



VOLUNTEER HANDBOOK

Summit Area YMCA

March 2018

BE INVOLVED

MAKE A DIFFERENCE



Summit Area YMCA Volunteer Handbook – March 2018

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Welcome and Introduction

Note of Appreciation

Dear Volunteer,

Welcome to our Summit Area YMCA's Volunteer Team! We appreciate your willingness to support our Y with your commitment to help meet community needs.

The Summit Area YMCA is a charitable organization that has been serving the local community since 1886 with programs for children, teens, families and seniors from all walks of life where everybody feels that they can belong. We make the community a better place by enriching the lives of those who live in our neighborhoods. With your help, we continue to strengthen our communities with a focus on youth development, healthy living and social responsibility.

We are proud to have you volunteer with our Y. We hope this will be a highly satisfying volunteer experience for you because we can achieve so much more together. We truly want to have a positive impact on all of those who we serve.

If you ever have any questions or suggestions, please call me directly. I look forward to hearing from you!

Sincerely,

President & CEO
Summit Area YMCA

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The Y Brand Promise

Our cause is to *Strengthen the Foundations of Community*. We are an association of men, women and children joined together by a shared commitment to nurturing the potential of kids, promoting healthy living and fostering a sense of social responsibility. We believe that lasting personal and social change can only come about when we all work together to invest in our kids, our health and our neighbors. That's why, at the Y, strengthening community is our cause. Every day, we work side-by-side with our neighbors in our communities to make sure that everyone, regardless of age, income, or background, has the opportunity to learn, grow and thrive.

Our Goals and Values

We seek to demonstrate our impact in three areas of focus:

For Youth Development – Nurturing the potential of every child and teen

For Healthy Living – Improving the nation's health and well-being

For Social Responsibility – Giving back and providing support to our neighbors

With your help, we move closer to our goals and achieving our impact. We measure our impact through stories: your stories about personal experiences at the Y, stories about members' successes in physical and mental well-being, and stories about how the Y offers its members, employees and volunteers a second home in a safe environment. We would also love to hear your Y story.

Volunteers and staff at the Summit Area YMCA have been committed to our values for more than 130 years. Our values are shared beliefs and essential principles that guide our behavior, our interactions with each other, our programs and curriculum, and our decision-making. Our values are:

Caring – Show a sincere concern for others.

Honesty – Be truthful in what you say and do.

Respect – Treat others as you would like to be treated. Responsibility

– Be accountable for your promises and actions.

Introduction to Your Y

The Summit YMCA was founded 1886 and since then, we have grown to serve the communities of Berkeley Heights, Gillette, Millburn, Short Hills, New Providence, Springfield and Stirling.

As a volunteer, you have joined more than 1,000 of your neighbors who volunteer at the Y to make our community a better place to live. We are able to deliver our programs because of neighbors like you. We are proud to provide day care, swim programs and camps to our children; development opportunities for our teens; parent and family time experiences; fitness and well-being programs; and a supportive community for our seniors. You and your neighbors are helping to make this happen!

Our primary locations are the Summit YMCA, Berkeley Heights YMCA, and The Learning Circle YMCA, a comprehensive child development center. We also provide child care in a number of off-site locations to support working families in our communities.

Wherever you live and whatever your interests, we have a volunteer opportunity for you.

Our Workplace Diversity Philosophy

Diversity is the mosaic of people who bring a variety of backgrounds, styles, perspectives, beliefs, and competencies to the Y and the individuals with whom they interact. We are all diverse.

We cultivate an environment that encourages fairness, teamwork and respect among all volunteers, employees and members. We are firmly committed to maintaining a working atmosphere in which people of diverse backgrounds and lifestyles may grow personally and professionally.

Our Non-Harassment Policy

Harassment and sexual harassment in the workplace are unlawful and it is unlawful to retaliate against a volunteer for filing a complaint of harassment or sexual harassment or for cooperating in an investigation of a complaint. As part of the Y's overall nondiscrimination policy, all forms of harassment of others because of race, color, religion, gender, age, national origin, marital status, veteran status, sexual orientation, mental or physical disability or any other basis are prohibited. Specifically, an atmosphere of tension created by discriminatory remarks or actions does not belong in our workplace and will not be tolerated.

