



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# VOLUNTEER HANDBOOK



## YMCA of Greater Dayton Association

Camp Kern

Childcare

Coffman

Downtown

Fairborn

Huber Heights

Kleptz

NDC-Trotwood

Preble

South

West Carrollton

Xenia

Grand Lake Health/Premier Health North Branch

Grand Lake Health/Premier Health South Branch

Otterbein Life Enrichment Center

The YMCA of Greater Dayton, based on Christian principles, is a charitable organization with an inclusive environment driven to enrich the quality of family, spiritual, social, mental and physical well-being for all.

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# ***Welcome to the YMCA of Greater Dayton***

We are glad you are here and thank you for choosing to be a part of the YMCA of Greater Dayton. We are committed to practicing and demonstrating – in spirit, mind and body – the YMCA core values of caring, honesty, respect and responsibility.

As a volunteer, you are a valuable member of our team. It is our goal to provide you with the tools and support to serve members of the community and respond to the changing needs. Without our volunteers, the YMCA would not be where it is today. It is with our volunteers we will continue to build upon our strengths to meet the opportunities and challenges of tomorrow.

This handbook has been prepared to help you understand the policies and procedures as well as your responsibilities as a volunteer of the YMCA of Greater Dayton. It is also intended to pass along to you the philosophy which forms the basis of these policies. Please take the time to familiarize yourself with its contents and direct any questions you may have to your Branch Executive Director.

Once again, “Welcome” and we wish you every success here at the YMCA of Greater Dayton. We are strong and better because of your volunteering with the YMCA.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Dale Brunner', with a stylized flourish at the end.

Dale Brunner  
President/CEO

# *Volunteer Standards*

## **OUR CAUSE**

Strengthening the foundations of community through youth development, healthy living and social responsibility. Every day, we work side-by-side with our neighbors to make sure that everyone has the opportunity to learn, grow and thrive. We act with intentionality to connect people to our cause through our service and engagement principles. We strive to live our cause with purpose.

## **EQUAL EMPLOYMENT OPPORTUNITY**

It is the ongoing policy of the YMCA of Greater Dayton to afford equal employment opportunity to employees, volunteers and members/program participants regardless of their race, color, religion, sex, national origin, sexual orientation, gender identification, genetic information (DNA), age, political affiliation, union activity, physical or mental disability, military or veteran status, or because he or she is a disabled veteran, and to conform to applicable laws and regulations

## **DIVERSITY POLICY**

The YMCA, throughout its history, has asserted the dignity of all people without exception. The YMCA of Greater Dayton also recognizes that individuals, families, and communities are diverse.

The YMCA of Greater Dayton embraces a philosophy that recognizes and values diversity and is committed to valuing diversity and practicing inclusion. Our goal is to attract, develop, retain, and serve a diverse group of people in a culture where all employees, volunteers, members, and program participants will contribute to their fullest potential. We are dedicated to providing a respectful, safe, and dignified environment for members, program participants, employees and volunteers that is free from acts of discrimination or harassment. The celebration of diversity is an essential component in the way we do business.

## **EXPECTATIONS**

This Volunteer Handbook is intended to provide guidance as to the YMCA's expectations for volunteers. However, it does not represent a contract or promise of any kind. All volunteers participate strictly on an at-will basis, meaning that either the volunteer or the YMCA of Greater Dayton can end the relationship at any time and for any reason.

Every volunteer can expect certain standards of treatment at any YMCA. Volunteers have the right to:

- Receive proper training
- Appropriate orientation to the organization and the programs in which they are involved
- Adequate supervision
- Be assigned to a volunteer position that is both worthwhile, challenging and matched the individual's skills, abilities and interests
- Expect valid recognition and encouragement from staff contact or program director
- Appropriate working conditions, material and equipment to complete duties
- Provide input and be heard regarding program and activity concerns
- Fair treatment by staff, members, guests, participants, and other volunteers
- Re-evaluate their role as a volunteer and choose a different, but equally important position within the Y without concern for reprimand or recourse
- Experience a sense of belonging and building relationships

A volunteer is anyone who gives their time and talents to the YMCA of Greater Dayton without receiving compensation. All volunteers should be given an understanding of their time commitment expectations and responsibilities. Volunteering for the YMCA of Greater Dayton should be understood as a mutually rewarding experience for both parties. The Y may periodically profile volunteers on our website, at special events, in the annual report or other marketing materials.

# *Volunteer Policies*

## **VOLUNTEERING OF MINORS**

The YMCA of Greater Dayton encourages volunteers of all ages. Those who are under the age of 18 must be supervised by an assigned adult. The adult may be a guardian, organizational leader, or staff member. All policies outlined in the Employee Handbook, the Child Abuse Prevention Code of Conduct, or any supplemental guide must be adhered to during the supervision of minor volunteers.

## **VOLUNTEER CATEGORIES AND REQUIREMENTS**

Various volunteer positions are available within the Y. Based on the expectations, interactions, timeframe, and other needs of the position, the YMCA has developed categories. In order to ensure the safety of those we serve and mitigate risk, the YMCA has assigned requirements to each category. All requirements must be met prior to an individual beginning a volunteer assignment.

