



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

VOLUNTEER HANDBOOK

Welcome to YMCA OF GREATER RICHMOND!

Thank you for volunteering with us! Our goal is to provide you with a rewarding experience as you engage with members in our programs and camps.

You are joining the thousands of volunteers who have been the heart of our organization since its founding. The Y is a volunteer-led organization. We work in partnership and collaboration with community volunteers and leaders to fully deliver our Mission and Cause. To ensure our focus and strengthen our work with the community, we are committed, through our Strategic Plan, to fully engage volunteers in service and leadership opportunities with our YMCA.

As a volunteer, your contributions, dedication, and commitment are vital to our growth. Each volunteer opportunity, although different, contributes an important part to the organization as a whole. Our commitment to you includes the following:

- Volunteers will be given a clear idea of the tasks they are being asked to perform and of the responsibility which goes with those tasks.
- Volunteers will be told who is responsible for their support and supervision and they will have regular access to this person.
- The relationship between paid workers and volunteers will be complementary and mutually beneficial. All colleagues will be fully aware of the area of work undertaken by volunteers and of the distinction between paid work and volunteering.

This Volunteer Handbook will introduce you to the YMCA OF GREATER RICHMOND, its mission, history, guidelines and policies. We hope you find this to be a valuable resource that will assist you in your volunteer duties.

Thank you,
YMCA OF GREATER RICHMOND

OUR HISTORY

The YMCA OF GREATER RICHMOND was established in 1854 at St. Paul's Episcopal Church. In 1909, a larger building was constructed and opened to carry out the many programs of the YMCA based on Christian values of honesty, integrity, fair play and the development of spirit, mind and body. In 1942, a new structure was dedicated at 2 W. Franklin Street.

The Richmond YMCA began as a fellowship society and Bible study group for young males. Today, it is a family-oriented institution welcoming all to develop their spiritual, mental, and physical gifts. Through numerous transformations, the YMCA OF GREATER RICHMOND has offered lasting benefits to the city and communities it serves.

OUR MISSION

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

Our programs and services strive to strengthen the family, guide the youth of today and meet the ever changing needs of our community. The YMCA OF GREATER RICHMOND believes

that we are stronger when we are inclusive, when our doors are open to all and when everyone has the opportunity to learn, grow and thrive.

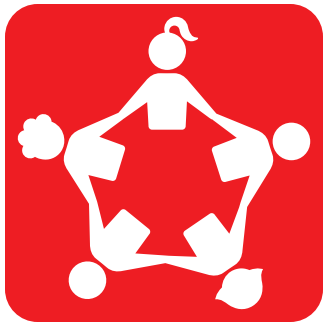
OUR CORE VALUES

Our Core Values are caring, honesty, respect and responsibility.

Caring means to love others and to be sensitive to their well-being. Caring is represented by the color red, which is associated with a caring heart.

Honesty involves treating others as you would have them treat you. Respecting others means valuing the worth of every person, including yourself. It is represented by the color yellow, which is associated with the Golden Rule.

Respect involves telling the truth and acting in such a way that you are worthy of trust. To be honest is to have integrity, to make sure your choices match your values. Honesty is represented by the color blue, which is associated with the expression true blue.



Caring



Honesty



Respect



Responsibility

Responsibility involves doing what is right, doing what you ought to do. Being responsible means being accountable for your behavior and obligations. Responsibility is represented by the color green, which is associated with environmentalism. Let us know if you feel our character values are being reflected in our staff and the programs we offer. We're always interested in how we can further incorporate character development into our member's lives and all areas of our organization.

We challenge our members and participants to believe in and behave according to these Core Values in three ways:

- By showing the values in action through our example.
- Through spoken and visual communications.
- Through activities.

Let us know if you feel our Core Values are being reflected in our staff and the programs we offer. We're always interested in how we can further incorporate character development into our member's lives and all areas of our organization.

VOLUNTEERING

Involvement

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

Volunteers are welcome in all programs and activities of the YMCA OF GREATER RICHMOND at varying levels of skill and decision-making. Volunteers will not, however, displace any paid employee from their position.

Diversity

The YMCA OF GREATER RICHMOND 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 of all ages and from every walk of life working side by side to strengthen communities. Together we work to ensure everyone, regardless of gender, income, faith, sexual orientation or cultural background, has the opportunity to live life to its fullest. We share the values of caring, honesty, respect and responsibility—everything we do stems from it.

