

The Family YMCA

Volunteer Handbook



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

October 2020

OUR BRAND PROMISE

The Y is a powerful association of men, women and children of all ages and from all walks of life joined together by a shared passion: to strengthen the foundations of community. With a commitment to nurturing the potential of kids, promoting healthy living and fostering a sense of social responsibility, the Y ensures every individual has access to the essentials needed to learn, grow and thrive. Anchored in more than 10,000 neighborhoods around the country, the Y has the long-standing relationships and physical presence to not just promise but to deliver lasting personal and social change.

OUR VALUES

Our core values unite us as a movement with a common cause. They are the shared beliefs and essential principles that guide our behavior, interactions with each other and decision-making. The four values of the Y are:

Caring is accepting others. It is being compassionate, generous, sensitive and thoughtful.

Honesty is shown through integrity, fairness and sincerity in words and deeds. It is being trustworthy and trustful.

Respect is acknowledging the inherent worth in oneself and others. It is treating others fairly and justly.

Responsibility is being accountable for one's behavior, obligations and actions. It is doing what is right.

OUR VOICE

We use the word "voice" to describe the way our brand looks and sounds. The following terms describe the tone of all our communications, including verbal:

Determined

Nurturing

Genuine

Hopeful

Welcoming

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VOLUNTEER GENERAL INFORMATION

Volunteers are the backbone of the Y. Volunteers not only founded the Y, but also operated it in its entirety in the early days. The involvement today of thousands of talented, committed individuals greatly extends the range, quality and variety of Y programs.

The Y defines a “volunteer” as anyone who, without financial compensation or expectation of compensation beyond reimbursement of out-of-pocket expenses, performs a task at the direction of and on behalf of The Family YMCA.

Volunteer Records

In order to keep your volunteer records current, you should notify the supervisor of the department you are volunteering in of changes to your name, address, phone number, email address or emergency contact information.

Background Screening

Because the Y strives to provide a safe environment for children and youth, volunteers are required to authorize a background screening.

Arrest & Criminal Conviction of a Volunteer

A volunteer is required to report an arrest or criminal conviction to the Y. The report should be made promptly: within 5 days of the arrest or conviction or prior to any additional volunteering, whichever comes first. The report must be made in writing to the department supervisor, HR Specialist and the CEO. The report must include the exact charge or conviction, the location or court and the date of the arrest or conviction. Failure to report arrests or conviction as required will be considered grounds for termination of volunteer services.

Photo Release

During your volunteer work with the Y, any photos taken of you may be used in future promotional materials.

Benefits

Financial assistance is available to volunteers who may find it difficult to pay our standard membership and program fees. We provide subsidies based on income and individual need. Applications are available at member services.

The Y does not provide insurance or related benefits to volunteers. The Y does not offer free memberships to volunteers. Volunteers may not trade their time for free or reduced cost in program participation.

Use of Supplies and Equipment

Supplies and equipment, including copy machines and postage meters, are for YMCA business use only.

Security of Personal Belongings

We encourage you to lock valuable personal belongings in a locker or in the trunk of your vehicle during your time of volunteer service. The Y is not responsible for lost or stolen items.

Missing a Shift

If you are unable to make a scheduled volunteer time, please advise your department director asap. If you cannot reach your department director, please notify another appropriate administrator.

Tracking of Volunteer Hours of Service

In order to keep an accurate record of your volunteer time of service, you must report your time to the department supervisor each time you volunteer. Check with your supervisor for appropriate forms to record your hours.

YMCA Information

Information regarding membership lists, participation fees, donors, financial aid, planning, medical conditions and other information is confidential and should be kept within the Y and must not be shared.

