



# **Metropolitan YMCA of the Oranges**

## **Volunteer Management Policies**

**Approved by the Board**

**May 2018**

## **IMPORTANT NOTICE – PLEASE READ**

This Volunteer Handbook (the “Handbook”) describes the general guidelines of the Metropolitan YMCA of the Oranges (“Metro Y” or the “Y”) rules and policies for its volunteers.

The Handbook is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. If you have any questions concerning the applicability of a policy or practice to you, you should address your specific questions to your program supervisor or the Department of Human Resources.

Neither this Handbook nor any other document confers any contractual right, either express or implied, to remain a Y volunteer and does not confer any employment rights upon you.

Your participation as a Y volunteer is solely at the discretion of the Metro Y. This means that regardless of any provision in the Handbook, your participation with the Y may be terminated with or without cause and without prior notice by the Y, or you may resign as a volunteer for any reason at any time (however, the Y does request that you provide at least two weeks’ notice prior to resigning from your volunteer position to provide adequate time to obtain suitable coverage). No supervisor or other representative of the Y (except the President and CEO) has the authority to enter into any agreement that changes your volunteer status or to guarantee that you will serve as a volunteer for any specified period of time, or to make any agreement contrary to the above.

The Metro Y has the right to revise, supplement or rescind the policies described in the Handbook or to modify or deviate from them at any time without notice, in its sole discretion.

The policies stated in this Handbook supersede and invalidate all prior policies, guides or other manuals covering the same subject

## **Introduction and Welcome**

Dear Metropolitan YMCA of the Oranges Volunteer:

Welcome to the Metropolitan YMCA of the Oranges, more commonly referred to herein as the Metro Y or simply the "Y". We are honored that you have chosen to share your time, talents, experience, and enthusiasm with us.

The Y is a powerful association of people of all ages and from all walks of life, joined together to strengthen community. You are joining a team of staff and volunteers who are committed to ensuring that every individual has the opportunity to learn, grow and thrive. We are proud of the work we do, and we hope you will quickly understand how important your contribution is to the overall success of our Y. Service to our community, members, families and children is always foremost in our minds. Your ability to help us serve others is vitally important to fulfilling our mission, cause and values. We also want to ensure that your volunteer experience is fulfilling and enjoyable for you. Please take time to get to know your fellow volunteers and staff colleagues and do not forget to have fun along the way!

If you have questions about the information in this handbook, please do not hesitate to ask for clarification. Your supervisor can answer most questions, or you can contact Human Resources.

Again, welcome! We wish you the best in your service to the Metro Y.

## **Getting to Know the Metro Y**

### **Our Cause Defines Us**

We know that lasting personal and social change comes about when we all work together. That is why, at the Metro Y, strengthening community is our cause. Every day, we work side by side with our neighbors to make sure that people of every age, income level and background have the opportunity to learn, grow and thrive. At the Metro Y, we strive to put the following values into practice in everything we do: caring, honesty, respect and responsibility.

### **Our Mission Drives Us**

The Y strengthens our community through youth development, healthy living and social responsibility. The goal is that more people will be positively impacted as we effectively mobilize resources to meet the mission of the Metro Y.

### **Our Impact Is Felt Every Day**

People we serve will be stronger, healthier and feel supported. They will be more connected and more responsible to each other and the community. Youth will feel safe and empowered to achieve their highest potential. As a result, our communities will thrive and people will grow closer together.

### **Our Commitment Is to Social Good**

The Metropolitan YMCA of the Oranges is an independent 501(c) (3) tax-exempt organization under the IRS code, which means that donations to the Metro Y are tax deductible. It is the goal of the Metro Y to provide programs and services regardless of an individual's or family's financial ability to pay for participation. Every day, the Metro Y brings together people of all ages and from all walks of life with a shared commitment to ensuring that everyone has the opportunity to live life to its fullest.

### **YMCA History**

In 1844, industrialized London was a place of great turmoil and despair. For the young men who migrated to the city from rural areas to find jobs, London offered a bleak landscape of tenement housing and dangerous influences. Twenty-two-year-old, George Williams joined with 11 friends to organize the first Young Men's Christian Association (YMCA). They started as a Bible study and prayer group for young men seeking escape from the hazards of life on the street. The organization's drive to meet social needs in the community was novel and compelling, and its openness to members crossed the rigid lines separating English social classes.

