

# **YMCA of Washington County**



## **Volunteer Policy and Agreement**

## **About the Policy**

The YMCA of Washington County is a not-for-profit 501(c)(3) corporation that provides financial aid to members that cannot pay the required fees. Your participation as a volunteer is most appreciated and will further the mission of the YMCA of Washington County. This policy is designed to introduce you to the YMCA of Washington County and to provide a basic overview of the policies and procedures which provide volunteer staff with guidance and direction. Much of the information contained here is identical to the information contained in our Employee Handbook. As a volunteer staff member we extend to you many of the same rights as paid staff with regards to the work environment, necessary job training, supervision, evaluation and recognition.

In return, we expect you to honor your commitments to the YMCA of Washington County, respect other staff members – both paid and volunteer - and perform your assigned duties to the best of your abilities.

As our organization grows and changes, there may be a need to modify the policies and practices. When such changes occur, you will be notified by an announcement or update. It is your responsibility to keep yourself informed about policies and changes that affect you.

If you have any questions or need any clarification of the information, please contact your YMCA representative or the CEO.

## **POLICIES AND PROCEDURES**

### **Training**

All volunteers will be strongly encouraged to complete the following Praesidium trainings on child abuse: Abuse Risk Management, Duty to Report, Basics of Youth Behavior Management. These trainings may be completed online at the Y or at home. The program director can put you in contact with the safety coordinator to give you access to these trainings.

### **Training for Volunteers in Sports Programming**

The Protecting Young Victims from Sexual Abuse and Safe Sport Authorization Act of 2017 was created in reaction to the abuse found in various youth sports organizations including USA Gymnastics. This act created a new standard of care which will affect youth serving organizations across the country. This act also made all individuals working with youth in sports mandatory reporters of child abuse. If you witness or suspect abuse, please speak with the Sports Director immediately about the abuse reporting procedure. All individuals volunteering in sports programming are encouraged to take the Praesidium training Athlete Protection parts 1 and 2.

### **Attendance and Absenteeism**

As a volunteer staff member, we depend on you to complete your chosen commitment. We do understand that from time to time certain situations may arise that prevent you from doing so. Please alert your YMCA representative of any scheduled absences, such as vacation, as far in advance as possible so that an appropriate substitute may be found. In the event of an unscheduled absence such as illness or emergency, please alert your YMCA representative as soon as possible, preferably before your scheduled activity begins. If absenteeism becomes excessive your volunteer relationship with the YMCA of Washington County may be reevaluated.

### **Reviews/ Progress Reports**

Many volunteers consider volunteer work as a transition path to nonprofit employment or as a great way to develop new professional skills. If you are interested in pursuing this course, your YMCA representative will help you establish goals and will provide progress reports or a review as requested.

### **Volunteer Personnel Files**

Your personnel files are confidential and consist of written documents retained by the Volunteer Program Manager. The volunteer's personnel file can be only reviewed by the volunteer, the CEO and the CFO. This file contains basic contact information and records about your volunteer service with the YMCA.

### **Representing the Organization**

Volunteers are only authorized to act as a representative of the YMCA of Washington County if specifically tasked with this responsibility in your volunteer job description. Please consult with, and receive permission from, your YMCA representative before engaging in any actions which may affect or hold the organization liable including but not limited to, public statements to the press, signing contracts or entering into financial agreements or lobbying or forming partnerships with other organizations. Volunteers may not solicit or receive unsolicited gifts of above \$25, travel packages or any other incentive from prospective vendors and contractors. Volunteers may not participate in the selection, award or administration of any contract in which they or anyone connected to them have financial interest. Disciplinary action such as verbal warnings, written reprimands, suspension and termination of volunteer services will be taken if these policies are violated.

### **YMCA of Washington County Dress Code**

In an effort to ensure that all volunteer staff present a neat, clean and professional appearance, the following guidelines have been established. A volunteer reporting to work in violation of these standards may be sent home until dressed in accordance with the standards. Even though each department has its own dress code policy, all volunteers:

- Must wear neat clean clothes that are appropriate for the activity, including clean sneakers/shoes.
- Will not wear hats indoors.
- Will not have visible body piercing with the exception of ear piercing or for religious reasons.
- Will not wear loose or hanging jewelry when it compromises the work performance and/or safety of the employee or the safety of a participant.
- Will cover body tattoos that are obscene or incite violence.
- If the volunteer has been issued specific clothing for the activity, for example coaching, the specific clothing should be worn to each activity.

