YMCA OF GRAYS HARBOR

Volunteer Handbook

For Program, Administrative and Support Volunteers

Published 2018

YMCA of Grays Harbor

Volunteer Handbook

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YMCA of Grays Harbor

VOLUNTEER HANDBOOK

"At the heart of this organization, at the heart of its heritage of mind, spirit and body, there is that little element of love that transforms routine work into meaningful activity, that makes a person feel important even when they don't think they are. That's the business of the YMCA. That's what you do when you give your skills and your talents to another generation." *Andrew Young,* from the *YMCA's Seven Rs of Volunteer Development*

100. WELCOME TO THE YMCA

Welcome to the YMCA of Grays Harbor. We're glad you are volunteering with us! We've designed this handbook to provide you and other volunteers with a general source of information about the YMCA of Grays Harbor. Most questions you may have can be answered by your immediate supervisor at the YMCA.

We do want you to know that during your volunteer work with the YMCA, any photos taken of you may be used in future promotional materials.

200. ABOUT THE YMCA

201. Mission:

The YMCA is a worldwide organization that is committed to providing programs that help members and participants develop in spirt, mind, and body.

The mission of the YMCA of Grays Harbor is to expand the fellowship of youth, adults and families in all areas of our community who wish to improve the quality of their own lives and of society.

202. History

The YMCA was founded in London, England in 1844 and came to the United States in 1851. YMCAs spread fast and were soon serving boys and older men as well as young men. After World War I, women and girls became an active part of the YMCA and today over half of all YMCA members and staff are women.

203. Association Goals:

The goals of the YMCA of Grays Harbor are to: provide activities for youth which shape values and encourage life-long community service; and strengthen all families; encourage and support the development of healthy lifestyles; provide older adults with opportunities to create healthy and productive lives for themselves and the community; and, attract diverse individuals who will work together to create a community where all participate.

204. "The Grays Harbor YMCA Way"

"The Grays Harbor YMCA Way" describes the commitments of staff and volunteers at the YMCA:

- *Member Focus* – We provide all participants with the highest quality programs and service and take personal responsibility to ensure that every person is treated with courtesy and has a safe, enriching experience.
- *Environment* – We practice and acknowledge commitment, innovation, good work, personal growth, mutual respect and fairness.
- *Inclusiveness* – We value the capabilities of all people and welcome the diverse participation of all members of our community.
- *Integrity* – We act in an ethical manner in accordance with the YMCA's values:
  HONESTY; CARING; RESPECT; AND RESPONSIBILITY.

205. Partners With Youth

You are strongly encouraged to participate with other volunteers in YMCA special events and the annual Partners With Youth Campaign, the principal fund-raising activity of the YMCA. Each year the YMCA Raises funds to support youth activities and enable participation by those who could not otherwise afford it. Your campaign support can make a real difference to the community.

300. VOLUNTEERING

301. Volunteerism:

Volunteers are the backbone of the YMCA. Volunteers not only founded the YMCA, but 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 YMCA programs.

To avoid misunderstandings, volunteers may not work in an employed position in the same capacity (or a similar capacity) to their volunteer responsibilities.

302. Volunteer Records:

In order to keep your volunteer records current, you should notify your YMCA supervisor immediately of changes to your name, address, telephone number or emergency contact information.

303. Benefits:

The YMCA does not provide insurance and related benefits to volunteers. As an example, there are no insurance plans for volunteers, including no medical, accident, dental, workers compensation, disability, or other coverage. The YMCA does not offer free memberships to volunteers, but may provide reasonable facility use, subject to limits approved by the executive. Volunteers may not trade their time for free or reduced cost program participation.

304. Expenses:

Reasonable expenses incurred by volunteers on authorized YMCA business will be reimbursed subject to prior approval of the volunteer's YMCA supervisor. When required, receipts must be kept and properly submitted with the expense claim.

305. Use of Supplies and Equipment:
YMCA supplies and equipment, including copy machines and postage meters, are for YMCA business use only. Equipment and supplies purchased by or donated to the YMCA belong to the YMCA, and not to individuals.