Inspired by the stories of the Y in England, retired sea captain Thomas Valentine Sullivan led the formation of the first U.S. YMCA at the Old South Church in Boston in 1851. The organization quickly spread across cities through the nation. Today, the YMCA is in more than 10,000 neighborhoods across the United States.

As the nation's leading nonprofit committed to helping people and communities to learn, grow and thrive, our contributions are both far-reaching and intimate – from

influencing our nation's culture during times of profound social change to the individual support we provide an adult learning to read.

By nurturing the potential of every child and teen, improving the nation's health and well-being, and supporting and serving our neighbors, the Y ensures that everyone has the opportunity to become healthier, more confident, connected and secure.

George Williams' simple yet profound idea of building a welcoming, safe and enriching community has grown to over 2,700 Y's in over 130 different countries.

### **The Metropolitan YMCA of the Oranges History**

On October 15, 1885, a group of church leaders, including Samuel Colgate, Sumner F. Dudley, and Dwight L. Moody, saw the value in the Y's approach to improving community and convened to charter a YMCA "for civic and cultural improvements to the Oranges", thus forming the Central Branch YMCA.

Our founders could not have imagined that their simple and modest idea would grow to become the largest YMCA association in the State of New Jersey. We have come a long way from the small house on Main Street in Orange.

Our Y has been a responsive advocate for the community in which it serves. As the demand to meet needs of the community evolved so did the Metropolitan YMCA of the Oranges. Over the last century, the Y transitioned from Orange to East Orange, expanded into the Livingston, Maplewood and Sussex County communities and started to serve youth through camping at the majestic Fairview Lake YMCA Camps and Conference Center.

In 1993, the YMCA of the Oranges, Maplewood, West Essex and Sussex County, officially changed its name to the Metropolitan YMCA of the Oranges.

In September 2011, after more than a year of fact-finding, due diligence and strategic planning, the YM-YWHA of North Jersey's Board of Directors unanimously approved the plan to partner with the Metropolitan YMCA of the Oranges. The YM-YWHA of North Jersey is now the Wayne YMCA, one of the newest branches of the Metropolitan YMCA of the Oranges.

In late 2017, the Boards of Directors of the YMCA of Greater Bergen County and the Metropolitan YMCA of the Oranges voted to become one association in January 2018. After working closely together for two years, both organizations agreed that joining together strengthens our mutual ability to serve Y members today and into the future.

We have changed and expanded who we serve, where we operate and how we provide programming. One thing that has remained constant is the underlying nature of our core values and work – we are driven by our cause to strengthen community.

# **Appointment and Service in the Role of Y Volunteer**

As you can see from our history, volunteers have played an important role in the YMCA's birth and ongoing success. Volunteers founded the YMCA and were responsible for its early operations and success. Throughout our history, thousands of volunteers have lent their time and talents, enabling the Y to extend its reach, forever impacting the lives of those in the communities we serve. The Metro YMCA defines a "volunteer" as anyone who, without expectation of financial compensation beyond reimbursement of out-of-pocket expenses, willingly performs a task and/or executes responsibilities under the direction of and on behalf of the Metro Y. Volunteers come from a variety of backgrounds, but they all share a desire to make a difference in their community.

The Metro Y enjoys the support of both Policy or Governance (Board Level) volunteers and Program Volunteers. This resource addresses the needs of Program Volunteers. Program Volunteers fall into several age categories:

## **Volunteer Age Groups and Guidelines**

Child Aged Volunteers:

- Program Volunteers under the age of 12;
- Must complete all volunteer responsibilities while under the supervision of a parent or legal guardian.

Teenage Volunteers:

- Program Volunteers between the ages of 12 years and 17 years;
- Must complete all volunteer responsibilities while under the supervision of a YMCA staff person;
- May not serve in a volunteer capacity for more than 4 hours in one day without written parental consent;
- Unless a bona fide component of a school sponsored program, volunteer hours should adhere to the following limits when school is in session:
  - No more than 18 hours per week,
  - No more than 3 hours per day on school days,
  - No more than 8 hours per day on Saturday or Sunday,
  - No more than 6 consecutive days in a week.