CODE OF CONDUCT

1. Volunteers will interact with participants, other volunteers and staff with respect and consideration, treating everyone equally regardless of sex, race, religion, culture, or sexual orientation.
2. Volunteers will portray a positive role model and act in a caring, honest, respectful and responsible manner, maintaining an attitude of patience, courtesy, tact and maturity.
3. While the YMCA does not discriminate against an individual's lifestyle, it does require that volunteers abide by the standards of conduct set forth by the YMCA in the performance of their job
4. Volunteers will appear clean, neat, and appropriately attired.
5. Volunteers will report to work on time as scheduled or notify supervisor.
6. Volunteers will not falsify any YMCA records.
7. Volunteers will carry out required assignments and follow instructions.
8. Volunteers must be free of physical and psychological conditions that might adversely affect participants' physical or mental health.
9. Volunteers will not discuss confidential matters with anyone outside of the YMCA or any one unauthorized. Lists of participants, confidential materials, and restricted information will not be removed from the facility or discussed with or shown to anyone under any circumstances without authorization.
10. Volunteers will not gossip while in the YMCA.
11. Volunteers will not carry weapons on YMCA property or into YMCA programs.
12. Volunteers will not steal, or attempt to steal YMCA property, or the property of its members or participants.
13. Volunteers will not intentionally destroy YMCA property or property where YMCA programs are held, or advocate or participate in unlawful seizure of YMCA property or property where YMCA programs are held.
14. Volunteers will not be on YMCA property during closed hours without authorization from the CEO.
15. Volunteers will not use the internet inappropriately.
16. Volunteers will notify the YMCA of a conviction or arrest.
17. Volunteers will not use profanity, abusive language, tell inappropriate jokes, or share intimate details of personal life in front of members, participants, staff or volunteers.

18. Volunteers will not smoke or use tobacco in the presence of participants. Smoking in and around the YMCA facility and programs is prohibited.
19. Volunteers will never report to the Y under the influence of alcohol, intoxicants or drugs. The possession, use, manufacturing, or distribution of illegal drugs, alcohol and/or prescription drugs within the programs, activities and premises of The Family YMCA, and other facilities where YMCA programs are held is prohibited. *Off-the-job* illegal drug activity, as described above, or alcohol abuse, including illegal alcohol use, will not be tolerated.
20. Volunteers will refrain from intimate displays of affection towards others during working hours.
21. Volunteers will not engage in sexual, religious, racial, ethnic, or any other kind of harassment towards members, participants, volunteers or other staff.
22. Volunteers will not abuse participants, other volunteers or staff in any of the following manners: physical abuse - striking, spanking, shaking, slapping; verbal abuse - humiliating, degrading, threatening; sexual abuse - inappropriate touching or verbal exchange, molestation, indecent exposure; mental abuse - shaming, withholding love, cruelty; neglect - withholding food, water, basic care, etc. Any type of abuse will not be tolerated and may be cause for immediate dismissal.
23. Volunteers will respect participants' rights not to be touched in ways that make them feel uncomfortable. Other than diapering, staff will not touch areas of participants' bodies that would be covered by a bathing suit.
24. Volunteers will read and sign all policies related to preventing, identifying, documenting, and reporting child abuse, and attend trainings as assigned.
25. Volunteers ages 18 and over will not date participants ages 17 and under.
26. Volunteers will not transport participants ages 17 and under in their own vehicles.
27. Volunteers ages 18 and over will not be alone with participants ages 17 and under outside of the YMCA. This includes babysitting, sleepovers, and inviting youth to staff's home. Volunteers ages 17 and under will not be alone with participants ages 12 and under outside of the YMCA. Any exceptions require a written explanation before the fact and are subject to administrative approval.
28. Volunteers will never leave participants ages 12 and under unsupervised
29. At no time during a YMCA program will a YMCA volunteer age 18 and over be alone with a participant age 17 and under. At no time will any YMCA volunteer be alone with a participant 12 and under.
30. If working with children, staff must use positive techniques of guidance, including redirection, positive reinforcement and encouragement rather than criticism, competition and comparison.
31. If working with children, volunteers will conduct a health check of each participant each day, noting any fever, bumps, bruises, burns, etc. Questions or comments will be addressed to the participant or the participant's parent/guardian in a non-threatening manner. Any questionable marks or responses will be documented.
32. If working with children, volunteers will not release youth ages 12 and under to anyone other than an authorized individual on file with the YMCA.

I understand the above list is illustrative of the type of conduct that is expected, but not inclusive of all conduct that is not tolerated. I understand that any violation of this Code of Conduct may result in my being released by the Y as a volunteer.

