



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.

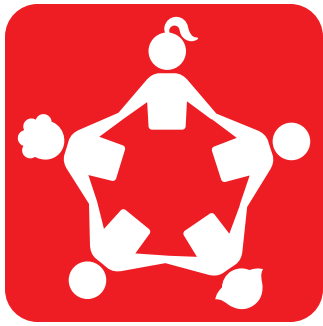
OUR CORE VALUES

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.

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. Volunteers are always supervised by YMCA staff, never being left on their own with YMCA participants.

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.

The YMCA programs also provide services to children (and adults) with disabilities or any special needs in the same manner as services are provided for other children of comparable age and adults, as long as inclusion does not fundamentally alter the program, and it is reasonable to do so. If a volunteer receives a request for an accommodation, the volunteer is expected to direct these requests to their staff supervisor.

Some children do have medical conditions that can be dangerous to their participation in Y programs, like food and insect allergies, asthma, etc. If a parent or guardian informs a staff or volunteer of their child's special need as a result of a medical condition, immediately report the information to the staff director.

In our programs that serve children, the YMCA staff and volunteers employ positive discipline techniques to redirect inappropriate behavior and give positive reinforcement for acceptable behavior. When these techniques do not work, or the behavior is repeated, the YMCA staff employ progressive discipline, as detailed in the program manual. Volunteers do not participate in the progressive discipline program.

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)
- Child Protection video (online) prior to start of volunteer work and again annually
- 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.



POLICIES AND PROCEDURES

BEING PART OF THE VOLUNTEER TEAM

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 including any violation of the Volunteer Handbook's procedures, commonly accepted rules of responsible personal conduct, or conduct that does not support the stated purpose of the YMCA. The YMCA does not tolerate misconduct. YMCA volunteer expectations are as follows:

Member Code of Conduct

Volunteers, like our members, participants, and guest must conform to the YMCA Member Code of Conduct. The Member Code of Conduct in its entirety can be found at ymcarichmond.org. In summary, the YMCA will not tolerate the following:

- Theft of or willful damage to YMCA property or to the property of others.
- Dishonesty in any form.
- Violation of any stated rules or commonly accepted rules of responsible personal conduct.
- Conduct that does not support the stated purpose of the YMCA.

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.

- Appear clean, neat and appropriately attired.
- Cell phones are not part of the YMCA's volunteer dress code. Please do not use your phone while volunteering.

Time and Attendance

Volunteer attendance is important to the operation of each department in which volunteers serve. Please be on time for the volunteer activity. Attendance should be recorded by scanning the Volunteer Experience Tracking QR code by the membership desk. If you are volunteering off-site, a QR code will be available for you to record your 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.





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.

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.

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.

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.

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.

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.

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.

Accessing, displaying, or possessing inappropriate information or pornography on the YMCA's property or equipment is strictly prohibited.



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.

Arrest or Crime Conviction

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

SAFETY

Child Protection Code of Conduct

Overview

The YMCA requires all YMCA employees and volunteers to act in accordance with the following Child Protection Procedures. The YMCA will not tolerate the mistreatment or abuse of children in its programs or in its employment. The YMCA abides by the definition of children as persons under 18 years

of age. Any mistreatment or abuse of a child by a staff or volunteer will result in disciplinary action, up to and including termination of employment or volunteer service.

YMCA will also not tolerate the mistreatment or abuse of one child by another child, including any behavior that is classified under the definition of bullying. YMCA staff and volunteers shall take the necessary steps to eliminate and respond to such behavior and are expected to take action in accordance with the reporting instructions below.

The YMCA's Child Protection Procedures seek to ensure the protection of children and prevent any allegations of wrongdoing against a YMCA staff or volunteer. In addition, the YMCA requires YMCA staff and volunteers to take prompt and immediate action in accordance with the Suspected Child Abuse Reporting Procedures in the event of observation, suspicion or accusation of child abuse, even if it occurred off Y property.

The YMCA strives to be open to all. Our policies, practices and programs advance our organizational commitment to diversity and inclusion to ensure all people feel welcome and valued as part of the YMCA family. The YMCA does recognize that the YMCA may not be able to meet the needs of all children (and adults), particularly those with unique needs. The Child Protection Procedures (and related program manuals) guide staff and volunteers about accommodations the YMCA can make for children (and adults) with unique needs.

