

# DOOR COUNTY YMCA

## VOLUNTEER HANDBOOK



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# **Door County YMCA Volunteer Handbook**

## **Our Mission:**

To put Christian Principles into practice through programs that build healthy spirit, mind and body for all.

The YMCA is a cause-driven non-profit organization dedicated to strengthening our communities in spirit, mind, and body. We are much more than just a fitness center; focusing on youth development, healthy living, and social responsibility, as well. At the Y, we know we aren't simply in the community, but a part of it, and when we strengthen others, we strengthen ourselves. Welcome to the Y. So much more.

## **Core Values:**

Caring  
Honesty  
Respect  
Responsibility

## **Volunteer Rights and Responsibilities**

### **YMCA Volunteers have the RIGHT:**

- To be treated as a partner and associate, not as free help.
- To a beneficial and significant assignment that takes into consideration your individual interests, skills, and life experiences.
- To fully understand and be kept up to date about the YMCA's programs, policies, and people through regular communications that might include conversations, meetings, newsletters and mailings.
- To thorough guidance and direction by a person who is experienced, well informed, thoughtful, patient and who has the time to devote.
- To be treated courteously and to be given equal consideration for all volunteer assignments, regardless of age, income, disabilities, sex, race, background, or religion.
- To be acknowledged, to have a part in planning, the ability to make suggestions, and to be shown respect for a respectful service.

- To recognition in the form of day-by day expressions, respect from staff, and service awards.
- To an energetic, encouraging, and fun work environment.

### **YMCA Volunteers have the RESPONSIBILITY:**

- To serve in a manner consistent with the best interests of the kids, families, adults, and communities the YMCA serves.
- To understand the YMCA's mission and goals, comprehending that the organization has accepted your service with hopes of achieving those goals.
- To follow through with the commitments you make.
- To ask questions and share ideas, excitements and concerns.
- To offer criticism that is constructive and impactful.
- To continue to grow and learn more about the task, the YMCA, and the YMCA Mission.
- To treat all people with compassion and open communication, regardless of age, income, ability, background, sex, or religion.
- To become a representative for the members within the YMCA and a representative for the YMCA within the community.
- To understand the joy and happiness that is distributed within the YMCA by acts of volunteering.
- To be clean, neat, and appropriately dressed.
- To report any new arrests or criminal convictions to the YMCA in a timely manner.
- To sign in and out at the appropriate volunteer sign-in center located near YMCA front desk.

### **Becoming a Door County YMCA Volunteer**

There are various ways in which volunteers are able to assist with our programs and services. On your application, please include your preferences. In order to begin the process of becoming a volunteer, one must fill out an application. This application can be obtained at our front desk or online at [doorcountyyymca.org](http://doorcountyyymca.org). In order to ensure the safety of our members and community members we are required to conduct a criminal background check and your cooperation with it is in the form of a signature on our volunteer application. We require your social security number to complete the background check, so please fill out your application and background check release form completely. Prior to volunteering for your first event, volunteers are required to sign a statement verifying that you have read and understand the Door County YMCA Volunteer Handbook.

## **Background Checks:**

Volunteers who serve regularly will have a background check completed every 2 years. If six months has elapsed since the volunteer has performed service for the YMCA, before becoming an active volunteer again, another background check must be completed. We understand background checks may be considered intrusive to some; however, the Door County YMCA has a responsibility to create a safe environment for its members and individuals from the community who come to the YMCA events. Thank you for understanding.

## **Youth Volunteers:**

Youth involvement in volunteerism within our community is highly encouraged by the YMCA. Youth, ages 12 and older, may apply to volunteer, as the Y has volunteer roles that are specifically directed toward young people. All volunteers under the age of 18 require written parental permission. A background check cannot be completed for minors, thus references are very helpful.

## **One-Time, Special Event, and Fundraising Volunteers:**

Throughout the year, we host many events that benefit our community that would not be attainable without the service of volunteers.

The process:

- All volunteers must complete an application that will be kept on file. After application and background check has been processed, volunteers will receive a phone call or e-mail from volunteer coordinator.
- When arriving at the volunteer site the volunteer will need to check in and check out on the designated sign-in sheet, with their name, address, e-mail, and phone number. This sheet will also contain a spot for the volunteer to record the hours that they served that day. This ensures that we are able to track and recognize volunteers for their service through out the year.

## **Ongoing Volunteer Service including Youth Sports Coaches:**

Volunteers that serve for a long-term basis with in the YMCA include, but are not limited, to Youth Sports Coaches, Summer Foods Programs, Member Services, Fun Nights, Leaders In Training and Youth Mentors.

**Training/Orientation:** Volunteers may receive role-specific training by the event supervisor, if deemed beneficial by the supervisor or YMCA.

