

The Wenatchee Valley YMCA

Volunteer Handbook



June 2023

OUR HISTORY

Over one hundred and ten years ago, a group of people met to discuss the needs of boys and young men in Wenatchee and decided the organization of a Young Men's Christian Association could give direction to the leisure time of youth and stimulate the development of Christian character. Programs have changed over the years, but the YMCA's commitment to kids and community has seen it through two world wars, the depression, a variety of social struggles and multiple economic downturns.

Throughout its history, the YMCA has been blessed with community leaders who had the capacity to dream big dreams and were then willing to commit themselves to the fulfillment of those dreams. It is our sincere hope that our commitment to our mission inspires future generations to build upon the firm foundation of the Wenatchee Valley YMCA's past.

OUR VALUES

Our core values unite us as a movement with a common cause. They are 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

TABLE OF CONTENTS

Wenatchee Valley YMCA Certification and Acknowledgement

General Volunteer Information

Code of Conduct

Substance/Alcohol Abuse

Child Abuse Prevention

Y's Position Against Child Abuse

Child Abuse Reporting Procedures

Child Protection

Contact with YMCA Program Participants and Guests who are Minors

Dress Code and Personal Appearance

Harassment

Smoking/Tobacco/Vaping

Social Media

Volunteer Training

Acknowledgement Form

GENERAL VOLUNTEER 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 WENATCHEE VALLEY 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 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 as required will be considered grounds for termination of volunteer services.

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 needs. 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.

Wenatchee Valley YMCA Code of Conduct

Child Abuse Prevention

The Y is committed to creating an environment for youth that is safe, nurturing, empowering, and that promotes growth and success. The following policies are intended to assist employees and volunteers in making decisions about interactions with youth. No form of abuse will be tolerated, and confirmed abuse will result in immediate dismissal from our organization. All reports of suspicious or inappropriate behaviors with youth or allegations of abuse will be taken seriously. Our organization will fully cooperate with authorities if allegations of abuse are made that require investigation.

1. In order to protect Y employees, volunteers and program participants, one employee or volunteer will never be alone with a single child unobserved by another adult.
 - Employees and volunteers may not be alone with children they meet in the Y's programs outside of their official YMCA interaction, which includes social media and other forms of electronic communication. (The exception to the above rule, an employee or volunteer may complete a Babysitting Waiver which is signed by the parent and the Executive Director...)
 - Employees and volunteers may not transport children in programs in their personal vehicles. Any exceptions require a written explanation in advance and require administrative approval.
2. Employees and volunteers providing direct care for children will be identified by photo identification, on duty photo, or uniform that is familiar to the children with whom they work.
3. Employees and volunteers will portray a positive role model for children by consistently demonstrating an attitude of respect, courtesy, tact, and maturity.

Employees and volunteers will:

- Appear neat, clean and be appropriately attired.
- Use appropriate verbal interactions that are age appropriate for the youngest child in the group.
- Respond to all children with respect and consideration.
- Have prior permission when giving a specific child a gift.

Employees and volunteers will not:

- Use or be under the influence of tobacco, alcohol, marijuana, or illegal drugs in the presence of children.
- Become romantically involved with program participants under the age of 18 years age.

- Make personal displays of affection toward other adults.
 - Keep secrets with a child.
 - Show favoritism.
 - Accept any cash gifts- please see handbook for specifics on business gifts or gratuities.
 - Use profanity, share inappropriate jokes, share the intimate details of one's life.
 - Participate in any kind of harassment during working hours.
 - Report for work with any physical or psychological condition that might adversely affect children's physical or mental health.
4. Employees and volunteers will treat children equally regardless of gender, race, religion, culture, sexual orientation, or disability; respect children's rights to not be stared at, not comment about or touch children in ways that make them feel uncomfortable.
5. Employees and volunteers must disclose convictions for any felonies, crimes of a sexual nature, crimes against a child, or crimes of violence to the CEO and or Human Resource Administrator.
6. Employees and volunteers will be alert to the physical and emotional state of all children in Y programs. Understand the legal and ethical obligation to recognize and report signs of injury or suspected child abuse or neglect to the appropriate authorities.
7. Employees and volunteers will not abuse children or allow children to be abused in anyway including but not limited to the following:
- Physical abuse: hitting, spanking, shaking, slapping, unnecessary restraints · Verbal abuse: degrading, threatening, cursing, inappropriate jokes
 - Sexual abuse: inappropriate touching, exposing oneself, sexually orientated conversations, sexually orientated materials
 - Mental abuse: shaming, humiliation, cruelty
 - Neglect: withholding food, water, shelter, attention
 - Bullying:
 - Physical bullying: physical force against another child
 - Verbal bullying: use of words to hurt another such as belittling or name calling
 - Nonverbal or relational bullying: manipulation of relationship or desired relationship to harm another person. Includes gossip and gestures
 - Cyberbullying: intentional and overt act of aggression toward another using technology as a tool.
8. Employees and volunteers are required to immediately report any potential violation of this Code of Conduct or any other activity that may have the potential to cause harm to a child to the CEO or the Human Resources Administrator.