306. YMCA Property:
Personal locks may not be placed on YMCA property. The YMCA may retrieve, inspect and review both business and personal information and items stored on or in YMCA property, such as computers, diskettes, desks, lockers, cabinets, YMCA vehicles and YMCA-provided housing. You are discouraged from bringing valuables to the YMCA, as the YMCA does not assume responsibility for loss, theft or damage to volunteers' personal property.

Use of Personal Vehicles:
State law requires adequate personal auto liability insurance. Not carrying insurance, or having a high deductible, does not release you from financial responsibility for loss or damage to others should an incident happen. Volunteers may be required to show proof of auto insurance or to have a motor vehicle record check done.

400. SAFETY

401. Safety and Health Rules:
Volunteers are to observe the following safety and health rules and use care to prevent accidents:

- Observe all hazard warning signs.
- Use all safety equipment required for your assignment, including wearing appropriate personal protective equipment for eyes, face, head, hands, and other extremities.
- Know the location of fire/safety exits and evacuation procedures.
- Keep all aisles, walkways, working areas, and emergency equipment free of obstacles.
- Refrain from running, fighting, horseplay, or distracting others.
- Observe safe operating procedures for all equipment; make sure that all guards and other protective devices are in their proper places prior to operating equipment; and operate only equipment for which you are authorized and properly trained.
- Do not wear frayed, torn or loose clothing, jewelry or long unrestrained hair, near moving machinery or electrical equipment.
- Follow proper lifting procedures at all times.
- Use seat belts when driving or riding in vehicles while volunteering for the YMCA.

402. Bloodborne Pathogens:
The YMCA seeks to minimize the risk of exposure by periodically training individuals who may encounter bloodborne pathogens in the course of their volunteer assignment. The YMCA subscribes to the concept of "universal precautions," which means that all human blood or other body fluids must be treated as if it were contagious.

Universal precautions mean that you are expected to use certain procedures and to use personal protective equipment when necessary.

403. Child Abuse Prevention:

A principal endeavor of the YMCA is to provide a healthy atmosphere for the growth and development of children. Thus, the mistreatment or neglect of children, and the resulting severe effects, is of primary concern to the YMCA. Child abuse is mistreatment or neglect of a child by parent(s) or others resulting in injury or harm. Abuse can lead to severe emotional, physical, and behavioral problems. Because of its concern for the welfare of children, the YMCA has developed policies, standards, guidelines, and training to aid in the detection and prevention of child abuse. In addition, all volunteers are screened, and undergo criminal background checks upon engagement or reengagement when their activities involve access to children, developmentally disabled people , and vulnerable adults. Additionally, the YMCA provides training in recognizing, report, and preventing child abuse. Some of the guidelines you are expected to follow are:

- At all possible times, avoid being alone with a single child where you cannot be observed by staff or other adults.
- You may not relate to children who participate in YMCA programs outside of approved YMCA activities. For example, baby-sitting, weekend trips, foster care, etc. are not permitted.
- Dating a program participant under age 18 is not allowed.
- Children may not be disciplined by use of physical punishment or by failing to provide the necessities of care.
- Verbally, physically, sexually, or emotionally abusing or punishing children is not allowed.
- Children may be informed in a manner that is age appropriate to the group of their right to set their own "touching" limits.
- Children should only be released to authorized person.
- Any information regarding abuse or potential abuse should be documented in writing.
- At the first reasonable cause to believe that child abuse exists, it should be reported to your YMCA supervisor or Human Resource Director.
- In the event that the YMCA has reason to believe that a volunteer abused a child, his or her conduct will be reported to the appropriate authorities, and the volunteer's YMCA involvement will be ended.
- Confidentiality of information related to child abuse is crucial and should be limited to the YMCA immediate supervisor and Human Resource Director.

404. Smoking:

The YMCA is committed to providing a smoke-free, safe, and healthy environment. Smoking is not permitted in any of our facilities or property.