Training

The YMCA desires to equip our volunteers with the training needed to ensure the well-being of the members, participants, and volunteers as well as the integrity of the YMCA OF GREATER RICHMOND. Volunteers who frequently engage with children in their role (other than their own children) must complete and/or acknowledge:

- Volunteer policies (online)
- Background check (online)
- Liability waiver (online)
- Abuse Risk Management video (online)
- New Volunteer Orientation (In-person or via Zoom Call)

Record Management

The Social Responsibility office of the YMCA OF GREATER RICHMOND maintains records on each volunteer throughout the organization, using the software PLAYERSPACE. Once a volunteer submits an application, the volunteer has a user account created in the YMCA's volunteer software, that is specific to each user. Volunteer login and password information is confidential and may not be shared.



Records maintained in this software include dates of volunteer service, positions held, duties performed, and awards/recognitions received. Volunteer records, including applications and background checks, are confidential. Volunteers are responsible for submitting and updating information contained in their files to their volunteer supervisor.

Facility Usage

Volunteers are permitted to serve at the YMCA during their volunteer hours. After the completion of their volunteer workday, volunteers may remain at the YMCA only if the volunteer has a valid YMCA membership. If the volunteer does not have a YMCA membership, the volunteer must leave the premises immediately at the conclusion of their volunteer service.

Volunteer Code of Conduct

The YMCA OF GREATER RICHMOND is committed to the highest ethical standards and requires all those representing the YMCA in any capacity to commit to acting in the best interest of the YMCA and its Mission.

In addition to our Core Values, our ethical values include integrity, openness, accountability and fairness. As a public charity, we rely on the public for funding and volunteer support, which is critical to the success of our Mission. The public trusts us to carry out our stated Mission and to act in the best interests of the YMCA. If we abuse this trust, our ability to achieve our Mission is severely compromised. It is therefore critical that we operate in a manner that is above reproach in all aspects.

Volunteers are expected to behave in a manner that is consistent with these high ethical standards. The YMCA does not tolerate misconduct. YMCA volunteer expectations are as follows:

- Be a positive role model—exemplify the YMCA values of caring, honesty, respect and responsibility. For youth especially, volunteers will portray a positive role model by maintaining an attitude of respect, loyalty, patience, courtesy, tact and maturity.
- Appear clean, neat and appropriately attired.
- Be on time for the volunteer activity.
- Be free of physical and psychological conditions that might adversely affect children's physical or mental health.
- Do not engage in any of the following:
 - Discriminatory behavior or harassment.
 - Failure to report arrest or criminal convictions.
 - Mistreat or neglect members, guests or YMCA participants.
 - Falsify any YMCA records.
 - Theft of or willful damage to YMCA property or to the property of others.
 - Dishonesty in any form.
 - Abusive or profane language.
 - Fighting or threatening to harm another person.
 - Possession of a weapon.
 - Being under the influence of drugs or alcohol on YMCA property or while representing the YMCA as a volunteer.
 - Accessing, displaying, or possessing inappropriate information or pornography on the YMCA's property or equipment.
 - Possessing, distributing or manufacturing controlled substances.
 - Horseplay, unsafe or dangerous behavior.
 - Intimate displays of affection towards others in the presence of children, parents, and other volunteers.
 - Transportation of children in their own vehicle.
 - Use of tobacco on YMCA property or while representing the YMCA as a volunteer is prohibited.
 - Use of cell phones while volunteering.
 - Violation of any stated rules or commonly accepted rules of responsible personal conduct.
 - Conduct that does not support the stated purpose of the YMCA.

Service

- The YMCA OF GREATER RICHMOND recognizes your right to discontinue your service at any time and for any reason. Whenever it is deemed to be in the best interest of the YMCA OF GREATER RICHMOND, we also reserve the right to discontinue the volunteer service relationship. Volunteers shall not be expected to receive any form of payment, including wages, food, clothing, shelter, or other kinds of payment, for volunteer talents and services contributed to the YMCA OF GREATER RICHMOND.

POLICIES AND PROCEDURES

The following YMCA policies and procedures expand upon the requirements listed in the Volunteer Code of Conduct and apply to all YMCA volunteers.

BEING PART OF THE VOLUNTEER TEAM

Dress Code

Volunteers are representatives of the YMCA and must present a positive image to constituents and the community. Volunteers will dress appropriately for the conditions and performance of their duties. Individual volunteers will be informed of the dress standard for their duties at the time of assignment.