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.

Child Abuse Prevention Guidelines

The increasing incidence of reported child abuse has become a critical national concern. It is a special concern of the Y because of the organization's role as an advocate for children and its responsibility for enhancing the personal growth and development of both children and adults in all Y programs. Child abuse includes non-accidental physical injury, neglect, sexual molestation, and emotional abuse.

1. Reference checks and criminal record checks on all prospective employees and volunteers who work with children will be conducted, documented and filed prior to employment. Criminal record checks will be conducted annually on all employees who work with children.
2. Photographs will be required of all employees and attached to personnel records.
3. All new employees and volunteers who work with children will participate in an orientation program that will include information on child abuse. Completed courses are tracked in personal record and on-line provider.
4. Administrative staff supervising programs involving the care of children will make unannounced visits to program sites.
5. In order to protect employees, volunteers and children, one employee or volunteer should never be alone with a single child unobserved by another adult. Whenever possible, no single adult will be alone with a group of children. Young children should be supervised in bathrooms, locker rooms and showers whenever possible and practical.
6. Employees and volunteers are to refrain from relating to or communicating with children they meet in Y programs in non-Y activities such as babysitting, weekend trips, social media, or electronic communication without the CEO's written approval in advance.
7. Employees and volunteers will not discipline children by use of physical punishment or by failing to provide the necessities of care, such as food and shelter. Employees and volunteers will not verbally or emotionally abuse children.
8. Employees and volunteers providing direct care for children will be identified by a YMCA issued ID with name and photo or YMCA logo wear that is familiar to the children with whom they work. In selected youth program areas, photos with names will be posted on "On Duty boards" and/or program areas staff directory.
9. Employees and volunteers should be alert to the physical and emotional state of all children in their program and shall report any signs of injury or suspected child abuse to their supervisor.
10. Employees and volunteers will endeavor to keep parents informed about their child's program participation. Parents may make unannounced visits to program sites at any time.
11. When an employee or volunteer suspect's child abuse, they shall immediately report their suspicion to their supervisor who will in turn notify the YMCA CEO. The CEO or his/her designee will be responsible for following legally mandated reporting requirements.

Child Abuse Prevention Guidelines Cont.

12. In the event a reported incident involves an employee or volunteer, the employee or volunteer will be immediately suspended from all activities involving the supervision of children. Reinstatement of an employee or volunteer will occur only after all allegations have been cleared to the satisfaction of the Y CEO and the investigating agency.

13. All employees and volunteers will be sensitive to the need for confidentiality in the handling of this information.

14. Employees and volunteers may not contact children or parents involved in an alleged child abuse incident without the permission of the CEO.

15. Administrative Staff will take steps to prevent Level II and Level III Sex Offenders from participating in programs and/or from accessing facilities.

Youth Discipline Philosophy

We must strive to meet the needs of all children in our care without ignoring the demands of any one individual. It becomes necessary when organizing a group to set limitations or guidelines within which any member can function. When that set boundary is violated, it is necessary to provide some form of resolution. The overall safety of the children must always be the highest concern.

1. Reasoning: Every effort will be made to help the child understand the inappropriateness of his or her action and agree to an alternate form of behavior. When the conflict is child to child, every effort will be made to have them reason together face to face with Staff mediating.

2. Removal from Specific Activity: When reasoning has been pursued and has not changed behavior, removing the child from the activity for an appropriate amount of time is necessary. The denied activity should not be unrelated to the misbehavior and the removal should not last more one minute for each year of the child's age and in no case should removal from activity last more than seven minutes. Other "duty-oriented" consequences "suitable to the inappropriate behavior" may also be utilized at this stage. This should also be recorded on an Incident/Accident Report.

3. Child/Director Conference: When the Leader cannot change the behavior, the Director should be consulted and may decide on longer or stricter punishments if necessary. Parents will be notified by the Director or other member of the Y Management Team.

4. Child/Parent/Director Conference: If the parent needs to formally be involved in the discipline, special consequences may be used. Specific changes in behavior will be requested and outlined with specific consequences for non-compliance. Whenever possible, the child should be present and heard at these conferences.