500. CONDUCT

501. Misconduct:

Volunteers are expected to behave in a manner which is consistent with the YMCA mission, values and goals. The YMCA does not tolerate misconduct. Some examples of misconduct include:

- Discriminatory behavior or harassment.
- Child abuse, molestation, or indecent exposure.
- Failure to report arrest or criminal conviction, if required to do so.
- Falsification of any YMCA records.
- Theft or willful damage to YMCA property or to the property of others; or the removal of property without permission from YMCA managerment.
- Dishonesty in any form.
- Abusive or profane language.
- Fighting or threatening to harm another person; possession of a weapon.
- Being under the influence of drugs or alcohol on YMCA premises.
- Possessing, distributing or manufacturing controlled substances.
- Horseplay, unsafe or dangerous behavior.
- Violation of any stated rules, or of commonly accepted rules of responsible personal conduct.
- Conduct which does not support the stated purpose of the YMCA.

This list in not inclusive.

502. Harassment:

All individuals at the YMCA are expected to work actively to maintain an environment which is free from unlawful discrimination and harassment, and to conduct themselves in such a way as to ensure that no illegal discrimination or harassment occurs by employees, or other parties, including members, suppliers, and volunteers.

Harassment includes unsolicited remarks, gestures or physical contact; display or circulation of written materials or pictures derogatory to either gender or to racial, ethnic or religious groups. Sexual harassment is a type of harassment and occurs when this type of verbal or physical conduct is sexual in nature or is gender based; that is directed at a person because of their gender.

If you feel you have been subjected to harassment of any kind, you are encouraged to immediately identify the offensive behavior to the harasser and request that it stop. If the behavior does not immediately stop, or if you prefer not to address the behavior directly with the harasser, you should immediately bring the situation to the attention of your YMCA supervisor, branch executive or the Human Resources Director.

503. Conflict of Interest:

Volunteers are expected to refrain from giving the impression that the personal views and positions they express regarding economic, political or religious issues are those of
the YMCA.

504. Political Activity:
Due to Internal Revenue Service regulations for tax exempt organizations such as the YMCA, the YMCA does not permit campaigning for a candidate or other political activities on YMCA premeises, or using the YMCA for political activity. This prohibition includes, for example, wearing clothing or buttons with political slogans, and displaying stickers and other political items at the YMCA.

505. YMCA Information
Information regarding membership lists, participant files, donors, financial aid, planning, medical conditions and other information is confidential and should be kept within the YMCA only with those who have a legitimate need-to-know, as determined by management.

506. Arrest or Criminal Conviction of a Volunteer:
A volunteer is required to report an arrest or criminal conviction to the YMCA, when the volunteer's activities at the YMCA involve children under 16 years old, developmentally disabled people and vulnerable adults. The report should be made promptly, within five days of when the arrest or conviction occurred or prior to any additional volunteering, whichever comes first. The report should be made in writing to the Human Resource Director and include the exact charge or conviction, the location or court and the date of the arrest or conviction. Failure to report arrests or convictions as requuired may be considered misconduct.

507. Volunteer Solicitiation and Distribution:
The YMCA limits solicitations, surveys, petitions, and distributions on its premises. Unrestricted activities of this nature present a safety and security hazard, interfere with normal YMCA operations, and are intrusive and annoying to members and others. Except for legitimate YMCA purposes (e.g., PWY and United Way) *and* with the prior permission of a member of the YMCA management team, volunteers (and other individuals not employed by the YMCA) may not at any time solicit, survey, petition or distribute literature on YMCA owned or operated sites.

508. Alcohol and Drugs:
The YMCA is committed to maintaining an alcohol and drug free environment. This is particularly important since many volunteers are responsible for the safety and welfare of children and youth. Therefore, the YMCA prohibits the use, sale, manufacture or possession of alcohol or drugs (except those properly prescribed by a physician and used in accordance with the physician's instructions) by any volunteer while volunteering for the YMCA, and/or while in any YMCA facility or vehicle. Additionally, alcoholic beverages are not permitted in YMCA facilities and YMCA funds may not be used to purchase alcohol.

