be discussed with all chapter members at the first meeting of the second semester and no later than early February. Interested candidates from outside the chapter should also be considered and allowed to complete an application if they desire. The CP application can be found by visiting BBO and clicking the “CP application” option on the “Leadership Selection” menu; active chapter members are strongly encouraged to log in before completing this form.

Completed CP applications must be submitted by the applicant via BBO by April 1st. All potential candidates must have an in person/phone interview with a Best Buddies staff member prior to becoming a CP. If you are planning on returning as the CP, you must still complete an online application, and be interviewed and selected by a Best Buddies staff member (in collaboration with chapter leadership). Students who are interested in becoming the chapter president of their chapter must also:

- Be in good academic standing;
- Complete a chapter president application;
- Complete the membership application; and,
- Be available to attend the Best Buddies International Leadership Conference over the summer.

**Although current chapter leadership may recommend candidates for the CP position, the student will be chosen only if s/he has been interviewed and selected by a Best Buddies staff member.**

**Chapter dues**

All Best Buddies chapters are required to submit $300 in chapter dues for each academic year. These chapter dues are due on June 1st and will cover the following for the next academic year:

- Use of the Best Buddies name and logo;
- Use of Best Buddies resources and training materials (program manual);
- Leadership conference registration fee for CP (travel costs are not included);
- Access to and use of a chapter portal on BBO;
- Attendance of local leadership training for all officers; and,
- Best Buddies International general liability coverage.

**Leadership conference – July 2013**

The Best Buddies International Leadership Conference (LC) brings together leaders with and without intellectual and developmental disabilities from high schools and colleges worldwide, providing them personalized training that develops the leadership skills needed to organize a Best Buddies chapter. Through numerous breakout sessions, attendees enhance their knowledge of the Best Buddies movement by learning about and discussing topics including: the global disability rights movement, tolerance, inclusion, advocacy, professionalism, public speaking, time management, fundraising, and volunteer management. Attendees experience team-building at its absolute best!

Over the past 20 years, LC has inspired thousands of leaders to be Best Buddies advocates and to bring about social change in their communities. Leadership Conference is a once in a lifetime experience that unites students from around the globe. Students will gain knowledge in...
order to take effective action both individually and as part of a group for a common cause. Attendees will discover the importance of their actions, responsibilities, and energy.

LC offers four educational tracks that apply to a variety of positions in your chapter. Trainings are offered for the following chapter positions:
- Chapter president
- Officers (including buddy director)
- Buddy ambassador
- Special education advisor/faculty advisor

As conference attendees participate in workshops, seminars, and evening events, they gain skills and learn how to enhance their own community by including people with intellectual and developmental disabilities. Some of the LC highlights include:
- Remarks by Anthony Kennedy Shriver, founder and chairman of Best Buddies International
- Opening and Closing Ceremony events, featuring speakers and performers with intellectual and developmental disabilities
- Leadership development and public speaking sessions
- Roundtable discussions with global leaders
- Making new friends from around the world
- Learning about the disabilities rights movement
- Building the future of your chapter!

For more information on LC and to learn more about attending this once in a lifetime experience, please go to www.BestBuddiesLeadershipConference.org.

Planning for LC
Look over your chapter finances to make sure that the $300 chapter dues is in the chapter budget, as well as enough money to cover the transportation to and from Indiana for next year’s CP to attend Best Buddies International Leadership Conference. The entire chapter should work together throughout the year to raise these funds. Anyone considering applying to be the next chapter president should understand that attending LC is a priority.

Outstanding chapter awards
As the academic year is coming to an end, it is a great time to reflect of the success of your chapter and pull together all of your memories from Best Buddies to put together an outstanding chapter application.

State outstanding chapter award
The local Best Buddies office will honor one middle school, one high school, and one college chapter as the most outstanding for the entire state. For more information on how to apply and the deadlines, please reach out to your PM. International Programs are also encouraged to follow this process; it is not limited to the United States.

Overall outstanding award
Each year, Best Buddies International and their board of directors will recognize one middle school chapter, one high school chapter and one college chapter as being the overall outstanding chapter of the year. This incredible award will go to the chapter that truly exemplifies the mission of Best Buddies.
To qualify for the BBI outstanding chapter award, each chapter must first be selected by the state/international program as the state outstanding chapter of the year. All applications must include the following sections: quality of one-to-one friendships, effectiveness of group outings, chapter involvement, community awareness, and chapter communication. Please work with the PM to ensure that the chapter application for overall outstanding chapter of the year gets to Best Buddies International headquarters no later than June 1st, 2013.

Best Buddies International - Outstanding Chapter Application  
Attention: Programs Department  
100 SE 2nd Street, Suite 2200  
Miami, FL 33131

Applications should be e-mailed to: outstandingchapters@bestbuddies.org.

The following criteria will be used to determine the awards:

- Quality of one-to-one friendships;
- Effectiveness of group outings;
- Chapter involvement;
- Community awareness;
- Chapter communication; and,
- Diligence with forms/ resources.

Throughout the academic year, you and your chapter should strive to succeed in these six areas. Good luck in your pursuit of excellence!
Section 9: Publicity, Recruitment, and Fundraising

Publicity: Best Buddies Key Messages

Whether you are recruiting volunteers or publicizing the chapter, it is important to know and understand the key messages of Best Buddies. The more familiar you are with our messages, the more confident you will be when you have to answer questions about Best Buddies. The most important message is our mission statement:

**Best Buddies Mission Statement**

To establish a global volunteer movement that creates opportunities for one-to-one friendships, integrated employment, and leadership development for people with intellectual and developmental disabilities.

In simple terms, this means that Best Buddies provides friends, jobs, and leadership development to people who have intellectual and developmental disabilities (IDD). You don't have to memorize a script or rattle off facts to speak convincingly about Best Buddies. Use your own language and speak from your heart, and you will motivate people to join Best Buddies. Here are some other Best Buddies key messages:

**Best Buddies is about making new friends and having fun.**
Best Buddies helps students with IDD become friends with other students at our school. We hang out with our Buddies on our own and attend monthly group events.

**Buddy pairs do everyday things.**
The one-to-one friendships are the core of the program. Buddy pairs eat lunch together, go to the movies, attend sporting events or plays, listen to music, play video games, go bowling, or just hang out with each other. Our goal is to create friendships that meet the same social expectations as all friendships in your school. Whatever it is that friends do together in your community, buddy pairs should do the same!

**Best Buddies is unique from other clubs at our school.**
There are Best Buddies chapters like ours at other high schools all over the country, all of which are part of Best Buddies International. As students, we are in a unique position to make a real change in our community by joining this growing movement of volunteers. You are not just committing to a club, but to a person and a movement!

**Best Buddies volunteers are committed to the program.**
Each pair commits to keeping in touch at least once a week through phone calls, e-mails, or seeing each other at school. Buddy pairs also commit to spend time together twice a month on their own time. They also agree to attend all Best Buddies meetings, activities, and fundraisers.

**Unique service**
This is the only unified, international program of its kind. In 2010, Best Buddies International celebrated over 20 year of service with over 1,500 active middle school, high school, and college chapters worldwide.

**There is a great need for a program like Best Buddies.**
There are 9.3 million people with IDD in the U.S. who have traditionally been segregated from society. By participating in Best Buddies, we include people with disabilities and expand their circle of friends.
Cost Effective
The program in each school is volunteer-driven and managed by Best Buddies staff. Best Buddies absorbs most of the costs associated with maintaining and managing chapters in accordance with Best Buddies International’s official policies. However, as a nonprofit organization, Best Buddies secures funding to manage each chapter of Best Buddies. The cost for a chapter varies from state to state. For specifics on a certain state, please contact your state director. This cost includes the salaries of our program managers; costs associated with leadership conference, trainings, and materials; and operating expenses.

Best Buddies can change your life
Through participation in Best Buddies, people with and without disabilities are given the chance to explore new friendships and widen their social circles. Best Buddies helps us make a difference in someone else’s life and in our own, and we become role models for the rest of our school.