### **1. Board Members and Committee Volunteers**

- a. Completion of a volunteer application
- b. Interview with staff members
- b. Volunteer Handbook Acknowledgement
- c. Background Check
  - 1) MVR must be completed for those driving on behalf of the YMCA of Greater Dayton
    - a) Must be at least 21 years of age.
    - b) Hold a valid Ohio Driver's License.
    - c) Have a safe driving record, as determined by our current insurance carrier and verified by the Ohio Department of Public Safety. Refer to MVR Check Policy for more information.
- d. Reference Check
- e. Liability Waiver Acknowledgement

### **2. Front-Line Volunteer**

- a. Completion of a volunteer application
- b. Volunteer Handbook Acknowledgement
- c. Background Check
  - 1) MVR must be completed for those driving on behalf of the YMCA of Greater Dayton
    - a) Must be at least 21 years of age.
    - b) Hold a valid Ohio Driver's License.
    - c) Have a safe driving record, as determined by our current insurance carrier and verified by the Ohio Department of Public Safety. Refer to MVR Check Policy for more information.
- d. Reference Check
- e. Redwoods on-line training module Appropriate Touch
- f. Liability Waiver Acknowledgement

### **3. Child Care and Trail Blazer Volunteer**

- a. Completion of a volunteer application
- b. Volunteer Handbook Acknowledgement
- c. Background Check
  - 1) MVR must be completed for those driving on behalf of the YMCA of Greater Dayton
    - a) Must be at least 21 years of age.
    - b) Hold a valid Ohio Driver's License.
    - c) Have a safe driving record, as determined by our current insurance carrier and verified by the Ohio Department of Public Safety. Refer to MVR Check Policy for more information.
- d. ABCI and FBI fingerprint check is required for those volunteering at the Camp Kern Trail Blazer program or for those volunteering in a licensed child care program more than 3 times in a 12 month period. A JFS 01176 notification letter may be required.
- e. Reference Check

- f. Redwoods on-line training module Appropriate Touch
- g. Liability Waiver Acknowledgment

#### **4. Sports Volunteer**

- a. Complete Front-Line Staff Volunteer requirements
- b. Must complete concussion training and Lindsay's Law training prior to working in a sports related activity.

#### **5. Community Event Volunteer**

- a. Liability Waiver acknowledgement
- b. Sexual Offender Database
- c. Identification verification

Additional requirements and certifications may be required and will be communicated to the volunteer through their staff contact or program director. Volunteers may be required to renew training certifications and acknowledgement of the volunteer handbook on an annual basis. It is the responsibility of the volunteer to attend required trainings in order to maintain certifications. Failure to maintain certifications may result in removal from a specific volunteer position.

### **PERSONAL PROPERTY**

The YMCA of Greater Dayton provides all essential items required to perform one's duties. Any personal property which is brought onto the YMCA of Greater Dayton premises, including but not limited to bags, cell phones, computers, cash, clothing is at the volunteer's sole risk. Theft of personal items from locked desks, rooms, lockers, and vehicles is also the volunteer's risk and not covered by Y insurance.

Volunteers are responsible for any loss or damage that occurs to their personal vehicles parked on or near the YMCA of Greater Dayton premises or while being used for Y purposes. Volunteers who drive personal vehicles for YMCA of Greater Dayton are required to carry the state minimum required motor vehicle insurance on their personal vehicles. In all cases, including parking the volunteer is responsible for the care and coverage of their vehicle.

### **MOTOR VEHICLE RECORDS CHECK**

The purpose of this policy is to ensure the safety of those who drive YMCA vehicles or personal vehicles while performing business for the YMCA. Vehicle accidents are costly to the Association, but more importantly, they may result in injury to employees, volunteers and participants. It is the driver's responsibility to operate the vehicle in a safe manner and to drive defensively to prevent injuries and property damage. As such, the YMCA endorses all applicable state motor vehicle regulations relating to driver responsibility. The YMCA expects each driver to drive in a safe and courteous manner pursuant to the following safety rules. The attitude you take when behind the wheel is the single most important factor in driving safety.

### **DRIVER ELIGIBILITY**

- YMCA owned or rented vehicles are to be driven by authorized volunteers only.
- Any volunteer who has a driver's license revoked or suspended shall immediately notify their staff contact or program director and discontinue operation of YMCA vehicles or a personal vehicle for business purposes. Failure to do so may result in removal from volunteer eligibility.
- All accidents involving a YMCA vehicle or personal vehicle while on YMCA business, regardless of severity, must be reported to the police and to immediate staff contact or program directors. Failing to stop after an accident and/or failure to report an accident may result in removal of volunteer eligibility.
- Drivers must immediately report all court summonses received for moving violations during the operation of a YMCA vehicle or personal vehicle while on YMCA business.
- All CDL (Commercial Driver License) drivers must comply with all applicable D.O.T. regulations, including successful completion of medical, drug, and alcohol evaluations.

- All volunteers who will be transporting program participants and guests in YMCA vehicles will be required to successfully complete drug and alcohol evaluations including but not limited to confidential random drug screening procedures.
- If a volunteer is transporting children, the volunteer must be at least 21 years of age.
- Motor Vehicle Records may be ordered annually to assess volunteers' driving records. An unfavorable record determined by the YMCA of Greater Dayton's insurance carrier will result in a loss of privileges of driving a YMCA owned vehicle and rented or personal vehicles used for YMCA business.

The following guidelines have been provided by the YMCA insurance carrier. The YMCA of Greater Dayton may deviate from these guidelines when circumstances indicate it is appropriate.

