

Family YMCA of Marion & Polk Counties

Volunteer Handbook

WELCOME TO THE YMCA

Welcome to the Family YMCA of Marion and Polk Counties. We're glad you're here! We've designed this handbook to provide you with a general source of information about the Family YMCA of Marion and Polk Counties. This handbook does not preempt or replace applicable laws; however, this manual does supersede and replace all previously existing Family YMCA of Marion and Polk Counties manuals and handbooks.

The contents of this handbook are not an employment contract or agreement, but rather represent a general outline of personnel policies, guidelines, benefits and rules. This information is not inclusive and is subject to change at any time without notice.

Anyone who violates the policies of the YMCA is subject to appropriate disciplinary action.

Most questions can be answered by your immediate supervisor. You may also contact the Human Resource office in the Family YMCA of Marion and Polk Counties Salem Office.

ABOUT THE YMCA

Mission, Values and Cause

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

Our mission statement is: To put Christian principles into practice through programs that build healthy spirit, mind, and body for all and was adopted by our volunteer Board of Directors.

Character development: Is integral to all YMCA programs. We are guided by our four core values of caring, honesty, respect and responsibility. In child care, in the gym, at day camp, at the Welcome Center, we strive to develop character values in members, our participants and ourselves. We believe strongly in our mission to promote and model these character-building values in all that we do.

Our Cause defines us: At the Y, strengthening community is our cause. Every day, we work side by side with our neighbors to make sure that people of every age, income level, and background have the opportunity to learn, grow, & thrive. To fulfill this promise, the Y requires strong cause-driven leaders to effect lasting personal and social change in our organization's three areas of focus: youth development, healthy living, and social responsibility.

History and Volunteers

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 men of all ages. After WWI, women and girls became an active part of the YMCA and today over half of all YMCA members and staff are women. The YMCA is an international organization with YMCAs in over 130 different countries.

On May 4, 1892 the Y opened its first quarters on the second floor of the Patton Block on the south side of State, near Commercial Street. After several moves on March 16, 1926, the present YMCA building on Court Street was dedicated. In 1951, the Nelson property adjoining the Y was purchased, and a Capital Fund drive organized. By 1954, funds were raised and the new Youth Wing was completed in 1956.

The Family YMCA of Marion and Polk Counties is an independent 501(c)(3) tax-exempt organization under the IRS code, which means that donations to the Y are tax deductible. It is the goal of the Y to provide programs and services regardless of an individual's or family's financial ability to pay for participation. Every day, the Y brings together people of all ages and from all walks of life with a shared commitment to ensuring that everyone has the opportunity to live life to its fullest.

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 of thousands of talented, committed individuals greatly extends the range, quality and variety of YMCA programs.

GENERAL POLICIES AND GUIDELINES

Guidelines and Process

All candidates for volunteering are required to allow the YMCA to conduct a criminal background check, and they must satisfactorily clear a criminal background check as a condition of their service. Convictions will be evaluated on a case by case basis.

Confidentiality

In the course of your job duties with the Y, many volunteers have access to confidential information and records, including registration, membership, medical, personnel, fundraising, planning, financial, and business records. Y volunteers have a duty to keep information confidential.

Attendance and Absences

As a Y volunteer scheduled attendance is an important part of your service! You are expected to be at your work site and ready to work at the start of your assigned hours, and to remain at your job until the end of your assigned work hours, except for approved breaks and lunch. There are times when an unscheduled absence is unavoidable. If you need to be absent from your assigned duties you must contact your supervisor as soon as possible.

Electronic Communications

Use of data sent and stored on YMCA computer and communications systems is the property of the YMCA. These systems include telephone, facsimile, voice mail, electronic mail ("e-mail"), and Internet systems. Messages sent, stored and printed on YMCA equipment are also the property of the YMCA. There can be no expectation of privacy in using these systems.

Social Media

Social Networks: Social networks are online communities typically comprised of people with the same interests and/or activities. Social networks provide a means of communication through email, instant messaging, video, etc. Social network sites include, but are not limited to: Facebook, MySpace, Twitter, LinkedIn, YouTube, Flickr, Wikipedia, and many more.

Privacy:

Although some sites may offer privacy settings, you should be aware that the Internet is a public domain. Please follow the below standards regardless of privacy settings. You should be mindful that any comments, videos, pictures, or other information that you post on the Internet may be seen by members of the YMCA community and could reflect poorly upon your character or upon the YMCA.