Recruitment
It is essential to recruit volunteers and generate publicity for your chapter from the very beginning. If you need help, contact your program manager. Most importantly, delegate! Utilize your officers and returning members as much as possible to brainstorm, or tailor the following suggestions to fit your high school. Additionally, make sure your chapter utilizes www.bestbuddiesonline.org and www.bestbuddies.org for great recruiting resources as: recruitment posters, press releases, and media downloads.

When to start?
Right away! Get the word out about Best Buddies during the first two or three weeks of the school year. Though especially important at the beginning of the year, you should continue to publicize throughout the year!

Who will help?
Make sure to delegate! Ask the officer corps, your friends, and students interested in Best Buddies to help out as much as possible. Your chapter advisors and Best Buddies staff are also available for support.

How to do it?
Focus on announcing the date of the organizational meeting in a variety of ways. The following are resources and ideas to generate publicity and can be used throughout the entire school year:

Chapter Website: Create your own chapter website. Please keep in mind the following guidelines when setting up and maintaining your chapter website:

- Have the Best Buddies logo in clear view. Please review guidelines for using the Best Buddies logo.
- Contain the Best Buddies mission statement: To establish a global volunteer movement that creates opportunities for one-to-one friendships, integrated employment, and leadership development for people with intellectual and developmental disabilities.
- Link to your state office’s website. Please visit www.bestbuddies.org for a complete list of contact information for state and international offices.
- Make sure all advisors’ and officers’ contact information is included.
Campus activities & fairs: Take advantage of campus activities occurring before the first day of school—they are potential recruitment opportunities! For example, reserve a table if there is a freshmen orientation day. You can also volunteer as a guide and give out stickers, put flyers in freshmen orientation packets, etc. If sports teams are having pre-season practices, talk to the coaches about presenting Best Buddies.

Posters/flyers: Make posters and flyers for the organizational meeting and other events open to the campus. Be sure to include who, what, when, where, and why. If Best Buddies is not widely known on campus, include a brief description of the organization. Indicate that attendance is mandatory in order to become a member. Make sure you make the posters bright and that you hang them in prominent, high traffic locations such as the library and cafeteria.

Banners: Make a large banner to hang at outings and events. The Best Buddies logo generates attention; use it to your advantage. Hang it everywhere you go!

School newspaper: Place an announcement explaining the Best Buddies mission and the details of the organizational meeting. Contact the editor to get an article written about the chapter within the first few weeks of school. Be sure to use photos from group outings, buddy pairs, Best Buddies month, etc.

Student government: Introduce Best Buddies at an early meeting to gain their support. Ask for their help in spreading awareness to the entire student body.

School administration: Share Best Buddies with the principal and the school administration. Let them know what type of students you are looking for as peer buddies.

Wearing/selling Best Buddies t-shirts: Wearing Best Buddies t-shirts will help people identify your chapter and promotes interest. Best Buddies merchandise is available on www.bestbuddies.org/shop.

Organizational fair/volunteer night: Reserve a booth at your organizational fair in the fall. Bring Best Buddies stickers! Setting up informational booths is a great way to disseminate information about the organizational meeting and Best Buddies to potential volunteers. Be enthusiastic and excited about Best Buddies. Ask buddy pairs to join you at the booth to promote the chapter. If your school does not have a fair day/night you can still set up a booth outside your SEA’s classroom to disseminate information. Ask your program manager about borrowing Best Buddies promotional materials, such as flags, the One-to-One DVD, information tri-folds, etc.

Present in classes: Distribute a letter to faculty members, explaining Best Buddies, and request permission to speak at the beginning of their classes. (Hint: Distribute the letter early in the semester, follow up with a phone call or visit during office hours.) Try to reach a variety of students in multiple grades and class types.

Campus groups/sports: If you are in other school clubs, announce Best Buddies at those meetings. If you play a sport, ask your coach if you can present it to the team. Ask your officers to do the same.

E-mail: An accessible and free way to spread the word is through e-mail. Post a bulletin giving
the details of your organizational meeting, chapter meetings, group outings, special events, and information about your chapter.

**Chapter spokesperson:** If there are particular peer buddy candidates that stand out, remind them to encourage their friends to participate in Best Buddies, or have them suggest other ways more students can be involved in Best Buddies.

**Social media:** Social media (e.g. Facebook, Twitter) are very useful tools to promote your chapter and Best Buddies. Create/Maintain social media accounts for your chapter; encourage your chapter members and broader community to regularly check the accounts (be a fan/follow) for important updates. Best Buddies International and your state also have social media accounts, so link your chapter account!

**Word of mouth:** Spreading the word verbally can be one of your most effective means of advertising for your chapter. Share dates of your organizational meeting, chapter events, and group outings with everyone. Recruit your officers to assist you.

**Fundraising**

Raising money for your chapter is important to help you plan activities, parties, field trips, and cover your chapter dues. All of these activities typically require a budget for transportation and food. When considering how to raise funds to support your chapter, begin with an idea of how much money you need in order to operate for the entire year, then consider your fundraising options and determine which will be the best use of your chapter’s time and resources and which will yield the level of funding needed. Here are some fundraising options:

- **Campus funding**
  - Research if there are grants available for school clubs.
  - Ask another campus organization (or its sponsor) to sponsor your chapter, e.g. student government, Key Club, National Honor Society, or Beta Club.

- **Donations and/or sponsorships**

- **Chapter fundraiser**

**Campus funding**

Before resorting to a fundraising event, look into campus resources. How are other service organizations or clubs on your campus funded? Have you applied for funding through your student government? You may only need to fill out a couple of forms. Set up a meeting as soon as school starts with your treasurer and faculty advisor to ensure you are familiar with all treasury forms needed to receive any available campus funding. Your faculty advisor will be able to guide you through campus paperwork and ensure you make all meetings needed to secure any funding provided by your school. Be sure you and your treasurer file any treasury paperwork as soon as possible, so that you don’t miss out on any financial assistance opportunities!

**Donations and sponsorships**

An alternative to fundraising the money you need is to seek sponsorships and in-kind donations. Especially if your chapter is short on start-up funds and resources, donations and sponsorships can make your activities and fundraisers possible.

**What is the difference between an in-kind donation and a sponsorship?** An in-kind donation is a donation of goods or products that your chapter can use. Here are some examples of in-kind donations that a typical Best Buddies chapter would use:
• Food from local supermarkets or restaurants for group activities
• Decorations from a party supply store for dances or parties
• Soap and sponges for a car wash
• Trophies or plaques for end-year prizes
• Gift certificates or merchandise for a raffle

A sponsorship is a financial contribution towards your chapter. For example, a local business might sponsor your chapter for $500 to cover all of your activities for the year, or sponsor your CP’s travel to leadership conference, or provide a $300 sponsorship for the chapter’s annual dues.

How do I decide which type of contribution my chapter needs? In general, it is easier to get an in-kind donation than it is to get a sponsorship. Therefore, when it fits your needs, you should try to secure in-kind donations whenever possible. Most of your chapter needs for parties and activities can be met through in-kind donations. Sponsorships best suit needs that are purely financial, such as your chapter dues.

How do I go about getting a donation or a sponsorship?
Step 1: Evaluate your needs. What is our activity or fundraiser? What specific supplies or products are needed? What types of stores or businesses should be approached to fill that need?

Step 2: Pool your resources. Gather information from your chapter members. Find out where their friends and families work. This is always the best place to start, because as they say, it’s all about “who you know!” (For example, if you’re trying to find a restaurant to host a banquet—and a family member or friend is a restaurant manager—that would be the perfect place to approach for that activity.). You should also make a list of businesses that your chapter members frequent. Where do your families and friends, classmates and teachers go to shop and eat? These places receive business from your school community, which means they are concerned with promoting a positive image in this community and might be receptive to this opportunity to give back to a good cause. Lastly, don’t forget that the parents of your members are an excellent resource. They know firsthand the value of the program. If you ask, they might be more than willing to financially support your chapter!

Step 3: Make the contact. If you chose a business through a connection in your chapter, have that person make the contact. Call the business or, better yet, stop by in-person with your buddy. Find out who is in charge of charitable giving (in most cases, it will be a manager or director), his/her name and job title, their policies for donations, their procedures for donation requests, etc.

