

# Match Support and Expectations: A Culture of Communication



In order to be a successful match, all parties must communicate regularly with Big Sisters of Greater Racine, Inc.

**Regular, ongoing contact with Big Sisters of Greater Racine is a requirement of the program, and failure to maintain open communication with our staff may result in match closure.**

Our Director of Volunteers is the only paid staff - a part-time employee with varied hours who will provide ongoing support, training, and advice on a case-by-case basis.

We encourage open and frequent communication but due to time limitations and a varied schedule, **here are some tips to stay in touch:**

- **Email** – Email is the best way to stay connected with Big Sisters of Greater Racine.
- **Afternoons/early evening** work best.
- **Voicemail** – If you call and need to leave a voicemail, leave enough details to move forward with your issue or to set up a phone call or in-person meeting in the near future.

## **Annual Connection Expectations:**

- **Face-to-Face meetings** – All matches must attend at least one Big Sisters sponsored event, fundraiser, annual banquet, or holiday party each semester of the school year (First semester: August-December, Second semester: January-May). If you can't make it to at least one event each semester, then a match meeting will need to be arranged with the Director of Volunteers in order to stay in our program.
- **Written surveys** – Mandatory online surveys may be completed online.
  - Strength of Relationship – Bigs, Littles, Parents
    - An annual survey to let us know how your match relationship is going.
  - Little Sisters Outcomes Survey – Littles, Parents
    - Help us create evidence-based facts and figures to show the positive impact that Big Sister of Greater Racine has on our Little Sisters and in our community.
  - Activities and Events Survey – Let us know about your event experience and how we can improve future events. This will also be a great opportunity to tell us what events you would like to do with your match, both one-on-one and with the group at large.
- **Update contact information, photos, and insurance**
  - **Items needed for every Big, Little, and Parent/Guardian:** Mailing and Home address, email address, and preferred phone number.
  - **Littles:** Must provide current school and grade at all times.
  - **Bigs:** Must provide a photo/proof of car insurance and driver's license each year.
  - **Provide a new match photo every year.**

### **How often should you meet with your match?**

In a Pandemic-free world, Big Sisters are expected to make face-to-face contact with their Littles twice per month for three to five hours at a time. Many matches meet more often than others, depending on availability.

However, due to Covid, our “new normal” is constantly changing and all of our Bigs need to adapt in order to maintain their relationship.

Again, it’s important for you to be a consistent and reliable friend to your match. As the Little Sisters grow, so does the relationship. If you get to the point where you can’t regularly connect with your match twice a month, it may be time to close the match.

### **How can I stay connected with Big Sisters of Greater Racine?**

BSGR provides a number of ways for matches to stay informed about activities, events, and ticket opportunities.

**Match Monday** – Weekly match support emails sent to Bigs, Littles, and Parents/Guardians throughout the school year and monthly during the summer. During pandemics or outbreaks, we will try to send them weekly with virtual ideas, resources, activities, opportunities, and match support.

**News for Twos** – Our quarterly eNewsletter is provided by our Board of Directors. This information is geared toward our entire audience of volunteers, parents, littles, alumnae, donors, and supporters.

**Mail** – Invitation to special events, donation solicitations, impact reports/updates, and thank you notes and stewardship may be mailed

**Website** – [www.bigsistersracine.org](http://www.bigsistersracine.org)

**Bigs Only Facebook Group** – <https://www.facebook.com/groups/356594318358121>

#### **Social Media:**

- Facebook - [facebook.com/BSGRI](https://www.facebook.com/BSGRI)
- Instagram - [instagram.com/bigsistersracine](https://www.instagram.com/bigsistersracine)
- LinkedIn - [linkedin.com/company/big-sisters-of-greater-racine-inc](https://www.linkedin.com/company/big-sisters-of-greater-racine-inc)
- YouTube - [youtube.com/channel/UCDA5PHexXCupCzltzFEk4hw](https://www.youtube.com/channel/UCDA5PHexXCupCzltzFEk4hw)

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**Email** – [director@bigsistersracine.org](mailto:director@bigsistersracine.org)

After the match is made, Big Sisters of Greater Racine supports our matches by regularly contacting them with support, events, advice, training, and positive reinforcement. Our focus is to help all matches develop healthy, fun, and lasting friendships.