For the purposes of this policy, sexual harassment is defined as any type of sexually oriented conduct, whether intentional or not, that is unwelcome and has the purpose or effect of creating a work environment that is hostile, offensive or coercive to a reasonable man or woman, as the case may be.

The following are examples of conduct that, depending on the circumstances, may constitute sexual harassment:

- Unwelcome and unwanted sexual jokes, language, advances or propositions
- Written or oral abuse of a sexual nature, or sexually degrading or vulgar words to describe an individual
- The display of sexually suggestive gestures, objects, pictures, posters or cartoons
- Unwelcome and unwanted comments about an individual's body with implied sexual references
- Asking questions about sexual conduct
- Unwelcome touching, whistling, brushing against the body, or suggestive, insulting, or obscene comments or gestures
- Demanding sexual favors in exchange for favorable reviews, assignments and other opportunities

Reporting of Harassment, Discrimination, Law or SAY Policy Violations or Grievances

Harassment and/or Discrimination

If you believe that you or another person has been the subject of harassment, sexual harassment or subjected to a hostile, offensive or coercive work environment, or if you are not sure whether certain behavior is sexual harassment or whether it requires action under this policy, you are strongly encouraged to immediately notify the Branch Executive Director or the Vice President of Human Resources so that the Y may have the opportunity to deal promptly with your complaint. All complaints of bullying, harassment or other discriminatory conduct shall be investigated as promptly and as confidentially as possible. Appropriate action may be taken upon notice of alleged harassment, during any investigation of alleged harassment and upon finding any evidence of harassment and/or discrimination.

If you suspect that a law, or a rule or regulation issued under the law, or a SAY policy has been violated by a staff member, report it with any available evidence, to the Branch Executive Director or the Chief Executive Officer. Reports that are made in good faith will be promptly investigated and appropriate action will be taken.

If you observe others whose interactions may be suspicious or inappropriate around children, staff, or other members, promptly report it to the Branch Executive Director or the VP of Human Resources. Reports that are made in good faith will be promptly investigated and appropriate action will be taken.

If you have reasonable cause to believe that a child has been subjected to abuse or acts of abuse, you should immediately report this information to the State Central Registry (SCR). If the child is in immediate danger, call 911 as well as **1-877 NJ ABUSE (1-877-652-2873)**. A concerned caller does not need proof to report an allegation of child abuse and can make the report anonymously.

Grievances

A grievance is a claim that a volunteer is adversely affected by the misinterpretation or misapplication of a written company policy. Grievances should be brought either verbally or in writing to the Branch Executive Director or the VP of Human Resources. The Executive Director and/or VP of Human Resources will review and investigate the grievance, which should be submitted within 15 days following the event or incident.

During and after this review and investigative process, there are several possible outcomes. The Executive Director and/or VP of Human Resources may determine that there are no grounds for the grievance; the grievance may be resolved; or, if the grievance is not resolved to the employee's satisfaction, it will lead to an additional review by the Chief Executive Officer, who will make the final decision.

Anonymous Reporting

If you would like to report a concern or grievance anonymously, you may contact the outside Praesidium Helpline at phone 1-855 347 0751 anonymously, if desired, for reports of inappropriate behaviors or policy violations. You can also use the helpline to ask specific questions related to child abuse prevention.

Let's Get Started!

Recruitment Practices

You may decide to volunteer at the Y because a close friend is as well. You may volunteer because of a school requirement or a personal desire to give back within your community. Whatever the reason, we appreciate your time and commitment.

The first step is to complete a Volunteer Application. This can be done on our website – www.theSAY.org or by walking into one of our branches and getting a Volunteer Application from the front desk representative.

The Volunteer Application should be returned to the Y and, within a few days, you will be contacted by a Branch Volunteer Coordinator to assess your interests and availability. Once a good volunteer fit is identified, you can expect a professional process that confirms your good background and enables you to complete necessary paperwork.

