



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

All Together Better



Volunteer Manual

ALTRU FAMILY YMCA
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Welcome to the Altru Family YMCA.

I am glad you are part of our volunteer leadership team. Whatever your volunteer position, you will play an important role in nurturing the potential of others. Our Y Leadership make accessible the support and opportunities that empower people and our community to learn, grow and thrive.

Your volunteer role with the YMCA is an important part of our leadership team. In joining the YMCA leadership team, you are now part of an organization that is dedicated to building healthy, confident, connected and secure children, adults, families and communities. Every day our impact is felt when an individual makes a healthy choice, when a mentor inspires a child and when we can help our community come together for the common good.

This handbook is a general source of information about the YMCA policies, procedures and general expectations of you as a volunteer member of our team. If you have any questions about the information provided for you in this handbook, please ask your supervisor for clarification.

Thank you for volunteering your time at the YMCA!

**Bob McWilliams
Chief Executive Officer
Altru Family YMCA**



Our Mission

The Mission of the YMCA is to put Christian Principles into practice through programs that promote healthy spirit, mind & body for all.

Our Focus

Youth Development: Nurturing the potential of every child and teen

We believe that all kids deserve the opportunity to discover who they are and what they can achieve. That's why, through the Y, millions of youth today are cultivating the values, skills and relationships that lead to positive behaviors, better health and educational achievement.

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

In communities across the nation, the Y is a leading voice on health and well-being. With a mission centered on balance, the Y brings families closer together, encourages good health and fosters connections through fitness, sports, fun and shared interests. As a result, millions of youth, adults and families are receiving the support, guidance and resources needed to achieve greater health and well-being for their spirit, mind and body.

Social Responsibility: Giving back and providing support to our neighbors

The Y has been listening and responding to our communities' most critical social needs for 160 years. Whether developing skills or emotional well-being through education and training, welcoming and connecting diverse demographic populations through global services, or preventing chronic disease and building healthier communities through collaborations with policymakers, the Y fosters the care and respect all people need and deserve. Through the Y, 500,000 volunteers and thousands of donors, leaders and partners across the country are empowering millions of people in the U.S. and around the world to be healthy, confident, connected and secure.

Our Values

Our core values unite us as a movement with a common cause. They are the shared beliefs and essential principles that guide our behavior, interactions with each other and decision making.

The four values of the Y are as follows:

Caring: Show a sincere concern for others

Honesty: Be truthful in what you say and do

Respect: Follow the golden rule

Responsibility: Be accountable for your promises and actions



YMCA HISTORY

In 1844, George Williams founded the YMCA in London, England. The YMCA movement spread across the Atlantic to Boston and Montreal in 1851. Today there are over 2700 YMCAs in the United States and there are YMCAs in 119 different countries. Each YMCA exists solely for their community and is a reflection of the people they serve.

The Grand Forks YMCA was established on March 26, 1886. It was organized through the collaboration of six churches within the community, who each appointed a pastor as a lay member to help establish the YMCA. These volunteers determined that the YMCA should “promote the moral welfare, the social, intellectual, and physical benefit of young men”. The first YMCA offered group devotions, singing, prayer, reading rooms and gym.

Today, the Grand Forks YMCA is open to men, women and children of all faiths, races, abilities, ages and incomes. In 1969, our current facility was built, which now hosts two gymnasiums, a swimming pool, cardio and strength training area, child care center, group exercise and multi-purpose fitness rooms, 2 racquetball courts, running track, indoor playroom and community meeting rooms. We provide a wide variety of programs and services for every member of the family to come together and enjoy.

Each YMCA is independent and autonomous. Each YMCA is volunteer driven and volunteer led. Our local YMCA is governed by a local volunteer board of 12-21 members. Each YMCA is a charitable, non-profit organization, qualifying under Section 501© (3) of the U.S. Tax Code. In order to be a YMCA, you need to adhere to and meet the member guidelines provided by the YMCA of the USA, whose main office is located in Chicago, Illinois.



DISCLAIMER

This Altru Family YMCA (hereinafter referred to as the YMCA) Volunteer Manual is for informational purposes and is not a contract, nor is any portion of it a contract or a legal document. The YMCA thereof may change it and any portion at any time, and reserves the right to modify, revoke, suspend or change any or all plans, policies and procedures in whole or part, without notice.

You are choosing to volunteer your time at the YMCA, and you may also choose to end your volunteer experience at any time for any reason. Likewise, the YMCA reserves the right to discontinue a volunteer position or release a volunteer at any time for any reason, with or without cause.

Items not covered in this volunteer manual are at the discretion of the President/CEO and Board of Directors.

All volunteers shall be provided a copy of this document and indicate its receipt by signature.



ADMINISTRATION

ARTICLE I- PREAMBLE

The goal of the YMCA's Staff Leadership is to consistently recruit, develop, motivate and retain the most passionate and dedicated volunteers, who meet high standards of moral character and personal integrity. We seek volunteers who have a desire to share their educational and occupational knowledge and expertise, to help the YMCA meet its mission and focus on youth development, healthy living and social responsibility.

ARTICLE II- PURPOSE

This manual is designed to assist in consistent adherence to YMCA's policies and procedures, values, program objectives and mission by staff and volunteer leadership.

ARTICLE III- ADMINISTRATION

Section 1. Administration. The Board of Directors of the YMCA employs the President/CEO to whom it delegates responsibility for the overall administration and interpretation of these adopted policies. The direct administration of the policies and the supervision of staff and volunteers are the ultimate responsibility of the President/CEO. However, supervision of volunteers is also delegated to other staff leadership, depending upon the role of the volunteer.