Step 4: Put it in writing. Most businesses will want your request in writing. If you have never written this type of letter before, don’t be scared! Follow the below steps to write a winning sponsor/donor letter.

Seven Steps to a Winning Sponsor/Donor Letter
1. Make it professional: Create letterhead with the Best Buddies logo in the header and your address in the footer. (If you don’t have the logo, ask your program manager to e-mail it to you.) Try to fit your letter on one page, using 12-point font and one-inch margins. If you have any questions about the format of your letter, talk to your program manager.
2. **Give them the facts:** Tell them about Best Buddies High Schools, your chapter, the number of buddy pairs, and what you have done this year. Then give them facts about the specific event you are planning, such as when, where, what, and why.

3. **Tell them why:** Explain how you will use the money or goods they will donate (for example, decorations for the annual Valentine’s dance, or toward the chapter dues). State your total goal and your specific request. For a sponsorship, clearly state your fundraising goal and the specific amount you are requesting (for example, you are seeking a $50 donation towards your $300 goal). Alternatively, you can offer giving levels with titles for each level. For a donation, state the total amount of whatever it is you need (for example, drinks for 200 people) and the exact amount you are requesting (for example, five cases of soda).

4. **Be clear with deadlines:** State when you need to receive the money or goods. This should be at least one month from the date you mail the letter. Also, make phone calls to follow up and state in your letter when you will be calling.

5. **Give contact information:** Give the name of someone in the chapter whom they can contact if they have questions and a phone number and/or e-mail address at which they can be reached.

6. **Be creative!** The letter does not have to come from the CP; consider having a buddy pair write the letter from their perspective.

7. **Give incentives:** Businesses are looking to receive something in return for their donation. Offer them incentives: print their name in the event program, post company logo on the chapter portal, put an ad in the school or local paper thanking them, put their name on your chapter t-shirts, send a certificate they can display at their place of business, honor them at your year-end banquet, have the local Best Buddies office recognize them in the state newsletter, etc. Don’t forget to mention that Best Buddies is a 501(c) (3) organization; tax-deductible contributions are an incentive to donate!

Be sure to take a look at the sample letters on BBO for further assistance.

**Turning a request letter into a donation**

So you’ve written your letter…now what? How can you turn your request into results? Be sure to follow these steps:

1. **Add a personal touch:** Deliver the letter in-person, along with your buddy, or a buddy who is a member of the planning committee for the event. This lets your potential donors see our mission in action.

2. **Always follow up:** If you tell them you will follow up on a particular date, then do it. Good follow-up is key. Businesses often receive many letters of request, and your follow-up call will bring your letter to the top of the stack. When you call, ask if it a good time for them to talk, and let them know how much time it will take. If it isn’t a good time, ask when you can call back or stop by to discuss the donation. Be polite, but direct; remind them when the letter was sent, from whom, and what it is regarding.

3. **Do not get discouraged:** If you get turned down or if they do not return your calls, it’s ok! Business people are often very busy. Send them a letter following the event and let them know how much fun it was, and show them how you recognized those who did sponsor you (send the program, the newspaper article, etc.). This will help you in the future.

4. **Don't make promises you can’t keep, and keep the promises you make:** If you tell them you will put their name in a local newspaper ad, then you should have this secured and make sure it happens, and send them a copy.
5. **Always say thank you!** Thank them immediately upon receipt of the sponsorship or donation and again following the event itself. Send a handwritten note when the donation is received and a copy of the program, certificate of thanks, pictures of the event, or other memento after the event.

**Chapter fundraising activity**
Fundraising activities are a good way to not only raise money, but also raise chapter publicity and awareness throughout the community. Get the entire chapter involved, including your buddies. The key to a successful fundraiser is to be organized. Plan the event in advance and make sure that everyone in your chapter, including your buddies, feels a sense of responsibility for the outcome of the fundraiser.

In this section, you will find tools to plan and execute a successful fundraising activity on your campus. After reading this inspiring section you will be equipped to get out there and raise money and awareness for your chapter. Include the buddies in your fundraisers and don’t forget to have fun!

**Five steps to successful fundraisers**

**Step 1: Set Your goals:** Believe it or not, the objective of fundraising is not to become amazingly rich. You simply want to have enough money to accomplish your goals and the mission of Best Buddies!
- What do you want to use the funds for?
- How much money do you need to fundraise in order to achieve those goals?
- When do you need funds?
- What role do you want the chapter members, including buddies, to play?

**Step 2: Evaluate your resources:** Know what resources are available to you before you start planning.
- How many chapter members can and will participate?
- How much money can be spent on up-front expenses?
- What materials can you get donated?
- What locations are available? Can you get permission to hold it at the school?
- What about off-campus locations?
- What transportation is available?

**Step 3: Brainstorm possible fundraisers and check ideas against resources:** Just like planning an activity, you will need to brainstorm a list of ideas. Then ask yourself...
- With our resources, can we do the fundraiser we would like to do?
- Is this fundraiser going to be the most profitable?
- Will everyone (peer buddies, buddies, and associate members) be able to participate?
- Is everyone excited about the idea?

**Step 4: Delegate responsibilities and set deadlines:** Take the same steps in delegating tasks as you would for a group activity.
- Is every task covered? Have you put specific deadlines in writing for each task?
- Does everyone know what is expected of them?
- Have you set dates and times to reconvene before the fundraiser and check on progress?
- Have you utilized the full manpower of your chapter members? Does everyone feel included and informed?
Step 5: Follow up: Follow up with deadlines during the planning process, and again after the fundraiser is complete.

- Has everyone met their deadlines?
- Have you sent thank you letters for donated items and participation?
- Have you informed all the participants and donors of the results?

Helpful Websites:
- www.school-fundraisers.com
- www.fundraising-ideas.org

**Remember to:**

Advertise: Publicize your fundraiser to your campus and/or local community. Review publicity tips in this manual.

Say “thank you”: It is especially important to send thank you letters to everyone who donated to your fundraising event. Including a Best Buddies sticker or a photo of the event with the letter is a nice touch.

Brag: to your program manager and everyone else involved with your chapter!

**Best Buddies merchandise**

Wearing Best Buddies t-shirts is a great way to spread the word about Best Buddies on your campus; the eye-catching Keith Haring logo will surely generate publicity for your chapter and can lead to new volunteer prospects.

You can also consider selling Best Buddies t-shirts as part of a fundraising event! You can purchase Best Buddies t-shirts and other apparel and accessories at very affordable prices. This cost must be paid upfront from the chapter. You can then sell your Best Buddies merchandise for whatever prices you and your officers agree on.

Ready to order? Here’s what to do:

1. Ask your program manager for an order form or visit our merchandise website: www.bestbuddies.org/shop.
2. Using an order form? Mail or fax your order to the address indicated on the order form along with payment. Ordering online? Simply place the order with a credit card.
3. Allow seven to ten business days for shipping and handling.
4. Need further assistance? Contact your program manager.

**General Chapter Funds Information and Use of Best Buddies Logo**

**Tax exempt status**

The Internal Revenue Service has determined Best Buddies International, Inc. to be a publicly supported organization. As a result, Best Buddies International, Inc., and any chartered chapters of Best Buddies, are exempt from federal income tax under section 501(a) of the Internal Revenue Code as an organization described in section 501(c)(3).

Tax exempt status should not, however, be confused with exemption from sales tax. Each state has its own requirements for exemption from sales tax. However, in some states, 501(c)(3) organizations are exempt from sales tax. Consult with your program manager to obtain specific information regarding the status of your state sales tax exemption policy.
When soliciting sponsorships or donations, always tell the potential donor that we are a tax exempt 501(c)(3) organization. You might need to provide our Employee Identification Number and proof of our 501(c)(3) status. Refer to the resources section on BBO or ask your program managers for further assistance.

**Best Buddies logo**

Keith Haring, one of the best-known contemporary artists in the world, created and donated what has become the Best Buddies logo. It incorporates a colorful creation that represents one-to-one affection and acceptance. The image is a work of art in itself, therefore it is important to preserve its integrity as such. The logo is licensed, managed and monitored by the Keith Haring Foundation in New York. Best Buddies recognizes that many chapters like to alter the logo or recreate it themselves for chapter promotion (change the colors to match the school colors for instance) but given the copyright code, it’s important to follow the below guidelines.