Drivers OVER 25 years of age with:

- 3 violations in a 3-year period will be placed on a "watch" basis
- 4 or more violations in a 3-year period will be uninsurable
- A major violation (DUI, vehicular homicide, etc.) will be uninsurable
- 1 at-fault accident will be placed on a "watch" basis
- 2 or more at-fault accidents will be uninsurable

Drivers UNDER 25 years of age with:

- 2 violations in a 3-year period will be placed on a "watch" basis
- 3 or more violations in a 3-year period will be uninsurable
- A major violation (DUI, vehicular homicide, etc.) will be uninsurable
- 1 or more at-fault accidents will be uninsurable.

Some individuals who are placed on a driving status may be assigned to different positions within the YMCA should their volunteer assignment require driving as a primary function.

## **NOTIFICATION REQUIREMENTS**

A volunteer who is required to drive while conducting authorized YMCA business is required to inform their staff contact or program director within 24 hours of receipt of violations that reflect a serious hazard or disregard for public safety, including but not limited to the following offenses. Failure to report such occurrences may result in disciplinary action up to and including termination.

- Receiving a citation for operating a vehicle while under the influence of alcohol or any controlled substance
- Receiving a citation for leaving the scene of an accident
- Receiving a citation for driving while under suspension or revocation of any driver's license
- Receiving a citation for reckless operation of a motor vehicle resulting in bodily injury or property damage.

For liability risk reasons, YMCA volunteers and staff members are not permitted to arrange carpools or transportation for participants in any Y programs. Parent may be encouraged to arrange a carpool if needed.

## **FITNESS FOR DUTY POLICY**

The YMCA expects its volunteers to report in a mental and physical condition that enables them to perform their duties safely, effectively and efficiently, and to remain able to do so throughout the entire time they are volunteering. In implementing this policy, the YMCA will follow all state and federal laws, and will provide reasonable accommodations to known physical or mental disabilities, if applicable.

1. The YMCA has reasonable expectations all volunteers will notify their staff contact or program director if they are unable to perform assigned duties. This includes but is not limited to physical injury, mental instability, medication effects, etc. Actions or behavior causing concern may result in a staff contact or program director questioning the volunteer's ability. This includes but is not limited to, problems with dexterity, coordination, speech, vision, alertness, aggressive behavior, confusion, involvement in an accident, or any other behavior that reasonably causes the YMCA to believe that the volunteer poses a direct threat to his or her own health or safety or that of others.
2. Unless not possible or practical, the staff contact, or program director will present the information or observations to the volunteer at the earliest possible time in order to validate them; and will

allow the volunteer to explain their actions or correct any mistakes of fact contained in the description of those actions. The YMCA reserves the right to reassign or remove the volunteer based on restrictions.

## **CONFIDENTIALITY**

Information provided to the YMCA, including management staff, regarding any fitness for duty will be strictly confidential, except as may be required by law. A "need to know" will be carefully observed so that only those persons with the need to know the information to ensure a safe environment will be informed.

## **VOLUNTEER DESCRIPTIONS**

Periodically, positions in the Association are evaluated. At the start of a volunteer's assignment, they may receive a copy of a volunteer description.

## **BACKGROUND CHECKS, FALSE INFORMATION, CRIMINAL CONVICTIONS & EMPLOYMENT**

Volunteers with the YMCA of Greater Dayton are expected to provide complete and accurate information regarding their background, employment history, credentials and qualifications. If the YMCA learns a volunteer intentionally provided false or misleading information or intentionally omitted pertinent information regarding essential background, employment history, credentials or qualifications, or criminal background, the YMCA of Greater Dayton may remove the volunteer from their service.

As a part of pre-volunteer screening, the YMCA of Greater Dayton will investigate background, employment history, credentials and qualifications through fingerprinting, criminal background checks, and reference checks. The Association also reserves the right to conduct background checks for **current** volunteers.

Volunteers who are arrested for (including cited or charged), or who are convicted of (including no contest or guilty plea) a crime, as defined below, must inform the Association Services Human Resources Department of the arrest or conviction as soon as possible no later than 48 hours after arrest and/or conviction. Failure to report the arrest and/or conviction may cause the volunteer to be removed from their position until a full investigation and understanding of the incident is understood.

For the purposes of this Policy, a "crime" includes any felony or first-degree misdemeanor (or State equivalent), or any crime (no matter the degree) involving minors, sex offenses, theft, drugs or alcohol, or bodily harm or threat of bodily harm against others.

A criminal conviction or an arrest does not necessarily preclude continued volunteerism with the YMCA of Greater Dayton. The Association has the sole and absolute discretion to determine whether the conduct underlying an arrest, or a conviction will result in action to include the decision to remove or reassign a volunteer. Likewise, the dismissal of a criminal offense or arrest does not necessarily preclude the Association from taking action.

The Association may place volunteers deemed to be in safety sensitive positions (including, but not limited to, supervision of or contact with children) on leave pending the outcome of any investigation upon receipt of information concerning alleged offenses which may endanger children and/or present a special risk of bodily harm to others. The safety and security of members, employees, volunteers and/or visitors is the Association's foremost consideration in such matters.

The Association shall consider each circumstance on a case-by-case basis.

Former or returning volunteers are required to re-complete an application and to have a criminal background and reference checks. Front-line and Sports Volunteers are checked as the seasons rotate or every 6 months whichever is later.

## **VOLUNTEER RECORDS**

Each Branch location maintains volunteers' files for their respective volunteers and this information needs to be kept current so that a smooth-running operation can be obtained. Volunteers are asked to report any changes to their name, address, phone numbers, e-mail, who to notify in case of an emergency, etc. In order to keep all records up to date.