Time and Attendance

Volunteer attendance is important to the operation of each department in which volunteers serve. Attendance is maintained in the YMCA's volunteer software, PLAYERSPACE, for frequent volunteers. One-time volunteers are not responsible for maintaining these hours. Volunteers should notify their supervisor in advance if they are unable to be present on their scheduled day or presentation. Volunteers MUST document their own hours; this ensures that volunteer hours are accurate and is a requirement of the YMCA.

Change of Placement

Volunteers may request a change in placement anytime during their volunteer service. If a volunteer elects to be re-assigned, the volunteer must apply for the volunteer position and receive all appropriate training.

Expenses

On the rare occasion when a volunteer may make a purchase on behalf of the YMCA, he/she must have pre-approval before making any purchases. Receipts must be submitted prior to reimbursement. Reasonable expenses incurred by volunteers on authorized YMCA business will be reimbursed following Internal Revenue Service guidelines.

Use of Supplies and Equipment

YMCA supplies and equipment are for YMCA business only and may not be used for personal purposes.

Use of Personal Vehicles

Volunteers may not drive members, program participants, staff, or other volunteers on YMCA business without the expressed approval of the Program Director or the Executive Director. Under no circumstances may a volunteer transport children (under the age of 18) in their personal vehicle.

Smoke Free Workplace

The YMCA desires to create an environment that is healthy and welcoming to all persons. Smoking is prohibited on YMCA property and in YMCA facilities and vehicles.

Conflict of Interest

Because volunteers may also be business leader who have relationships with the YMCA, it is possible for conflicts of interest to occur. Volunteers must avoid any business interest or other associations which interfere with or influence, or even appear to interfere with or influence their objective judgment with respect to their responsibility to act in the YMCA's best interests. A conflict of interest arises when a YMCA representative's judgment in acting on behalf of the YMCA is or may be influenced by an actual or potential personal benefit for the YMCA representative or a member of the representative's family or household. Such benefits may be financial or non-financial, direct or indirect.

Confidential Information

Besides ensuring the physical safety of YMCA constituents, the YMCA is responsible for the data that the persons entrust to the YMCA. Volunteers must not disclose to others, or use for themselves or others, any confidential YMCA information (including information associated with YMCA members or donors) originated or acquired in connection with service to the YMCA, except when such disclosure has been approved in writing by Executive Management or is required by law.

Political Activity

The YMCA's tax exempt status is critical to maintain so that the YMCA can continue to have an impact in our community. Due to Internal Revenue Service regulations for tax-exempt organizations such as the YMCA, the YMCA does not permit political activities on YMCA premises or programs site. In addition, YMCA volunteers are not permitted to engage in political activity whatsoever on behalf of, or in any way implying the representation of the YMCA.

"My relationship with these families and with the YMCA staff and volunteers has enriched my life."

– Ellen Armstrong



Concerning public social media, volunteers must always represent the Y in a responsible and respectful manner. This includes ensuring that others know your personal account or personal opinions/statements do not represent the YMCA and may not be endorsed by the YMCA. Those participating in public Internet forums must not claim to represent or disclose any information on behalf of the YMCA. In addition, volunteers should not engage in any blogging that may harm or tarnish the image, reputation and/or goodwill of the Y, to include any discriminatory, disparaging, defamatory or harassing comments.

Furthermore, the Y's trademarks, logos and any other Y intellectual property may not be used in

connection with any of these aforementioned activities.

Solicitation/Distribution Policy

The YMCA is a private organization that has a duty and a right to deliver YMCA programs and services exclusively, in its facilities and off-site program locations. Persons not employed by the YMCA may not solicit, sell or distribute any literature on YMCA property for any purpose at any time nor come on YMCA property for such purposes without the permission of the administration. YMCA volunteers may not solicit other volunteers for gifts of any nature during either volunteer's scheduled time, unless permission is granted by the administration. Moreover, the circulation or passing of any petition or notice or other printed material among volunteers and/or employees in the YMCA is prohibited. Finally, volunteers may not post notices on official YMCA bulletin boards without the approval of the branch executive.

Electronic Communications

The advent of personal websites, social networking (e.g. Facebook, Twitter) and other forms of technology have increased the YMCA's exposure and risks to our reputation.

The YMCA does not intend to interfere with any volunteer's private life, but publicly observable communications, actions or words are not private. YMCA OF GREATER RICHMOND volunteers should promote the Core Values of caring, honesty, respect and responsibility in their speech and behavior at the YMCA OF GREATER RICHMOND, with the community and in any public forum, including the aforementioned avenues of personal electronic communication.