Section 2. Interpretation. All matters, pertaining to the interpretation of these policies, are referred to the President/CEO or to the designated representatives.

Section 3. Review. These policies will be reviewed on an annual basis or as necessary, but may be changed at any time upon approval of the YMCA's Board of Directors. It does not preempt or replace applicable laws.

Section 4. Equal Opportunity. It is the policy of the YMCA to recruit, train and involve volunteers in our program and leadership roles without regard to race, color, religion, gender, age, national origin, marital status, veteran status, sexual orientation, mental or physical disability, or any other basis prohibited by statute.



VOLUNTEERING

ARTICLE IV- VOLUNTEERING

Section 1. Volunteer Opportunities.

The YMCA provides a wide variety volunteer opportunities to meet your interests and make your talents and skills go a long way in making a difference in the lives of others.

Policy Volunteers:

Provide leadership to the YMCA by serving on a program committee, Board of Directors, Board of Trustees or special task force.

Managerial Volunteers:

The volunteers who serve in these leadership roles act as consultants to the YMCA, utilizing their talents and skills to help manage or administer Y operations. For example, pro-bono accountants, electrical, technical support, plumbing, construction, carpentry, painting, legal support, etc.

Program Volunteers:

Provide leadership and support to programs and services such as: coaching youth sports, leading an aerobic class, supervising a middle or high school activity night and assisting with child care.

Support Volunteers:

Provide your support, talent and skills in helping with office duties, being a greeter, assisting with cleanliness and upkeep with the facility and grounds.

Fundraising Volunteers:

Provide assistance in raising the funds to ensure that YMCA programs are open to everyone regardless of their economic circumstances. Volunteers can assist in raising funds for our annual Partner of Youth Campaign, a Capital Campaign, Endowment Development, or sustaining funds for programs or events.

Special Events Volunteers:

Help to plan, promote and run special events that provide opportunities to connect with the community.

Service Learning Volunteers:

This Program is designed for youth ages 12 – 17 years old to connect with positive adult role models on staff, develop their leadership skills, build self-esteem, and reinforce the values of caring, honesty, respect and responsibility. Youth involved in service learning can choose to job shadow a YMCA staff leader, completing specific job skills training, or get involved in a one-time special event or community project, or assist in a fundraising event, or participate on a program committee.



Section 2. Official Supervision. All persons covered by the provisions of this policy are volunteer representatives of the YMCA. As a result, they are subject to all volunteer policies established by the Board of Directors.

Section 3. Volunteer Recruitment. The President/CEO employs all staff. The President/CEO delegates to the staff the responsibility and authority to recruit and provide direct supervision of volunteers.

Section 4. Volunteer Roles. All volunteers shall be provided a position description and pertinent information. This is not to be construed as an employment contract.

Section 5. Records.

All volunteers will complete the appropriate application and code of conduct forms, as well as, they must complete a release for a criminal records check. Acceptance of all volunteers and staff is contingent upon a satisfactory criminal records check.

Section 6. Orientation.

A basic orientation of the program will be provided for new volunteers to help them understand the program goals and their role as a volunteer.

Section 7. Compensation

It is the understanding of the YMCA and individual choosing to volunteer their time at the Y that it is being done without pay or other means of compensation. Volunteers are rewarded for their time at the Y through public recognition and expression of our appreciation only.

Section 8. Volunteer Time Records.

The hours incurred by the volunteer are not required to be recorded for compensation. However, volunteers who are completing time at the YMCA to fulfill requirements for higher education, other employer or military duties, or required community service will be responsible for maintaining records for their own hours. Both the volunteer and supervisor are will mutually agree to the accuracy of time records for exact hours and days of actual volunteer work. Once verification of hours is complete, the volunteer supervisor may provide written approval for the volunteer to meet their requirements for volunteer work.

Section 9. Personal Expression on Public Issues.

Volunteers and Staff are free to exercise their full liberties as citizens, including the right to express their personal convictions on issues such as social, economic, religious and political subjects. However, they must refrain from giving any impression that their views and positions are those of the YMCA.

Section 10. Confidentiality.

All information of a sensitive nature will be treated as confidential information. Breach of confidentiality could result in disciplinary action up to and including termination.



HEALTHY YMCA ENVIRONMENT

Article V – Healthy YMCA Environment

Section 1. Unlawful Harassment.

A. Harassment Policy.

It is the policy of the YMCA to expressly forbid any forms of harassment of employees and volunteers. The term “harassment” includes, but is not limited to, slurs, jokes, and other verbal, graphic, or physical conduct that relates to an individual’s race, color, sex, sexual orientation, religion, national origin, ancestry, place of birth, disability, veteran status, or any other category protected by law.

If an employee or volunteer believes that they have been harassed, the Complaint Process outlined below should be followed. Questions should be directed to your supervisor. Confidentiality will be maintained to the extent permitted by the circumstances.

Employees or volunteers determined to have engaged in acts of harassment will be deemed in violation of this policy and subject to appropriate disciplinary actions or immediate termination for cause.

B. Sexual Harassment Policy

The YMCA is committed to providing an environment that is free from sexual harassment. Such conduct is not only inappropriate in a healthy environment but is also unlawful and will not be tolerated when perpetrated by any employee, volunteer, agent or contractor, member or visitor of the YMCA.

On the other hand, certain conduct and comments of a sexual nature that may not amount to unlawful sexual harassment are also inappropriate at the YMCA. All employees and volunteers are expected to use good judgment and avoid the appearance of sexual impropriety in their dealings with others.