Adult-Aged Volunteers:

- Program Volunteers who are 18 years of age and older;
- When completing volunteer responsibilities when children are present, the volunteer must be under the supervision of a YMCA staff person.

## **Recruitment, Selection, and Placement**

The Y recruits volunteers who meet high standards of character and qualifications. In recognition of the Y's mission and charitable purpose, volunteers are expected to

possess a collaborative, cooperative spirit and uphold the good will of the organization.

All individuals seeking to volunteer at the Y must complete the volunteer application, consent to a criminal background check, a reference check, and all other requirements applicable to the volunteer role sought.

Every volunteer is selected based on qualification for and ability to perform the volunteer role and willingness and availability to participate in training for the role.

Every effort is made to appoint the volunteer to a role or position that will satisfy his or her individual interests and further the Mission of the Y. Appointments automatically terminate at the end of the period stated in the letter of appointment. While we certainly hope that each volunteer's experience is personally fulfilling, ultimately, every volunteer serves at the discretion of the Metropolitan YMCA of the Oranges and can be released by the Y at any time, with or without prior notice.

### **Volunteer Involvement**

Volunteers are welcome in all programs and activities of the Metro Y at varying levels of skill and decision-making. Volunteers will not displace any paid staff member from their position.

Under no circumstances, however, may paid employees volunteer to perform the same type of services for the Y that they are normally employed to perform or perform volunteer services during the employee's normal working hours.

### **Volunteer Service**

The Metro Y recognizes your right to discontinue your volunteer service at any time and for any reason. As a courtesy, the Y requests that you provide at least 2 weeks' notice in the event you want to discontinue your service in order to provide the Y with sufficient notice to obtain adequate coverage. Whenever it is deemed to be in the best interests of the Metro Y, we also reserve the right to discontinue the volunteer service relationship.

### **Diversity and Inclusion**

The Metro Y aims to fulfill its mission by providing an inclusive volunteer environment. We are a stronger organization for embracing all those who share a commitment to our mission. The Y is made up of people from all walks of life who are joined together by a shared commitment to ensure that everyone has the opportunity to learn, grow and thrive. We are committed to ensuring that everyone has an opportunity to reach his or her full potential. We share the values of caring, honesty, respect, and responsibility; everything we do stems from these shared values.

All prospective volunteers and those appointed to volunteer service at the Metro Y are to be treated respectfully and to be given equal consideration for all volunteer assignments, regardless of race, color, creed, religion, gender, national origin, ancestry, citizen status, age, handicap, disability, marital status, sexual orientation,

pregnancy status, familial status, domestic partnership status, military or veteran status, genetic information, atypical hereditary cellular or blood trait, refusal to submit to genetic testing or provide genetic information, or any other category protected by applicable federal and state laws (the "Protected Classifications").

### **Accessibility and Inclusion**

The Metropolitan YMCA of the Oranges is committed to making all reasonable efforts to ensure that its facilities, programs and services are accessible to, and usable by, the people we serve, including those with disabilities. This policy reflects our commitment to comply with the Americans with Disabilities Act (ADA) and other applicable laws and regulations on accessibility. The Metropolitan YMCA of the Oranges will not discriminate based on disability or impairment and will not exclude persons with a disability or impairment from reasonable access to any facility or from participation in any program or activity provided any accommodation request made by a volunteer does not require the Y to take any action above and beyond that which is required by the ADA. It is our goal to provide equal access to all and to treat everyone with dignity and respect.

### **Background Checks**

The Y requires volunteers to consent to and satisfactorily complete a criminal background check. All information obtained as a result of a background check will be used solely for determination of suitability for volunteer service purposes, and all background check information will be kept confidential. The Y complies with all applicable federal, state and local laws regarding background checks. Falsification or omission of information may result in the denial of a volunteer appointment or discipline, up to and including termination, from a volunteer role.

### **Volunteer Expectations and Responsibilities**

The volunteer experience is most rewarding and beneficial to the volunteer and the Y when mutual expectations and responsibilities are clear. For that reason, we have included information on what you can expect from the Y and what the Y expects from you in your volunteer role.