The Best Buddies International copyrighted logo includes the name “Best Buddies” above the Keith Haring picture. Both the name “Best Buddies” and the picture must be used together. The picture cannot be used without the name above it. Each official chapter of Best Buddies International, Inc. is entitled to use our name and logo, the trademark, propriety symbols and copyrighted materials (of Best Buddies International) for the purpose of publicity.

Since our logo is an effective publicity tool (i.e. for your flyers, posters or banners), the following are the rules for reprint:

- The logo cannot be altered in any way (i.e. no hats or faces on characters).
- Pieces of the image cannot be removed to stand alone (i.e. the characters can’t be cut out).
- Nothing can block or surround the image.
- The logo cannot be printed in grey scale. If you have to print in black and white, you must use the only the outlined version of the logo.
- Avoid distortion and reinterpretation of the logo.
- Keith Haring’s signature must be clear and readable.
- The register mark must appear in the lower right-hand corner of the last “s” in Best Buddies.
- The colors cannot be changed or altered. Please follow the official PMS colors as follows: Purple PMS 2645; Black PMS Universal; Yellow PMS 116; Green PMS 333; Orange PMS 172. The logo can be printed in full color using all five PMS colors, in color using only one of these PMS colors, or white.
- If you are printing the logo, the minimum print size is .5”.
- The logo CAN be reproduced on any appropriate item including shirts, mugs, hats, key chains, banners, posters or pens. Best Buddies has items with the logo for sale at www.bestbuddies.org.

It is the responsibility of each chapter to protect the name of Best Buddies International, propriety symbols, and materials from unauthorized use. Violations will be reported to the merchandise coordinator at Best Buddies International: 1-800-892-8339. Speak to your program manager if you have any questions or would like to order items with the Best Buddies logo.
Welcome to Best Buddies Online!

Best Buddies Online, commonly called “BBO,” is the official website for managing and documenting your Best Buddies chapter. BBO can be found at [www.bestbuddiesonline.org](http://www.bestbuddiesonline.org) in your web browser.

Each chapter has been assigned a chapter portal in BBO, which serves as the official website for the chapter. As a chapter leader, it is your responsibility to ensure that your chapter is accurately and completely reflected in the chapter portal. To do so, you will be asked to do the following:

- Manage your chapter roster
  - Collect membership applications (MAs) from new and returning members
  - Review submitted MAs and assign chapter roles to approved members
  - Make matches so buddy pairs are reflected on the roster
- Maintain an official chapter calendar of chapter meetings, activities, and events
- Collect monthly friendship updates from buddy pairs in order to submit an update for your chapter
- Complete and submit chapter mid year and end year reports to your program manager
- Select the officer corps for the upcoming school year using the CP/CBD application and the officer application
- Share chapter pictures using the photo gallery
- Post news items, links, or embed content by posting chapter announcements
- Recap chapter events using act reports
- Download program resources, including manuals, worksheets, and other helpful documents

This document, the *BBO User Guide – Chapter Admin Edition*, has been created to assist chapter leaders navigate, update, and maintain their chapter portal throughout the year. A *BBO User Guide – Member Edition*, which is designed to provide basic instructions for chapter members, is also available for download on the BBO homepage under USER GUIDE.

Manuals and Resources

Best Buddies offers a host of manuals and resources to support the chapters in their efforts to meet the mission on their campus. These include the college, high school, and middle school program manuals, in addition to a number of resource documents for event planning, fundraising, and more. The manuals and resources are a huge asset to the chapter leaders and should be referenced frequently throughout the year. These can be accessed by doing the following:

1. Open [www.bestbuddiesonline.org](http://www.bestbuddiesonline.org) in your web browser.
2. Enter your user name and password under Member Login to access the chapter portal.
3. Click on RESOURCES on the portal menu.
4. From the lists of manuals and resources, click on the title of a resource in order to download the document.
Chapter Roster

The chapter roster is a critical and required element of maintaining your chapter portal. Ensuring that the roster is an accurate reflection of your chapter is one of your primary tasks as a chapter leader. By maintaining the roster in your chapter portal, you will be able to manage contact information for your chapter members, keep track of buddy pairs, and generate accurate numbers for chapter reports.

Viewing the chapter roster

To view the chapter roster when logged in as a chapter admin user, please take the following steps:

1. Log into the chapter portal as a chapter admin user.
2. Under “Manage Members” on the portal menu, click on “Member Roster” to view all submitted MAs for your chapter.
3. Optional – click on the PRINT PREVIEW button at the bottom of the roster page to pull up a printable roster page.

Note: the roster in the chapter portal is the official roster for your chapter. If any members or buddy pairs are not reflected on the roster, it is the responsibility of the chapter leadership to ensure that this is fixed.

Building the chapter roster

To complete the chapter roster, you will need to take the following steps:

1. **Populate the roster** – this means that all chapter members must be listed on the roster by name and chapter position; to do so, you must:
   - Collect online membership applications (MAs)
   - Review and approve submitted MAs, assigning appropriate member role
2. **Making matches** in the chapter portal so they are reflected on the roster; when matched in the portal, both members will appear on the same row of the roster grid

To get started building your roster, please follow the directions noted in the Membership Applications, Making Matches, and Managing Your Roster sections below.

Membership Applications

The first step in building the chapter roster is collecting membership applications (MAs) from all new and returning chapter members; *this includes all officers and advisors*. Each chapter member must submit an MA every year they participate in the chapter. Each MA submitted must also be approved; once an MA has been approved, the member will be listed on the chapter roster and will receive a user name and password for the chapter portal. It is your responsibility as a chapter leader to ensure that all chapter members have submitted an MA on BBO, and that their MA has been reviewed and approved.

Note: if you have submitted an MA for the current program year, but have not received a user name and password for your chapter portal (or if your login has not been approved), please contact your program manager. For information on completing the MA, see the BBO User Guide – Member Edition (available for download from www.bestbuddiesonline.org under USER GUIDE).
Viewing membership applications
To view a full list of MAs submitted for your chapter, please do the following:

1. Log into the chapter portal as a chapter admin user
2. Under “Manage Members” on the portal menu, click on “Member Applications” to view all submitted MAs for your chapter.
3. Optional – to search for a specific MA or group of MAs, click on the “Search Membership Applications” bar to reveal the search tool; this will allow you to search for members by name, application date, and member type; you can also change the program year, which will allow you to search for MAs from previous academic years.
4. Optional – to sort the data table, click on the header for the column by which you’d like to sort (e.g. “status”); by default, MAs are sorted in the order they are received with newest MAs at the top of the list.
5. Optional – click on “View/Print” to view or print the submitted MA.

Pending membership applications
When a member has completed and submitted an MA in BBO, the MA is considered “pending.” When their MA is pending, the member will not be visible on the chapter roster. In order to be listed on the roster, the pending MA must be approved. Only members with approved MAs are listed on the official roster.

When an MA has been received, please take the following steps when reviewing pending MAs:

1. Determine if parent/guardian consent was required; if no, skip to #3.
2. If yes, confirm that consent has been provided or obtain consent as needed.
3. Based on their MA, choose the appropriate action for the member: Approve or Reject

Note: it is your responsibility as a chapter to ensure that no pending MAs linger for an extended period; all submitted MAs should be approved or rejected within a reasonable timeframe.

Parent/guardian consent needed
Whether or not a member requires consent from a parent/guardian in order to participate in your chapter is determined based on information provided on the MA as follows:

• If an applicant is an adult (18 years of age and older) and does NOT have a legal guardian, then they do not require consent from a parent or guardian.
• If an applicant is under 18 years of age, or is an adult who has a legal guardian, then parent/guardian consent is required.

To determine whether or not consent is needed in order to approve a pending MA, check the “Consent needed?” column on the “Member Applications” page for the MA you are reviewing. If this field indicates:

• “NO,” then this member does not require parent/guardian consent and their MA is ready to be approved or rejected.
• “YES,” then you must either confirm that consent was received or take action to obtain consent before the MA can be approved.