## **PRIVACY**

In accordance with state and federal law, the YMCA of Greater Dayton, its executives, and staff strive to ensure that all personal information regarding its volunteers is kept confidential. Some examples of such confidential information include medical conditions, background check results, etc. which will only be revealed to management members or government officials with a business need to know.

## **ATTENDANCE**

A volunteer's presence is vital to the YMCA. Therefore, it is important all volunteers arrive on time and are ready to begin their duties. Volunteers may be asked to share their contact information with other volunteers and their staff contact or program director to find substitutes for any absenteeism. If attendance requirements for the volunteer position are not met, a volunteer may be revoked or reassigned from their position. It is required that a volunteer contact their staff contact or program director no later than 2 hours prior to their start time to inform them they will be late or absent.

## **BREAKS AND MEALS**

Breaks may be requested by a volunteer. The YMCA of Greater Dayton understands the importance of allowing a volunteer time to rest and refocus. It is our intention to give every volunteer a break when needed and appropriate. In some circumstances, a volunteer may need to wait to go on a break based on the volume or timing of the program.

Under normal circumstances consumption of food and beverages (excluding water) should be confined to offices, meeting rooms, and other areas where food and drink are served. Staff contact, or program directors may permit food and drink in other locations as the program or circumstances may vary at each location. Under no circumstances should food be left where it may attract insects or pests when the Y is closed.

## **PERSONAL APPEARANCE**

Volunteers are representatives of the YMCA and should be well groomed and appropriately dressed for the duties they are asked to perform. A friendly smile and an attitude of interest and helpfulness are essential. The YMCA of Greater Dayton's objective is to allow our volunteers to work comfortably in the YMCA, yet still project a professional image for our members and community.

Volunteers will be given a volunteer shirt, name tag or other item to be worn during their volunteer hours. When given an item to be worn, volunteers are required to wear them to be identified by program participants. It is asked that these be cleaned appropriately. Should they become lost or tattered, please notify your staff contact or program director.

Volunteers who wear attire that is deemed inappropriate will be addressed on an individual basis. Failure to comply once addressed may result in reassignment or dismissal of a volunteer.

## **SOCIAL MEDIA POLICY**

The YMCA of Greater Dayton Social Media Policy encompasses websites and all internet activity related to both YMCA business social media sites such as branch & association *Facebook* pages, and individual social media sites such as personal *Facebook* pages, *Instagram*, *Snapchat*, *Twitter* and others. Managed appropriately, the YMCA believes in online communities and acknowledges them as a valuable component of shared media.

### **PERSONAL SOCIAL MEDIA CONDUCT**

This policy has been developed for volunteers who maintain personal sites or utilize social media applications (i.e., *Facebook*, *Instagram*, *Snapchat*, *Twitter*, etc.) that may contain postings about YMCA's business, programs, fellow volunteers and employees, the work they do, and the content violates policy or codes of conduct. Many volunteers may have personal pages or write blogs or post to sites. Although individuals have the right to express themselves as they deem fit, certain social media activity may lead to the volunteer relationship ending. Also, volunteers should be aware that under some circumstances, they will be individually responsible for their actions.

When a volunteer chooses to post information for the public via a social media site, the volunteer is legally responsible for everything posted. Individuals can be held personally liable for posting any comments or media deemed to be in violation of any applicable laws (whether pertaining to the YMCA, individuals, or any other entity). For these reasons, volunteers should exercise caution with regard to obscenity, harassment, threats, or copyrighted materials for example. In some cases, outside parties can pursue legal action against an individual for postings.

You are advised to be mindful that the information you post on the internet will likely be seen by members of the YMCA community and could reflect poorly upon your character or upon the YMCA. As an organization that holds personal character in the highest regard, the YMCA is obligated to take actions to preserve its core values.

If you choose to discuss YMCA matters, you should identify yourself and your role at the YMCA but make it clear that you are speaking for yourself (by using first person) and not on behalf of the YMCA. If a volunteer chooses to participate in public social media activity, they must ensure their profiles and online behavior are consistent with the Child Abuse Prevention Code of Conduct. It is recommended you choose the highest security/privacy settings on pages such as Facebook so only those you have carefully selected as friend connections can view your content. It is your responsibility to monitor your page diligently. Should content or an image be posted without your consent by a "friend" it is your responsibility to remove it from your page. Be mindful of copyright laws when copying content and quoting others. Always use caution in connection with posting content (text, images, videos, or any other copyrightable works). Do not post the YMCA of Greater Dayton logo or any other logo belonging to the YMCA to your personal website, blog, or any other social computing platform. Protect the confidential and proprietary information belonging to the YMCA of Greater Dayton, its partners, suppliers, employees, members, volunteers, or other people or companies in any online social computing platform. Do not post pictures of members or guests enrolled in YMCA programs or participating in activities at the YMCA, especially those of children. Using cell phones or other devices to record and photograph on YMCA property without the approval of the Branch Executive is prohibited. Volunteers with children or family members participating in a program/event can take pictures and recordings of their children in accordance with membership policies.

A. Report unsanctioned contact – In the Child Abuse Prevention Code of Conduct that you signed, you agreed to no contact with YMCA-related children apart from YMCA programs. If you receive email, social media, or blog entries from any children whom you know from YMCA programming, you should contact your staff contact or program director immediately. Any response to them is in violation of your no-contact promise to the YMCA. If you do receive such a communication, you should determine how the child got your email or blog address and you should correct the deficiency and block further correspondence.