The YMCA empowers parents. We desire that, if a parent/guardian observes violations of these procedures or any other red flags, that the parent/guardian bring their concerns to the branch/site leadership. If they feel their concerns are not addressed appropriately, we ask them to bring their concern to the attention of the branch Executive Director. Staff shall respond to parents/guardians, children and each other with respect and consideration and treat all children equally regardless of sex, race, religion, disability, color, national origin, or any other characteristic protected by federal, state, or local law.

Child Protection Procedures

- Staff and volunteers are expected to maintain sight and sound supervision of all children in their care at all times; staff shall never leave a child unsupervised. Besides children in YMCA programs that YMCA staff have a duty to supervise, YMCA staff and volunteers shall also ensure the safety of all YMCA children. If, at the conclusion of branch hours or of an event offsite, a YMCA child's parent/guardian does not appear, YMCA staff and volunteers shall remain with the child until the child's parent/guardian

arrives. If another adult or child is not present, the YMCA staff or volunteer shall call another staff/volunteer/adult and engage them in conversation until the parent/guardian arrives.

For example, in sports programming, this would mean the staff or volunteer left with one child at the conclusion of practice would call the guardian and remain on the phone until they arrive at the pick-up location or, even better, ask the next to last family that picks up to remain behind until the other guardian shows up.

- Staff and volunteers shall ensure that, at a minimum, two staff are present with one child or one staff is present with two children. Staff and volunteers may NEVER be alone with a child where others cannot observe him/her.
 - As staff supervise children, they should space themselves in a way that other staff can see them.
 - Even under the following situations, staff and volunteers still may not be alone with a child: counseling and disciplining a child, restroom use/changing clothes, comforting a sick or injured child, or administering First Aid.
 - For adult staff working with staff that are children, adult staff may not also be alone with staff that are children where others cannot observe him/her. Sometimes this may be unavoidable, like in a restroom or locker room. The expectation is that the adult staff "take care of business" as quickly as possible and leave the room.
- If a staff or volunteer meets a child at the YMCA, that relationship needs to stay within the YMCA. Staff and volunteers may not have personal, one-on-one contact with a child they have met in the YMCA outside the YMCA. An example of this prohibition for member children is, if a member asks staff to come to their home to babysit, staff shall decline. An example of this prohibition for staff that are children is adult staff shall not go to lunch one-on-one with a staff that is a child. Any relationships that were in existence before staff and volunteers began working at the YMCA need to be communicated with and approved by a supervisor and documented.
- Staff and volunteers shall use positive techniques of guidance, including redirection, positive reinforcement, and encouragement. Staff and volunteers shall abide by the YMCA's Appropriate Verbal Interaction Procedures.
- Staff and volunteers shall have age-appropriate expectations and set up guidelines and environments that minimize the need for discipline. Staff and volunteers shall not abuse or neglect children nor use negative discipline techniques, including competition, comparison, and criticism. Abuse and neglect include, but is not limited to:
 - Physical abuse: striking, spanking, shaking, slapping.

- Verbal abuse: humiliation, degradation, threatening, yelling.
- Sexual abuse: inappropriate touching or verbal interactions.
- Emotional abuse: shaming, withholding love, cruelty.
- Neglect: withholding food, water, basic care, etc.

Physical restraint is used by staff only in pre-determined situations (necessary to protect the child or other children from harm) and is only administered in the prescribed manner and shall be documented in writing.