**Supervision:** The Volunteer Coordinator is responsible for day-to-day organization and assistance of your work. They will be available for discussion, assistance, and continuous feedback.

**Volunteer Timesheets:** Volunteers are required to sign in and out each time they volunteer to ensure that the YMCA is able to track and recognize their service.

**Changes in Service and/or Assignment:** If plans change or the volunteer feels they are not able to follow through with their commitment, they must contact the Volunteer Coordinator or supervisor of the event. Early and proper notice is expected in order to ensure that your spot will be filled. If you believe that your assignment is not beneficial or you are not content, contact the Volunteer Coordinator immediately. It is important to the YMCA that you feel appreciated and useful while performing your volunteer service. We will work hard to ensure you are placed in a setting that is both valuable and fulfilling for you.

## **Safety**

Safety is vital within the Door County YMCA, we expect our volunteers to comply with our health and safety rules to avoid accidents.

### **Safety and Health Rules**

- Observe all hazard warning 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 and walkways, working areas, and emergency equipment clear of obstacles.
- Refrain from running, fighting, horseplay, or distracting others.
- Observe safe operating procedures for all equipment, make sure all guards and other protective devices are in their proper places prior to operating the equipment, and only operate equipment for which you have been authorized to use and properly trained on.
- Do not wear frayed, torn, or loose clothing, jewelry, or long unrestrained hair near moving machinery or electrical equipment.
- Follow proper lifting procedures at all times and do not lift more than what you can safely carry.

- Use seat belts when driving or riding in vehicles while volunteering for the YMCA.

## **Blood borne Pathogens**

The YMCA supports “universal precautions” which means that all human blood or other body fluids must be treated as if it were contagious. Universal precautions ensure that you use certain procedures and personal protective equipment when necessary. For further information about procedures used, please contact your area supervisor or the Volunteer Coordinator.

## **Child Abuse Prevention**

The YMCA recognizes the increase in the number of incidents of reported cases of child abuse and neglect worldwide. Staff and volunteers are in an excellent position to identify abused or neglected children and refer them for treatment and protection. In responding to this problem, the YMCA recognized the need to have a clearly defined policy and established procedures to implement that policy.

Our policy is applicable to all paid and volunteer staff that has contact with children under the age of 18 in the workplace. Our policy incorporates state law reporting procedure requirements for cases involving suspicion of child abuse or neglect. In addition, it provides recommended practices with regard to children participating in YMCA programs, as well as hiring and training procedures for YMCA personnel who are involved in the supervision of children.

Remember, you need only suspect abuse. Protective services professional staff will investigate and make a determination. Attempts will be made to keep the reporter confidential, however, based on the report it may be possible for the alleged to determine where the report was made from.

## **Reporting Procedures**

Upon suspicion of abuse or neglect, the reporting procedures are as follows:

1. Orally report the situation immediately to direct supervisor and complete an incident form.
2. The Supervisor and the reporter will gather and document all facts to be reported and immediately contact the Executive Director or

other designated delegate in their absence. Other designated delegates at this time are the Assistant Executive Director in Sturgeon Bay, and the Branch Director in Northern Door.

3. The Executive Director or other delegate will immediately contact Social Services and inform them of the situation. From there, Social Services will direct the proceedings. No other contact with the child or the family should be pursued unless directed by Social Services.

In the event that a volunteer believes that a child's health or safety may be in immediate danger, the volunteer must notify their supervisor and together notify the local police department *immediately*, then follow through with steps 1-3 above.

Confidentiality is of the utmost importance. Matters relating to suspected abuse are to be discussed only in the manner as indicated above! The Executive Director or other delegated spokesperson will make any media statements.

**Other Guidelines that Volunteers are expected to follow when engaged with children include:**

- Avoid being alone with a single child where staff or other adults cannot observe you.
- Children may not be disciplined by use of physical, emotional, or verbal punishment; or by failing to provide the necessities of care. Contact Volunteer Coordinator or Site Supervisor for correct process of discipline for children.
- Children should only be released to authorized persons in programs with controlled pickup procedures.
- Any information regarding abuse or potential abuse should be documented in writing.
- 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 terminated.

**Code of Conduct**

Every organization must have basic rules of conduct. These rules have been established so that all employees or volunteers may know what is expected of them, and to clearly define unacceptable behavior that could result in disciplinary action and/or immediate discharge.