### **Ending Your Volunteer Service**

You may resign from your volunteer service with the YMCA of Washington County at any time. We request that you notify the YMCA representative two weeks prior to your departure and request that you complete the Exit Interview process.

### **Disciplinary Practices**

In order to provide a productive, caring environment consistent with Y values, the YMCA of Washington County does not tolerate misconduct. Some examples of misconduct include the following:

- Discrimination in violation of our equal opportunity policy.
- Harassment.

- Child abuse, molestation or indecent exposure; having unapproved, off-hours contact with children in Y programs or other violations of its child abuse prevention policies.
- Mistreatment or neglect of members, guests, or participants.
- Failure or refusal to carry out assignments or to follow instructions as management requests.
- Falsification of records, for example, employment, accounting, or financial records.
- Failure to properly record time volunteered.
- Conviction of a crime, if job related; failure to notify the Y of a conviction or an arrest if required to do so.
- Theft or willful damage to Y property or to the property of others; the removal of property without permission from Y management.
- Dishonesty in any form.
- Abusive or profane language.
- Unsafe behavior, for example, fighting or threatening another person.
- Carrying or concealing weapons, devices or objects that may be used as weapons.
- Reporting to your volunteer service or being under the influence of drugs or alcohol during your volunteer service or on Y premises or at Y program locations; possessing, distributing or manufacturing controlled substances.
- Inefficient or substandard performance of an assigned duty or responsibility.
- Absenteeism or tardiness in reporting to your volunteer service or returning from breaks; absence without proper notification to YMCA representative; or unexcused absence.
- Horseplay, unsafe or dangerous behavior or unauthorized sleeping on the job.
- Use of Y equipment or facilities for personal gain.
- Violation of policies or of commonly accepted rules of responsible personal conduct.
- Conduct that does not support the purpose and values of the Y.

The above list is illustrative of the type of conduct that is not tolerated. This list is not all inclusive. Misconduct results in disciplinary action, up to and including termination of your volunteer service. Your volunteer service with YMCA of Washington County is at the mutual consent of the organization and the volunteer and either party may terminate that relationship at any time, with or without cause and with or without advance notice. The use of these disciplinary practices in no way alters the fact that your volunteering with the YMCA of Washington County is "at-will."

Volunteers may be issued a series of warnings in an attempt to correct misconduct prior to separation. This discipline process serves only as a guideline and the YMCA of Washington County reserves the right to skip any or all steps in the process at the sole discretion of management. Disciplinary action may include the following:

- Volunteers will be verbally warned about inappropriate or poor job performance (in a written form).
- Volunteers will be issued a written warning in an attempt to correct inappropriate or poor job performance.
- Suspension with or without pay.
- Immediate termination.

### **Problem Solving Procedure**

When a group of people work and volunteer together, problems may arise. It is important to all of us that such problems are solved as quickly as possible. If you have a problem or concern please communicate the issue to your YMCA representative or the CEO so that they make take the necessary steps to resolve the matter.

## **Policy against Harassment**

The YMCA of Washington County is committed to maintaining a work environment free of unlawful harassment. The YMCA of Washington County policy prohibits harassment based on sex (including sexual harassment, gender harassment and harassment due to pregnancy, childbirth or related medical conditions) and harassment based on race, religion, creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation or any other status protected by federal or state law or local ordinance or regulation. All such harassment is unlawful. The YMCA of Washington County's policy applies to all persons involved in the organization (both employees and volunteers) and prohibits unlawful harassment by any volunteer/employee of the organization including supervisors and co-workers. This behavior is unacceptable in the workplace itself and in other work-related settings such as business trips and business-related social events.

## **Smoking**

Because the Y is committed to healthy living, smoking, tobacco use and the use of electronic cigarettes are prohibited within all facilities of the YMCA of Washington County and the premises.