- Staff shall observe the health of each child, each day, as they enter a YMCA program, noting any fever, bumps, bruises, burns, etc. Questions or comments shall be addressed to the parent/guardian or child in a non-threatening way. Any questionable marks or responses shall be documented and discussed with the program director.
- Regarding media/images/video/social media, staff and volunteers shall refrain from taking, creating, distributing, or otherwise using images/photography or video of YMCA children, or engage in posting to social media unless they have the approval of administration.
- The YMCA strongly encourages employees and volunteers to refrain from exchanging gifts with children. Nonetheless, if YMCA staff and volunteers desire to give gifts to children, staff and volunteers shall submit the request to a supervisor prior to making a purchase for their approval, the parents/guardians of the children must be notified about the gift item and why the children are receiving the gift, and the staff and volunteers shall communicate that the gift is given on behalf of the YMCA, not an individual staff or volunteer. Staff and volunteers are prohibited from giving gifts to an individual child except when the gift is authorized by a supervisor and given to all consumers (e.g., like for each child on their birthday).
- All YMCA staff and volunteers shall complete training on child abuse prevention upon hire and again annually. In addition, programs that serve children regularly receive more frequent re-training on child abuse prevention. The YMCA is committed to preventing child abuse at the YMCA and in our community!

Appropriate Physical Interaction Procedures

The YMCA's physical interaction procedures promote a positive, nurturing environment while protecting children and staff. The YMCA encourages appropriate physical interactions with children and prohibits inappropriate physical interactions. Any inappropriate physical interaction by staff or volunteers towards children in the YMCA's programs and

children in the YMCA's employment will result in disciplinary action, up to and including termination of employment/volunteering.

Appropriate and inappropriate physical interactions at the YMCA 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
- Staff and volunteers shall also refrain from intimate displays of affection towards others in the presence of children, parents/guardians, and other staff and volunteers.
- In YMCA programs in which YMCA staff provide supervision and leadership, children are also expected to engage in Appropriate Physical Interactions with other children.
- Staff and volunteers shall respect children's rights to not be touched in ways that make them feel uncomfortable and their right to say "no." Staff and volunteers shall abide by



the YMCA's Appropriate Physical Interaction Procedures. Other than diapering and limited aquatic activities, children are not to be touched on areas of their bodies that would be covered by a bathing suit.

- In YMCA aquatic programs, like swim lessons and swim team, staff and volunteers may need to touch some areas that are covered by a bathing suit to accomplish a teaching goal. These staff and volunteers should still always avoid touching a child's bottom, chest or genital area. If, by accident, the staff or volunteer does touch these prohibited areas, the staff or volunteer must tell their supervisor at the conclusion of the lesson or practice. In addition, during these aquatic programs, staff shall keep their hands as close as possible to the water level so that no one can doubt the appropriateness of staff behavior.

During the lesson, before touching or holding a child, staff and volunteers shall inform children of what's to come. Overall, staff and volunteers shall only touch or hold children when it is appropriate to do so to teach a lesson objective and only when it meets the foregoing.

Appropriate Verbal Interaction Procedures

The YMCA's verbal interaction procedures also promote a positive, nurturing environment while protecting children and staff. The YMCA encourages appropriate verbal interactions with children and prohibits inappropriate verbal interactions. Any inappropriate verbal interaction by staff or volunteers towards children in the YMCA's programs and children in the YMCA's employment will result in disciplinary action, up to and including termination of employment/volunteering.

Appropriate and inappropriate verbal interactions at the YMCA 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
- In summary, 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, or humiliating. In addition, staff and volunteers shall not initiate sexually oriented conversations nor discuss their

own sexual activities with children in the YMCA's programs and children in the YMCA's employment.

- In YMCA programs in which YMCA staff provide supervision and leadership, children are also expected to engage in Appropriate Verbal Interactions with other children.

Appropriate Electronic Communication Procedures

The YMCA's electronic communication procedures align with the YMCA's Appropriate Verbal Interaction Procedures as well as abide by the YMCA's Child Protection Procedure to NEVER be alone with a child. Any inappropriate electronic communication by staff or volunteers towards children in the YMCA's programs and children in the YMCA's employment will result in disciplinary action, up to and including termination of employment/volunteering.