Parent/guardian consent received
If you have determined that a member requires consent from a parent/guardian, the next step is to check if consent has been received and logged in the portal. When using BBO, parent/guardian consent is collected in one of three ways:
• Instant electronic consent – if the parent/guardian assisted in the completion of the online MA, they had the option of providing consent on the MA; in this case, consent is provided immediately and logged in the system.

• E-mail consent – if the applicant is provided an e-mail address for their parent/guardian on the MA, the system sent an e-mail to the parent/guardian with a link to an online consent form; once the parent/guardian submits the online consent forms, consent has been provided and is logged in the system.

• Offline consent – if consent is not provided electronically, then the applicant must print a consent form to be signed by their parent/guardian and returned to the chapter leadership; in this case, the signed paper consent form must be collected by the chapter and receipt of consent must be logged manually on BBO before the application can be approved (see below for instructions).

To confirm whether or not consent has been received for a pending MA, check the “Consent Received?” column on the “Member Applications” page for the MA you are reviewing. If this field indicates:

• “N/A,” this means that the answer to the “Consent needed?” question was NO; these applications do not require further consent and can be approved.

• “YES,” this means that consent was needed and has been provided by one of the three methods noted above (instant electronic, e-mail, or offline); these applications can be approved as well.

• “NO,” this means that online consent has NOT been received (instant electronic or e-mail consent), nor has receipt of a signed paper consent form been logged manually. If NO appears, then consent must be obtained and logged in BBO before the application can be approved.

Obtaining parent/guardian consent
When the BBO system indicates that consent is required for an application (Consent needed? Answer: YES) and has not been received (Consent received? Answer: NO), then the system will not allow that application to be approved. In this situation, you must obtain consent by either:

1. If an e-mail address was provided for the parent/guardian, follow up with the applicant to make sure that their parent/guardian received the e-mail with a link to the consent form to remind them to submit consent.
   • If the parent/guardian indicates that they did not receive the consent e-mail, you may use the “Resend Consent” action button on the “Member Applications” table to send the e-mail again; if there is no “Resend Consent” button visible, this likely means that the applicant did not request e-mail consent.
   • When a parent/guardian provides consent using the online consent form, consent is logged in the system immediately; when this happens, the value for “Consent received?” will change from “NO” to “YES” immediately. If the value for “Consent received?” is “NO,” electronic consent has NOT been received.

2. If consent cannot be provided using the online form for any reason, then the chapter leader must follow up with the applicant to obtain offline consent (the offline consent form can be downloaded under RESOURCES on BBO). Once the applicant’s parent/guardian has signed this form, it must be submitted to the chapter leadership to be logged in BBO (see instructions below).
Logging offline consent received in BBO
When a signed offline consent form has been received, the chapter leadership must manually indicate in BBO that consent has been received. To do so, follow these steps:

1. On the “Member Applications” page, find the MA that corresponds to the member for whom consent was received (for more specific instructions, please refer to “Viewing Membership Applications” on page 4).
2. In the far right column, click on the “Update Consent” action button; this will open the “Update Consent” pop up window.
3. In the “Update Consent” pop up, enter the name of the parent/guardian who signed the received form and change the response for “Consent received?” to “Yes,” then click OK.
4. Once “Consent received?” has been changed to “YES,” the MA is ready to be approved.

Approving a membership application
Once a pending MA has been reviewed, and all necessary consents have been received and logged, the MA is ready to be approved. Once an MA is approved, the member is officially added to the chapter roster, and they have access to log into the chapter portal (note: an e-mail with their user name and password is automatically sent to their registered e-mail address when they are approved).

1. Find the pending MA that you want to approve (for more detailed instructions “Viewing Membership Applications” on page 4).
2. In the far right column, click on the “Approve” action button; this will launch the approval pop up window.
3. In the approval pop up window, you will be asked assign the member’s role by making the following selections (see “Assigning Member Role” below for more details); the choices selected by the member on their MA will be displayed, but it is the responsibility of the chapter admin to ensure that the assigned member role is correct:
   - **Member Type**
   - **Officer Position** (note: members selected to hold officer positions using the CP/CBD application and officer application on BBO will be listed here for your reference when assigning officer roles)
   - **Access Level**
4. When ready, click “SAVE” to continue; this will finalize the MA’s approval.
5. Once the MA has been approve, the member will automatically receive an e-mail with their user name and password so that they can log in to the chapter portal.

Assigning member role
As noted above, when approving an MA you must also assign the member’s role, which is comprised of member type, officer position, and access level.

**Member type**
The member type indicates the member’s role in the chapter as follows:

- **Buddy** – a person with IDD who commits to a one-to-one friendship with a college, high school, or middle school student for an academic year.
- **Associate Buddy** – a person with IDD who participates in chapter activities/events and provides chapter support as needed, but is not matched in a one-to-one friendship.
- **Peer Buddy/College Buddy** – a student who commits to a one-to-one friendship with a person with IDD for one academic year.
- **Associate Member** – a student who participates in chapter activities/events and provides chapter support as needed, but is not matched in a one-to-one friendship.
• Special Education Advisor/Host Site Coordinator – chapter advisor who works as a liaison between buddy pairs and provides ongoing information, education, and training.
• Faculty Advisor – chapter advisor who acts as a liaison between campus administration and the chapter.

Officer Position
The officer position indicates the member’s title and their leadership role in the chapter, if applicable. The available positions are:
• Chapter Member – general title for members not selected to be a chapter officer.
• Chapter President/College Buddy Director – officer who leads and organizes the chapter and officer corps with the goal of ensuring that the chapter achieves the mission of Best Buddies.
• Buddy Director – officer with IDD who leads and advocates on behalf of and ensures the full participation of members with IDD in the chapter.
• Vice President/Activities Coordinator – officer who plans, supervises, and evaluates all chapter activities and program initiatives, including Best Buddies Month, EKS Day, and Spread the Word to End the Word.
• Secretary/Membership Coordinator – officer tasked with ensuring full participation from all members; helps complete required school paperwork and reviews monthly friendship updates from matched buddy pairs.
• Treasurer – officer tasked with monitoring chapter financial resources and preparing the chapter budget.
• Other – custom officer field; allows users to assign additional officer roles beyond the standard/required officer positions listed above.

Access level
The access level indicates how much chapter information a member can view or update.
• Chapter Admin – admin users who have access to all chapter portal data and functions; chapter admin access is required for any member expected to update chapter data in the portal. Typically, all CPs/CBDs and advisors are granted chapter admin access, along with selected officers whose job requires access to update chapter portal data. Note: chapter admin access should be granted sparingly, as these users have access to a considerable amount of personal information for other chapter members.
• Chapter Member – general users who can access the chapter portal, but cannot view admin data or functions; these users have access to edit or update only data that is attached to the own member profile. The vast majority of members should be assigned chapter member access.

Rejecting a membership application
MAs should be rejected when the applicant it is determined that they will not by joining the chapter for whatever reason.
1. Find the pending MA that you want to approve (for more detailed instructions “Viewing Membership Applications” on page 4).
2. In the far right column, click the “Reject” action button, then hit OK to confirm.
3. Note: if an application is incorrectly rejected, use the “Undo Reject” button to fix.
Making Matches

The final step in completing your roster is to make matches in the portal so they are reflected on the chapter roster. When a buddy pair is registered in the portal, both the buddy and peer buddy/college buddy will be displayed on the same line of the roster grid.