## **Drug and Alcohol-Free Environment**

Volunteers of the YMCA of Washington County shall not unlawfully manufacture, distribute, dispense, sell, possess or use any alcohol, controlled substances or illegal drug:

- On or in any YMCA of Washington County property, building or facility.
- While performing work or services for the YMCA of Washington County.
- On or in any YMCA of Washington County property, building or facility to which the employee, volunteer, contractor or subcontractor has been temporarily or permanently assigned.
- While performing work or services for the YMCA of Washington County, whether on or off YMCA of Washington County's property.

## **Email and Voicemail Usage**

The YMCA of Washington County's email system is intended for business use. Volunteers' use of the YMCA's email for personal correspondence should not be abused.

## **Social Media Policy and Electronic Communication**

The YMCA of Washington County recognizes the value of social media and other online communication tools for business purposes, such as connecting with members, staff, donors and volunteers. In order to protect the YMCA of Washington County, all volunteers are expected to behave in a manner consistent with the Y's values of caring, honesty, respect and responsibility and to abide by this policy when using social media or other online communication tools for work or personal purposes.

Many YMCA volunteers maintain individual pages on social media sites and/or use other online communication tools to connect and communicate for personal purposes. While the YMCA of Washington County does not mean to interfere with anyone's private life, the YMCA also realizes that publicly observable communications, actions or words are not private. Individuals' online activities are accessible to the community at large, therefore, all of a YMCA of Washington County volunteer's online activities must be consistent with the YMCA's mission and values. Accordingly, the following guidelines must be followed by all volunteers when using social media or other online communication tools:

- The use of photos, video or images of the YMCA of Washington County or its programs, members or participants is prohibited.
- Use of the YMCA logo is prohibited. If a volunteer uses the YMCA name (including names of camps or other programs) in any such communication, they should be especially

careful to support the Y's image and mission while making it clear that they are speaking for themselves and not on behalf of the YMCA.

- Volunteers may not post an endorsement of YMCA programs without disclosing their relationship with the YMCA of Washington County.

Volunteers should recognize that they are personally responsible for the content they publish on social media sites. Volunteers may be subject to discipline for online commentary, content or images that are defamatory, pornographic, harassing or otherwise inappropriate. Examples of inappropriate content include, but are not limited to, references to or photos of alcohol or illegal substance use, disclosure of confidential information about other people and posting false, disparaging or inappropriate information about other people.

In addition, any electronic communication (phone calls, text messages, email) should be exchanged only with the parent/guardian of minor consumers. In addition, all electronic communication with consumers and parents/guardians will relate only to your role as a volunteer.

When using social media, volunteers should keep in mind that other policies apply to its use, including, for example, the Y's policies on confidentiality, preventing child abuse and use of electronic communications systems. Volunteers who violate YMCA policies are subject to disciplinary action, up to and including termination.

### **WASHINGTON COMMUNITY Y CODE OF CONDUCT**

1. In order to protect YMCA of Washington County staff, volunteers and program participants - at no time during a Y program may a volunteer person be alone with a single child where others cannot observe them. As volunteers supervise children, they should space themselves in a way that other staff or volunteers can see them.
2. Staff shall never leave a child unsupervised. Staff shall always supervise children by sight, monitoring interactions between children as well as between children and adults. When more than one supervising adult is present, each staff should monitor specific areas. Staff should always be watching and listening for red flag and inappropriate behaviors such as staff allowing children to sit on his/her lap, staff tickling children, staff giving participants gifts, staff who are in a one-to-one ratio with a child, staff who touch students in their bathing suite area.
3. Restroom supervision: Volunteers will make sure suspicious or unknown individuals do not occupy the restroom before allowing children to use the facilities. Volunteers will stand in the doorway while children are using the restroom. This policy allows privacy for the children and protection for the volunteer (not being alone with a child). If a volunteer is assisting younger children, doors to the facility must remain open. No child, regardless of age, should enter a bathroom alone on a field trip. Always send children in pairs, and where possible, with staff or other volunteers.
4. Volunteers should conduct or supervise private activities in pairs—diapering, putting on bathing suits, taking showers, etc. When this is not feasible, volunteers should be positioned so that they are visible to others.
5. Volunteers shall not abuse children or adults including, but not limited to the ways listed below. In addition, members/participants shall not abuse each other including, but not limited to the ways listed below:
  - Physical abuse: striking, spanking, shaking, slapping
  - Verbal abuse: humiliating, degrading, threatening
  - Sexual abuse: inappropriate touch or verbal exchange

Mental abuse: shaming, withholding attention, cruelty

Neglect: withholding food, water, basic care, supervision, etc.

