



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
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STRENGTHENING COMMUNITY

Volunteer Handbook
San Luis Obispo County YMCA





**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

Dear Prospective YMCA Volunteer:

Thank you for your interest in volunteering with the San Luis Obispo County YMCA! At the YMCA, we believe that when people come together for a common cause, the whole community is strengthened. When you become a volunteer, you have the opportunity to share your talents with those who need it most. Whether you mentor a student, coach a team or become a friend to a senior, your time and talent changes lives.

The San Luis Obispo County YMCA is an association of members who come together with a common understanding of the YMCA mission; to build strong kids, strong families and strong communities. Each YMCA focuses on the needs in their particular community. However, what every YMCA does have in common is a group of dedicated people, all of whom are committed to our mission.

Thank you for helping the San Luis Obispo County YMCA to improve the quality of our programs that develop the total person, spirit, mind and body through values-based program that build strong kids, families, and communities. We greatly appreciate your commitment to making a difference in your community and hope you enjoy your time at the YMCA. For more information about the volunteer program at the San Luis Obispo County YMCA please contact me at jilljones@sloymca.org

I look forward to working with you!

Sincerely,

**Jill Jones
San Luis Obispo County YMCA
Director of Community Outreach**

SAN LUIS OBISPO COUNTY YMCA
Volunteer Handbook
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SAN LUIS OBISPO COUNTY YMCA

Volunteer Handbook

Welcome to the YMCA

Welcome to the San Luis Obispo County YMCA! We're glad you are volunteering with us. We've designed this handbook to provide you with a general source of information about the San Luis Obispo County YMCA.

About the YMCA

2.1 Our Mission

To develop the total person, spirit, mind and body through values-based program that build strong kids, strong families, and strong communities.

2.2 YMCA Values

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

2.3 YMCA History

In 1844 George Williams founded the YMCA in London, England as a refuge for young men of various social classes as they adapted to industrialized London. The movement spread quickly and reached the United States by 1851. Today, YMCAs are alive and well in more than 140 countries across the globe. The San Luis Obispo County YMCA is a diverse and inclusive organization that was incorporated in 1956 and found its current home in 1985 on Southwood Drive.

2.4 Volunteerism

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

The YMCA defines a "volunteer" as anyone who, without financial compensation or expectation of compensation beyond reimbursement of approved out-of-pocket expenses, performs a task at the direction of and on behalf of the San Luis Obispo County YMCA.

Safety and Security

3.1 Safety and Health Rules

Volunteers are to observe all safety and health rules and use care to prevent accidents.

The following list is not inclusive:

- Observe all hazard warnings and no smoking signs
- Use all safety equipment required for your assignment, including wearing appropriate personal protective equipment for eyes, face, head, hands, and other extremities
- Know the location of fire/safety exits and evacuation procedures
- Keep all aisles, walkways, working areas, and emergency equipment free of obstacles
- Refrain from running, fighting, horseplay, or distracting others
- Please report any unsafe items to the closest YMCA staff person immediately
- Understand and practice all program-specific risk management policies and procedures.

3.2 Blood Borne Pathogens

The YMCA subscribes to the concept of “universal precautions,” which means that all human blood or other body fluids must be treated as if they were contagious. You are expected to use certain procedures and to use personal protective equipment when necessary. Dependent on your volunteer position and the length of time you are volunteering for, you may or may not be required to attend training courses.

3.3 Child Abuse Prevention Guidelines

A principle endeavor of the YMCA is to provide a healthy atmosphere for the growth and development of children. Thus, the mistreatment or neglect of children, and the resulting severe affects, is of primary concern to the YMCA. Child abuse is mistreatment or neglect of a child by parent(s) or others resulting in injury or harm. Abuse can lead to severe emotional, physical, and behavioral problems. Because of our concern for the welfare of children, the YMCA has developed policies, procedures and training to aid in the detection and prevention of child abuse. **Volunteers are required to read and sign all policies related to identifying, reporting, and documenting child abuse as well as complete a child abuse prevention training (see page 11 for details).** Some of the guidelines you are expected to follow are:

- At all times avoid being alone with a single child where staff or other adults cannot observe you
- Children may not be disciplined by use of physical punishment or by failing to provide necessity of care
- Verbally, physically, sexually, or emotionally abusing or punishing children is not permitted
- Children should be released only to authorized persons
- Any information regarding abuse or potential abuse should be documented in writing and given to the site director or supervisor immediately

- At the first reasonable cause to believe that child abuse exists, it must be reported to your YMCA supervisor
- Volunteers are not allowed to be alone with children they meet in YMCA programs during or outside of the YMCA. This includes, but is not limited to, babysitting, sleepovers, inviting children to your home, and private lessons.
- In the event that the YMCA has reason to believe that a volunteer abused a child, his or her conduct will be reported to the appropriate authorities, and the volunteer's YMCA involvement will be immediately terminated

To protect our youth and yourself as a volunteer, please observe the following guidelines:

- Volunteers will follow the "rule of three" in taking children to the bathrooms, locker rooms, and shower areas
- If a child is injured and requires first aid, he/she will be assessed by at least 2 adults
- Children may not be touched in areas of their bodies that would be covered by swimming suits
- Program volunteers should be alert to the physical and emotional state of all children each time they report for a program and indicate in writing any signs of injury or suspected abuse.

3.4 Benefits

- For injuries sustained by volunteers, the Y carries insurance that can assist with medical bills over & above their own health insurance.
- Volunteers are not eligible for free or reduced memberships and will not receive monetary reimbursement for expenses that are not approved by the site or program director.

3.5 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 at the YMCA. We are not responsible for lost, damaged or stolen personal items.

Volunteer Code of Conduct

4.1 Misconduct

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

- Discriminatory behavior, harassment or bullying
- Child abuse, molestation, or indecent exposure
- Dating a program participant
- Mistreatment or neglect of members, guests or YMCA participants

- Theft of or willful damage to YMCA property or to the property of others
- Dishonesty in any form
- Abusive or profane language
- Fighting or threatening to harm another person
- Possession of a weapon including knives
- Violation of any stated rules or commonly accepted rules of responsible personal conduct
- Conduct that does not support the stated purpose of the YMCA
- Intimate displays of affection towards others in the presence of children, parents, and other volunteers
- Use of tobacco in the presence of children or parents. This includes e-cigarettes.
- Volunteers are not to transport children in a vehicle under any circumstances.
- Volunteers will portray a positive role model for youth by maintaining an attitude of respect, loyalty, patience, courtesy, tact and maturity

4.2 YMCA Information

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

4.3 Arrest & Criminal Conviction of a Volunteer

A volunteer is required to report an arrest or criminal conviction to the YMCA. The report should be made promptly, within 5 days of when the arrest or conviction occurred or prior to any additional volunteering, whichever comes first. The report should be made in writing to the YMCA Human Resources Director and CEO, and include the exact charge or conviction, the location or court and the date of the arrest or conviction. Failure to report arrests or conviction as required will be considered misconduct and ground for dismissal.

A conviction does not automatically generate a rejection of the application- all cases are individually evaluated by CEO and HR Director.

4.4 Alcohol and Drugs

The YMCA is committed to maintaining an alcohol and drug- free environment. This is particularly important since many volunteers are responsible for the safety and welfare of children and youth. Therefore, the YMCA prohibits the use, sale, manufacture or possession of alcohol or drugs (except those properly prescribed by a physician and used in accordance with the physician's instructions) by any volunteer while volunteering for the YMCA, and/or while in any YMCA facility.

Volunteer Rights and Responsibilities

5.1 Volunteer Rights

- To be treated as a partner and friend
- To have a meaningful assignment with consideration for your individual interests, skills and life experiences
- When necessary, to be kept in the know about YMCA programs, policies, and people through frequent communications that may include conversations, meeting, memos, emails and newsletters
- To receive thoughtfully planned and effectively presented orientation and training for your volunteer position
- To receive sound guidance and direction by someone who is experienced, well informed, patient and thoughtful and has time to invest in you as a volunteer
- To be assured of accurate record keeping that includes hours of service (if needed for your position)
- To be treated respectfully and to be given equal consideration for all volunteer assignments, regardless of race, color, creed, actual or perceived gender, religion, marital status, registered domestic partner status, or status as a Vietnam veteran or special disabled veteran, age, national origin or ancestry, physical or mental disability, medical condition including genetic characteristics, sexual orientation, or any other consideration made unlawful by federal, state, or local laws.
- To be heard, to have a part in planning, to feel free to make suggestions, and to have respect shown for an honest opinion
- To receive respect from all YMCA Staff
- To enjoy a work environment that is energetic and conducive to work and fun!