SUBSTANCE/ALCOHOL ABUSE

It is the policy of The Family YMCA to ensure a healthy and safe environment free from substance use/abuse within the programs, activities, and premises of the YMCA in accordance with its mission statement to promote wellness in spirit, mind and body. The possession, use, manufacturing, or distribution of alcohol and illegal drugs and the illegal possession, use, or distribution of prescription drugs within the programs, activities and premises of The Family YMCA, and other facilities where YMCA programs are held, will not be tolerated. Illegal actions will be reported to the Los Alamos Police Department and to the offices of Drug Enforcement.

Off-the-job illegal drug activity or alcohol abuse could have an adverse effect on a volunteer's job performance and could jeopardize the safety of other employees, volunteers, the public, association equipment, and the YMCA's relations with the public, and therefore, will not be tolerated. Under no circumstance should any of our volunteers possess, use, manufacture, or distribute illegal drugs outside of work hours. Under no circumstance should any of our volunteers be illegally using or illegally under the influence of alcohol. Volunteers who violate this policy are subject to disciplinary action, including dismissal.

Each individual associated with The Family YMCA will assume personal responsibility for his/her own actions. Anyone with knowledge of illegal possession, use, manufacturing, or distribution of illegal drugs or alcohol within YMCA programs, activities, and/or premises is to report the facts of the case to his/her department supervisor or Human Resources, respecting the confidentiality of that communication.

A "zero tolerance" attitude will be enforced. Final decision as to the actions taken based upon the facts of each individual case rests with the President of the Board of Directors and the CEO of The Family YMCA. Any employee may be requested to be tested for substance or alcohol abuse. Results of these tests will be shared with the appropriate YMCA staff and may be used to determine employment or continued employment.

Volunteers suspected of involvement in substance abuse will be relieved of their volunteer duties until official determination of involvement has been completed.

CHILD ABUSE PREVENTION

A principal endeavor of the YMCA is to provide a healthy atmosphere for the growth and development of children. Any suspected or reported child abuse shall be treated in accordance with applicable laws and approved policies. All YMCA volunteers must review a required Child Abuse Prevention training.

Y'S POSITION AGAINST CHILD ABUSE-Addressing the Nationwide Problem of Child Abuse THE FAMILY YMCA MAKES EVERY EFFORT TO PREVENT CHILD ABUSE

Some examples include, but are not limited to:

- A thorough background check, including but not limited to, criminal background checks, references of past employers, personal references, the military, educational institutions, volunteer organizations, civic groups, personal character and extra-curricular activities.
- Convicted or registered sex offenders are excluded from membership, employment, volunteering and program participation at the YMCA. Offenders are not allowed onto YMCA property or to loiter in the

vicinity of YMCA programs and activities.

- The Family YMCA does not condone child abusers and this YMCA will be seeking information in an applicant's background related to child abuse.
- Allegations or suspicions of child abuse are taken seriously and will be reported to the State/local authorities for investigation.
- Programs are structured so that no staff member or volunteer is left alone with children.
- All staff and volunteers must undergo Child Protection Training.
- Periodic interviews and evaluations are conducted with children and parents about day to day experiences, encouraging reports of anything out of the ordinary.
- Staff and volunteers will not fraternize with children outside the programs, including baby-sitting or inviting children home.
- Testing for illegal substances.

The Family YMCA's goals for all programs are:

- To support and strengthen the family unit.
- To help children develop to their fullest potential.
- To deliver the program in a positive YMCA environment of safety, support, and care.

CHILD ABUSE REPORTING PROCEDURES

The YMCA advocates a guidance and discipline policy with an emphasis on positive reinforcement, redirection, prevention, and the development of self-discipline. At no time will the following disciplinary techniques be tolerated: striking, biting, kicking, squeezing, shaming, withholding food or restroom privileges, confining children in small locked rooms, or verbal or emotional abuse.

Affectionate touch and the warm feelings it brings is an important factor in helping a child grow into a loving and peaceful adult. However, YMCA staff and volunteers need to be sensitive to each person's needs (i.e., not everyone wants to be hugged). The YMCA encourages age appropriate touch that helps children develop feelings of trust, security and self-esteem; however, at the same time it prohibits inappropriate touching initiated by an adult for the adult's gratification or any other means of sexually exploiting children.