Sexual harassment results from unwelcome sexual advances or visual, verbal or physical conduct of a sexual nature. This definition encompasses many forms of offensive behavior, including gender-based harassment of a person of the same sex, conduct of a sexual nature that creates an offensive, intimidating or hostile environment; and coerced sexual conduct by a person in a position of authority in the workplace. Examples of prohibited sexual harassment include:

- Unwelcome touching, sexual flirtation, advances or propositions;
- Offering employment, promotions or other benefits in exchange for sexual favors;
- Threatening reprisals for refusing sexual advances;
- Leering; making sexual gestures; displaying sexually suggestive objects or pictures; cartoons or posters; suggestive or obscene letters, notes, or invitations;
- Derogatory comments, epithets, slurs, sexual innuendo, sexual jokes, verbal commentaries about a person’s body or sexually degrading words used to describe an individual.



C. Complaint Process

The YMCA realizes that it may be difficult for employees and volunteers to come forward with a complaint of discrimination, harassment or retaliation. Any employee or volunteer who feels that they are being discriminated against or harassed should immediately contact their supervisor or another member of the management team. In cases of accusation against an immediate supervisor, the employee or volunteer should notify another individual following the chain of association authority.

Allegations of harassment will be directed to the President/CEO, who shall make a full investigation of the allegation and act accordingly based upon the findings. In the event the complaint involves the President/CEO, the complaint should be submitted in writing and directed to the Chief Volunteer Officer of the Board, who shall make a full investigation and act accordingly, based upon the findings.

With general grievances, employees and volunteers are responsible for promoting open communication and safe conditions at the Y, raising issues as they occur and providing possible solutions. All employees and volunteers are expected to use individual accountability and initiative in resolving problems.

Section 2. Child Abuse Prevention.

A principal endeavor of the YMCA is to provide a healthy atmosphere for the growth and development of children. Employees and volunteers are required to be familiar with signs and symptoms of child abuse and neglect. Employees and volunteers are required to report known or suspected child abuse immediately to their supervisor or department head. The employee/volunteer and supervisor will determine appropriate action and the need to contact a child protection agency. As a representative of a youth organization, in accordance with applicable laws, we are mandated reporters. Failure to report any suspicions is grounds for disciplinary action up to and including termination. Any suspected or reported child abuse shall be treated in accordance with applicable laws and approved policies. All YMCA employees and volunteers must read and sign the attached Child Abuse Prevention Policy prior to the start of employment or fulfillment of a volunteer role, documenting your understanding or your legal or ethical duty to report mistreatment or abuse of children.

Section 3. Babysitting Policy.

The YMCA does not sanction, encourage or endorse the use of YMCA employees or volunteers for non-YMCA child care activities. Such activities are outside of the scope of an employee or volunteer's duties on behalf of the YMCA.

The YMCA does not assume any responsibility for off-duty employment including, but not limited to, legal liability that may occur. Under such circumstances, the YMCA is not an individual's employer/supervisor and does not provide worker's compensation or other insurance coverage for such non-YMCA employment activity.



Section 4. Grooming and Dress

The YMCA welcomes and involves people of all ages from diverse cultures and backgrounds. YMCA staff is expected to model good personal hygiene at all times in their roles as public representatives of the YMCA's mission to promote well-rounded healthy lifestyles. Individual expression in grooming and dress, when offensive to others, is inappropriate for YMCA staff and volunteers while on duty or on the YMCA premises. Thus, it is necessary to have a grooming and dress code policy.

As public acceptance of different fashions change, these guidelines may be modified from time to time, but the YMCA shall always opt for the more conservative approach, if any question exists. All staff and volunteers are expected to follow these guidelines for appropriate dress while representing the YMCA.

The President/CEO is responsible for clarifying standards of appropriate dress within the facility. This includes exceptions to these policies and unique situations.

Dress Codes for All Departments:

- All clothing will be clean, neatly pressed and in good repair.
- Footwear should be appropriate to the job function. Shoes with laces must be tied.
- All shorts, skirts, capris and slacks shall be loose fitting and no shorter than just above the knee.
- No visible undergarments. Females must wear bras.
- All staff members at YMCA facilities, program sites, etc. (except aquatic staff in swimsuits) shall wear YMCA ID badges/nametags/lanyards that are visible at all times.
- No shirts, hats, zip up or pullover sweatshirts or fleece for secondary layers will be worn with inappropriate language, symbols.
- Sheer fabrics, low-cut necklines, short hemlines, tank tops and faded torn clothing should not be worn.
- Exceptions to all of the above may be appropriate for staff and volunteers involved in physical activities requiring clothing of a sturdier nature or swim wear, cleaning projects or special events.

Grooming

- The YMCA expects good personal hygiene at all times.
- Perfumes and fragrances should not be used in excess and should be evident only when in close proximity to someone.
- Facial hair should be neatly trimmed at all times.
- The YMCA recommends no visible tattoos. When tattoos are visible, they should not be excessive in size, not draw attention to location and not demonstrate a negative message or theme.

- The YMCA recommends no excessive jewelry or piercings, and prohibits jewelry that portrays a negative message, may be a safety hazard to the others or interferes with their ability to perform their role.
- Nails shall be clean, neatly maintained and appropriate length for completing volunteer role.
- Hair shall be clean and neatly maintained.

Violations

All employees and volunteers are expected to exercise good judgment in their apparel and grooming habits. The YMCA reserves the right to send an employee or volunteer home. Repeat violations of this policy may result in termination.

Subsection 4a. Departmental Dress Codes

In addition to Section 4 Grooming and Dress Codes for all Departments, the variations to the codes are noted below according to the functions of the individual departments. Your direct Supervisor has final approval.

Aquatics

Females must wear a one-piece swimsuit or a conservative, athletic two-piece suit. Males must wear swimming trunks.