#### **What You Can Expect:**

- To be treated as a partner and colleague.
- To have a meaningful assignment with consideration for your individual interests, skills, and life experiences.
- To be kept informed of YMCA programs, policies, and people through frequent communications that may include conversations, meetings, memos, emails and newsletters, website and social media posts.
- To receive a thoughtfully planned and effectively presented orientation and training for your volunteer position.
- To receive continued education and training, including information about new developments and training for greater responsibility.
- To receive sound guidance and direction by someone who is experienced, well informed, patient and thoughtful and who has time to invest in you as a volunteer.

- To be assured that the Y is keeping accurate records of your hours of service, recognitions received, and contributions and accomplishments.
- To be treated respectfully and to be given equal consideration for all volunteer assignments, regardless of one's Protected Classification.
- To be free of harassment or discrimination based on one's Protected Classification.
- To be offered a variety of experiences through assignments of increasing responsibility, through transfer from one assignment to another, and through special assignments.
- To be heard, to have a part in planning, to feel free to make suggestions, and to have respect shown for honest feedback.
- To be recognized in the form of increased levels of responsibility and simple day to day expressions of appreciation.
- To be treated respectfully by fellow volunteers, YMCA staff, and members.
- To enjoy an environment that is energetic and conducive to work and fun.

### **What the Y Expects From You as You Take On Your Volunteer Role**

- To care for and have a genuine interest in the well-being of the children, families, individuals, and communities the YMCA serves.
- To understand the YMCA Cause, Mission and goals.
- To abide by the commitments that you make.
- To speak up, ask questions, and share ideas.
- To accept supervision, coaching and feedback, knowing that you are accountable for your actions as a volunteer.
- To offer criticism constructively, extending a charitable assumption regarding intentions, and seeking to understand before judging.
- To continue to grow and learn more about your volunteer responsibilities, the YMCA, and the communities we serve.
- To treat people with loving kindness and open communication.
- To act as a responsible member of our YMCA family, following through on commitments and approaching assignments with a cooperative spirit and positive outlook.
- 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. Having fun is an essential part of volunteering at the YMCA!

### **Volunteer Guidance and Feedback**

Every volunteer is entitled to receive ongoing guidance and feedback regarding his or her performance. This guidance and feedback should include information on position requirements, goals and objectives, expectations, and time commitments for your volunteer role. In order for a volunteer to continue in his or her role beyond the original terms of the appointment (as stated in the dates in his or her appointment letter), his or her supervisor must proactively submit reappointment documentation. Appointments are not automatically reinstated or continued.

### **Volunteer Conduct**

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 prohibited misconduct include, but are not limited to:

- Discriminatory behavior or harassment.
- Child abuse, molestation, or indecent exposure.
- Failure to report one's arrest or criminal conviction.
- Mistreatment or neglect of members, guests or YMCA participants.
- Falsification or careless treatment of any YMCA records.
- Theft of or willful damage to YMCA property or to the property of others.
- Dishonesty in any form.
- Use of abusive language or profanity, inappropriate jokes, or sharing intimate details of one's personal life.
- Fighting or threatening to harm another person.
- Possession of a weapon.
- Being under the influence of drugs or alcohol on YMCA property or while representing the YMCA as a volunteer.
- Possessing, distributing or manufacturing controlled substances.
- Horseplay, unsafe or dangerous behavior.
- Violation of any of the Y's stated policies, rules or commonly accepted standards of responsible personal conduct.
- Substandard performance on volunteer tasks.
- 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.
- Failure to maintain a clean, neat, and appropriately attired appearance.
- Use of tobacco while involved in any Y activity; all Y facilities, programs and vehicles are smoke-free.

In addition,

- Volunteers must adhere to vehicle safety policies and practices.
- Volunteers shall portray a positive role model for youth by maintaining an attitude of respect, loyalty, patience, courtesy, tact and maturity.
- Outside of the Y, volunteers must refrain from being alone with children they meet in YMCA programs. This includes babysitting, sleepovers, and inviting children to your home.
- Initiation of personal phone calls, text messaging, or sharing of personal email addresses and email messages with youth participating in Y programs is prohibited.