GENERAL GUIDELINES –

- The YMCA's Code of Conduct and all other Association Policies and National YMCA Policies continue to apply to the online realm of social networks and social media – the no outside contact policy also applies to online contact.
- Identify yourself & your role when communicating about YMCA-related matters. Make it clear that you are speaking for yourself and not on behalf of the YMCA.
- Respect content, fair use, and financial disclosure laws.
- Do not provide any confidential or private information of the YMCA, its volunteers, employees, members or guests.
- Do not cite or reference members, guests, partners, employees, or suppliers without their prior written approval. A child (i.e., anyone who has not reached legal majority) cannot give approval.
- Do not post pictures or videos of members, volunteers, or guests enrolled in YMCA programs or participating in activities at the YMCA, especially those of children, unless prior approval by your supervisor is given.
- Do not use the YMCA logo or any other pictures affiliated with this YMCA or the National YMCA. This includes images of the YMCA logo on clothing in pictures or videos.
- Use good judgment. There are always consequences to the content you post. Proofread everything you post and if it seems questionable or makes you feel uncomfortable don't post it.

Media Relations

Media relations and communication in general are important functions of our YMCA. We need to communicate newsworthy information and developments to key audiences. Key audiences include the media, members, potential members, donors, potential donors and the community. It is the YMCA's position to cooperate fully with news media. In general, Program Directors may initiate contact with community newspapers for program news or feature coverage. The CEO should be advised for approval of all media contacts and purpose of coverage within 24 hours

Crisis / Emergency Communication: In a crisis or emergency situation, staff/volunteers will immediately contact Branch Director or the Director of their Program Area, who will contact the CEO, or in his or her absence, the President of the Board of Directors for counsel and support including preparation of communication to members, participants, parents, community or the media.

The **Media Spokesperson** for the YMCA shall be, in order of priority: (1) CEO (2) Branch Directors (3) Department Directors (4) Staff/volunteers will direct all media requests to the Media Spokesperson.

Use of Supplies and Equipment

YMCA supplies and equipment, including copy machines and postage, are for business use only. Equipment and supplies purchased by or donated to the YMCA belong to the YMCA, and not to individual employees. This includes, but is not limited to, appointment calendars, computers, software, cell phones, keys, program supplies and materials. In addition, the YMCA website is the sole property of the Family YMCA of Marion and Polk Counties.

YMCA Property

Access to Y Property: Non-employees should not be present on Y property unless as a member or as a visitor authorized by an appropriate Y manager.

YMCA Parking Policy

YMCA volunteers are not allowed to park in "member parking" during work time. Volunteers and their families are allowed to use member parking when they are here as a member using the YMCA. Member parking is defined as any spot in the YMCA lot located in the "gravel lot" on the south corner of Court and Cottage Streets, in the "tunnel" located on the north side of the main building, and in the parking lot in between the YMCA and the Ike Box.

Parking is available through the City of Salem for a minimal cost. You can contact them at 503-588-6256.

Photographic Permission

Any photos taken of you during the course of your service with the YMCA may be used in future promotional materials without compensation.

SAFETY

Safety and Health Rules

All volunteers are to observe the following safety and health rules and to employ the principles of accident prevention on a daily basis. Some of the rules you are expected to follow include:

- Report any job-related injuries, illnesses, property damage or hazardous conditions to a supervisor immediately and complete a written incident or property report, if appropriate.
- Seek treatment for any injuries promptly.
- Observe all hazard warnings, caution, and no smoking signs.
- Use all safety equipment required for your job, including wearing appropriate personal protective equipment.
- Know the location of fire/safety exits, fire extinguishers, and emergency pull alarms. Know proper evacuation procedures.
- Keep all aisles, walkways, working areas, and emergency equipment free of obstacles.
- Refrain from running, fighting, horseplay or distracting fellow workers.
- Observe safe operating procedures for all equipment, make sure that all guards and other protective devices are in their proper places prior to operating the equipment, and operate only equipment for which you are authorized and properly trained.
- Observe all safety precautions when handling chemicals or hazardous products, including use of personal protective equipment. Use only products in which you have been 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 and require all passengers to do the same. Follow rules of the road.
- Do not text while driving any YMCA vehicle or on YMCA business.
- Drive a YMCA vehicle only if properly trained, licensed and authorized to do so.

- Employee vehicles must be maintained in a safe working condition if used for work purposes.