Child Care

May wear tennis shoes and laces must be tied. No Flip Flops allowed to be worn when working with the children. Sandals may be worn, if they can be secured with a back strap.

Health & Wellness

Group Exercise/Wellness Center:

May wear t-shirts or athletic wear without midriff showing. May wear form fitting athletic shorts or pants appropriate for teaching exercise classes or training.

May wear tennis shoes. Laces must be tied. May wear hats or bandanas during classes to keep sweat off and hair out of face.



SUBSTANCE USE AND ABUSE POLICY

Article VI – Substance Use and Abuse Policy

Section 1. Smoke and Tobacco Free Workplace.

YMCA facilities, grounds, vehicles and programs are smoke and tobacco free.

Section 2. Substance Abuse.

PURPOSE

The YMCA is committed to a drug-free work place. Providing a healthy and safe environment for our members, program participants, employees, volunteers and the general public is a priority for the Y. YMCA volunteers are expected to model positive and healthy behaviors for the youth and families we serve each day, providing leadership that is focused and committed to healthy living. Substance abuse by employees and volunteers may have serious consequences for others through their impaired judgement, which increases safety risks and the potential for faulty decision making. We also care about the overall well-being of our employees and volunteers. The YMCA encourages employees and volunteers, who may be abusing drugs and/or alcohol, to seek the help necessary to stay healthy. For these reasons, the Altru Family YMCA has adopted and implemented the following substance abuse policy.

POLICY

The Altru Family YMCA prohibits the use, possession, transfer, and sale of alcohol, controlled substances, inhalants and toxic substances while working, while on all premises owned and operated by the YMCA, and while operating any of the organization's vehicles, machinery, or equipment. It also prohibits reporting for work and/or volunteering anywhere on behalf of the Altru Family YMCA under the influence of alcohol, controlled substances, inhalants and toxic substances. Employees and volunteers suspected of being under the influence, possessing or distributing drugs will be reported to the proper law enforcement authorities. Volunteers in violation of this policy will be subject to termination.

Definitions

"Substance Abuse" means use of any psychoactive or mood-altering chemical substance, without compelling medical reason, in a manner that induces mental, emotional, or physical impairment and causes socially dysfunctional or socially disordering behavior, to the extent that an individual's normal function is chronically impaired.

"Controlled Substances" include, but is not limited to, narcotic drugs, hallucinogens, amphetamines, barbiturates, marijuana, anabolic steroids, or prescription medications that are not being used for a purpose or by a person for which they were not prescribed or intended.

"Inhalants and toxic substances" includes, but is not limited to, glue, cement, aerosol paint, or other substances used or possessed with the intent of inducing intoxication or excitement of the central nervous system.

"Possession" means to have on one's person, in one's effects, or in an area subject to one's control.

Substance Use and Abuse Policy Cont'd.

"YMCA" includes our facility, property, YMCA owned vehicle or other approved vehicle used to transport members and program participants to and from the YMCA and/or YMCA activities; off YMCA property at sponsored events or approved activities, events or functions, such as field trips, where youth or other individuals are under the supervision of the YMCA, or otherwise engaged in business on behalf of the YMCA.

POLICY EXCEPTIONS

1. The use and possession of properly prescribed drugs or medications is permitted provided that it does not interfere with the individuals role with the Y or pose a direct threat to the health or safety of others.
2. The responsible use of alcohol at official YMCA sponsored social or business events at which alcoholic beverages are served.

Employee and Volunteer Responsibilities

- Abide by the terms of this policy and report to the Y in a condition that provides for the health and well-being of yourself and others.
- When on prescription medication, it is the responsibility of the employee and volunteer to inform the prescribing physician of the nature of their role with the Y. Based upon your information, if the physician believes the prescribed medication may interfere with the ability to perform the described duties or pose a direct threat to the health or safety of the individual and/or others, the individual must notify their supervisor prior to reporting to duty. Your supervisor should be informed of the potential performance impairments of the prescription medication and/or possible side effects, as well as, the duration of the prescription. In addition, while under the effects of a prescribed medication, the YMCA reserves the right to temporarily cease utilization of the volunteer or reassign them to another role, if administration believes it necessary to maintain the safety and health of its members, program participants, other employees/volunteers and general public. The volunteer may be required to provide a copy of the prescription.
- Employees/volunteers that have reason to suspect drug and/or alcohol use by another employee/volunteer while at the Y, whether it is using, possessing, transferring, distributing or selling drugs, should immediately notify the CEO, COO or their Supervisor. It is then the responsibility of the YMCA Administration to take appropriate steps to investigate and/or address the situation in accordance with the policy.

Substance Use and Abuse Policy Cont'd.

Reasonable Suspicion.

Some examples of reasonable suspicion include, but are not limited to, the following:

- Displaying violent or unusual confrontational, argumentative and/or other unusual behavior customarily associated with alcohol or drug use, i. e. glassy eyes, slurred speech, pupil dilation, stumbling, etc.;
- Showing a major personality change;
- Has violated the policy statement above;
- Inability to perform role;
- Has caused an accident while at the Y or has operated or helped operate machinery, equipment, or vehicles involved in an accident at the Y; or
- Has caused themselves or another individual to sustain a personal injury.

I have read, understand and agree to abide by the rules of the YMCA in accordance with this statement of policy.

Please read and sign this receipt. This statement will be retained in the YMCA Administration Office as a part of your personnel file.