In addition to our review of your Volunteer Application, we will need you to obtain three reference checks, and we will require a social security number to conduct a criminal background check. These checks are required for most volunteer roles except those that support our special one-day events.

Required Forms

To become a Y volunteer, you will also need to review and sign the following paperwork:

Volunteer Service Description – a description of your position’s main functions and our expectations for you in this capacity

Code of Conduct for Volunteers – our rules for working with children

Child Abuse Reporting Procedures – the procedures for reporting to the Y’s management a suspected case of child abuse

Authorization for Background Check – provides your permission for a criminal background check by our background check company

Confidentiality Agreement – may be required in certain positions, especially those working with systems and personal data

Volunteer Handbook Acknowledgement and Agreement – acknowledges that you have received this Handbook

Required Training Memo – indicates that you agree to take the Child Abuse Prevention for Volunteers and Blood Borne Pathogens training, which is generally required before you start to volunteer

Copies of these forms may be found attached to the Volunteer Application or at www.theSAY.org.

Volunteer Service Opportunities

A selection of Volunteer Service Positions are shown below:

Aquatics Volunteer	Deck side volunteer
Swim Aide Volunteer	In-pool volunteer
Swim Team Volunteer	Swim meets, other swim activities
Youth Instructor Volunteer	Sports/CATCH, etc.
Youth Development Volunteer	Magician/Arts & Crafts/Story teller, Chess, etc.
Coaches	Soccer/Basketball, etc.
Referees	Soccer/Basketball, etc.
Camp Volunteers	Camp aide
Teen Volunteer	Chaperones/7th grade Mentor/ Tutors, etc.
Childcare Volunteer	Pre- or After-school/Summer, etc.
After School Volunteer	After-school child care
Kids Zone Volunteer	Childcare
Reading Volunteer	TLC Reader/Branch Reader, etc.
Member Service Volunteer	Member Services Asst/Greeter/Tour guide/Towel assistant/Focus Group member/Valet/Umbrella Dude, etc.
Wellness Support Volunteer	Treadmill scheduler/Work-out angel, etc.
Adult Instructor Volunteer	Fitness and dance classes/Sports/Foreign language/ESL
Special Program Leader	Bridge/Mahjong/Knitting/Book club, etc.
Special Events Volunteer	Swim Team events, Family night/Easter Bunny/Birthday Parties/5K race/Carnival/International night/Day of Service/Laugh out Loud silent auction, etc.
Maintenance/Housekeeping/Gardening	Gardening/camp clean-up at Reservation
Administrative/Clerical	Filing/Writing/Data input/IT specialist/Typing, etc.
Proposal Writer	Grant writer
Campaign/Fundraising Volunteer	Annual campaign fundraising

If you have another talent or contribution that you can make toward the Y's goals of Youth Development, Healthy Living and Social Responsibility, please discuss your ideas with your Branch Volunteer Coordinator.

Training on Child Abuse Prevention for Volunteers

A 15-minute on-line training on Child Abuse Prevention (CAP) is required before your start date as a Volunteer. CAP training is required in order to help you better protect children by identifying potential abuse issues and to protect you from exposing yourself to any unintentional situations. Instructions for enrolling and completing the Child Abuse Prevention and Bloodborne Pathogens trainings are:

Go to <https://redwoodsinsitute.csod.com/selfreg/register.aspx?c=3927>

- Create your account
- Click "Browse all Trainings"
- Select "Sexual Abuse Prevention" in Subject Category
- Select "Sexual Abuse Prevention for Volunteers"
- Click "Request", Click "Register"
- Click "Launch" to begin training.
- From Learning>Browse All Training, Select "Employee Safety" in Subject Category.
- Select "Managing Your Risk of Exposure to Bloodborne Pathogens"
- Repeat Steps 6 & 7.
- Print/ Save certificates and send to Volunteer Coordinator.

Please see the **Chart of Training and Paperwork Requirements by Position** at the end of this section for a listing of volunteer positions that require Child Abuse Prevention for Volunteers training.

