

# What to Expect from Your State Staff Teammates

**Special Olympics**  
Pennsylvania



SOPA's core values apply to all of us – staff and volunteers alike. We should all strive to live them each and every day. These core values are:

**Health and Fitness**  
**Respect**

**Inclusion**  
**Sportsmanship**

**Passion**  
**Teamwork**

It is in a spirit of teamwork that we are outlining here a set of guidelines and standards for what you can and should expect when interacting with your fellow teammates on staff.

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1. We believe everyone is involved with Special Olympics PA because they believe in our mission and want to support our athletes. We will approach each interaction with that belief at the forefront, and we will work together in a spirit of trust, respect and collaboration.
  2. Every member of the SOPA team is valued – athletes, family members, staff, and volunteers. The incredible dedication of our volunteers is recognized and appreciated. As staff, we will “go the extra mile” to support and assist volunteers in helping them be successful in their roles.
  3. We will earn each other's trust and we will act with integrity – we will do what we say we're going to do.
  4. Communication, Collaboration, and Responsiveness:
    - Voicemails and emails will be returned within 48 hours (or acknowledged with an update on what follow up is needed as well as expected turnaround time).
    - Out of office messages will provide an alternate contact person or information on how to get in touch (ie: cell phone).
    - Field Directors will attend at least 2 management team meetings in person each year. Field Directors will schedule and initiate monthly update calls with Local Program Managers at mutually agreed upon dates/times.
    - Listening is an essential part of good communication. We will listen to understand your needs, concerns, and ideas.
    - We will be honest with each other. We will be forthright in sharing concerns and dealing with problems. But, we will never engage in personal attacks.

5. General Resources and Information Sharing. We will provide resources and information in a centralized/streamlined manner to make it as easy as possible to stay up to date and find information that is needed.
  - Monthly Updates (MU) will be added online within the first two weeks of each month (<https://specialolympicspa.org/monthly-updates>). An email notification will be sent to all Program Management Team Members alerting them that new content is available.
  - The “Resources” and “Vsys Tips & Info” areas on the SOPA website will be updated with new resources as they become available. You can access these areas as well as other useful info from the **Volunteer Center** at (<http://www.specialolympicspa.org/ways-to-help/volunteer/volunteer-center>).
6. Competition information will be sent out at standard intervals to help volunteers know when to expect things and to allow adequate time to prepare:
  - Sectionals – 6 weeks prior to event
  - State Events – 8 weeks prior to the event
  - Coach handbooks, delegation rosters, scratch/activation/score update forms – 2 weeks prior to event
  - Invoices from the event – 6 weeks post event
    - The Event Calendar on SOPA website will be kept up to date with deadlines for all events (<https://specialolympicspa.org/events/events-calendar>)
  - Deadline reminders:
    - One week prior to all deadlines, competition staff will send a reminder
    - 2 days prior to all deadlines Field Directors will send deadline reminders

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If you ever encounter a situation where you believe a staff member has not followed these guidelines or acted in accordance with these standards, we want to know about it and we want to correct any shortcomings. First, attempt to address the issue with the individual staff member involved. Please be as specific as possible when outlining any concerns to enable us to best address the issue. After doing so, if the situation is still not resolved to your satisfaction, please bring it to the attention of one of the following individuals:

- Clare Walsh Miller, SVP of Programming (for all sports, training, field department related matters or anything not falling under one of the departments listed below) [\[cwalshmiller@specialolympicspa.org or 610-630-9450 x235\]](mailto:cwalshmiller@specialolympicspa.org)
- Tim Kerrihard, Chief Development Officer (fundraising, communications, PR matters) [\[tkerrihard@specialolympicspa.org or 610.630.9450 x229\]](mailto:tkerrihard@specialolympicspa.org)
- Susan Wyland, VP of Finance and Administration (finance matters) [\[swyland@specialolympicspa.org or 610-630-9450 x239\]](mailto:swyland@specialolympicspa.org)

After addressing the matter with one of the individuals listed above, if you are still not satisfied, please contact Matt Aaron, President and CEO at [maaron@specialolympicspa.org](mailto:maaron@specialolympicspa.org) or 610-630-9450 x227.