In the event there is an accusation of child abuse, the YMCA will take prompt and immediate action:

1. The YMCA is mandated by state law to report any suspected cases of child abuse or neglect to the appropriate authorities for investigation. If abuse is reported to staff or volunteers, or probable cause for abuse is discerned, the program director will be immediately notified. If the program director is not available, an appropriate administrator will be notified. The program director (or administrator) will then review the incident with the CEO. This review cannot in any way deter the reporting of child abuse by the mandated reporters. Most states mandate each teacher/coach or childcare provider to report information they have learned regarding suspected child abuse. In most states, mandated reporters are granted immunity from prosecution.
2. The YMCA will file a report in accordance with relevant state or local child abuse reporting requirements and will cooperate to the extent of the law with any legal authority involved.

3. In the event the reported incident(s) involve staff or volunteers, the CEO will, without exception, suspend the staff member(s) or volunteer(s) from the YMCA.
4. The parents or legal guardian of the child(ren) involved in the alleged incident will be promptly notified in accordance with directions of the relevant state or local agency.
5. The incident or alleged offense will be considered job-related whether or not it takes place on YMCA property or during a program because of the youth-involved nature of the YMCA.
6. Reinstatement of the staff member or volunteer will occur only after all allegations have been cleared to the satisfaction of the program director (or administrator), and CEO.
7. YMCA staff must be sensitive to the need for confidentiality in handling information and should only discuss the incident with the program director (or administrator), and CEO.

CHILD PROTECTION

"Participants" refers to all members, program participants, punch card users, community service workers, non-Y maintenance and construction workers, guests and visitors.

- 1) All volunteers must read and sign a code of conduct.
- 2) All volunteers must sign the "Abuse Prevention Agreement," stating they have received and read a copy of this document, "The Family YMCA Child Protection Policies."
- 3) All volunteers working with participants under the age of 18 must undergo a criminal background check.
- 4) All volunteers must review child abuse prevention training powerpoint at least annually. Program directors must maintain a training record of their staff. Formal training will be offered as needed. Training will include:
 - a. Abuse reporting procedures.
 - b. Supervision and bathroom procedures.
- 5) All volunteers who greet and are on call to serve the general public (as opposed to per/class instructors or referees) must wear an ID provided by the Y, which must be returned upon program termination. Class instructors and coaches must identify and introduce themselves to participants. Y volunteer-identifying clothing requirements are set per department and must be returned upon termination.
- 6) Program directors or WCRs must have parents/guardians of participants ages 12 and under read and sign the "Parent Statement of Understanding" form, to be returned and filed with the child's records.
- 7) All participants will be required to show photo identification the first time they register for a program. Participants that have registered for programs prior to October 1, 2005, will also be required to provide one-time photo identification. Verification of participants will be annotated in the Y's computer system.
- 8) All volunteers, staff and participants entering the facility must scan a membership card, wear a staff badge, or sign in and out at the front desk or identify themselves to front desk staff for the purpose of verifying they are volunteers and belong in the building. Parent/ guardian may sign in for youth ages 12 and under.
- 9) Instructors/coaches at **off-site** programs must determine why any unknown individuals are present at the program. Valid reasons for being present include observing the program with an interest in

registering (should not observe more than once) or individuals working without disrupting the class (i.e. PTO preparing for a school bake sale). Los Alamos Public Schools employees may be present at the program site if their presence is necessitated by their duties for LAPS; however, they may not be involved or engaged with Y program participants other than to exchange a brief greeting.