Training on Bloodborne Pathogens

A 45-minute on-line training is required for those who have a potential exposure to injuries (scrapes, bloody noses, etc.), blood or its clean up. Bloodborne Pathogens (BBP) training ensures that you know proper OSHA procedures to protect yourself from any potential blood related diseases during exposure. The BBP training may be accessed on-line as shown above.

Please see the next page for a **Chart of Training and Paperwork Requirements by Position** for a listing of Volunteer positions that require completion of the Blood Borne Pathogens training.

Chart of Training and Paperwork Requirements by Position

Training Requirements	Code of Conduct	Child Abuse Prevention Reporting Policy	Child Abuse Prevention for Volunteers On-line	Bloodborne Pathogens On-line	Ambassador and Y Policies	Ambassador and Y Policies	On the Job Training
	Volunteer Handbook	Volunteer Handbook	Redwoods On-line	Redwoods On-line	Group Training Session	Supervisor Training	Experiential
Aquatics	X	X	X	X		X	X
Swim Aide	X	X	X	X		X	X
Swim Team	X	X	X	X	X		X
Youth Instructor	X	X	X	X		X	X
Youth Development	X	X	X	X		X	X
Youth Coach	X	X	X	X	X		X
Youth Referee	X	X	X	X	X		X
Adventure Guides	X	X	X	X	X		X
Camp	X	X	X	X	X		X
Teen	X	X	X	X		X	X
Childcare	X	X	X	X		X	X
After-school	X	X	X	X		X	X
Kids Zone	X	X	X	X		X	X
Reading Volunteer	X	X	X	X		X	X
Member Service	X	X	X	X		X	X
Wellness Support	X	X	X	X		X	X
Adult Instructor	X	X	X	X		X	X
Special Program Leader	X	X	X	X	X	X	X
Special Events							X
Maintenance, Housekeeping, Gardening				X			X
Administrative & Clerical	X	X	X	X	X	X	X
Proposal Writer						X	X
Campaign/ Fundraising					X		X

Your Expectations

Orientation and Training

Once you have been approved to begin volunteering, your Branch Volunteer Coordinator will provide you with introductory training to the Y and will introduce you to your volunteer position supervisor. The Branch Volunteer Coordinator and/or your supervisor will cover Y policies, train you on the volunteer timekeeping requirements, and reinforce child abuse prevention procedures.

In addition, you may be offered the opportunity to participate in Y trainings such as First Aid and CPR. Please check with your supervisor for the training schedule.

Working with our Staff

- As a volunteer, you will be given a clear idea of the tasks and responsibilities associated with your position.
- You will be advised who is responsible for your support and supervision, and you will have regular access to this person.
- The relationships that you have with Y staff will be complementary and mutually beneficial. All Y employees understand the need for our volunteer service positions and the distinction between paid work and volunteering.
- You will be provided with any additional on-site, program specific training required for the position.
- You are volunteering to serve at the Y on a non-paid and voluntary basis and your work will enrich and enhance our programs and services.
- The values that we share among ourselves will be shared with our volunteers.

Your Valuable Contributions

Volunteers are welcome in all of our programs and activities. We are very appreciative of your time and commitment and will demonstrate our appreciation in a cooperative environment. We will also provide feedback to you from time to time to help you learn and to recognize your accomplishments. And, if you see other service opportunities that you would like to get involved with at the Y, please let your Branch Volunteer Coordinator know.

As a volunteer, you will not be granted any membership, employment, compensation or benefits rights. If you decide at some time that you can no longer volunteer with the Y, please let your Branch Volunteer Coordinator or your supervisor know. Likewise, if the Y no longer needs your volunteer service for any reason, we also reserve the right to discontinue this relationship.

Keeping Track of Your Time

It is important that we keep track of your hours of service to the Y. To do this, please complete a record of your service hours as directed by your supervisor or the Branch Volunteer Coordinator.

Keeping You in the Loop

As a volunteer, you will want to know what is going on at the Y. An excellent source of information is the SAY website at www.theSAY.org.