5.2 Volunteer Responsibilities

- To have a passion to serve your community
- To understand the YMCA mission and goals
- To abide by the commitment that you make
- To speak up, ask questions, and share ideas
- To accept supervision, knowing that everyone is accountable to someone
- To offer criticism constructively, seeking to understand before judging
- To abide by this handbook and all it entails
- To continue to grow and learn more about your volunteer task, the YMCA, and the YMCA way
- To treat people with respect, regardless of race, color, creed, actual or perceived gender, religion, marital status, registered domestic partner status, or status as a Vietnam veteran or special disabled veteran, age, national origin or ancestry, physical or mental disability, medical condition including genetic characteristics, sexual orientation, or any other consideration made unlawful by federal, state, or local laws.
- To act as a responsible member of our YMCA family, learning the give and take necessary for the common good
- To be a voice for the YMCA in your community and a voice for your community in the YMCA

- To seek joy in your volunteer service
- To have FUN!

5.3 Volunteer Records

In order to keep your volunteer records current, you must notify your YMCA volunteer coordinator of changes to your name, address, phone number, email address, or emergency contact information.

5.4 Tracking of Volunteer Hours of Service

In order for us to have an accurate record of your volunteer time of service, we ask that you sign in and out each time you volunteer. Check with the Volunteer Coordinator or department director to be sure your hours are accurately recorded.

5.5 Use of Supplies and Equipment

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

5.6 Unable to Volunteer

Volunteers must be capable to perform the volunteer duties. If you are unable to make a scheduled volunteer task time, please advise your department director at least 24 hours in advance.

5.7 Dress Code

Dress code for volunteers varies for each YMCA program and from department to department. Your department director will provide you with the information you need. Volunteers must appear clean, neat, and appropriately attired

Communication

6.1 Complaints

If you have a complaint or problem at the YMCA, in most circumstances, the best course of action is to discuss the matter with your volunteer department director and the Volunteer Coordinator at the YMCA. If they are unable to resolve the matter to your satisfaction, you should discuss the matter with the CEO of the YMCA.

6.2 Computer Software and Data Use

Laws about use of software are very strict. You may not copy YMCA software, or bring a copy of software from home or another place of business and place the software on a YMCA computer. All data stored on YMCA hardware and drives, purchased by the San Luis Obispo YMCA are the property of the YMCA and may not be used for personal reasons.

6.3 Voice Mail, E-mail, and Internet

Use of data sent and stored on YMCA computer and communications systems is the property of the YMCA. These systems include telephone, facsimile, voice mail, electronic mail, and internet systems. Messages sent, stored or printed on YMCA equipment is also the property of the YMCA. There can be no exceptions of privacy using these systems.

These systems are for business use. Examples of inappropriate use of these systems include the use of ethnic slurs, racial epithets, sexually explicit images, jokes, cartoons, bullying or anything that may be considered harassment. It is also inappropriate to use these systems for non-business information such as soliciting or proselytizing for commercial ventures, religious or political causes or other outside concerns.

Volunteer Screening and Training Requirements

7.1 Age Restrictions

The minimum age for a volunteer is 16 years old. Volunteers under the age of 18 must always be in the presence of at least one other YMCA volunteer or staff person 18 years or older.

7.2 Screening

Because the San Luis Obispo County YMCA strives to provide a safe environment for children and youth, the YMCA will require each new volunteer 18 or older to complete a YMCA background screening (Live Scan) prior to starting their volunteer service with the YMCA. Volunteers under the age of 18 and over the age of 16 must provide the volunteer coordinator with three non-relative references in lieu of a background screening.