The following list of **unacceptable** conduct is subject to change by YMCA management at any time and is not considered all inclusive:

1. Mistreatment or gross neglect of members, guests, or YMCA participants.
2. Any discriminatory remarks/attitudes/behaviors, including racial and ethnic discrimination, or sexual harassment in any form, toward the public, YMCA employees, or fellow volunteers.
3. Damage, loss, or destruction of YMCA, members', or staff property due to willful or careless acts.
4. Theft or dishonesty.
5. Failure or willful refusal to perform requested duties.
6. Fighting, swearing, or abusive language while volunteering.
7. Absence with no prior notification to supervisor/volunteer coordinator.
8. Loafing; appearing to sleep while volunteering, inefficient performance of duties, incompetence or neglect of duties.
9. Being under the influence of alcohol or drugs while volunteering or on premise.
10. Any willful or deliberate act against the Door County YMCA which threatens its financial or social position.
11. Falsification of personnel records, including deliberate misrepresentation of volunteer hours.
12. Violation of any commonly accepted, reasonable rules of responsible personal conduct, including inappropriate behavior, threats, speech, attitude, or appearance.
13. Smoking (This includes vaping.) is not permitted on YMCA property or at YMCA program centers.

## **Harassment Policy**

The YMCA is committed to maintaining an environment free of discrimination. In keeping with this commitment, the YMCA will not tolerate harassment of YMCA employees or volunteers by anyone, including any supervisor, co-worker, vendor, client, or customer of the organization.

Harassment consists of unwelcome conduct, whether verbal, physical or visual, that is based on a person's protected status, such as sex, color, race, ancestry, religion, national origin, age, physical or mental handicap, medical condition, disability, marital status, veteran status, citizenship status, sexual orientation, arrest record, conviction record, or other protected group status. The YMCA will not tolerate harassing conduct of any sort, specifically conduct that affects tangible job benefits, that interferes unreasonably with an individual's work performance, or that creates an intimidating, hostile, or offensive



environment.

Sexual harassment deserves special mention. Sexual Harassment is defined as unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature in situations where an individual's submission to or rejection of such conduct becomes the basis for employment/volunteer decisions affecting that individual.

Sexual harassment may include, but is not limited to: explicit sexual language or propositions, sexual innuendos, suggestive comments, sexually oriented "kidding" or "teasing" "practical jokes" about gender-specific traits, foul or obscene language or gestures, displays of foul or obscene printed or visual materials, and physical conduct such as patting, pinching, or brushing against another's body. Sexual harassment includes conduct directed by a person at another person of the same or opposite gender.

### **Harassment Reporting Procedures and Disciplinary Action**

All YMCA employees/volunteers are responsible for helping to assure that harassment is avoided. If you feel you have experienced or witnessed harassment, you must report such an incident immediately to your supervisor or any other supervisor at the YMCA. Any supervisor or manager who becomes aware of any possible harassment should immediately advise the Executive Director, who will handle the matter in a lawful way so as to cease such conduct. Pending the outcome of the investigation, supervisory personnel are responsible for taking any immediate action necessary to prevent recurrence of the harassing conduct, including taking any action necessary to limit the contact between the affected individuals. The YMCA forbids retaliation against anyone who has reported harassment.

The YMCA's policy is to investigate all complaints or reports of harassment thoroughly and promptly and take all appropriate action that may be necessary to end the harassment and prevent this misconduct from occurring. To the fullest extent possible, the YMCA will keep complaints and terms of their resolution confidential. If an investigation confirms that harassment has occurred, the YMCA will take corrective action, including discipline up to and including immediate termination of employment or volunteer service, as appropriate. All supervisory personnel are responsible for documentation in writing, and reporting all complaints of harassment.

## **Arrest or Criminal Conviction of a Volunteer**

A volunteer is required to report an arrest or criminal conviction to the YMCA. The report should be made punctually, within five days of when the arrest or conviction occurred, or prior to any additional volunteering, whichever comes first. Failure to report arrests or convictions as required may be considered misconduct and volunteers may be prohibited from future service.

## **Recognition**

Kind words and actions of appreciation can go a long way. Here at the Door County YMCA, we truly appreciate the commitment of your time to serve and support others. We want to be able to track the time that you have offered throughout the year so we may properly thank you for all that you have contributed.

Keep This Handbook for Your Reference

# **Door County YMCA Volunteer Handbook Acknowledgement**

I hereby acknowledge receipt of the Door County YMCA Volunteer Handbook. I understand that it is my continuing responsibility to read and know its contents. I also understand and agree that the Volunteer Handbook is not an employment or volunteer contract for any guaranteed volunteer hours or any form of employment. I acknowledge and understand that the Door County YMCA has the right to terminate my volunteer service at any time, with or without notice, and with or without cause. I have read, understand, and agree to all of the above. I have also read, understand, and agree to abide by the Door County YMCA Volunteer Handbook.

**Volunteer:**

Print Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

**Volunteer Coordinator/Supervisor:**

This individual has been given a copy of the Volunteer Handbook and has been given the opportunity to read, ask any questions, and sign for acknowledgement of receipt.

Print Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_