In addition, you may receive periodic e-mailings that may apply to your position; therefore, please notify us of any changes in your email address or any other personal

data for our notifications and records.

Your Useful Feedback

From time to time, the Y may formally ask for your feedback in a short survey. Please let us know how things are going for you and if there is any way to improve our services and your volunteering experience. Of course, we also welcome your feedback at any time, and you may address it with your volunteer supervisor, Branch Volunteer Coordinator or the branch's Executive Director.

Recognition of your Service

Your volunteer service is important to us. We want to remember special anniversaries and your time serving the Y. Please plan to attend the periodic volunteer recognition events so we can share our appreciation with you.

Our Expectations

Y Brand Ambassador

Your work as a volunteer helps us to extend our positive impact in our community. You are representing the Y both inside and outside of our organization. We value your support and hope that our relationship will be long lasting and meaningful for you. Please remember that your conduct as a Y volunteer and member of our community should leave a favorable and helpful impression.

While serving the Y, you may not solicit, distribute or sell information or merchandise not related to the Y in our facilities.

Child Abuse Protection Measures and YMCA Policies

The Y has an important role in developing and protecting the children and youth in our communities. Children are present throughout all of our branches in the pools, locker rooms, athletic fields, restrooms, hallways, gymnasiums and child care rooms. As a Y volunteer, you have an important role in helping us to monitor our children and youth in all of these locations and to notify a senior staff member of any situation or event that just doesn't seem right. Be observant and take action when necessary. It might be the most important thing with which you can assist us.

In order to protect children under our care, the Summit Area YMCA has the following policies when interacting with youth and teens.

<p>Appropriate physical contact:</p> <ul style="list-style-type: none"> • Side hugs • Shoulder-to-shoulder or "temple" hugs • Pats on the shoulder or back • Handshakes • High-fives and hand slapping • Verbal praise • Touching hands, shoulders, and arms • Arms around shoulders • Holding hands (with young children when escorting) 	<p>Inappropriate physical contact:</p> <ul style="list-style-type: none"> • Full-frontal hugs or kisses • Showing affection in isolated areas • Lap sitting • Wrestling or tickling • Piggyback rides • Allowing a youth to cling to an employee's or volunteer's leg • Any type of massage given by or to a youth • Any form of affection that is unwanted by the youth or the staff or volunteer • Compliments relating to physique or body development • Touching bottom, chest, or genital areas
<p>Appropriate verbal interactions:</p> <ul style="list-style-type: none"> • Positive reinforcement • Appropriate jokes • Encouragement • Praise 	<p>Inappropriate verbal interactions:</p> <ul style="list-style-type: none"> • Name-calling • Secrets • Cursing or off-color or sexual jokes or discussions • Shaming, belittling, or derogatory remarks • Involving youths in the personal problems or issues of staff and volunteers • Harsh language that may frighten, threaten or humiliate youths • Derogatory remarks about the youths or his/her family
<p>While we strongly avoid programs and circumstances where a staff member or volunteer is alone with one youth, sometimes this is unavoidable or occurs unexpectedly. You are not permitted to be alone with a youth except under authorized circumstances:</p>	
<ul style="list-style-type: none"> • When meeting one-on-one with a youth, always do so in a public place where you are in full view of others. • Avoid physical affection that can be misinterpreted. Limit affection to pats on the shoulder, high-fives, and handshakes. • If meeting in a room or office, leave the door open or move to an area that can be easily observed by others passing by. • Inform other staff and volunteers that you are alone with a youth and ask them to randomly drop in. • Document and immediately report any unusual incidents, including disclosures of abuse or maltreatment, behavior problems and how they were handled, injuries, or any interactions that might be misinterpreted. 	
<p>Appropriate Outside Contact:</p> <ul style="list-style-type: none"> • Taking groups of youths on an outing • Attending sporting activities with groups of youths • Attending functions at a youth's home, with parents present 	<p>Inappropriate Outside Contact:</p> <ul style="list-style-type: none"> • Taking one youth on an outing without the parents' written permission • Visiting one youth in the youth's home, without a parent present • Entertaining one youth in the home of staff or volunteers • One youth spending the night with staff or volunteers
<p>Appropriate Electronic Communication:</p> <ul style="list-style-type: none"> • Sending and replying to emails and text messages from youths ONLY when copying in a supervisor or the youth's parent • Communicating through "YMCA group pages" on Facebook or other approved public forums • "Private" profiles for staff and volunteers that youths cannot access 	<p>Inappropriate Electronic Communication:</p> <ul style="list-style-type: none"> • Harsh, coercive, threatening, intimidating, shaming, derogatory, demeaning or humiliating comments • Sexually oriented conversations • Private messages between staff or volunteers and youths • Posting pictures of YMCA participants on social media sites • Posting inappropriate comments on pictures • "Friending" participants on social networking sites
<p>Volunteers and staff are prohibited from accessing, displaying, possessing or distributing inappropriate material or pornography on any Y equipment or during any YMCA-associated activity.</p>	
<p>Volunteers and staff have a duty to report suspected child abuse.</p>	
<p>Volunteers and staff must cooperate fully with any investigation.</p>	
<p>By signing this form, volunteers and staff agree that they have read and will comply with all YMCA policies.</p>	