Employee/Volunteer Signature _____

Date ____/____/____



ELECTRONIC COMMUNICATIONS/SOCIAL MEDIA

ARTICLE VII - POLICY FOR ELECTRONIC COMMUNICATIONS AND SOCIAL MEDIA

Section 1. Purpose

This policy defines appropriate usage of electronic communication resources and appropriate activities and conditions relating to the usage and communication of YMCA information both within the organization and with outside entities. This policy statement covers the security, confidentiality and integrity of information obtained, created or maintained by the YMCA.

Section 2. Usage Philosophy

The YMCA provides access to various information technology resources for its staff members and, in some cases, to volunteers, members and participants. These resources are provided to facilitate the creation and communication of business-related data in the most effective and efficient manner possible. Resources such as computers, the Internet, e-mail, telephone and fax are intended for YMCA business only.

All data entered, created, received, stored or transmitted via YMCA equipment is considered YMCA property and is therefore subject to inspection, search and disclosure at all times by the Human Resources Department and senior management. This is to safeguard the interests of the YMCA and protect it from potential liability.

Section 3. Core guidelines

- Communications sent from the YMCA network are identified as originating from the YMCA server and carry the YMCA name. E-mail and Internet usage and communications must reflect well on the organization. Each staff member and volunteer is responsible for using YMCA e-mail and Internet resources in an acceptable manner.
- The electronic communications systems should be used in ways that support work on behalf of the YMCA. Any use of YMCA information or systems for the financial gain of a staff member, volunteer or third party not relating to those interests is strictly prohibited.
- All language used in communications should be professional and courteous. Abusive or obscene content in communications is strictly prohibited.
- Use appropriate business English. In a culturally diverse environment such as the YMCA, the use of slang, humor, sarcasm or local terminology may not be correctly interpreted.
- E-mail is no different than a written document. A file can be stored in the system indefinitely and can be reviewed, if necessary, during legal proceedings involving the YMCA. Take as much care in sending e-mail messages as with any confidential written document.
- Treat all e-mail messages as public information. Senders have no control over messages once they are sent, and recipients may forward the messages to people not originally intended to receive them.

- All Internet communications should be treated as public information since those messages are not generally encrypted. No confidential or copyrighted information should be sent through the Internet.

Section 5. Personal use

All personal use of YMCA Office Equipment and Computers by volunteers is prohibited. Staff members and volunteers may make or receive limited personal telephone or cellular calls. Under no circumstances are personal long distance calls to be made at the expense of the YMCA.

Section 6. Prohibited use

The following are areas that are expressly prohibited by the YMCA. The YMCA strictly prohibits:

- Sending or receiving any data that may be construed to violate the values or policies of the YMCA. This prohibition includes sexually explicit or offensive messages or images, cartoons or jokes, ethnic or religious slurs, racial epithets, accessing pornographic sites or any other statement or image that may be construed as harassment or disparagement.
- Disruptive behavior such as introducing viruses or intentionally destroying or modifying files on the network.
- Intentional misuse of data or equipment.
- Collection and/or transmission of materials in violation of any federal, state or local law.
- Chain letters that are mailings with a request to recipients to continue distribution to others.
- Messages to others that serve as advertising or solicitation for personal gain.
- Engaging in online relationships or inappropriate electronic communications with youth is prohibited.

Section 7. Compliance. Failure to comply with this policy will be presented to the President/CEO for disciplinary action, up to and including termination.



SOCIAL MEDIA AGREEMENT FORM

At the YMCA we strive to build strong kids, strong families, and strong communities through programs and practices that create healthy spirit, mind, and body for all. It is every staff member's and Volunteer's responsibility to deliver on this promise and to project and further the mission of the YMCA. It is also our promise to treat everyone in a caring, honest, respectful and responsible way. This includes all dealings with the community, both inside and outside of our workplace, as well as, both on and off duty.

One way to project and further our mission can include contributing to online social networks through blogs, wikis, forums, and other social applications. You are encouraged to tell the world about your volunteer experience at the YMCA but we expect you to abide by the following policies.

Social Networks– Social networks are online communities typically comprised of people with the same interests and/or activities. Social networks provide a means of communication through email, instant messaging, video, etc. Social network sites include, but are not limited to: Facebook, Instagram, Snap Chat, MySpace, Twitter, LinkedIn, YouTube, Flickr, Wikipedia, and many more.

Privacy – Although some sites may offer privacy settings, you should be aware that the internet is a public domain. Please follow the below standards regardless of privacy settings. You should be mindful that any comments, videos, pictures, or other information that you post on the internet may be seen by members of the YMCA community and could reflect poorly upon your character or upon the YMCA.

General Guidelines –

- The YMCA's Code of Conduct and all other Association Policies and National YMCA Policies continue to apply to the online realm of social networks and social media – the no outside contact policy with program participants, especially youth, also applies to online contact.
- You are personally responsible for content published on blogs and other forms of user-generated media sites (e.g. YouTube). Make sure this content reflects you and the YMCA in a positive light.
- Identify yourself when possible and, if relevant, your role at the YMCA when you discuss YMCA-related matters. Make it clear that you are speaking for yourself (by using first person) and not on behalf of the YMCA.
- Do not provide any confidential or private information about the YMCA, its employees, other volunteers, or its members and guests.
- Do not cite or reference members, volunteers, guests, partners, employees, or suppliers without their prior approval. A child (i.e., anyone who has not reached legal majority) cannot give approval.
- Do not post pictures or videos of members or guests enrolled in YMCA programs or participating in activities at the YMCA, especially those of children.
- Do not use the YMCA logo or any other pictures affiliated with this YMCA or the National YMCA. This includes images of the YMCA logo on clothing in pictures or videos.