To make matches in BBO, please take the following steps:

1. Log into the chapter portal as a chapter admin user.
2. Under “Manage Members” on the portal menu, click on “Match Members” to open the matching tool page.
3. The matching tool consists of a table listing the names of all the unmatched members on the chapter roster and their matching survey information.
   - The name in the first row (blue background) is the name of an unmatched peer buddy/college buddy; ALL unmatched peer buddy/college buddies who are listed on the chapter roster will be accessible here.
   - You can navigate between peer buddy/college buddy names using either the “Previous Member” and “Next Member” buttons (will scroll through member names) or the “Jump to” dropdown menu (will navigate directly to the selected member) at the top of table.
   - All the names below the first row are unmatched buddies; this list includes ALL of the buddies on the chapter roster who are not currently matched.
   - If a member is not listed, it’s possible that their MA has not been approved or that they are already matched in the system; please check to ensure that they are listed on the chapter roster, and that they are not already matched; note that associate members and associate buddies are NOT listed in the matching tool.
4. The matching tool also includes the following information to assist with identifying good matches (note: this information is only available if the member completed a matching survey on BBO):
   - Personality traits, activities, and hobbies
   - Special notes, such as specific matching requests and previous matches
   - Weekly schedules and preferred means of communication
   - Click on the “Compare” button to view buddy and peer buddy/college buddy matching surveys side-by-side.
5. Note that some fields may be highlighted in yellow to indicate common interests, hobbies, and compatible schedules.
6. When an appropriate match has been identified, click the radio button in the far right column for the buddy member you would like to match with the peer buddy/college buddy at the top of the table, then click the “Match” button in the header of the table to register the match.
7. When the match has been successfully registered, a confirmation message will appear at the top of the matching tool page in red text. Once this happens, the match will be reflected on the roster page and matched members will no longer appear on the “Match Members” page.

As noted above, the BBO matching tool is designed to help identify compatible buddy pairs by comparing submitted matching survey data. The matching tool highlights shared interests/hobbies and compatible schedules, and also includes compare matching surveys side by side. Note: these functions require that both the buddy and peer buddy/college buddy have completed their matching survey on BBO.
Managing the Roster

Once you have built your roster, your next responsibility will be to ensure that it stays accurate throughout the year as your chapter evolves. This section will review functions that will assist in this effort.

Withdrawing a membership application

Withdrawing an MA will remove a member who has been previously approved from your official roster. Generally, this applies to members that choose to leave the chapter or are removed from the chapter for any reason.

1. Find the MA that you want to withdraw (for more detailed instructions “Viewing Membership Applications” on page 4).
2. In the far right hand column, click the “Withdraw” action button, then click OK to confirm.
3. When the MA has been successfully withdrawn, a confirmation message will appear at the top of the page in red text. Once this happens, the member’s name no longer be listed on your roster and the withdrawn member will no longer have access to log into the chapter portal.

Changing member role

The member role (which includes member type, officer position, and access level) can be at any point during the program year (see “Assigning Member Role” section on page 6 for more information). For example, after a member has applied and been approved as an associate member, a new buddy applies to be matched; the associate member’s role must be changed to “peer buddy/college buddy” so that they can be matched with the new buddy.

1. Find the MA that you want to withdraw (for more detailed instructions “Viewing Membership Applications” on page 4).
2. In the far right hand column, click the “Change Role” action button, then click OK to confirm; this will launch the “Change Role” pop up window.
3. In the pop up window, use the “Member Type Assigned,” “Officer Position Assigned,” and “Access Level” dropdowns to assign the appropriate updated member role, then click “Save.”

Note that the portal should accurately reflect the role of each chapter member throughout the program year.

Finalize roster

The “Finalize Roster” button changes the member type for any remaining peer buddy/college buddy members to “Associate Member.” This is designed for use in chapters where the number of peer buddy/college buddy applicants exceeds the number of buddies available to be matched; in this scenario, the remaining unmatched peer buddy/college buddy members must be changes to associate members (as they will not be matched in a one-to-one friendship). A complete roster should have the same number of peer buddy/college buddy members, buddy members, and buddy pairs.

1. After you have registered all of the buddy pairs for your chapter, check your roster (please refer to “Viewing Your Chapter Roster” on page 2 for more details) to look for any peer buddy/college buddy members who will not be matched in a one-to-one friendship this program year.
2. If all of your matches have been registered in BBO, unmatched members can be identified by looking for any peer buddy/college buddy members who are not listed on the same line of the roster grid as a buddy member.
3. To change the member type for all unmatched peer buddy/college buddy members to “Associate Member,” scroll to the bottom of the roster page and click on the “Finalize Roster” button.

Placeholders
Creating a placeholder record allow the chapter leadership to insert the name of a chapter member onto the roster before that member has submitted their MA. Placeholders are intended only to assist chapters submit a complete roster in BBO, but they should be used sparingly and do NOT replace the MA.

*It is the policy of Best Buddies that all chapter members must have an MA submitted on BBO, including any required parental or guardian consent, in order to participate in the chapter each year.*

Every chapter leader must towards receiving MAs from 100% of matched members, associate members, and associate buddies each program year. Overuse of placeholder records will be noted by Best Buddies staff, and will be considered during chapter evaluations.

1. Log into your chapter portal and navigate to your chapter roster (please refer to “Viewing Your Chapter Roster” on page 2 for more details).
2. Click on the “Add New Placeholder” button at the bottom of the roster grid (just above “Chapter Leadership) to open the “Create placeholder” pop up window.
3. In the placeholder window, enter in the member’s information (name, member type, and gender are required fields), then click the “Submit” button.
4. When the placeholder has been successfully created, you will see a confirmation pop up; the member will now be listed on the chapter roster (light blue background).

Matching placeholders
Placeholder records can be matched with either an approved MA or another placeholder record. The process is the same as with matching approved MAs (see “Making Matches” on page 7 for more details), though placeholders records do not include matching survey data.

Ending a match
To remove a match that is currently reflected on your chapter roster, you will use the *Unmatch* and *Dissolve Match* functions.

Unmatch
The unmatch function simply removes the match from the roster; this is generally appropriate in cases where members were incorrectly matched by accident. The unmatch function should be used in situations that do not reflect any issues with either members, and the expectation is that both members will remain on the roster and will be available to be rematched with other members.

1. Log into your chapter portal and navigate to your chapter roster (please refer to “Viewing Your Chapter Roster” on page 2 for more details).
2. Locate the match to be ended on the roster grid; in the far right hand column, click on the “Unmatch” action button.
3. When the match has been ended successfully, you will see a confirmation pop up; the match will no longer be reflected the chapter roster.
Dissolve Match
The dissolve match function removes the buddy pair from the active roster and also stamps the match as a “dissolved match” on your roster. This should be used when a match is ended for cause, such as conflict/issues or that one or both paired members have not been meeting the commitment.

After a match is dissolved, one or both members should most likely have their MA updated to reflect that they are no longer an approved chapter member (see “Withdrawing a Membership Application” on page 9).

1. Log into your chapter portal and navigate to your chapter roster (please refer to “Viewing Your Chapter Roster” on page 2 for more details).
2. Locate the match to be ended on the roster grid; in the far right hand column, click on the “Dissolve Match” action button.
3. When the match has been ended successfully, you will see a confirmation pop up; the match will no longer be reflected the active chapter roster, and the match will also be listed on the roster page under “Dissolved Matches.”

If a match is incorrectly dissolved by accident, you can remove the match from the “Dissolved Matches” list by clicking on the “Un-dissolve Match” action button; note: un-dissolve will remove the selected match from the list of matches that have been dissolved, but it will not re-match the buddy pair that was erroneously ended; in this case, matches must be re-registered manually using the BBO matching tool (see “Making Matches” on page 8).

Renewing a membership application
If a returning member has submitted not yet completed an MA for the new program year, and was an approved member during the previous program year, chapter admin users can renew their MA on behalf of that user (note: it is the responsibility of the chapter admin user to obtain participants consent prior to renewing an MA, as well as parent/guardian consent as necessary; this can be done using a printable consent form, which can be found under Resources).

1. Log into your chapter portal and navigate to the Member Applications page (please refer to “Viewing Membership Applications” on page 4 for more details).
2. Click on the “Search Member Applications” bar to reveal the search tool, then change the “Program Year” field to the previous program year and click on the “Go” button; this will pull a list of MAs from the previous program year.
3. Find the desired member’s MA on the MA table; in the far right hand column, click on the “Renew MA” action button to open MA renewal tool (note: MA status must have been “Approved” for the Renew MA button to appear).
4. Complete the MA for the member, which will be pre-populated with the personal information listed on the member’s MA from the previous program year; if any information has changed in the last year, including member role, please be sure to update before submitting.

Editing a membership application
If errors were made on a submitted MA, the “Edit MA” function allows chapter admin users to update MA information.