600. COMMUNICATION

601. Complaints

If you have a complaint or problem at them YMCA, in most circumstances, the best course of action is to discuss the matter with your immediate supervisor at the YMCA. If your supervisor is unable to resolve the matter to your satisfaction, you should discuss your complaint or problem with the next level of YMCA supervision.

601. Computer Software and Data Use:

Laws about the use of software are very strict. You may not copy YMCA software, or bring a copy of software from home or another place of business and place the software on a YMCA machine.

All data stored on computer disks and magnetic media purchased by the YMCA of Grays Harbor is the property of the YMCA and may not be used for personal reasons.

601. Voice Mail, E-mail and Internet:

Use of data sent and stored on YMCA computer and communications systems is the property of the YMCA, including telephone, FAX, voice mail, electronic mail, and Internet systems, and the messages sent, stored or printed on YMCA equipment. There can be no expectation of privacy in using these systems.

These systems are for YMCA business use. Examples of inappropriate use of these systems include: the use of ethnic slurs, racial epithets, sexually explicit images, messages or cartoons, anything that may be construed as harassment; non-business information such as soliciting or proselytizing for commercial ventures, religious or political causes or other outside concerns.

601. Media Relations:

Communications with media is managed through the YMCA office. Volunteers should refer all media inquiries to the front office.

700. VOLUNTEER TRAINING

701. Safety Related Certifications:

Safety training, including CPR and first aid may be required for volunteers in certain positions. While the YMCA usually makes this training available at no cost to you, you are expected to take personal responsibility to ensure that your required certifications are always current.

Questions?
Consult your YMCA supervisor or Human Resources Director.

Thanks for sharing your time and talent with the YMCA of Grays Harbor!

ACKNOWLEDGEMENT OF RECEIPT

This page serves as an acknowledgement of receipt of your copy of the YMCA's Volunteer Handbook and is to be signed and returned to the Human Resources Department.

I hereby acknowledge that I have received a copy of the YMCA's Volunteer Handbook and have read and understand its provisions. I understand that new provisions may be added and that existing provisions may be amended or repealed without notice. I also acknowledge that nothing in the YMCA's Volunteer Handbook is to be construed as an employment contract.

_____

PRINT NAME HERE

_____

Signature

YMCA of Grays Harbor

_____

Branch

_____

Date

This page is to be removed and returned to the Human Resources Department Grays Harbor YMCA.

YMCA of Grays Harbor
Volunteer Application

Name: _____
Last First Middle Initial

Address: _____

City: _____ State and Zip: _____

Drivers License Number: _____ Phone _____

Activity for which you would like to volunteer & Email Address:
_____

Please list any special skills you may have that may be beneficial to the program:

Education: (please circle highest completed)

High School 1 2 3 4 College/University 1 2 3 4 5 6 Business/Trade 1 2 3 4 5

Name of Last Institution Attended: _____

If under 18 please fill out the next section:

Parent/Guardian Name(s): _____

Parent/Guardian Phone Number: _____

Parent/Guardian Work Phone: _____

This application has my approval, and in case of sickness or accident, the YMCA of Grays Harbor has my authority to secure such medical attention immediately as is deemed necessary if unable to contact me immediately.

Parent/Guardian Signature _____ Date _____

Signature of Volunteer _____ Date_____

If over 18 please initial the parent signature line to show you have read the paragraph as it applies to you.

REFERENCE DATA

Please provide three Professional / Personal References we may contact. (at least one professional reference required and one reference from your immediate family).

NAME	ADDRESS	DAYTIME PHONE	EVENING PHONE	OCCUPATION

Background Check Authorization Form
Consent for Criminal Background History Check
Authorization/Waiver/Indemnity

Each employee or volunteer to be screened must sign an authorization/waiver/indemnity form, giving approval for the YMCA of Grays Harbor to perform a criminal background check.