### **Child Abuse Prevention Guidelines**

A foundational commitment of the Y is to provide a healthy atmosphere for the growth and development of children. Families entrust their children to the Y's care, and our promise to these families is that we will provide a safe environment in which all participants are treated in a caring, honest, respectful and responsible manner. This includes all dealings with the community, inside and outside of the Y. 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. All volunteers are required to complete Child Safety Training before beginning their volunteer assignment and on an annual basis thereafter.

### **Volunteer Conduct with Children and Youth**

- At no time during a Y program may a volunteer be alone with a single child where others cannot observe him or her.
- Volunteers shall never leave a child unsupervised.
- Restroom supervision: Children who are participating in Y programs are not to be sent to bathrooms without a Y employee present.
- Volunteers will respond to children with respect and consideration and treat all children equally, regardless of gender, race, religion, culture, disability, or economic level of the family.
- Volunteers will respect children's rights to not be touched or looked at in ways that make them feel uncomfortable, and their right to say "no". Other than diapering, children are not to be touched on areas that would be covered by a bathing suit.
- Volunteers should conduct or supervise private activities in pairs; e.g. putting on bathing suits, diapering, etc. When this is not feasible, volunteers should be positioned so that they are visible to others.
- Volunteers should not abuse or mistreat children in any way. Any abuse of a child by a volunteer will result in disciplinary action, up to and including termination of the volunteer's assignment and/or service with the Y.
- Volunteers must use positive techniques of guidance, including redirection, positive reinforcement and encouragement.
- Volunteers should not single out children for favored attention and may not give gifts to youth or their parents.
- Volunteers should not date participants who are under the age of 18.
- Volunteers will refrain from intimate displays of affection toward others in the presence of children, parents, staff, and other volunteers.
- Volunteers will not allow youth participants old enough to drive to transport younger children in the program.
- Volunteers must refrain from using Y computers/devices to access pornographic sites, send emails with sexual overtones or otherwise inappropriate messages or to develop online relationships with participants.
- Profanity, inappropriate jokes, sharing intimate details of one's personal life, and any kind of harassment in the presence of children, parents, volunteers, or employees is prohibited.
- Outside the Y, volunteers may not be alone with children whom they meet in Y programs. This includes babysitting, sleepovers, driving or riding in cars, and inviting children to their homes. Volunteers will not initiate contact with or respond to contact initiated by a program participant outside of approved Y activities.
- Volunteers are to report to their supervisor or next level of supervision anyone who violates any of these rules.
- Volunteers who have access to confidential information during the course of their assignments have an obligation not to disclose the information to other volunteers, employees, members or persons, within or outside the Y.

- Volunteers are expected to cooperate fully with any investigation by the Y, any law enforcement agency or any other authorized outside agency.
- Volunteers must be free of physical and psychological conditions that might adversely affect the children's physical or mental health.
- Under no circumstances should a volunteer release children to anyone other than the authorized parent, guardian, or other adult authorized by the parent or guardian (such authorization must be on file with the Y).

For a more extensive explanation of appropriate volunteer conduct, volunteers should consult the Volunteer Code of Conduct. Each volunteer must read and sign the Volunteer Code of Conduct prior to beginning a volunteer assignment.

## **Harassment**

The Y prohibits discrimination and/or harassment of any kind because of one's Protected Classification.

The Y prohibits acts of harassment or discrimination by other volunteers, as well as employees, supervisors, members/parents, vendors, or others doing business with the Y. Harassment refers to actions that create an intimidating, offensive, or hostile environment, and other acts that have the purpose or effect of unreasonably interfering with an individual's volunteer performance, when harassing acts are based on one's Protected Classification.

Sexual harassment includes, but is not limited to, unwelcome sexual advances; requests for sexual favors and/or other verbal or physical conduct of a sexual nature where submission to such conduct is made either explicitly or implicitly as a term or condition of an individual's job or volunteer assignment; submission to or rejection of such conduct by an individual is used as the basis for decisions affecting such individual; or any such conduct that has the purpose or effect of unreasonably interfering with an individual's performance or creating an intimidating or hostile environment. Specific examples of sexual harassment include, but are not limited to, vulgar remarks, pinching, jokes, teasing, and uninvited touching.