B. Postings may generate media coverage. If a member of the media contacts you about a YMCA-related blog posting or requests YMCA information of any kind, do not respond and contact your staff contact or program director at the Association Services office.

C. If you are aware of another violating the Social Media Policy, it is your duty to report such violations to your staff contact or program director or Branch Executive Director.

## **SUPERVISION**

The YMCA of Greater Dayton staff contact, or program directors and administrators observe all programs, program locations and buildings and engage in conversations with adult and youth members and program participants. These observations may be scheduled or spontaneous. They conduct group and individual supervision and training meetings and review all program documentation to ensure best practices are in place at all times.

## **HARASSMENT**

The YMCA of Greater Dayton prohibits employees, volunteers, members, program participants, guests and consumers from doing anything that intimidates, insults, coerces, or harasses another employee, member, program participant, or guest. There is zero tolerance for any harassment including those being

harassed base upon their race, color, religion, sex, national origin, sexual orientation, genetic identification (DNA), age, physical or mental handicap.

## **ABUSE PREVENTION POLICY**

The YMCA of Greater Dayton has zero tolerance when it comes to the abuse and mistreatment of children, seniors, and other members of the Y family. The YMCA is aware that there may be people who want to work or volunteer here for the wrong reasons. We structure our programs so that no staff member or volunteer is left alone with a child or other vulnerable individual. We try to prevent any opportunity for abuse and we periodically interview children and others about their experiences in the program. We take

all allegations, including those from children, very seriously. We refer all allegations for investigation, and we cooperate fully with any investigation. Wrongdoers need to know that this is a very risky place to attempt to abuse children or the vulnerable. This thorough process not only protects the people in our care, but it also minimizes the potential for false abuse allegations against innocent staff members and volunteers.

## **CHILD ABUSE PREVENTION CODE OF CONDUCT**

1. In order to protect YMCA staff, volunteers, and program participants – at no time during a YMCA program may a volunteer be alone with a single child where they cannot be observed by others. As volunteers oversee youth programming, they should space themselves in a way that others can see them. If in a situation where volunteers may be left alone with a child, the volunteer is to immediately contact a staff member and move to a public area. This could include a lobby, hallway, or designated area.
2. Volunteers shall never leave a child unsupervised.
3. Restroom supervision: Volunteers are to not take children to the restroom or locker room. Should a child need to use the restroom the parent or guardian needs to be notified of the child's needs. Should a volunteer not be able to identify the parent, they should call a staff member to assist in the situation.
4. Volunteers are not to conduct private or activities - diapering, putting on bathing suits, taking showers, etc. Should a child need assistance a parent or guardian should be contacted.
5. Volunteers 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.

Any type of abuse will not be tolerated and may 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.
7. Volunteers respond to children with respect and consideration and treat all children equally regardless of sex, race, religion, culture.
8. 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.
9. Volunteers will refrain from intimate displays of affection towards others in the presence of children, parents, and staff.
10. Using, possessing, or being under the influence of alcohol or illegal drugs during working hours is prohibited.
11. Smoking or use of tobacco in the presence of children or parents during volunteer hours is prohibited.
12. Profanity, inappropriate jokes, sharing intimate details of one's personnel life, and any kind of

harassment in the presence of children or parents is prohibited.

13. Volunteers must be free of physical or psychological conditions that might adversely affect children's physical or mental health. If in doubt, an expert should be consulted.
14. Volunteer will portray a positive role model for youth by maintaining an attitude of respect, loyalty, patience, courtesy, tact, and maturity.
15. Volunteers may not be alone or communicate externally with children they meet in YMCA programs outside of the YMCA. This includes babysitting, sleepovers, social media, team parties, texting, and inviting children to your home. Any exceptions require a written explanation before the fact and are subject to administrator approval.
16. Volunteers are not to transport children in their own vehicles. Under no circumstances are volunteers to transport a child without permission from a parent/guardian and their YMCA staff contact or program director in a YMCA of Greater Dayton vehicle.
17. Volunteers may not date program participants under the age of 18 years of age.
18. Under no circumstance 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).
19. Volunteers are required to read and sign all policies related to identifying, documenting, and reporting child abuse and attend trainings on the subject, as instructed by a staff contact or program director.

All volunteers are required, under Section 2151.421 of the Ohio revised Code, to report their suspicions of child abuse or child neglect to the local public children's services agency. Please notify your staff contact or program director if you suspect a child is being abused or neglected so the proper agency can be notified. Notifying your staff contact or program directors in no way replaces your responsibility to report child abuse or neglect to the local public children's service agency.

YMCA of Greater Dayton volunteers are to gain assistance from a staff contact or program director in the event a child has informed them of abuse. If allegations have been placed against a volunteer, the volunteer will be removed from the YMCA until the investigation is completed. If the child has experienced youth on youth abuse, the child should be removed from contact with the accused until an investigation of the accusation has been conducted. YMCA volunteers are required to cooperate during investigations.

Failure to comply with this policy and all other requests made by management in order to protect those we serve may result in a volunteer being removed from the program.