I hereby give my permission to the YMCA of Grays Harbor to obtain information relating to my criminal history record. The criminal history record, as received from the reporting agencies, may include arrest and conviction data as well as plea bargains and deferred adjudications and delinquent conduct committed as a juvenile. I understand that this information will be used, in part, to determine my eligibility for an employment/volunteer position with this organization. I also understand that as long as I remain an employee or volunteer here, the criminal history records check may be repeated at any time. I understand that I will have an opportunity to review the criminal history as received by YMCA of Grays Harbor and a procedure is available for clarification if I dispute the record as received. I also understand that the criminal history could contain information presumed to be expunged.

I hereby affirm that my answers to the foregoing questions are true and correct and that I have not knowingly withheld any fact or circumstances that would, if disclosed, affect my application unfavorably. I understand that any false information submitted in this application may result in my discharge.

I, the undersigned, do, for myself, my heirs, executors and administrators, hereby remise, release and forever discharge and agree to indemnify the YMCA of Grays Harbor and each of their officers, directors, employees and agents and hold them harmless from and against any and all causes of actions, suits, liabilities, costs, debts and sums of money, claims and demands whatsoever (including claims for negligence, gross negligence, and/or strict liability of the YMCA of Grays Harbor) and any and all related attorneys' fees, court costs and other expenses resulting from the investigation of my background in connection with my application to become a volunteer/staff member.

_____ _____

Volunteer's Signature Date

_____ _____

Parent or Guardian Signature (if applicant is under 18 years) Date

_____

Volunteer's Printed Name List maiden name or any other name used

Gender: Male Female Date of Birth (month/day/year): _____

Current Address:

_____ _____ _____ _____

Street City State # Yrs

OFFICE USE ONLY:
Washington State Patrol Screening Performed:

Background check search completed by:

_____ on_____

Sex Offender search completed by:

_____ on _____

Human Resources Signature:
_____ Date: _____

YMCA of Grays Harbor
Code of Conduct

1. In order to protect YMCA staff, volunteers, and program participants – at no time during a YMCA program may a staff person be alone with a single child where they cannot be observed by others. As staff supervises children, they should space themselves in a way that other staff can see them.
2. Staff shall never leave a child unsupervised.
3. Restroom supervision: Staff will make sure the restroom is not occupied by suspicious or unknown individuals before allowing children to use the facilities. Staff will stand in the doorway while children are using the restroom. This policy allows privacy for the children and protection for the staff (not being alone with a child). If staff is assisting younger children, doors to the facility must remain open. No child regardless of age should ever enter a bathroom alone on a field trip. Always send children in pairs and whenever possible, with staff.
4. Staff should conduct or supervise private activities in pairs – diapering, putting on bathing suits, taking showers, etc. when this is not feasible, staff should be positioned so they are visible to others.
5. Staff shall not abuse children including:
   Physical abuse – strike, spank, shake, slap;
   Verbal abuse – humiliate, degrade, threaten;
   Sexual abuse – inappropriate touch or verbal exchange;
   Mental abuse – shaming, withholding love, cruelty;
   Neglect – withholding food, water, basic care, etc.
6. Staff must use positive techniques of guidance, including redirection, positive reinforcement and encouragement rather than competition, comparison and criticism. Staff will have age appropriate expectations and set up guidelines and environments that minimize the need for discipline. Physical restraint is used only in pre-determined situations (necessary to protect the child or other children from harm), is only administered in a prescribed manner and must be documented in writing.
7. Staff will conduct a health check of each child, each day, as they enter the program, noting any fever, bumps, bruises, burns, etc. Questions or comments will be addressed to the parent or child in a non-threatening way. Any questionable marks or responses will be documented.
8. Staff responds to children with respect and consideration and treats all children equally regardless of sex, race, religion or culture.
9. Staff will respect children's rights to not be touched in ways that make them feel uncomfortable, and their right to say no. Other than diapering, children are not to be touched on areas of their bodies that would be covered by a bathing suit.
10. Staff will refrain from intimate displays of affection towards others in the presence of children, parents, and staff.
11. While the YMCA does not discriminate against an individual's lifestyle, it does require that in the performance of their job they will abide by the standards of conduct set forth by the YMCA.
12. Staff must appear clean, neat, and appropriately attired.