- Respect your audience. Do not use derogatory or obscene language, personal insults, or any language or behavior that would be otherwise unacceptable at the YMCA. Show proper respect for others' privacy.
- Be aware of your online relationship with the YMCA. If you identify yourself as a YMCA volunteer be sure your other profiles and content are consistent with how you wish to present yourself online.
- Do not pick fights. When you make a mistake be the first to correct it and notify other online users of your error with an editing comment.
- Add value. Make information worthwhile and interesting to keep the YMCA brand in a positive light.
- Use good judgment. There are always consequences to the content you post. Proofread everything you post and if it seems questionable or makes you feel uncomfortable reread this policy or discuss the content with your supervisor.

Legal Parameters – your non-disclosure obligations and legal responsibilities are listed in the following three paragraphs. Failure to abide by these guidelines can result in serious ramifications including discipline up to and including termination of your volunteer role at the YMCA.

Legal Liability – When you choose to post information for the public via a social media site, you are legally responsible for everything you post. Individuals can be held personally liable for posting any comments or media deemed to be defamatory, obscene, proprietary, or libelous (whether pertaining to the YMCA, individuals, or any other entity). For these reasons, you should exercise caution with regard to exaggeration, colorful language, speculation, obscenity, copyrighted materials, legal conclusions, and derogatory remarks or characterizations. In essence, you post at your own risk. Outside parties can pursue legal action against you for postings.

YMCA Privileged Information – Any confidential or proprietary information is obviously off-limits on any social networking site unless specifically authorized in writing by your association. The YMCA logo and trademarks are off-limits per our YMCA and YUSA's brand guidelines. Anything related to YMCA members, policy, programs, strategy, financials, products, etc. that has not been made public cannot be shared in social networking sites under any circumstances. Disclosing confidential or proprietary information can negatively impact our Y.

Press Inquiries – Only designated media representatives for the YMCA should respond to media requests for information about YMCA business or programs. Media should be instructed to contact Debbie Thompson, CEO or Bob McWilliams, COO at 701-775-2586.

Best Practice Guidelines – A roadmap for constructive, respectful, and productive dialogue is suggested in the recommendations that follow. We consider these to be "best practices guidelines" that are in the spirit of the YMCA culture and the best interest of our YMCA and its employees and volunteers, whether or not they use social networking sites.

- **Be Respectful of Your Colleagues/Peers** – Be thoughtful and accurate in what you post; be respectful of how others may be affected. All YMCA volunteers can be viewed (correctly or incorrectly) as representatives of the YMCA, which can add significance to your public reflections on the organization (whether or not that is your intent). If you identify yourself as a YMCA volunteer in your postings and you comment on the YMCA, it would be wise to notify your supervisor – not for permission, but just to inform him/her that you have a blog where you may write about the YMCA. Whether or not your supervisor has access to your site or chooses to access it, the courtesy of your alert will always be appreciated.

- Get Your Facts Straight – As a YMCA volunteer, you have the opportunity to contact the supervisor responsible for the programs, services, or other initiatives for which you serve and may wish to post information. To ensure you are not misrepresenting the YMCA, you should always contact your supervisor before posting to verify that your understandings are accurate.
- Provide Context to Your Message – Please be sure to provide enough support in your posting to help others understand your reasoning, whether it be positive or negative. We appreciate the value of multiple perspectives, so help us to understand yours by providing context to your opinion.
- Report unsanctioned contact – In the Abuse Prevention Code of Conduct that you signed and agreed to no contact with YMCA-related children apart from YMCA programs. This outside contact also extends to maintaining communications with parents of children in YMCA Programs within the YMCA only. If you receive email, text messages, posts, friend requests, etc. from any children and/or parents, whom you know from YMCA programming, you should contact your supervisor. Any response to them is a violation of your no-contact promise to the YMCA. If you do receive such a communication you should immediately contact your supervisor, determine how they got your email or blog address and you should correct the deficiency and block further correspondence.

I have read and understand and agree to abide by the social media policy for all volunteers. I understand that all information posted on social networking sites is public information regardless of the sites' internal privacy settings. I understand that any posting of comments, pictures, videos, or other media that violate the YMCA Code of Conduct will result in disciplinary action up to and including termination.

Signature of Volunteer

Date



CODE OF CONDUCT

ARTICLE VIII – CODE OF CONDUCT

Section 1. Introduction

The YMCA is committed to providing a safe and welcoming environment for all staff members, volunteers and program participants. To promote safety and comfort for all, staff members and volunteers are expected to exhibit the highest ethical best practices and personal integrity at all times while working or volunteering in YMCA facilities and programs. All staff members and volunteers are expected to behave at all times in a professional, mature and responsible way in accordance with all applicable laws and regulations and the policies and procedures of the YMCA, to provide an environment that is free from physical, psychological, written or verbal intimidation or harassment.

Failure to comply with the expectations as defined in this Code of Conduct will lead to disciplinary action, up to and including discharge. It would be impossible for the YMCA to outline every “do” and “don’t,” but rather, the policies represented here are intended to cover general requirements that are essential for the YMCA’s operations. For clarification of any guideline, or to inquire about behaviors not addressed here, please contact your supervisor.

Section 2. Code of Conduct Guidelines

1. To protect YMCA staff, volunteers, and program members, at no time during a YMCA program may a staff person or volunteer be alone with a single child where he or she cannot be observed by others. As staff and volunteers supervise children, they should space themselves in such a way that others can see them.
2. Staff and volunteers shall never leave a child unsupervised.
3. Rest-room supervision: Staff and volunteers will make sure the rest room is not occupied by suspicious or unknown individuals before allowing children to use the facilities. Staff and volunteers will stand in the doorway of the rest room while children are using the rest room. This policy allows privacy for the children and protection for the staff and volunteer (not being alone with a child). If staff or volunteers are assisting younger children, doors to the facility must remain open.