## **VOLUNTEERS AND OVERNIGHT EVENTS**

In order to protect volunteers and all program participants, established methods for supervising overnight activities have been established. It is important for all volunteers to know and follow the following:

- Branch Executive Director approval is needed prior to all overnight activities
- All volunteers and staff are to remain awake as long as youths are awake
- Volunteer-to-youth ratios must be adhered to when applicable. If you are unsure of the proper ratio, please speak to your staff representative
- A clear understanding of where the overnight will take place, the route to get to any location, and all activities will be outlined. Volunteers, staff and participants are to stay within all geographical boundaries
- A written/structured outline of the schedule and events is approved
- Separate sleeping quarters for males and females is required
- Periodical roll call and headcounts are required throughout the activity
- Staff are required to supervise regularly and randomly on all overnight events
- Specific instructions may be established for overnights away from the branch facility. Instructions are to be approved by the Branch Executive Director and adhered to by all volunteers and staff during the overnight activity.

## **APPROPRIATE AFFECTION TOWARD CHILDREN**

The YMCA of Greater Dayton encourages volunteers who interact with children to be affectionate with those children in a manner that is safe for both the children and the volunteer. Volunteers should not demonstrate preferential treatment toward select children. Volunteers should not make promises to children or give gifts to individual children separate from other participants within the program.

A child may initiate contact that a volunteer never would. Examples include a child choosing to hold hands with a volunteer or climbing in a volunteer member's lap. Volunteers should respond very briefly (although warmly) to full frontal hugs. Setting gentle yet firm limits are the way to make children's spontaneous affectionate behavior safe for you. For example, if a child initiates lap sitting, kindly ask the child to sit next to you.

- Touching should be in a response to the need of the child and not the need of the adult
- Touching should be with the child's permission; resistance from the child should be respected
- Touching should avoid breasts, buttocks, and groin
- Touching should be open and not secretive
- Touching or other physical contact should be governed by the age and developmental stage of the child (see examples below)
  - Holding hands – most children over the age of 8 will not want to hold your hand
  - Lap sitting – most children over the age of 8 will not want to initiate this activity
  - Buttoning pants – unless children have special needs, they will not require your assistance with this activity past the age of 7

Appropriate ways that volunteers may touch children include; pat on the shoulder, sideways hugging, high fives, special handshake, applying sunscreen to a child (with parent permission) in areas a child cannot reach.

When a situation merits having unusual contact with a child, make sure you have a witness to verify your appropriate actions and responses. This circumstance may come up frequently when young children may need help with clothing or in programs where physical contact is part of instruction like aquatics, gymnastics, and other selected sports.

If you would feel uncomfortable about what is happening if an authority figure or family member would enter the room, you need to change the situation immediately. Violation of this policy is a serious offense and may lead to discipline or discharge. For questions regarding this policy, speak to your staff contact or program director or Branch Executive Director.

## **IDENTIFYING AND RESPONDING TO SUSPICIOUS INDIVIDUALS**

The following procedures are in place for us to identify and respond to unknown and suspicious individuals interacting with children in our care.

**IDENTIFY:** No individuals should be interacting with children in our care unless they are a background checked volunteer or staff member.

**RESPOND:** Approach and assess the situation (make note of the individual's description, are they touching the child, listen for context of conversation, look for body language, does the child seem comfortable)

- Insert yourself into the interaction (ex. Introduce yourself to the unknown individual to let them know you are a YMCA approved volunteer and are present)
- Remain involved in the interaction until you redirect or move the child back with the group
- If at any time you observe suspicious or inappropriate behavior (trust your gut feeling) remove the child from the situation and alert building or site supervisor immediately, noting the individual's description.

If abuse is reported notify Branch Executive Director immediately. All employees and volunteers under

section 2151.421 of the Ohio revised Code, are required to report their suspicions of child abuse or child neglect to the local public children's services agency. Please notify your staff contact prior to making this call so they may assist you.

### **LIMITING VOLUNTEER CONTACT WITH PROGRAM PARTICIPANTS**

Volunteers may not be alone with children they meet in YMCA programs outside of the YMCA. This includes baby-sitting, sleepovers, and inviting children to their home. Any exceptions require a written explanation before the fact and are subject to their Branch Executive Director's approval and signed waiver by parents.

### **EXTERNAL COMMUNICATION WITH PROGRAM PARTICIPANTS UNDER 18**

The YMCA does not approve social communication with program participants under the age of 18 outside the YMCA. However, some programming such as swim team, leadership club, sports, etc. requires coaches and other volunteers to interact with children and their parents.

It is in the best interest of all parties to ensure this communication is monitored and observed by a third party. It is also important that a record be kept in order to protect those involved in the communication. At any time, a volunteer's contact or program director or member of the management team may ask to see a record of external communication with participants.

The YMCA of Greater Dayton has established guidelines and recommends tools to use when this communication is required:

- Remind.com – interactive tool to reach parents and children. This can be viewed on the internet or via text and sends out general announcements to everyone.

- Group Me.com – interactive tool allowing two-way observable communication by the group.

For individual communication, a volunteer should first let their staff contact or program director know they will need to contact program participants individually. This communication process is for your own protection.

- Playerspace – web based tool to reach parents and children. This can be viewed on the internet or via text and sends out general announcements to everyone.

### **USE OF COMPUTER AND ELECTRONIC EQUIPMENT**

The YMCA of Greater Dayton prohibits volunteers from using the YMCA's equipment for personal use. Volunteers are not to use equipment to create material intended for personal or other non-Y purposes.

The use of YMCA of Greater Dayton automation systems, including computers, fax machines, and all forms of Internet/Intranet access, is for Association business and for authorized purposes only.