YMCA of Grays Harbor
Code of Conduct

13. Using, possessing, or being under the influence of alcohol or illegal drugs during working hours is prohibited.
14. Smoking or use of tobacco in the presence of children or parents during working hours is prohibited.
15. Profanity, inappropriate jokes, sharing intimate details of one's personal life, and any kind of harassment in the presence of children or parents is prohibited.
16. Staff must be free of physical and psychological conditions that might adversely affect children's physical or mental health. If in doubt, an expert should be consulted.
17. Staff will portray a positive role model for youth by maintaining an attitude of respect, loyalty, patience, courtesy, tact, and maturity.
18. Staff may not be alone with children they meet in YMCA programs outside the YMCA. This includes babysitting, sleepovers, and inviting children to your home. Any exceptions require a written explanation before the fact and are subject to administrator approval.
19. Staff is not to transport children in their own vehicles.
20. Staff may not date program participants under the age of 18 years of age.
21. Under no circumstances should staff release children to anyone other than the authorized parent, guardian, or other adult authorized by the parent or guardian (written parent authorization on file with the YMCA).
22. Staff is required to read and sign all policies related to identifying, documenting, and reporting child abuse and attend training's on the subject, as instructed by a supervisor.

I understand that any violation of this Code of Conduct may result in termination.

_____

Volunteer Signature

_____

Date

YMCA of Grays Harbor
Volunteer Rules and Regulations

Rules are necessary for any organization to operate in an orderly, efficient manner and to protect employees. In most cases, your own good judgement will tell you the right thing to do, but the following are examples of conduct not permitted in YMCA operations. Violations of the following can result in suspension and/or discharge of the employee in violation:

1. Careless job performance.
2. Unexcused absence from work. In the event you are unable to report to work, call your supervisor as far in advance as possible of the time you would normally report to work. In cases of frequent absences due to illness, you may be required to submit a doctor's report stating the nature of your illness and giving approval for you to return to work.
3. Excessive tardiness.
4. Falsification of documents, such as:
   a. Employee or membership application forms
   b. Program registration
   c. Employment records, including time cards
   d. Expense reports
   e. Petty cash slips
   f. YMCA documents
5. Assisting or permitting unauthorized use of YMCA programs or facilities.
6. Fraudulent activities, such as:
   a. Theft
   b. Destruction or defacing of YMCA property.
7. Authorizing or permitting improper transactions.
8. Misuse of employee membership or program discount privileges
9. Failure to observe prescribed dress regulations.
10. Discourtesy to members or customers.
11. Use of profane or obscene language.
12. Failure to comply with supervisor's instructions.
13. Improper conduct, such as "horseplay," fighting, creating a nuisance or disturbance on YMCA property.
14. Possession of alcohol or drugs on YMCA property, or reporting to work under the influence of alcohol or drugs.
15. Violation of safety rules, including bad housekeeping, or any failure to exercise principles of safety.
16. Soliciting donations without supervisor's permission.
17. Unauthorized divulgence of YMCA information or records.
18. Securing personnel information, including home addresses, wages, or other information, without approval of the executive director.

19. Failure to report emergencies or accidents to the nearest supervisor, including personal injuries and damage to YMCA property.
20. Failure to report safety hazards to your supervisor.
21. Failure to turn in or report lost-and-found articles.
22. Excessive borrowing, or attempting to borrow, from other employees.
23. Posting signs, stickers, handbills, etc., without permission of the office manager.
24. Conviction of a crime that would be a discredit to the YMCA.
25. Refusal to work on the job assigned.
26. Operating machinery or equipment without authorization.

_____ _____

Signature Date

YMCA of Grays Harbor
Volunteer Emergency Notification Form

In the event of an emergency, I, the undersigned employee, authorize the **YMCA of Grays Harbor** to notify the following person:

Name: _____

Phone Number: _____

Address: _____

_____

Relationship to Employee: _____

In the event you are unable to notify such person, the Company's authorized to notify:

Name: _____

Phone Number: _____

Address: _____

_____

Relationship to Employee: _____

I understand and agree that the Company will have no obligation or liability to notify such persons.

Signature_____ Date _____

Printed Name _____