No child, regardless of age, should ever enter a bathroom alone on a field trip or at other off-site location. Always send children in threes (known as the rule of three) and, whenever possible, with staff.

4. Staff and volunteers should conduct or supervise private activities in pairs—diapering, putting on bathing suits, taking showers, and so on. When this is not feasible, staff and volunteers should be positioned so that they are visible to others. Staff and volunteers should never stare at or comment on youth bodies.
5. Staff and volunteers shall not abuse children in any way, including, but not limited to:
 - physical abuse—striking, spanking, shaking, slapping; and so on;
 - verbal abuse—humiliating, degrading, threatening; and so on;
 - sexual abuse—touching or speaking inappropriately;
 - mental abuse—shaming, withholding kindness, being cruel, and so on; or
 - neglect—withholding food, water, or basic care.

No type of abuse will be tolerated and may be cause for immediate dismissal.

6. Staff and volunteers must use positive techniques of guidance, including redirection, positive reinforcement, and encouragement rather than competition, comparison, and criticism. Staff and volunteers will have age- appropriate expectations and set up guidelines and environments that minimize the need for discipline. Physical restraint is used only in predetermined situations (when necessary to protect the child or other children from harm), administered only in a prescribed manner, and must be documented in writing.
7. Our organization will not tolerate the mistreatment or abuse of one youth by another youth. In addition, our organization will not tolerate any behavior that is classified under the definition of bullying, and to the extent that such actions are disruptive, we will take steps needed to eliminate such behavior.

Bullying is aggressive behavior that is intentional, is repeated over time, and involves an imbalance of power or strength. Bullying can take on various forms, including:

- a. Physical bullying – when one person engages in physical force against another person, such as hitting, punching, pushing, kicking, pinching or restraining another.
- b. Verbal bullying – when someone uses their words to hurt another, such as by belittling or calling another hurtful names.
- c. Nonverbal or relational bullying – when one person manipulates a relationship or desired relationship to harm another person. This includes social exclusion, friendship manipulation or gossip. This type of bullying also includes intimidating another person by using gestures.
- d. Cyberbullying – the intentional and overt act of aggression toward another person by way of any technological tool, such as email, instant messages, text messages, digital pictures or images or website postings, including blogs. Cyberbullying can involve:
 1. Sending mean, vulgar or threatening messages or images;
 2. Posting sensitive, private information about another person;
 3. Pretending to be someone else in order to make that person look bad;And
 4. Intentionally excluding someone from an online group.
- e. Hazing – an activity expected of someone joining or participating in a group that humiliates, degrades, abuses or endangers that person regardless of that person’s willingness to participate.
- f. Sexualized bullying – when bullying involves behaviors that are sexual in nature. Examples of sexualized bullying behaviors include sexting, bullying that involves exposures of private body parts and verbal bullying involving sexualized language or innuendos.

8. Staff and volunteers will conduct a health check of each child upon his or her arrival each time the program meets, noting any fever, bumps, bruises, burns, and so on. Questions or comments will be addressed to the parent or child in a non-threatening way. Staff and volunteers will document any questionable marks or responses.
9. Staff and volunteers will respond to children with respect and consideration and treat all children equally regardless of sex, race, religion, culture, economic level of the family, or disability.
10. Staff and 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 of their bodies that would be covered by a bathing suit. Staff and volunteers will adhere to best practices of displaying appropriate affection and never when it cannot be observed by others.
11. Staff and volunteers will refrain from intimate displays of affection toward others in the presence of children, parents and others at the Y.
12. Staff and volunteers are not to transport children in their own vehicles or allow youth participants old enough to drive to transport younger children in the program. The only exception is for volunteer mentors in the YMCA Mentoring Program with parental consent.
13. Staff and volunteers must appear clean, neat, and appropriately attired.
14. Using, possessing, or being under the influence of alcohol or illegal drugs while at work is prohibited.
15. Smoking or use of tobacco in the presence of children or parents during working hours is prohibited. The YMCA is a smoke-free facility, which doesn't allow smoking in the building, on the grounds, property or YMCA vehicles.
16. Possession or use of any type of weapon or explosive device is prohibited.

17. Using YMCA computers or other electronic devices to access pornographic sites, send e-mails with sexual overtones or otherwise inappropriate messages, or develop online relationships or engage in inappropriate electronic communication with youth is not allowed.
18. Profanity, inappropriate jokes, sharing intimate details of one's personal life, and any kind of harassment in the presence of children, parents, volunteers, or other staff is prohibited.
19. Staff and volunteers may not be alone with children they meet in YMCA programs outside the YMCA. This includes babysitting, sleepovers, driving or riding in cars, and inviting children to their homes. Any exceptions require a written explanation before the fact and are subject to prior administrator approval. The only exception to this rule is volunteer mentors in the YMCA Mentoring Program with parental consent.
20. Staff and volunteers must be free of physical and psychological conditions that might adversely affect the children's physical or mental health. If in doubt, an expert should be consulted.
21. Staff and volunteers may not have engaged in or been accused or convicted of child abuse, indecency with a child or injury to a child.
22. Staff and volunteers will portray a positive role model for youth by maintaining an attitude of loyalty, patience, courtesy, tact, and maturity.
23. Staff and volunteers will not give excessive gifts (e.g., TV, video games, jewelry) to youth. Gifts may only be given with prior permission.
24. Staff and volunteers may not date or become romantically involved with program participants under the age of 18.
25. Under no circumstances should staff or volunteers release children to anyone other than the authorized parent, guardian, or other adult authorized by the parent or guardian (written parent authorization on file with the Y).