- 10) All participants ages 12 and under working out in the facility must be under the direct supervision of an accompanying adult (age 18 or over). Program participants ages 10 and under must be escorted to and from the program location by an authorized individual and checked in with the instructor/coach. Program participants ages 11 and 12 must be escorted to and from the program location by an authorized individual and checked in with the instructor/coach or have a signed "Walking Permission" form on file with the child's records. A copy of the form will be kept by the instructor/coach.
 - a. Authorized individuals will be recorded on a registration form or liability waiver, to be kept with the child's file and the instructor/coach.
 - b. Authorized individuals that leave a program after checking in a child age 12 and under must sign out the child with the instructor/coach when picking him/her up at the conclusion of the program. Authorized individuals must present a photo ID to the instructor/coach in order to sign out the child, until the individual is known to the instructor/coach.
 - c. Authorized individuals that remain during a program, or who are enrolled in the same program with a child ages 12 and under do not have to sign out the child with the instructor/coach.
 - d. Attendance sheets must be kept for all youth ages 12 and under, and must be returned to the program director.
 - e. Instructors/coaches at **off-site** programs must keep a record of attendance for **all** participants for **all** class meetings/programs/practices to be turned in to program director.
 - f. Participants ages 11 and 12 may sign themselves in and out of programs **ONLY** if a "Walking Permission" form for the program is on file. The form states that a parent/guardian allows the participant to walk to and from the program by him/herself.
 - g. Participants ages 10 and under who are not escorted by an authorized individual, and participants ages 11 and 12 that are not escorted by an authorized individual or do not have a "Walking Permission" form on file will not be allowed entry or to participate in programs after a warning. Questions/concerns regarding participants not allowed into programs will be referred to program directors.
 - h. Youth ages 12 and under participating in **off-site** programs must be signed in and out with the instructor/coach by authorized individual, unless authorized individual remains for the duration of the program/class/practice or is also a participant, or a child ages 10 or 11 has a "Walking Permission" form on file.
- 11) Program participants on **Y property and off site**, ages 12 and under, must notify instructor/coach/counselor if he/she needs to use the restroom. If authorized individual is present and observing or participating, authorized individual must accompany 1 or 4 or more children to the restroom to check/clear it and stand in doorway to wait for children. If authorized individual is not present and it is impossible to accompany the child and if there is a reasonable certainty that the bathroom is vacant due to a late practice, a coach should send one child at a time. Checking and

clearing restroom is policy, however if it is impossible, coach/instructor should send a group of children of 4 with instructions to stay together, then instructor/coach must keep track of time the children are gone. If the children have not returned in an appropriate amount of time, then instructor/coach must check on the children, or send an authorized individual (participating parent/guardian, assistant) to check on children.

- 12) Registered and/or convicted sex offenders are not allowed employment, membership, participation in programs, entry onto Y property, or to loiter in the vicinity of programs and activities.

CONTACT W/ PROGRAM PARTICIPANTS, MEMBERS AND GUESTS WHO ARE MINORS (under the age of 18) Volunteers are prohibited from contacting program participants, members or guests who are minors (under the age of 18) during the volunteer's personal time or outside of YMCA duties. Prohibited contact

Includes, but is not limited to, babysitting, coaching, tutoring, telephone and electronic communication (including texting, emailing, Facebook, Twitter, Instagram, etc.), dating, attending movies, parties, sporting events, transporting a minor in a non-Y vehicle or visiting any residences. Such activities are outside of the scope of a volunteer's duties with the Y. If a volunteer is contacted by a minor participant, it is the volunteer's responsibility to contact his/her department supervisor or Human Resources immediately.

Volunteers shall not provide care (baby-sit) or instruction or develop or maintain relationships with any children or families they meet through Y programs. If a relationship develops or the volunteer has a pre-existing relationship, i.e., for babysitting, notify your department supervisor or Human Resources of the relationship. If the relationship is permitted to continue the family will be required to sign a form acknowledging the family's pre-existing relationship with the volunteer and relieving the Y of any responsibility for the actions of the volunteer with regard to that relationship. A violation of this policy will result in termination of volunteer services.

DRESS CODE AND PERSONAL APPEARANCE

Volunteers should wear appropriate nametags and uniforms (if issued). All volunteers should observe good personal hygiene practices at all times and should endeavor to present a neat, clean, and well-groomed appearance while working. Volunteers are expected to wear clothing appropriate for their work assignment. Excessive tattoos and those not conforming to the Y's mission and values must be covered up. In some cases and work environments, a volunteer may be asked to remove piercings. Y Volunteer attire may not be worn while participating in political activity or behavior that is inconsistent with the Y's values and standards.