Bloodborne pathogens

The Family YMCA of Marion and Polk Counties will comply with all OSHA requirements for the training of staff on Blood Borne Pathogens Standards. Each department has their own written plan that every new volunteer will be trained for. The YMCA subscribes to the concept of "universal precautions," which means that all volunteers are required to treat all human blood or other body fluids as if it were contagious. Universal precautions mean that you are expected to exercise work practice controls and to use personal protective equipment when necessary.

Child Abuse Prevention

A principal endeavor of the YMCA is to provide a healthy atmosphere for the growth and development of youth and children. 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 a background check conducted upon hiring, rehiring or at any time the YMCA desires to do so. For more information regarding safety of children and our YMCA expectations please read the Code of Conduct.

Tobacco and Cigarette Free Workplace

The YMCA is committed to providing a tobacco and cigarette [including electronic and vapor type cigarettes] free environment for our employees and members. Tobacco Use is prohibited in Family YMCA of Marion and Polk Counties facilities and on its property. This applies to employees, volunteers, visitors, vendors, and others. Any violation of this policy will be handled through standard disciplinary procedures.

Workplace Violence Prevention

The YMCA has zero tolerance for violence or threats of violence in the workplace.

CODE OF CONDUCT

Code of Conduct

All those who represent the Y are expected to follow these guidelines:

1. In order to protect YMCA staff, volunteers, and program participants, at no time during a YMCA program may a staff or volunteer person be alone with a single child where others cannot observe them. As staff or volunteers supervise children, they should space themselves in such a way that other staff or volunteers can see them.
2. Staff and volunteers shall never leave a child unsupervised.
3. Restroom supervision: Staff and volunteers will make sure suspicious or unknown individuals do not occupy the restroom before allowing children to use the facilities. If staff or volunteers are 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 with a staff member and only send one child with one staff together in view of restroom and activity area.
4. Staff and volunteers should conduct or supervise private activities in pairs – diapering, putting on bathing suits, taking showers before swimming, etc. When this is not feasible, staff and volunteers should be positioned so that they are visible to others.
5. Staff and volunteers shall not abuse children including:
 - a. Physical abuse – to strike, spank, shake, slap;
 - b. Verbal abuse – to humiliate, degrade, threaten;
 - c. Sexual abuse – to inappropriately touch or speak;
 - d. Emotional abuse – to shame, withhold kindness, be cruel;
 - e. Neglect – to withhold food, water, basic care, etc.

No type of abuse will be tolerated and may be cause for immediate dismissal.

6. Staff and volunteers must use positive techniques of guidance, including redirection, positive reinforcement, and encouragement rather than competition, comparison, and criticism. Staff and volunteers 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 and volunteers 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 and volunteers are to respond to children with respect and treat all children equally regardless of sex, race, religion, or culture.
9. Staff and volunteers 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 and volunteers will refrain from intimate displays of affection towards others in the presence of members, guests, children, parents, staff, etc.
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 and volunteers must appear clean, neat, and appropriately attired.
13. Using, possessing, or being under the influence of alcohol or illegal drugs during working hours is prohibited.
14. Smoking [including electronic cigarettes and vaporizers], or use of, tobacco or any other substance on YMCA property is prohibited by Y policy as well as State Law. Its use is also prohibited in the presence of members, children, parents, etc. during working hours.
15. Profanity, inappropriate jokes, sharing intimate details of one's personal life, and any kind of harassment is prohibited.
16. Staff and volunteers must be free of physical and psychological conditions that might adversely affect someone's physical or mental health.
17. Staff and volunteers will portray a positive role model by maintaining an attitude of respect, loyalty, patience, courtesy, tact, and maturity.
18. Staff and volunteers may not be alone with children they meet in YMCA programs outside of 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 and volunteers are not to transport children in their own vehicles.
20. Staff and volunteers may not date program participants under the age of 18 years of age.
21. Under no circumstances should staff or volunteers 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 and volunteers are required to attend training related to identifying, documenting, and reporting child abuse.
23. Staff and volunteers will act in a caring, honest, respectful, and responsible manner.
24. Staff and volunteers will not give gifts to program participants or accept gifts from program participants.
25. Theft is prohibited and is grounds for immediate termination.
26. Insubordination is a deliberate & inexcusable refusal to obey a reasonable order which relates to an employee's job function. The refusal may be openly stated or a silent withholding of services. Insubordination is considered a major offense and can be grounds for immediate dismissal depending on severity.
27. Any violation of this Code of Conduct may result in termination.