If you believe you have been harassed in violation of this policy, you should promptly report your concerns in writing to the Human Resources Department. Your complaint will be investigated promptly and confidentiality will be maintained to the greatest degree possible. It is the intention of the Y that any reporting volunteer or employee or employee or volunteer participating in the investigation of a harassment complaint will not be retaliated against in any way. If you feel that you have been retaliated against for reporting a claim, you should contact Human Resources.

If a harassment complaint is found to be valid, immediate and appropriate corrective action will be taken. An employee or volunteer who has violated this policy will be subject to disciplinary action, up to and including termination. Any conduct prohibited by this policy is unacceptable at the Y, and at any setting outside the Y where Y activities occur, including business travel, business meetings, and Y-related social events. Off-duty conduct that violates this policy and affects the Y or any of its programs or activities is also prohibited.

## **Conflict of Interest**

Volunteers should avoid any situation that involves or may involve a conflict between their personal interest and the interests of the Y. As in all other duties, volunteers dealing with members, vendors, contractors, competitors, or any person doing or seeking to do business with the Y are to act in the best interest of the Y. Volunteers are not to receive personal gain or incur obligation to others at the expense of the Y. Volunteers should make prompt and full disclosure of any potential situation which may involve a conflict of interest, including:

- Volunteer employed with an outside enterprise that does or is seeking to do business with or is a competitor of the Y.
- Volunteer receiving personal benefit from any Y transaction including the sale, purchase, rent, or lease of property, services, or supplies.
- Any other arrangements or circumstances, including family or other personal relationships, which might dissuade the volunteer from acting in the best interest of the Y.
- Unauthorized use of materials, equipment, facilities, or other Y assets for personal purposes.

## **Dress Code**

Appropriate dress for volunteers varies for each Y branch and from department to department within a branch, depending upon the nature of the work. Please make sure that you are aware of the volunteer dress code in the department for which you are volunteering. If you have any questions concerning dress code, please contact the supervisor in your branch.

# **Volunteer Resources and Systems**

## **Benefits**

The Y does not provide insurance and related benefits to volunteers. As an example, there are no insurance plans for volunteers, including no medical, accident, dental, workers compensation, disability, or other coverage. The Y does not offer free memberships to volunteers. Volunteers should not contribute their time and talents in contemplation of or in exchange for waiver of cost or reduction of cost in program participation. Financial Assistance is available for those who may find it difficult to pay the standard membership and program fees, regardless of whether or not they volunteer. Subsidies are based on income and individual needs. Applications are available at each branch and on the Metro Y website.

## **Use of Supplies and Equipment**

The Y's supplies and equipment, including copy machines, computers, and postage meters, are for Y business use only. Equipment and supplies purchased by, or donated to the Y belong to the Y, and are not for individual personal use.

### **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 Y. We are not responsible for lost or stolen items.

### **Unable to Report to Scheduled Assignment**

If you are unable to make a scheduled volunteer assignment commitment, please advise the supervisor where you will be volunteering directly. Normally, the supervisor should be contacted at least two hours prior to the start of the scheduled volunteer assignment.

### **Tracking of Hours of Services**

Volunteer service is important to the operation of each department in which they serve. 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 your supervisor or department director to be sure your hours are recorded.

### **Volunteer Records**

The Metro Y maintains records on each volunteer throughout the organization. Volunteer records include dates of volunteer service, positions held, duties performed, and awards/recognition received. Volunteer records also include applications, reference checks, and background checks. All information in the volunteer file is confidential. In order to keep your volunteer records current, all volunteers are expected to provide the Y notice of changes to your name, address, phone number, email address, or emergency contact information.

### **Training Programs**

Many Y trainings, such as Child Abuse Prevention training, are required annually for volunteers, provided they are volunteering within the branch or a branch program. Other training may be deemed necessary by the volunteer's supervisor depending upon the volunteer's Y responsibilities.

### **Change of Placement**

Volunteers may request a change of assignment or placement at any time during their volunteer service. If a volunteer elects to be reassigned, the volunteer must apply for a new volunteer position and receive all appropriate training.

### **Volunteer Recognition and Appreciation**

Volunteers serve the Y because they believe in its Mission and Cause and glean satisfaction from giving service to others while realizing opportunities for personal growth and development. From time to time, however, circumstances arise that call for a special expression of recognition. The Y maintains procedures to ensure regular and special recognition for volunteer service.