Electronic communication with youth must follow high ethical standards. These standards include:

- All volunteer communication with youth (i.e. persons under the age of 18 years old) via social media and chat rooms must be from YMCA Marketing-approved social media channels.
- YMCA volunteers are not permitted to connect with YMCA youth through their personal social media channels.
- All communication with youth of a personal nature (involves ANY subject other than those concerning YMCA program matters) and/or if a youth tries to initiate a connection with an employee outside YMCA programs must be documented immediately with the volunteer's supervisor.
- In accordance with the YMCA's abuse prevention procedures, one-on-one/private communication with youth in social media, e-mail (which is only permitted via YMCA e-mails), and texts is not permitted.

YMCA Technology Use

If a volunteer requires technology use, the YMCA OF GREATER RICHMOND may provide designated volunteers a computer to use while on the premises. All communications and information transmitted by, received from or stored in these systems are the property of the YMCA OF GREATER RICHMOND and are intended to be used for volunteer job-related purposes only.

Data sent and stored on YMCA computers and communication systems is the property of the YMCA. These systems include telephone, facsimile, voice mail, e-mail and Internet systems. Messages sent, stored or printed on YMCA equipment are also the property of the YMCA. There can be no expectation of privacy when using these systems. The YMCA's technology procedures maintain high ethical standards for the use of technology, especially concerning interactions with youth. Before volunteers may access YMCA technology, the volunteer must first read and sign the YMCA OF GREATER RICHMOND Technology Standard Operating Procedures.

Arrest or Crime Conviction

While volunteering for the YMCA, volunteers must immediately notify their supervisor if they are arrested or convicted of a crime while volunteering for the YMCA.

Media Inquiries

The YMCA is a prominent organization in our community and, thereby, attracts the attention of the media. If a member of the media contacts a volunteer, volunteers are to forward that media inquiry to their direct supervisor, the branch Executive Director, or the Director of Marketing and Communications. The Director of Marketing and Communications is the only person authorized to talk to the media.

Reporting Misconduct and Concerns

Like all organizations, the YMCA is faced with risks from wrongdoing, misconduct, dishonesty and fraud. Our goal is to maintain an environment of fairness, ethics and honesty for our members, donors, volunteers, employees, suppliers and anyone else with whom the YMCA has a relationship. The YMCA is committed to the deterrence, detection and correction of misconduct.

In most circumstances, the best course of action is to discuss suspicions of misconduct or other concerns with your immediate supervisor at the YMCA. If your supervisor is unable to resolve the matter to your satisfaction, you should discuss your complaint or problem with the next level of YMCA supervision.

YMCA volunteers also have access to the YMCA's confidential and anonymous reporting hotline and website which may be accessed as follows:

Phone: 1.888.340.2420

Website: secure.ethicspoint.com

Other avenues for reporting concerns of misconduct include:

Email: ethics@ymcarichmond.org

Safety Hotline: 804.474.4345

An investigation of all complaints will be undertaken immediately, and all information will be handled with



the highest degree of confidentiality possible under the circumstances and with due regard for the rights and wishes of all parties.

SAFETY

Child Protection

As a volunteer, it is important to maintain a safe environment for children of all ages.

The YMCA will not tolerate the mistreatment or abuse of children in its programs. Any mistreatment or abuse by a staff member or volunteer will result in disciplinary action, up to and including termination of employment or volunteer service.

In addition, the YMCA will not tolerate the mistreatment or abuse of one child by another child, including any behavior that is classified under the definition of bullying, and to the extent that such actions are disruptive, we will take the necessary steps to eliminate such behavior. Anyone who sees an act of bullying, and who then encourages it, is engaging in bullying. This policy applies to all children, staff and volunteers.

The YMCA's physical contact policy promotes a positive, nurturing environment while protecting children, staff, and volunteers. The YMCA encourages appropriate physical contact with children and prohibits inappropriate displays of physical contact. Any inappropriate physical contact by staff and volunteers towards children in the organization's programs will result in disciplinary action, up to and including termination of employment or volunteer service. The Y's policies for appropriate and inappropriate physical interactions are:

Appropriate Physical Interactions

- Side hugs
- Shoulder-to-shoulder or "temple" hugs

- Pats on the shoulder or back
- Handshakes
- High-fives and hand slapping
- Verbal praise
- Pats on the head when culturally appropriate .
- Touching hands, shoulders and arms
- Arms around shoulders
- Holding hands (with young children in escorting situations)