Conflict of Interest

The YMCA expects that its employees and volunteers will not engage in, directly or indirectly, any conduct which is disloyal, disruptive, or potentially damaging to the YMCA and its reputation.

Employees and volunteers must disclose any financial interest they have, or a member of their immediate family has, in any organization which does business with or competes with the Family YMCA of Marion and Polk Counties. Disclosures should be made to the CEO.

Employees and volunteers are expected to refrain from giving the impression that the personal views and positions they express regarding economic, political, or religious issues are either those of the YMCA or of their co-workers.

Political Activity

Due to I.R.S. regulations for tax exempt organizations such as the YMCA, YMCA employees and volunteers may not campaign for a candidate or otherwise engage in political activities during work time, on YMCA premises, or with the resources of the YMCA. This prohibition includes, for example, wearing clothing or buttons with political slogans or displaying stickers, posters or other political items at work or during work time.

Religious Expression in the Workplace

The Family YMCA of Marion and Polk Counties communicates the value of faith as being sustained by a belief in something greater than yourself. Founded in 1844 to uphold Christian values, today our YMCA acknowledges and honors the wide range of religious, spiritual, and philosophical beliefs that volunteers, members, staff, and community participants may hold. As employees and volunteers, our role is to respect this range of beliefs by modeling acceptance, inclusion, compassion, and love. We must embrace the worth of each individual and assist them in developing their unique gifts and abilities.

Managing Information

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

Medical information of YMCA employees and participants is subject to certain federal privacy rules. The YMCA and its employees and volunteers will respect and protect the privacy of medical information and records.

Solicitation and Distribution

The YMCA limits solicitations, surveys, petitions and distributions on its premises, whether made by employees, volunteers, or by individuals or groups not associated with the YMCA.

Dress, Grooming and Public Image

In general, all employees and volunteers should use common sense and good judgment in dressing appropriately for carrying out their job responsibilities in a professional manner. A clean, modest appearance is expected. Attire should be appropriate to the area of work, i.e., street clothes in program areas, swimsuits in the pool. The reverse is not appropriate. Nice workout clothes are appropriate for work in exercise areas only. Staff shirts or uniforms are to be worn as required in specific areas and programs.

Harassment Prevention Policy

In order to have a productive and caring work environment, harassment is prohibited based on race, religion, color, sex, age, national origin, sexual orientation, marital status, the presence of disability, veteran status or any other classification protected by applicable local, state or federal law. All employees and volunteers are expected to comply with this policy and take appropriate measures to ensure that such conduct does not occur at a YMCA facility or program.

Alcohol, Smoke, and Drug Free Workplace Policy

Volunteers who report to work, or are involved in the operation of any YMCA equipment or vehicles, with any level of alcohol concentration, detectable amount of illegal drugs, controlled substance, or marijuana in their system will be asked to leave. Volunteers who must use a medically prescribed, or over-the-counter, drug which may adversely affect their ability to perform work in a safe and productive manner, must notify their supervisor or other management staff prior to starting work or entering the YMCA facilities or worksites. Management staff will decide if they can remain at work and what work restrictions, if any, are deemed necessary.

FAMILY YMCA OF MARION AND POLK COUNTIES
Volunteer Handbook Acknowledgement

By my signature below, I agree that I have received a copy or have reviewed with my supervisor the Family YMCA of Marion and Polk Counties Handbook. The Volunteer Handbook is available at my work site to review at any time and I understand I am accountable for what is written in it. I understand that this handbook is intended to be a source of information and a general statement of the guidelines of the Family YMCA of Marion and Polk Counties. This handbook is not designed, nor does it create, a right or provision for a contract of employment for any person, nor does the failure on the part of the Family YMCA of Marion and Polk Counties to apply any of the guidelines, in any case, waive the application of any such policies or give rise to a claim against the Family YMCA of Marion and Polk Counties. The contents of this handbook supersede all previously distributed handbooks and personnel guidelines, either oral or written. I also understand that the guidelines may be changed at any time by the Family YMCA of Marion and Polk Counties with or without prior notification to me and without agreement by me.

I hereby release, waive, and hold harmless the Family YMCA of Marion & Polk Counties and all branches thereof, its directors, officers, employees, and agents from all liability due to any loss or damage of personal property and or injury to myself, whether caused by negligence of the YMCA, its members or myself during my volunteering in any program affiliated with the YMCA.

I acknowledge that during the course of my working with the Family YMCA of Marion and Polk Counties, any photos taken of me may be used in any promotional materials.

(Volunteer Signature)

(Date)

(Print Name)