Your Professionalism

- Punctuality and Attendance – Once you and your supervisor have arranged your service dates and hours, please ensure that you meet these commitments. Your Y colleagues are depending upon your help, and your punctuality impacts our programs. If you are not able to come or will be late, please contact your supervisor as early as possible, but at least an hour ahead.
- Your Attire -- Most of our service roles have a dress standard for the duties. In some roles, a Y shirt may be provided. In all of our service roles, a neat and clean appearance is expected.
- Personal use of Cell Phones – We need your full attention when you are volunteering for the Y. Personal use of cell phones should be for emergencies only and texting should not be done during your Y volunteer hours.
- Respectful Language – Crude language, swearing, and discourteous comments have no place in the Y. Personal and intimate discussions should take place outside the Y. Speak to others in a helpful and polite manner and remember that children are often present.

Electronic Communications

- Use of Electronic Media and Systems – Your service position at the Y may require you to use our computers and other electronic media. To protect our systems and yourself, all communications and information transmitted by, received from or stored in these systems and servers are the property of the Summit Area YMCA, may be accessed and reviewed by the Y, and are intended for job-related purposes only. You must keep login and password information confidential. You may not drain network resources with non-work related activities, including but not limited to, playing games, downloading outside software, doing personal emails, logging in to social media sites, or accessing internet music and videos that are not work related.
- Confidentiality – Certain information at the Y is considered confidential. This information may include personal data, credit card and social security numbers, and other financial data. You must utilize this data only for Y purposes and keep it confidential to those with a need to know.
- Your Private Communications – Even private computer and phone networking sites are public information on the internet. Any internet/web/social networking references to your service at the Y, its employees, members and other volunteers should be respectful and truthful.

Safety Considerations

- Drug and Tobacco-free Workplace – The Y is a drug and tobacco-free workplace. Any volunteer who reports to work under the influence of drugs or alcohol will be dismissed. The Y upholds all federal and state laws.
- Firearms, weapons and other hazardous materials are not permitted at the Y.
- Reporting Accidents and Incidents – If you or someone else gets hurt or becomes ill during your volunteer hours at the Y, please notify your supervisor immediately. In case of injuries, you should follow recommendations in the Bloodborne Pathogens training.
- If you become aware of defective equipment or unsafe conditions, please notify your supervisor immediately. The Y is subject to OSHA standards and will correct all deficiencies as soon as possible.
- Crisis Management – In case of an internal crisis situation, please contact 911, as appropriate, and your supervisor or the branch’s Executive Director immediately. You should not contact or speak with news media because the Y has a spokesperson who will handle these situations.

For any questions or concerns regarding information in this Volunteer Handbook, please email your Branch Volunteer Coordinator or the Human Resources Department at hrdept@thesay.org or call (908) 738-2172.