1. Log into your chapter portal and navigate to the Member Applications page (please refer to “Viewing Membership Applications” on page 4 for more details).
2. Find the desired member’s MA on the MA table; in the far right hand column, click on the “Edit MA” action button to open the “Edit MA” pop up window.
3. The edit window will allow users to update MA data for the selected applicant/member; note that data is segmented into several different tabs at the top of the Edit MA window.
4. Click “Save” to submit your changes.

Exporting membership applications
The “Export to Excel” function allows users to export MA data for all chapter members or a selected group of members (based on search criteria) to an Excel spreadsheet. These reports will allow you to view most of the member data submitted on the MA, such as contact information, member role, demographic information, and parent information.

There are two reports to choose from. 1) The “Kintera report” is only a partial list of data from the MAs, which is pulled based on Best Buddies International’s needs for our database (called Kintera) and includes all member contact information. 2) The “Export to Excel” pulls all of the data entered into the MA. To access these reports:

1. Log into your chapter portal and navigate to the Member Applications page (please refer to “Viewing Membership Applications” on page 4 for more details).
2. Optional – click on the “Search Member Applications” bar to reveal the search tool; this will allow you to filter the results of your search to only list members of a certain type (e.g. only associate members); you can skip this step to export all MAs.
3. Click “Export to Kintera Excel” or “Export to Excel” action buttons at the top of the page; your browser will prompt you to save or open the file, we recommend choosing save.
4. Note: when opening the saved spreadsheet, you will receive a warning message; indicate “Yes” when asked if you trust the source of the document; this is a known issue with saving to Excel from the web.

Retrieving Member Information

Member login information
If a member is having trouble locating and accessing their portal login information for any reason, this information can be retrieved by a chapter admin user. To look up a member’s login information:

1. Log into the portal as a chapter admin user.
2. Under “Manage Members” on the portal menu, click on “Member Applications” to view a list of all MAs submitted for your chapter.
3. Find the MA needed (use Search MA tool if needed).
4. After MA is located on the table, go to the far right column and click “View/Print” - MA will be opened in new window.
5. On the MA, under “Your Information” section, appears the login information.
   a. User Name – listed just after applicant’s name.
   b. Password – hidden as asterisk; click “SHOW” to view the password.

Viewing matching surveys
Matching surveys are to be completed by each member that would like to be matched in a one-to-one friendship. This form consists of questions designed to assist with the matching process. See MATCHING SURVEY section of the BBO User Guide – Member Edition for information on accessing and completing the matching survey.
Matching survey data can be accessed by chapter admin users on the “Member Roster” page as part of the member’s MA (see “Viewing Member Applications” on page 3 for more details). This information is also accessible for all unmatched members on the “Match Members” page.

**Viewing buddy profiles**
Buddy profiles are completed by buddy participants during the MA process. The buddy profile for each buddy member can be accessed only by those with chapter admin access and by the peer buddy/college buddy with whom they are matched. This is confidential information, but is important medical information that should be reviewed by the chapter leaders. Chapter admin users can access this information as follows:

1. Log into chapter portal as a chapter admin user.
2. Under “Manage Members” on the portal menu, click on “Member Roster.”
3. Link to the Buddy Profile will appear next to each Buddy’s name.
4. Print preview option for the individual buddy profiles appear at the bottom of each buddy profile.

Alternatively, buddy profiles can also be viewed as a part of the MA, but will be presented with all of the information on the MA. Connecting to the buddy profile from the roster page will present only the buddy profile information without the rest of the MA. If the chapter needs to pull all of the buddy profile information into one spreadsheet, this should be done following the "Download reports on multiple or all MAs" instructions in the “membership application” section of the *BBO User Guide – Chapter Admin Edition*.

**Chapter Calendar**
The BBO calendar is used to record all chapter activities, chapter meetings, officer meetings, and fundraisers; posting all events and meetings here is required for all chapters. All chapter members can view the calendar, but only chapter admin users can create new events or edit calendar events. All events and meetings must be posted on the chapter calendar in order to be reflected on the chapter mid year and end year reports.

**Viewing and navigating the calendar**
1. Log into the portal as a chapter admin user.
2. Under “Calendar” on the main menu, click on “View Calendar.”
3. You can change the calendar view between day, week, month and timeline by clicking the buttons on the top bar of the calendar.
4. NOTE: if the TIMEZONE for the calendar is incorrect, notify your PM so this can be fixed.
5. Scroll ahead or back on the calendar with the arrows on top bar of the calendar; the “TODAY” button will take you to the current date.
6. Scroll to most recent previous event and to the next event on the calendar from the selected date by clicking the grey arrow buttons that appear half way down the calendar page.
7. Also see “Calendar menu” instructions below for more calendar viewing and navigation options.

**Calendar context menu**
1. When viewing the calendar, access the calendar context menu by right-clicking anywhere on the calendar screen.
2. Calendar navigation options include:
   a. “Go to date” – pop up will allow for entry of a specific date.
b. “Go to today” – to jump to current date.
c. From week or month views “Go to this day” will change to the day view for the selected date.
3. Hover on “Change View To” to change view to day, week, month or timeline options.
4. See “Posting Calendar event” for other menu options.

Posting calendar events
1. Log into the portal as a chapter admin user.
2. Under “Calendar” on the main menu, click on “Add Calendar Event”.
3. Click on the selected posting option to bring up the pop up for posting a calendar event:
   a. EVENT NAME: title/event description that will post on the calendar and the summary of calendar events on the portal homepage.
   b. LOCATION: location of event – more details/directions can be provided elsewhere.
   c. EVENT TYPE: options – chapter/officer meeting, chapter activity, fundraiser, reminder; this is a critical field because it categorizes your events and meetings for the mid year and chapter end year reports. If they are not correctly labeled, they will appear in the wrong listing on these reports; note: reminders are used to remind members of upcoming deadlines or staff visits, and will NOT be pulled into event sections of mid year or chapter end year reports.
   d. START TIME: Date can be entered manually or from a calendar by clicking the down arrow, it is defaulted to the date selected on the calendar page; Time is entered manually.
   e. END TIME: Date can be entered manually or from a calendar by clicking the down arrow, it is defaulted to the date selected on the calendar page; time is entered manually.
   f. Any calendar event can be made an “All day” event with no start or end times by clicking the “All day event” box.
   g. CHAPTERS: each chapter can only post to their own calendar; program managers can post to multiple calendars, so if a chapter would like to invite or include another chapter on one of their events, contact the program manager to post to those chapter calendars.
   h. BOX: the large empty box is for posting more details for an event such as directions or request for chapter members to bring food or equipment.
   i. Any calendar event can be made into a recurring event by clicking the “Recurrence” box – clicking this box will bring up options for creating a recurrence of the event – each option of daily, weekly, monthly, yearly has different options for posting recurrences.

Edit calendar events
1. Go to the selected event posting on the calendar page (see “Viewing and Navigating the Calendar” section above) and right-click for the calendar context menu.
2. Menu options:
   a. OPEN: brings up the same pop up as seen for posting an event to edit time, details, etc.
   b. LABEL AS: label the event as chapter/officer meeting, chapter activity, or fundraiser.
   c. DELETE: delete the event from the calendar.

Delete calendar events
1. Go to the selected event posting on the calendar page (see “Viewing and Navigating the Calendar” section above) and right-click for menu.
2. Delete directly from Menu options or Delete from the calendar pop up by clicking OPEN from the menu.

**Friendship Updates**

Friendship updates are monthly reports detailing the contacts made and activities attended by each buddy pair over the past month. *Each buddy pair is required and expected to provide this information to document that they are meeting their commitment to their buddy in order to remain in good standing with their chapter.*

The friendship update happens each month in two phases:
1. **The buddy pair friendship update (BPFU):** the report made by each buddy pair throughout the month. These are due for their final update on the 1st of each month for the previous month. See the “Friendship Updates” section of the *BBO User Guide: Member Edition* for individual buddy pair friendship update instructions.
2. **The chapter friendship update (CFU):** this report, accessible only to chapter admin users, combines all of the BPFUs submitted in a given month into a single form; this form is submitted via BBO to the PM assigned to your chapter; CFUs for the previous month are due on the 5th day of the current month.