Volunteers will not bring discs, CDs, tapes, downloads, or any other electronic data storage device from outside into the workplace without receiving authorization from their staff contact or program director. Volunteers will not remove from the YMCA; discs, CDs, tapes, or any other electronic data storage device or other equipment or property belonging to The YMCA of Greater Dayton. Any deviation from this policy requires authorization of the staff contact or program director.

Electronic communication should not be used to solicit or sell products or services that are unrelated to the YMCA's business; distract, intimidate, or harass coworkers or third parties; or disrupt the workplace.

Use of YMCA computers, networks, and Internet access is a privilege granted by management and may be revoked at any time for inappropriate conduct carried out on such systems.

Using YMCA of Greater Dayton automation systems to access, create, view, transmit, or receive racist, sexist, threatening, or otherwise objectionable or illegal material is strictly prohibited. "Material" is defined as any visual, textual, or auditory entity. Such material violates the Association anti-harassment policies and is subject to disciplinary action. The YMCA's electronic mail system, Internet access, and computer systems must not be used to violate the laws and regulations of the United States or any other nation or any state, city, province, or other local jurisdiction in any way. Use of The YMCA of Greater Dayton resources for illegal activity can lead to disciplinary action, up to and including dismissal and

criminal prosecution. The YMCA will comply with reasonable requests from law enforcement and regulatory agencies for logs, diaries, archives, or files on individual Internet activities, e-mail use, and/or computer use.

Unless specifically granted in this policy, any non-business use of the Association's automation systems is expressly forbidden.

### **POLICY STATEMENT FOR INTERNET/INTRANET BROWSER(S)**

The Internet is to be used to further the YMCA of Greater Dayton's mission, to provide effective service of the highest quality to the YMCA's members and volunteers, and to support other direct job-related purposes. Volunteers contact, or program directors should work with volunteers to determine the appropriateness of using the Internet for professional activities and career development. The various modes of Internet/Intranet access are Association resources and are provided as business tools to volunteers who may use them for research, professional development, and work-related communications. Limited personal use of Internet resources is a special exception to the general prohibition against the personal use of computer equipment and software.

Volunteers are individually liable for any and all damages incurred as a result of violating YMCA security policy, copyright, and licensing agreements.

All YMCA policies and procedures apply to volunteers' conduct on the Internet, especially, but not exclusively, relating to: intellectual property, confidentiality, YMCA information dissemination, standards of conduct, misuse of YMCA resources, anti-harassment, and information and data security.

### **PERSONAL ELECTRONIC EQUIPMENT**

The YMCA of Greater Dayton prohibits the use of any type of camera phone, cell phone camera, digital camera, video camera, or other form of image-recording or audio-recording device without the express permission of the Branch Executive, Vice President of Finance, Vice President of Operations, or in their absence the CEO/President. Each person whose image is recorded should also express permission to be photographed. Volunteers should check with their supervisors to ensure everyone has given permission.

Volunteers with such devices should leave them at home unless expressly permitted by the YMCA to do otherwise. This provision does not apply to designated YMCA of Greater Dayton volunteers who are asked to use such devices as part of their assignments. When a volunteer is permitted to bring the device, it should be kept secured with the owner or locked in a locker for safe keeping. The device should be locked at all times when not in use. All personal electronic equipment should be kept out of reach from program participants.

Any volunteer bringing a personal computing device or image recording device onto YMCA premises thereby gives permission to the YMCA to inspect the personal computer or image recording device at any time with personnel of the YMCA's choosing and to analyze any files, other data, or data storage media that may be within or connectable to the personal computer or image recording device in question. Volunteers who do not wish such inspections to be done on their personal computers or imaging devices should not bring such items to work at all.

Please be aware a volunteer may face both civil and criminal liability from the YMCA of Greater Dayton or from individuals whose rights are harmed by the violation of this policy.

### **FIREARMS**

Firearms of any sort are absolutely prohibited on YMCA of Greater Dayton property or in Association vehicles. You are absolutely prohibited from bringing any firearm onto YMCA of Greater Dayton property. Any volunteer who violates this Policy shall be subject to discipline, up to and including discharge.

To ensure the safety and well-being of all employees, members, volunteers and other visitors, the YMCA of Greater Dayton reserves the right to inspect and/or search, in appropriate circumstances, all areas of the YMCA of Greater Dayton and your belongings.

### **DRUGS AND ALCOHOL**

The YMCA of Greater Dayton is committed to a safe, healthy, and productive work environment for all employees and volunteers free from the effects of substance abuse. Abuse of alcohol, drugs, and controlled substances impairs judgment, resulting in increased safety risks, injuries, and faulty decision-making.

To ensure a safe and productive work environment the Association prohibits the use, sale, dispensation, manufacture, distribution or possession of alcohol, drugs, controlled substances, or drug paraphernalia on any association premises or worksites. This prohibition includes association owned vehicles, or personal vehicles being used for association business or parked on association property. Additionally, the YMCA may take disciplinary action, including discharge, for the illegal (under federal or state law) off-duty use, sale, dispensation, manufacture, distribution or possession of drugs and controlled substances and the illegal use or distribution of alcohol.

No volunteer shall report or be at the YMCA with alcohol or with any detectable amount of prohibited drugs in the volunteer's system. (A detectable amount refers to the standards generally used in workplace drug & alcohol testing). At sanctioned YMCA events, where alcohol is served, excessive drinking is not representative of the YMCA's core values.