Appropriate interactions may include appropriate jokes, encouragement and praise, side hugs, shoulder to shoulder or "temple" hugs, pats on the shoulder or back, handshakes, high fives and hand slapping, pats on the head when culturally appropriate, touching hands, shoulders and arms, arms around shoulders.

***Any type of abuse will not be tolerated and will be cause for immediate dismissal.***

6. Volunteers must use positive techniques of guidance including redirection, positive reinforcement and encouragement rather than competition, comparison and criticism. 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) and is only administered in a prescribed manner and must be documented in writing.
7. Volunteers will review the appearance 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. Volunteers will respond to children with respect and consideration and treat all children equally regardless of sex, race, religion or culture.
9. 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 in areas of their bodies that would be covered by a bathing suit.
10. Volunteers will refrain from intimate displays of affection toward others in the presence of children, parents, and staff.
11. Volunteers must appear clean, neatly groomed and appropriately attired.
12. Using, possessing, or being under the influence of alcohol or illegal drugs during working hours is prohibited.
13. Smoking or use of tobacco in the presence of children or parents during working hours is prohibited.
14. 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.
15. Volunteers will not transmit, receive, download, display, print or otherwise disseminate material that is sexually explicit, profane, obscene, harassing, fraudulent, racially offensive, defamatory or otherwise unlawful.
16. Volunteers 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.
16. Volunteers will portray a positive role model for youth by maintaining an attitude of respect, loyalty, patience, courtesy, tact and maturity.
17. Volunteers may not be alone with children they meet in YMCA programs outside of the YMCA of Washington County. This includes baby-sitting, sleepovers and inviting children to your home without a waiver signed by the employee and parents. Any exceptions require a written explanation before the fact and are subject to approval by the Executive Director.
18. Volunteers are not to transport children in their own vehicles without another staff or volunteers. Volunteers need to remember if an accident occurs their insurance company

may be sued along with the Y's. If children are being transported, proper restraints must be used.

19. Volunteers may not date program participants under 18 years of age.
20. Under no circumstances should 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 of Washington County).
21. Volunteers are required to read and sign all policies related to identifying, documenting and reporting child abuse and attend training on the subject, as instructed by a supervisor.
22. Volunteers will act in a caring, honest, respectful and responsible manner both inside and outside the Y.

**I understand that any violation of this Code of Conduct may result in the termination of my volunteer service.**

### **Reporting Violations**

Volunteers should share their questions, concerns, suggestions or complaints with someone who can address them properly. In most cases, the program director is in the best position to address an area of concern. If you are not comfortable speaking with the program director or you are not satisfied with his/her response, you are encouraged to speak with Joyce Dickerson in the Human Resources office at 319.653.2141 or anyone in management who you are comfortable approaching. Supervisors and managers are required to report suspected violations of the code of conduct to the organization's compliance officer, who has specific and exclusive responsibility to investigate all reported violations. All volunteers also must immediately report witnessing any red flag behaviors and sexual activity between children. For suspected fraud or when you are not satisfied with or are uncomfortable with following the organization's open door policy, individuals should contact the compliance officer directly. **All volunteers will cooperate fully with any investigation into reported and suspected violations.**

### **Compliance Officer**

The organization's compliance officer is responsible for investigating and resolving all reported complaints and allegations concerning violations of the code and, at his or her discretion, shall advise the Chief Executive Officer and/or Executive Committee of the Board of Directors. The compliance officer has direct access of the Executive Committee of the board and is required to report to them at least annually on compliance activity. The organization's compliance officer is the chair of the Executive Committee.