## **Complaints**

If you have a complaint or problem at the Y, in most circumstances, the best course of action is to discuss the matter with your supervisor. If your supervisor is unable to resolve the matter to your satisfaction, you should discuss the matter with the Executive Director at your Branch. You may also contact the Human Resources Office located at our Association Services Office.

# **Health, Safety and Security**

## **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 warning 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 and emergency 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 conditions to the closest Y staff person immediately.

## **Blood Borne Pathogens**

The Y seeks to minimize the risk of exposure to blood-borne pathogens by training employees and volunteers who may encounter blood-borne pathogens in the course of their assignments. The Y subscribes to the concept of "universal precautions," which means that all employees and volunteers are required to treat all human blood or other body fluids as if the substance were contagious (i.e., were contaminated by blood-borne pathogens). Universal precautions mean that employees and volunteers are expected to exercise work-practice controls and to use personal protective equipment, such as gloves, when necessary.

The Y has procedures for confidential medical evaluation and follow-up in the event an employee or volunteer reports exposure to blood-borne pathogens. Should an exposure incident occur, immediately inform your supervisor. Each exposure must be documented on an incident report and submitted to your supervisor.

## **Chemical Hazard Communication**

The Y is committed to offering a safe and healthy environment. Volunteers and employees who may encounter hazardous substances in their work environment are trained in hazard awareness to ensure they are fully informed and aware of any chemical hazards.

Protective equipment (gloves, masks, aprons, protective eyewear, etc.) must be used as directed by your supervisor. For more information, speak with your

supervisor. Any accidents pertaining to chemicals or hazardous materials should be reported immediately to your supervisor.

### **Searches**

For their convenience, the Y provides its volunteers with the use of various facilities and equipment necessary in the performance of their volunteer roles. The Y owns and at all times retains full title and control, including the right of inspection, over such properties, vehicles, or facilities. To the extent allowed by law, the Y reserves the right to inspect all Y furniture and furnishings such as desks, filing cabinets, lockers, and drawers. Volunteers should have no expectation of privacy in connection with their use of any Y furniture, vehicles or property. Whenever necessary, the Y will conduct the inspection in the presence of the volunteer serving at that particular location. However, in emergencies or other circumstances determined by management, the Y reserves the right to conduct an inspection without the presence of the volunteer involved. A refusal to permit a search requested by Y management may result in disciplinary action, up to and including termination, of the volunteer's term of appointment and service.

### **Alcohol and Drugs Prohibited**

The Metro Y has a vital interest in maintaining a safe, healthy and efficient operating environment. To protect youth, families, members, volunteers, and staff, the use, sale, transfer, manufacture, possession or storage of alcohol, non-prescribed drugs, illegal drugs or drug paraphernalia is prohibited in any Y venue including but not limited to any Y facility, property owned by or used to run Y programs, or Y rented, leased or owned vehicles.

In connection with an official Y sponsored event or authorized rental of Y facilities during non-working hours, authorization must be obtained by the President/CEO for the use, sale, purchase, transfer, possession or storage of alcohol. Use of illegal drugs is strictly prohibited.

As a condition of your volunteer appointment, all volunteers are required to abide by the terms of this policy and to notify the Y of any criminal drug statute conviction for a violation no later than five (5) days after such conviction. Violation of this policy, in whole or part, is grounds for immediate termination of your volunteer appointment and service.

### **Smoke Free Environment**

The Metro Y is committed to promoting healthy living; all facilities, programs, and vehicles are smoke-free. Smoking is prohibited when involved in any Y activity or on Y premise.

### **Confidentiality of YMCA Information**

Information regarding its members or staff, including, but not limited to, membership lists, participation fees, donors, financial aid, planning, medical conditions and other information is confidential and should be kept within the Y and should be shared within the Y only with those who have a legitimate need to know, as determined by management.

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

A volunteer is required to report an arrest or criminal conviction to the Y. 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 supervisor and Y branch executive 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 grounds for dismissal from your volunteer assignment. The Metro Y has chosen not to accept court ordered community service to protect the safety of the children we serve. If you need hours to satisfy a judgment due to a criminal offense, please pursue options outside of the Y.