Volunteers who have not volunteered with the San Luis Obispo County YMCA in the past 24 months must complete a new volunteer application and may be subject to additional screenings and trainings.

Live scans are to be done at the San Luis Obispo County YMCA at 1020 Southwood Drive, San Luis Obispo. Contact the front desk at (805)543-8235 to schedule an appointment. **Volunteers may not begin their volunteer services until their live scan results have been returned to the YMCA and are approved by the Volunteer Coordinator and Human Resources Director.**

7.3 Training Programs

Each new program, administrative and support volunteer is required to complete YMCA Child Abuse Prevention training within 30 days of volunteer placement.

To Enroll for Child Abuse Prevention Training

1. Go to website.praesidiuminc.com/EnrollNow
2. Enter the registration code: **sloymca805**
3. Fill out the form and click the link to enroll. Please use the last four digits of your social security number for your user ID when enrolling.
4. Print the page or write down your user login and password for future reference
5. To begin taking training immediately, click the first link or follow the instructions to the right to login later.

To Begin Training

1. Go to website.praesidiuminc.com/LoginNow
2. Enter your user login and password.
3. Click on the title of the required courses to begin.

Required Courses for Volunteers

- Summer Camp Volunteers must complete the following
 - Meet Sam
 - It Happened to Me
- Sports Volunteers must complete the following
 - Meet Sam
 - Abuse Risk Management for Volunteers
- Other Volunteers must complete the following
 - Meet Sam
 - Abuse Risk Management for Volunteers

After the initial volunteer training completion, volunteers must complete an **Abuse Prevention Refresher** course for each subsequent year until further notice.

Safety trainings, including CPR, AED and First Aid may be required for volunteers in certain positions. If such certification is required, it is the volunteer's personal responsibility to complete all certifications and ensure that they remain current.

Schedules for CPR, AED and First Aid training can be found at www.robderick.com.

Volunteer Release and Waiver of Liability, Indemnity Agreement, and Code of Conduct Agreement

1. I undersigned hereby release, waives, discharges and covenants not to sue the San Luis Obispo County YMC, it's directors, officers, employees and agents (hereinafter referred to as "releases") from all liability to the undersigned, his or her personal representatives, assigns, heirs, and next of kin for any loss or damage, and any claim or demands therefore on account of injury to the person or property or resulting in death of the undersigned, whether caused in whole or in part by the negligence of the releases or otherwise while the undersigned is in, upon, or about the premises or any facilities or equipment therein or participating in any program affiliated with the YMCA.

2. The undersigned hereby agrees to defend, indemnify, save and hold harmless the releases and each of them from any loss, liability, damage or cost they may incur, including attorneys' fees and cost of suit due to the presence of the undersigned in, upon or about the YMCA premises or in any way observing or using any facilities or equipment of the YMCA or participating in any program affiliated with the YMCA, whether caused by the negligence of the releases or otherwise.

3. The undersigned hereby assumes full responsibility for and risk of bodily injury, death, or property damage due to negligence of releases or otherwise while in, about or upon the premise of the YMCA and/or while using the premises or any facilities or equipment thereon or participating in any program, sport, or activity affiliated with the YMCA.

The undersigned further expressly agrees that the foregoing release, waiver, and indemnity agreement is intended to be as broad and inclusive as is permitted by law of the State of California and that if any portion thereof is held invalid, it is agreed that the balance shall, notwithstanding, continue in full legal force and effect.

I, undersigned, have read and voluntarily signs the release and waiver of liability and indemnity agreement, and further agrees that no oral representations, statements, or inducement apart from the foregoing written agreement have been made.

I, undersigned, have read and agree to abide by the volunteer code of conduct and the volunteer handbook.

I hereby release and discharge the San Luis Obispo County YMCA from any claims and demands arising out of or in connection with the use of photographs, videos, and/or audio recordings that include the undersigned.

Volunteer or Legal Guardian Signature

Print Volunteer or Legal Guardian Name

Date

For participants under the age of 18, the above signed, as parent/guardian with legal reasonability for the minor participant, does hereby consent and agree with the terms and conditions of this release and hold harmless. The undersigned further agrees to release and indemnify the releases from any and all liabilities incident to said minor's involvement in these programs.