- 26. Staff and volunteers are to report to a supervisor any other staff or volunteer who violates any of the policies listed in this Code of Conduct.
- 27. Staff and volunteers are required to read, agree to and sign all policies related to identifying, documenting and reporting child abuse, as well as, attend trainings on the subject, as instructed by a supervisor.
- 28. Staff and volunteers will act in a caring, honest, respectful, and responsible manner consistent with the mission of the YMCA.

I understand that any violation of this Code of Conduct may result in termination.

Employee/Volunteer Signature Date _____

Supervisor Signature Date _____



ALTRU FAMILY YMCA Child Abuse Prevention Reporting Procedures

The YMCA promotes a positive guidance and discipline policy with an emphasis on positive reinforcement, redirection, prevention, and the development of self-discipline.

Affectionate touch and the warm feelings it brings is an important factor in helping a child grow into a loving and caring adult. YMCA staff and volunteers, however, need to be sensitive to each person's need for personal space (i.e., not everyone wants to be hugged). The YMCA encourages age-appropriate touch that helps children develop feelings of trust, security, and self-esteem; at the same time, however, it prohibits inappropriate touch—touch that exploits a child or touch initiated by an adult for the adult's gratification or other means of sexually exploiting children.

In the event of an accusation of child abuse, the YMCA will take prompt and immediate action as follows:

At the first report or allegation that child abuse has occurred, the employed staff person it has been reported to will notify the program director, who will then review the incident with the YMCA President/CEO or his or her designate. If the program director is not immediately available, this review by the supervisor cannot in any way deter the reporting of child abuse by the mandated reporters. North Dakota Century Code 50-25.1-03 mandates that all teachers, child-care providers and administrators report information they have learned in their professional roles regarding suspected child abuse. In addition, any other person who has reasonable cause to suspect that a child is abused or neglected may report, which includes all YMCA Volunteers. As mandated, the YMCA will make a report to law enforcement authority or a child protection agency. All Staff and Volunteers will be expected to cooperate fully with an investigation, or it will be grounds for immediate dismissal.

At no time will the following disciplinary techniques be tolerated. Any reasonable cause to suspect these forms of abuse have occurred should be reported immediately to a supervisor:

- physical abuse—striking, spanking, shaking, slapping; and so on;
- verbal abuse—humiliating, degrading, threatening; and so on;
- sexual abuse—touching or speaking inappropriately;
- mental abuse—shaming, withholding kindness, being cruel, and so on; or
- neglect—withholding food, water, or basic care.

In the event the reported incident involves a program volunteer or employed staff, the YMCA President/CEO will immediately, without exception, suspend the volunteer or staff person from the YMCA until an investigation is complete. The accused should be suspended immediately and removed from the program in which the allegation occurred.

The parents or legal guardian of the child or children involved in the alleged incident will be promptly notified in accordance with the directions of the relevant state or local agency. If more than one set of parents is involved (e.g., child-on-child abuse), the YMCA's responsibility is to keep the names and contact information of those involved confidential. People may learn that information some other way, such as through other children, but YMCA staff and volunteers should not provide it. The YMCA needs to protect itself against disclosing information on a minor.

Whether the incident or alleged offense takes place on or off YMCA premises, it will be considered job related because of the youth-involved nature of the YMCA and in adherence to our policies in regards to appropriate youth interactions.

Reinstatement of the program volunteer or employed staff person will occur only after all allegations have been cleared to the satisfaction of authorities when applicable, the YMCA President/CEO, or his or her designate.

All YMCA staff and volunteers must be sensitive to the need for confidentiality in the handling of this information and therefore should discuss the incident only with the YMCA President/CEO or his or her designate.

All employees and volunteers must read, agree to and sign this policy.

Employee/Volunteer Signature

Date



SEPARATIONS

ARTICLE IX - SEPARATIONS

Volunteering with the YMCA is **at will**. "At will" means that volunteers may end their time with the YMCA for any reason, and that the YMCA may terminate volunteers at any time for any reason, with or without cause.

For purposes of this policy, the term "**separation**" refers to any and all terminations of the relationship between the volunteer and the YMCA, regardless of the reason for such.



**ACKNOWLEDGEMENT
OF RECEIPT
Altru Family YMCA**

Volunteer Manual

VOLUNTEER NAME _____

I have received a copy of the Altru Family YMCA's (hereinafter referred to as the YMCA) Volunteer Policy Manual, and will perform my duties in such a manner as to further its stated goals and purposes. I also understand that this document or any of its provisions contained therein are not intended to be an enforceable employment contract, and that I or the YMCA may terminate my volunteer time for any reason.

I further understand that the YMCA without prior notice may alter the provisions, as set forth in this document, at any time.

I will read and abide by the policies of the YMCA in accordance with this statement.

Please read and sign this receipt. This statement will be retained by the YMCA Administration as a part of your volunteer file.

Volunteer Signature _____

Date ____/____/____



ALTRU FAMILY YMCA

New Volunteer Orientation Checklist

Preparation

- Volunteer Orientation on their Role
- Child Abuse Prevention training
- Logistics (supplies, etc.)
- Volunteer Identification
- Key Availability and Usage

About the YMCA

- YMCA of the USA
- Altru Family YMCA
- Mission and Focus

Administrative

- Volunteer Policies and Manual
- Volunteer Application
- Verification of receipt of Volunteer Policy Manual
- Code of Conduct Form
- Child Abuse Prevention Form
- Copy of valid Drivers License
- Background Check Form
- Emergency Contact Information
- Substance Abuse Policy Form
- Electronic Communications/Social Media Form

Personal

- Facility tour
- Introductions