HARASSMENT

It is the policy of the Y to expressly forbid any forms of harassment of volunteers and employees. The term "harassment" may include, but is not limited to slurs, jokes, and other verbal, graphic or physical conduct which relate to an individual's race, color, gender, religion, national origin, citizenship, sexual orientation, age or disability. The Y will not tolerate harassment of any Y volunteer or employee by anyone, including any supervisor, volunteer, staff, vendor, or member. Sexual harassment consists of unwelcome sexual advances, requests for sexual favors and other verbal and physical conduct of a sexual nature when (1) submission to such conduct is made either explicitly a term or condition of an individual's employment; (2) submission to or rejection of such conduct by an individual is used as the basis for an employment

decision affecting such individual, or (3) such conduct has the purpose or effect of unreasonably interfering with the individual's work performance or creating an intimidating, hostile or offensive working environment. Subjecting employees to unwelcome sexual conduct as a condition of their employment is prohibited by Title VII of the 1964 Civil Rights Act.

Examples of conduct that may constitute sexual harassment include, but are not limited to explicit sexual propositions, sexual innuendoes, suggestive comments, sexually oriented kidding or teasing, telling sexually oriented jokes, making sexually offensive remarks or engaging in unwanted sexual teasing, subjecting another employee to pressure for dates, making sexual advances or engaging in unwelcome touching such as patting, hugging, pinching or brushing against another person.

All Y employees and volunteers are responsible for helping to ensure that our workplace is free from harassment. Any Y employee or volunteer who believes that he or she has been subjected to harassment by anyone, including supervisors, co-workers, vendors, members, volunteers or visitors are required to bring the matter to the attention of his or her department supervisor, the CEO and HR so that we may investigate and deal with the issue. Employees and volunteers can raise concerns and make reports without fear of reprisal. The Y will investigate all complaints and will endeavor to handle these matters expeditiously, confidentially and in a professional manner so as to protect the offended individual. Confidentiality will be maintained insofar as practical. If an investigation confirms that any harassment has occurred, corrective action will be taken and disciplinary measures instituted, as appropriate, up to, and including immediate termination of employment.

The Y forbids retaliation against anyone who has reported harassment and any such instances will be deemed extremely serious. Any volunteer who is found to have retaliated against an individual reporting an instance of harassment shall be disciplined and is subject to immediate termination of their volunteer services.

SMOKING/TOBACCO/VAPING

The Y provides a tobacco, smoke and vapor-free environment. Smoking, vaping or tobacco use (including chewing tobacco) of any kind is prohibited in any Y facility, program, vehicle, or on any Y property.

SOCIAL MEDIA

Social media includes all forms of public, web-based communication and expression that bring people together by making it easy to publish content to many audiences. This can include, but is not limited to: Facebook, LinkedIn, Twitter, Myspace, Wiki sites, blogging, IM'ing and email.

Discussing the YMCA on Social Media

While your free time is generally not subject to any restrictions by the Y, the Y urges all volunteers not to post information regarding the Y, their jobs, or other employees, guests, customers, or volunteers which could lead to Code of Conduct violation in the workplace or detrimentally affect the Y's image, business, or its employees, members, guests, and volunteers.

Legal and Media Inquiries

Any media or legal inquiries that may come to you through a social media site, or via any other communication such as email or telephone call, regarding the YMCA must be referred to the CEO.

VOLUNTEER TRAINING

Training and development needs will be determined for each volunteer in consultation with their department supervisor, including:

All volunteers are required to view the following PowerPoints:

- Blood Borne Pathogens- [../Volunteers/Vol-Bloodborne%20Pathogen%20Awareness%20Training%2007 ADP .pdf](#)
- Safe Lifting [../PowerPoints/LIFTING%20REMINDERS ADP.pdf](#)
- Child Protection Training [../PowerPoints/Child Protection Training Sep 2018.pdf](#)

All volunteers are required to have the following on file:

- Current Job Application
- Signed Liability Form
- Current Background Check (BGC)-if at least 6 months have lapsed since the last time you volunteered, the BGC will be run again.
- Signed Handbook Receipt/Understanding Acknowledgement