#### **SEARCH, INSPECTION, AND INVESTIGATION**

The YMCA may conduct unannounced inspections for violations of this policy in the workplace, worksites, or company premises. Volunteers are expected to cooperate in any inspection. The VP of Operations and/or the HR Director are to be notified in advance of the need for inspection, searches or investigations. Any substances suspected of being illegal drugs found in or on YMCA property should be carefully preserved in their natural state and condition. Detailed notes should be made describing the articles found, the place and date found and who found them.

#### **TOBACCO AND SMOKE FREE ENVIRONMENT**

YMCA of Greater Dayton facilities and grounds are tobacco-free environments. Smoking or use of tobacco, herbal or oil products including, but not limited to cigarettes, cigars, tobacco pipes, vaporizers, and all other forms of smokeless devices, is prohibited inside any of the association's facilities, vehicles, or buildings and grounds where YMCA programming is taking place. If deemed necessary, a branch may determine the appropriate outdoor designated smoking area for Volunteers members. Volunteers are not to use the above products or those similar while wearing YMCA attire.

#### **SAFETY**

Safety is a primary concern of the YMCA of Greater Dayton and, as such, the Association is committed to providing a safe and healthy workplace for all volunteers. If you are injured while on the job, no matter how slight, you must report the injury to your Volunteers contact or program director and complete and sign a First Report of Injury form and send it to the Human Resources Department. If you are aware of any unsafe conditions in the workplace, you are required to immediately notify your Volunteers contact or program director or Branch Executive.

#### **CONFLICTS OF INTEREST**

No Volunteers shall engage in activities contrary to its interest or inconsistent with the responsibilities entrusted to them. In general, conflict exists wherever a Volunteers achieves personal gain or incurs obligation to others at the expense of the YMCA of Greater Dayton. Such personal gain need not be direct but might include gain by family members, friends or relatives.

The Vice President of Finance and/or CEO/President will serve as the appropriate corporate officer to determine if any specific transaction, relationship, or other situation represents a conflict of interest.

#### **CONFIDENTIALITY**

The protection of the YMCA of Greater Dayton's business information, property and all other association assets (including its members' property) are confidential and vital to the interests and success of the



association. No YMCA related information or property, including without limitation, documents, files, records, computer files, equipment, office supplies or similar materials (except in the ordinary course of performing duties on behalf of the YMCA) may, therefore, be removed from the YMCA's premises without permission from the YMCA.

Additionally, the contents of the YMCA's records or information otherwise obtained in the course of business may not be disclosed to anyone, except where required for a business purpose. Volunteers must not disclose any confidential information, purposefully or inadvertently (through casual conversation), to any unauthorized person inside or outside the association. Volunteers who are unsure about the confidential nature of specific information must ask their Volunteers contact or program director for clarification. Confidential information includes any information obtained from or pertaining to our members, including, but not limited to, W-2 wage information, social security numbers, bank account information, and other related information. All volunteers with access to Personal Health Information will be required to adhere to all policies and procedures outlines by the HIPAA privacy and security supplemental handbook.

Violation of this policy is a serious offense. Volunteers may be dismissed from their assignment, for knowingly or unknowingly revealing information of a confidential nature, or otherwise violating this policy. Please be aware failure to comply with confidentiality policies and procedures may lead to legal action taken by the YMCA of Greater Dayton or outside entities.

## **PASSWORDS**

Passwords are an important aspect of computer security. They are the front line of protection for user accounts. As such, all YMCA volunteers are responsible for taking the appropriate steps to select and secure their passwords. All passwords are the property of the YMCA and must be released to the IT department as needed.

Volunteers are not to share their passwords with anyone including but not limited to other volunteers or employees without expressed permission from the IT department. If someone demands a password, refer them to this document or have them contact the IT Department.

## **CONCERNS**

1. A volunteer with a concern or complaint shall request a private meeting with his/her staff contact. Through discussion, it is hoped that resolution will result.
2. If the complaint cannot be resolved at that level, a meeting is arranged between the Branch Executive, the volunteer, and the volunteer staff contact. In all cases, the volunteer will be given the opportunity to present his/her concern. If the concern involves the Branch Executive, a meeting is arranged between the Branch Executive, the volunteer, and the Branch Executive's supervisor.
3. If the volunteer is not satisfied with the resolution of the complaint under the mediation of Branch Executive Director, a review of the matter will take place in consultation with the Vice President of Operations. Once reviewed, the decision will be final. The volunteer will receive communication regarding the complaint within a reasonable time frame from the date the complaint was submitted.



## ACKNOWLEDGEMENT

I have received a copy of the YMCA of Greater Dayton's Volunteer Handbook. I understand the policies governing my engagement with the YMCA of Greater Dayton and I agree that I will conform to these policies.

I understand that this Volunteer Handbook takes precedence over, supersedes and revokes any previous memo, bulletin, policy or procedure issued prior to the date occurring below, by the YMCA of Greater Dayton on any subject discussed in this Handbook. I also understand that the YMCA of Greater Dayton reserves the right to change or alter the policies at any time.

By signing this form, I acknowledge that I have had the opportunity to ask any question which I might have regarding the policies contained in this Handbook.

**Volunteer Name:** \_\_\_\_\_  
(Please print)

**Volunteers Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Volunteer Staff contact or Program Director/Office Manager Signature:**

\_\_\_\_\_ **Date:** \_\_\_\_\_