### **Computer Software and Data Use**

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

### **Voice Mail, E-mail, and Internet**

Use of data sent and stored on Y computer and communications systems is the property of the Y. These systems include telephone, facsimile, voice mail, electronic mail, and internet systems. Messages sent, stored or printed on Y equipment is also the property of the Y. Volunteers should have no expectation 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 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.

Many individuals maintain individual pages on social media sites and/or use other online communication tools to connect and communicate for personal purposes. While the Y does not intend to interfere with anyone's private life, volunteers should realize that their online communications and actions posted to publicly observable sites are not private and are accessible to the community at large. Accordingly, Y volunteers should refrain from engaging in any online activities that violate the Y's anti-harassment/anti-discrimination policies or its other standards of conduct or that are disrespectful to any of the Y's services, members, customers, vendors, suppliers, or any member of the public or other individuals who are in contact with the Y.

Volunteers must not post an endorsement of Y programs without disclosing their relationship with the Y. If a volunteer uses the Y name (including the names of camps or other programs) in any such communication, they should make clear that they are speaking for themselves and not on behalf of the Y.

Volunteers should recognize that they are personally responsible for the content they publish on social media sites. They may be subject to discipline for online commentary, content, or images that are maliciously false, pornographic, or violate the Y's anti-harassment/anti-discrimination policies or its other standards of conduct or that are disrespectful to any of the Y's services, members, customers, vendors, suppliers, or any member of the public or other individuals who are in contact with the Y. Examples of inappropriate content include, but are not limited to, references to or photos of alcohol or illegal substance use, and posting maliciously false information about other people.

Any violation of the foregoing may result in the Y disciplining or terminating the volunteer.

### **Contacts with the Media**

Volunteers should not communicate with the media regarding Y business on behalf of the Y. Communication with members of the media is managed through the President/CEO or assigned designee at **973 758 9622**, who manages contacts with all media, including television, radio, newspapers, and other publications. In an emergency communications situation, or any time when a media representative requests information, volunteers are expected to refer requests to the President/CEO at the Association Services Office at **973 758 9622** or to a member of the Communications team.

### **Solicitation/Distribution Policy**

Persons not employed by the Y may not solicit, sell or distribute any literature on Y property for any purpose at any time nor enter or trespass on Y property for such purposes without the permission of the administration. Y volunteers may not solicit staff or other volunteers for gifts of any nature during the volunteer's scheduled time, unless permission is granted by the administration. Finally, volunteers may not post notices on official Y bulletin boards without the approval of the branch executive.

### **Illness or Injury While Volunteering**

If you become hurt or ill as a result of your volunteering at the Metro Y, please notify your supervisor immediately.

**I have received the Metropolitan YMCA of the Oranges Volunteer Policy Handbook and have reviewed same.**

I understand that the Handbook is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. I further understand that if I have any questions concerning the applicability of a policy or practice to me, I shall address my specific questions to my program supervisor or the Department of Human Resources.

I understand that neither this Handbook nor any other document, confers any contractual right, either express or implied, to remain a Y volunteer and does not confer any employment rights upon me.

I understand my participation as a Y volunteer is solely at the discretion of the Metro Y. I agree that this means that regardless of any provision in the Handbook my participation with the Y may be terminated with or without cause and without prior notice by the Y, or I may resign as a volunteer for any reason at any time. I understand that the Y does request that I provide at least two weeks' notice prior to resigning from my volunteer position to provide adequate time to obtain suitable coverage. I acknowledge that no supervisor or other representative of the Y (except the President and CEO) has the authority to enter into any agreement that changes my volunteer status or to guarantee that I will serve as a volunteer for any specified period of time, or to make any agreement contrary to the above.

I agree that the Metro Y has the right to revise, supplement or rescind the policies described in the Handbook or to modify or deviate from them at any time without notice, in its sole discretion.

I understand that the policies stated in this Handbook supersede and invalidate all prior policies, guides or other manuals covering the same subject matter.

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent or Guardian (If volunteer is under the age of 18)

\_\_\_\_\_  
Date

**I also give permission for my dependent to participate in YMCA volunteer activities.**