Inappropriate physical interactions

- Full-frontal hugs
- Kisses
- Showing affection in isolated area
- Lap sitting
- Wrestling
- Piggyback rides
- Tickling
- Allowing a child to cling to an employee's or volunteer's leg
- Any type of massage given by or to a child
- Any form of affection that is unwanted by the child or the staff or volunteer
- Compliments relating to physique or body development
- Touching bottom, chest, or genital areas, i.e. any area covered by a bathing suit

Child-to-child inappropriate physical interactions can include inappropriate touching, exposing body parts, using sexualized language, making threats of sexual activity, engaging in sexual activity, and similar types of interactions. If staff or volunteers witness child-to-child sexual behaviors, the staff or volunteer must:

- Immediately separate the children
- Calmly explain that such interactions are not permitted
- Notify their supervisor immediately.
- Complete the Y incident report with their volunteer supervisor including what you observed and how you responded.
- If applicable, with your volunteer supervisor, notify the authorities and informing the parents of the children involved.
- In some cases, if the problem is recurring discipline may be required including not allowing one or both children to return to the program.

Furthermore, staff and volunteers are prohibited from speaking to a child in a way that is, or could be construed by any observer, as harsh, coercive, threatening, intimidating,

shaming, derogatory, demeaning, humiliating, or sexual. The Y's policies for appropriate and inappropriate verbal interactions are:

Appropriate Verbal Interactions

- Positive reinforcement
- Appropriate jokes
- Encouragement
- Praise

Inappropriate Verbal Interactions

- Name-calling
- Discussing sexual encounters or in any way involving child in the personal problems or issues of staff and volunteers
- Secrets
- Cursing
- Off-color or sexual jokes
- Shaming
- Belittling
- Derogatory remarks
- Harsh language that may frighten, threaten or humiliate child
- Derogatory remarks about the child or his/her family

If an employee or volunteer meets a child through a YMCA program, that relationship needs to stay within the YMCA. Employees and volunteers are not to have personal contact with a child they have met in the YMCA outside the Y. This means that if a member asks an employee or volunteer to come to their home to babysit, the employee must decline. Any relationships that were in existence before the employee or volunteer began working at the YMCA need to be communicated and documented with supervisors.

In addition to the prohibitions above, to prevent the abuse of children in our care, the Y requires the following staff and volunteer conduct and prohibitions:

- Staff and volunteers shall never leave a child unsupervised.
- At no time during a Y program may a staff or volunteer be alone with a single child where others cannot observe him/her. As staff or volunteers supervise children, they should space themselves in a way that other staff and volunteers can see them.
- Staff and volunteers shall not abuse or neglect children. The following may be examples of abuse and neglect:
 - Physical abuse: strike, spank, shake, slap.
 - Verbal abuse: humiliate, degrade, threaten, yell.
 - Sexual abuse: inappropriate touch or verbal exchange.



- Mental abuse: shaming, withholding love, cruelty.
- Neglect: withholding food, water, basic care, etc.
- Staff and volunteers will respect children’s rights to not be touched in ways that make them feel uncomfortable and to say “no.”
- No e-mail or phone communications with Y youth or social networking with Y youth (unless it is on a Y-sponsored or Y-approved site).

Child Abuse Reporting Procedures

All reports of suspicious or inappropriate behavior with children or allegations of abuse will be taken seriously. The YMCA will fully cooperate with authorities if allegations of abuse are made and investigated. All staff or volunteer are expected to cooperate to the fullest extent possible in any external investigation by outside authorities, internal investigation conducted by the YMCA, or persons given investigative authority by the YMCA. Failure to cooperate fully may be grounds for termination of employment or volunteer service.

In the event that there is a report of or other reason to suspect child abuse or neglect, even if it occurred off YMCA property, the YMCA will take prompt and immediate action including but not limited to the following:

1. At first report or probable cause to believe that child abuse has occurred, the volunteer must report the incident to their YMCA liaison. All allegations of child abuse or neglect will be reported to the association Director of Risk Management immediately.
2. The volunteer and the YMCA liaison will make a report in accordance with the Commonwealth of Virginia’s child abuse reporting requirement and will cooperate to the extent of the law with any legal authority involved. Reports to Child Protective Services (CPS) of suspected child abuse must be made when the reporter suspects or has reason to suspect any form of child abuse. In Virginia, childcare, child watch and sports staff and volunteers are Mandated Reporters. Mandated Reporters must report suspected child abuse to the local CPS within 24 hours. Failure to report suspected child abuse can result in a Class 3 Misdemeanor and termination of volunteer privileges.
3. In the event that the reported incident(s) involves an employed staff member, the staff member may be suspended from the YMCA depending upon the circumstances. In the event that the reported incident(s) involves a volunteer, the volunteer may be suspended from their volunteer duties.
4. The parents or guardian of the child(ren) involved in the alleged incident will be promptly notified by the appropriate YMCA staff, unless the allegation is directed at the parent or guardian.
5. Volunteers should understand that the YMCA may take action even when the alleged incident takes place away from the YMCA.