*It is the responsibility of the chapter leadership to ensure that each buddy pair completes a friendship update every month; the chapter leadership must also submit the chapter friendship updates via BBO monthly.* For further information on utilizing friendship updates, supporting friendships, and dissolving matches when needed, see the Best Buddies College/High School/Middle School Program Manuals.

**Chapter friendship update**
The CFU is combines all of the BPFUs submitted by your chapter. Each month, it is your responsibility as a chapter leader to review these updates and to ensure that all of the BPFU data for matched buddy pairs in your chapter is complete and accurate before submitting to your PM.

1. Log into the chapter portal as a chapter admin user.
2. Under “Friendship Updates” on the portal menu, click on “Chapter Friendship Update” to access the CFU screen.
3. Note: check the “Month” dropdown at the top of the CFU page to make sure that you are viewing updates for the correct month.
4. Review all submitted buddy pair friendship updates; if any information is incomplete or inaccurate, please follow up with the buddy pair to have them update this information; you may also update this information yourself, if you have access to that information.
5. Click “Save to Draft” to save your progress, if needed, until all buddy pair data is complete and accurate.
6. Click “Submit Final” to submit the CFU to your program manager.

**Batch update**
This feature of the chapter friendship update allows chapter admin users to update the friendship update data for all buddy pairs who have not yet submitted a buddy pair friendship update.

1. Log into the chapter portal as a chapter admin user.
2. Under “Friendship Updates” on the portal menu, click on “Chapter Friendship Update” to access the CFU screen.
3. Click the “Batch Update” button at the top of the screen to launch the batch update pop up window.
4. In the batch update window, specify the number of weekly contacts and one-to-one activities you would like to insert for all buddy pairs who have not yet submitted a buddy pair friendship update.
5. If there are matches who did not achieve the same weekly contact or activity as the rest of the chapter, please update these buddy pair updates manually after completing the batch update and before submitting the CFU to your PM.

Managing Portal Content

Photo gallery
Each chapter portal homepage includes a photo gallery feature. Chapter admin users can choose to embed a photo gallery from a third party online photo service (Flickr, Photobucket, and Picasa) or they can upload up to 5 photos directly to BBO.

Note: using a third party photo service will allow users with smartphones to share photos directly to the chapter photo album using the Flickr, Photobucket, and Picasa apps.

Embedding a Flickr/Photobucket/Picasa album
1. Log into the chapter portal as a chapter admin user.
2. Under “Manage Content” on the portal menu, click on “Photo Gallery.”
3. Choose the appropriate photo service from the “Photo gallery provider” menu.
4. Follow the provided instructions on how to input the URL for your web album.
5. It is strongly recommended that you create a chapter account for use with the chapter portal, instead of using a personal account; a space is provided here to note the login information for the chapter account for your reference.

Uploading photos to BBO
1. Log into the chapter portal as a chapter admin user.
2. Under “Manage Content” on the portal menu, click on “Photo Gallery.”
3. Choose the BBO photo gallery from the “Photo gallery provider” menu.
4. Click the “Add New” button.
5. Click “Browse” and search for the image file on your computer; select the image file from computer and click “Open”
6. Include both an image “title” and “description,” as these fields are required.
7. Click “Save” when complete.
8. Click “Edit” to edit the title and description of the image.
9. Click “Delete” under the image to remove the image; note: if you have already uploaded 5 images, you will need to delete an existing image in order to add a new photo.

Chapter announcements
The chapter announcements section of the chapter portal is an online bulletin board that allows users to include custom content on their chapter portal homepage. This custom content can include event announcements, embedded photos/slideshows/videos, links to relevant external websites and more. To edit your chapter announcements:
1. Log into the chapter portal as a chapter admin user.
2. Under “Manage Content” on the portal menu, click on “Announcements” to open the announcements editor.
3. Type your announcements into the announcements editor; when you are done, click “Save” to commit changes to the portal homepage.
**Leadership Selection**

Each spring, each chapter must identify incoming chapter leaders for the upcoming program year. The CP/CBD applications and officer applications in the chapter portal are used to screen and select incoming leaders. For more instructions on how to access and submit the CP/CBD/officer applications on BBO, please see the *BBO User Guide: Member Edition*. As part of the leadership transition plan from one program year to the next, it is the responsibility of the current chapter leadership to review submitted applications.

Note: the CP/CBD application and officer applications do not replace the MA; selected officers must still complete an MA for the next academic year, and their MA must be approved with the appropriate member role for the selection to take effect.

**Manage Chapter President/College Buddy Director applications**

Use the CP/CBD application each spring to identify and select chapter leaders for the upcoming program year. *Selecting an incoming CP/CBD using BBO is required for all high school and college chapters.*

1. Log into the chapter portal as a chapter admin user.
2. Under “Leadership Selection” on the portal menu, click on “Manage CP/CBD Applications” to review all submitted applications; this page will display a table listing each submitted CP/CBD applicant for your review.
3. The current CP/CBD and at least one chapter advisor should review all submitted applications and accept or decline to provide a digital signature by clicking “Accept” or “Decline” in the far right hand column:
   a. Accept – this indicates that you have agreed to sign the CP/CBD application and that this candidate should be considered for the position; this does NOT indicate that you plan to select this applicant as the CP/CBD; you will also have the opportunity to include comments for your program manager to help inform their decision.
   b. Decline – this indicates that you do NOT agree to sign the CP/CBD application; this is appropriate in cases where you feel that the candidate should be removed from consideration as CP/CBD for any reason. When declining to sign an application, please include comments for your program manager. Please note that declining an application will not prevent the PM from selecting an applicant that was declined by the current CP/CBD or advisor.
4. Once you have signed a CP/CBD application, the application with your comments will be reviewed by your program manager for final selection; please note that the final selection is exclusively the decision of the Best Buddies staff.

**Manage officer applications**

Use the officer application each spring to identify and select members of the officer corps for the upcoming program year. *Note: this online form is provided as a resource to chapters and is NOT a required form.*

1. Log into the chapter portal as a chapter admin user.
2. Under “Leadership Selection” on the portal menu, click on “Manage Officer Applications” to review all submitted officer applications.
3. This page will display a table listing each officer applicant and the status of their application; click on the “Change Status” action button for the selected applicant in the far right hand column to launch the officer application status pop up window.
4. When you have reviewed the application, you can change the status to “Reviewed.”
5. When you have interviewed the applicant, you can change the status to “Interviewed.”
6. If an applicant is not going to be selected for an officer position, you can change their application status to “Not Selected.”

7. When you have determined which applicant will be selected for a given officer position, change the application status to “Selected” and choose the appropriate officer position, then click “Save.” Note: officer selections made using the officer application will be automatically reflected in the chapter end year report and on the MA approval pop up.

**Chapter Mid Year and End Year Reports**

Chapter Mid Year and End Year Reports are required reports from each chapter to Best Buddies. They provide the chapter with the opportunity to share their successes and provide feedback to Best Buddies regarding the program. To access and submit these reports:

1. Log into the chapter portal as a chapter admin user.
2. Under “Reports” on the portal menu, click on “Mid Year Report” or “End Year Report”
3. Follow the instructions on the report form and check to make sure that the information provided is complete and accurate. Note: both reports populate largely from portal information, including the roster, calendar, and friendship updates; it is strongly recommended to keep the portal updated throughout the year to minimize the need to fill in the blanks at report time
4. Both reports can be saved to draft, which allows you to complete the form incrementally. It is highly recommended to save your report after completing each section to ensure that you do not lose any of your work.
5. When you have completed the report, click on the “Submit” button to turn in your final report. Once the report is listed as “submitted,” no further edits can be made to the report. Note: if you or your program manager determines that the report requires more work, the report can be returned to the chapter for further edits; contact your program manager for assistance.

**Program Year Transition**

For the purposes of BBO, the program year runs from from July 1 through June 30 each year. When the program year changes on July 1, all portal data from the previous program year is archived and the chapter portal will reset for the new program year. All portal data from the previous year is still accessible by changing the program year. **NO ACTION is required to “clean up” or clear information from the portal from one academic year to the next.**

Thank you for using BBO!