5. Removal from Program: When all else fails, the family will be requested to no longer participate in the program, for either a temporary amount of time or permanently. Only the Director of the program has the right to do this and must receive approval from the appropriate professional Staff member for any removal longer than one day.

Limitations:

1. No Staff member or volunteer will ever strike, swear at, abuse or threaten with physical intimidation a child or parent.
2. No Staff member or volunteer will allow a child to be struck, sworn at, abused or physically intimidated by anyone else in the program.
3. No Staff member or volunteer will ever solicit or accept gratuities in consideration for any treatment of a child.

CONTACT W/ PROGRAM PARTICIPANTS, MEMBERS AND GUESTS WHO ARE MINORS

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 preexisting 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 service.

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 guardians 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.

ADDENDUM A- STAFF/VOLUNTEER PHOTO AGREEMENT

The Wenatchee Valley YMCA encourages the use of social media and communication with parents with children in YMCA programs while balancing the safety and protection of the children we serve. These practices were created to manage that balance. Photos of children in our programs should be taken only with YMCA owned devices including: cameras, iPads, tablets and the like. With written permission that is maintained in the personnel file, authorized personnel and volunteers may use a personal device following these procedures:

The photo will not be used for any other purpose than official YMCA business. Any rights the photographer has to the use of the photo for other purposes will be waived. Once the photo has been published and stored on a YMCA network, it must be deleted from the personal device. This must happen within 10 days of the date the photo was taken. Deviation of these procedures in any way will be considered of the same level as

a violation of our Code of Conduct, and constitutes grounds for termination. Only identified necessary staff or volunteers should be granted permission. As a guide, full time and part time plus positions are ideal candidates. Please limit and carefully consider each request for this permission.

DRESS CODE AND PERSONAL APPEARANCE

Volunteers should wear appropriate name tags 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, request 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 of 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 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 employee.

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.

SUBSTANCE/ALCOHOL ABUSE

It is the policy of the Wenatchee Valley 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, or distribution of prescription drugs within the programs, activities and premises of the Wenatchee Valley YMCA, and other facilities where YMCA programs are held, will not be tolerated. Illegal actions will be reported to Law 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, and 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 Wenatchee valley 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 Wenatchee Valley 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.

SMOKING/TOBACCO/VAPING

The Y provides a tobacco, smoke and vapor-free environment. Smoking, vaping, or tobacco use (including chewing tobacco) or 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 Inquires

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.

UNDERSTANDING SAFETY STANDARDS

At the Y, we are committed to maintaining a safe work environment and ensuring the health and well-

being of our employees and volunteers. The information below is designed to provide you with an overview of Bloodborne Pathogens.

Understanding Blood Borne Pathogens

Bloodborne Pathogens are infectious microorganisms that are found in human blood and other potentially infectious materials(OPIM), such as bodily fluids,that can cause disease. These Pathogens Include,but are not limited to, HepatitisB, HepatitisC and HIV.

Mode of transmission

Bloodborne Pathogens are most commonly transmitted through:

- Accidental puncture from contaminated needles, broken glass or other sharp objects
- Contact between broken or damaged skin (cuts, abrasions, bites) and infected bodily fluids
- Contact between mucus membranes and infected bodily fluid

Understanding how to avoid exposure

- AVOID contact with blood or other potentially infectious materials (OPIM)
- ALWAYS USE UNIVERSAL PRECAUTIONS and treat all human blood and bodily fluid as if it was known to be infected with Bloodborne Pathogens
- ALWAYS USE PERSONAL PROTECTIVE EQUIPMENT, such as gloves, gowns, eye protection and masks, which are available for your use
- WASH YOUR HANDS after providing first aid care or cleaning, using warm water and soap. Be sure to rub your hands vigorously for at least 15 seconds covering all surfaces of your hands and fingers, and then rinse with warm, running water. Handwashing is the most effective way to avoid the spread of infection.

What to do if you are exposed to infectious material

If at any time you are exposed to blood or other bodily fluids, please notify your volunteer supervisor and ask to complete an incident report. Your supervisor will work with you to complete any additional documentation and provide post-exposure follow-up instructions. I understand that as a Y volunteer, it is my responsibility to always use universal precautions and personal protective equipment when dealing with possible Bloodborne Pathogen exposure.

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 PowerPoint:

- Volunteer Information

All volunteers are required to have the following on file:

- Current Volunteer Application
- Current Background Check (BGC)-if at least 6 months have lapsed since the last time you volunteers, the BGC will be run again
- Three personal references (depending on position)
- Driving background check (depending on position)