6. Reinstatement of the volunteer will occur only after all allegations have been cleared to the satisfaction of the person(s) named in #1 above.
7. All YMCA volunteers must be sensitive to the need for confidentiality in handling of this information and should only discuss the incident with persons named in #1 above.

For more information about Child Protection, refer to the YMCA's Child Protection webpages at ymcarichmond.org.

Harassment Prevention

All employees and volunteers should be treated with dignity and respect. The Y is therefore committed to providing an environment free from harassment, intimidation and coercion based on or related to race, sex, religion, national origin, age, disability, or any other classification protected by applicable law. Such behavior is inconsistent with our philosophy of mutual respect for all and will not be tolerated.

Improper harassment may include, for example:

- Making unwelcome comments about a person's clothing, body, or personal life;
- Use of offensive nicknames or terms of endearment;
- Offensive jokes or unwelcome innuendos;
- Any suggestion that sexual activities, race, gender, religion, national origin, age, disability, or any other protected classification would affect one's volunteer position or working conditions;
- Displaying offensive objects or pictures;
- Offensive or abusive physical contact; Other conduct which, even if not objectionable to some, creates a working environment that maybe be considered by others to be offensive or hostile.

Sexual harassment, in particular, may consist of unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when such condition interferes with an volunteer's work performance or creates a hostile, intimidating or offensive work environment.

If you believe that you have been the subject of harassment, particularly sexual harassment even if you are not sure whether certain behavior is sexual harassment or whether it is an actionable offense, follow the Reporting Misconduct and Concerns mentioned herein.

Emergency Procedures

In the case of emergency, YMCA employees are trained to call 911 immediately, if warranted, and enact emergency procedures as outlined in the YMCA Emergency Action Plan. A copy of the plan can be found in the YMCA's OSHA manual, typically found at the Membership Desk.

Employees and volunteers alike must report all incidents to a supervisor as soon as possible. For all injuries sustained on-site (whether to employee, member or program participant, volunteer or other individual), the YMCA OF GREATER RICHMOND Incident Report must be completed. YMCA Incident Reports are strictly confidential and no representative of the YMCA is permitted to give a completed report to anyone outside the YMCA.

Reportable incidents include, but are not limited to:

- Slip/trip/fall or struck by injuries
- Fights/altercations
- Aquatic rescues
- Missing persons
- Medical events
- YMCA auto accidents
- Theft
- YMCA or member property damage
- YMCA employee injury (for compliance with Workers' Compensation procedures)
- Inappropriate behavior

Safety and Health Rules

Volunteers must observe all YMCA safety and health rules and use care to prevent accidents, including, but not limited to following:

- Observe all YMCA safety signage
- Keep all aisles, walkways, working areas and emergency equipment free of obstacles;
- Refrain from running, fighting, horseplay or distracting others;
- Observe safe operating procedures for all equipment and operate only equipment for which the volunteer is authorized and properly trained; and
- Use all safety equipment required for your assignment, including protective gear for eyes, face, head, hands, and other extremities.

Substance Abuse

The YMCA is committed to a drug-free workplace. Volunteers suspected of possessing or distributing drugs will be reported to the proper law enforcement authorities. Should a volunteer be in the possession of a controlled substance, that volunteer will be subject to disciplinary action, up to and including termination of volunteer service.

Safety Related Certifications

Safety training, including CPR/First Aid/AED may be required for volunteers in certain positions. Volunteers are expected to take personal responsibility to ensure that required certifications are always current.

Acknowledgement of Receipt of Volunteer Handbook

I have received the YMCA OF GREATER RICHMOND Volunteer Handbook. If I have any questions regarding this information, I may contact Liz Harris, Director of Volunteer and Community Engagement, at harrisL@ymcarichmond.org or at 804.474.4375.

Volunteer Name (please print) _____

Volunteer Signature _____

Date _____





YMCA OF GREATER RICHMOND

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ymcarichmond.org