- Staff and volunteers shall utilize YMCA e-mails only with children in the YMCA's programs and children in the YMCA's employment. When communicating with children, group e-mails are preferred. Staff are not permitted to share nor utilize any personal e-mail address with children in the YMCA's programs and children in the YMCA's employment; however, it is permissible for a YMCA adult staff not equipped with a YMCA e-mail to e-mail a child in the YMCA's employment, but only when it is about YMCA-specific subject matter. Again, group e-mails are preferred. Personal e-mail communication from children (e.g., sharing emotional issues, seeking more than a client relationship with YMCA staff, etc.) shall be forwarded to the employee's department supervisor and the children's parents/guardians shall be notified.
- Staff and volunteers shall ensure phone calls and texts with children in the YMCA's programs and children in the YMCA's employment involve YMCA subject matter only. Group texts are preferred. Staff are prohibited from initiating or receiving personal phone calls or texts with children who are in or whom they have met through the YMCA. A call/text is considered personal if it does not involve YMCA-specific subject matter. Staff members are required to report incoming, personal calls to their supervisor immediately. See your department manual for more information about permitted uses of phone and text. Staff that are children are not permitted to utilize their personal phone number to communicate with YMCA members and participants, adults and children.
- Staff and volunteers shall utilize YMCA-sponsored or YMCA-approved social media sites for communications with children in the YMCA's programs and children in the YMCA's employment. No personal blog or social networking website may be used for any YMCA communications. Any staff profile or blog must be private and inaccessible to children if inappropriate posts exist. If staff social media profiles are in keeping with the YMCA's

values and focus on a positive social media presence, YMCA children are permitted to follow the personal social media account. Staff are permitted to follow the social media accounts of children in the YMCA's programs and children in the YMCA's employment. Staff and volunteers are NOT permitted to direct message or otherwise communicate on personal social media with children in the YMCA's programs and membership, and adult staff are not permitted to communicate on personal social media with children in the YMCA's employment.

Child Protection in High Risk Areas and During High Risk Activities

The YMCA understands that some YMCA activities and locations are high risk areas for child abuse. The below procedures define how staff and volunteers ensure child protection in these higher risk areas and activities, in addition to the foregoing procedures:

- **RESTROOMS/BATHROOMS** During restroom supervision, staff and volunteers shall ensure that suspicious or unknown individuals are not occupying the restroom before allowing children to use the facilities. If staff and volunteers are taking children of the opposite sex to the bathroom, have a child go in and check to see if others are in the restroom. Stand in the doorway while children are using the restroom. This allows privacy for the children and protection for the staff and volunteers (not being alone with a child). Doors to individual "stalls" should be closed during use to ensure children's privacy. If the staff and volunteer cannot see the stall doors due to the design of the facility, children shall be sent into the restroom one at a time. If a younger child requires assistance, doors to the facility shall remain open and a second YMCA staff person or volunteer is present to observe the first staff person.
- **LOCKER ROOMS** Staff and volunteers shall observe a group of children as they undress and dress; never just one child with one staff or volunteer. If a child is modest, the child may change, alone, in a changing stall. Staff and volunteers shall encourage the children to dress quickly and, if a child is unable to dress alone, have a second staff person or a volunteer observe the first staff person assist the child, ensuring that the staff maintains Appropriate Physical Interactions.
- **PLAYGROUNDS** Staff and volunteers shall cover the playground so that all children can be seen at all times. Children are not allowed to leave the playground unsupervised. Staff shall discuss the playground rules with the children each time they enter the playground.
- **TRANSPORTATION** Staff and volunteers are only permitted to transport YMCA children in YMCA approved

vehicles and buses. Staff and volunteers are not to transport children in their own personal vehicles except in the very rare case of an emergency and with the approval of administration. Although not preferred, it is permissible for staff that are children to be transported by other staff in personal vehicles, as long as the children that are staff are not alone with adult staff. For children transported on YMCA approved buses, YMCA staff and volunteers shall ensure that children load seats from front to back and similar age children sit together. Staff and volunteers shall seat themselves throughout the bus in order to ensure children observe the transportation safety rules. During off-site activities, like field trips, YMCA staff and volunteers are expected to practice all of the child protection procedures mentioned herein at the off-site location. In particular, staff are responsible for having participant rosters, maintaining sight and sound supervision, ensuring proper restroom supervision and good behavior management, providing for communications via walkie-talkie or cell phone, and preparing staff and volunteers for emergencies at the site. Once children arrive at the YMCA site, staff and volunteers shall ensure all transported children are greeted at the YMCA by a staff for program check-in and the bus is checked to ensure all children departed the bus. For field trips, staff and volunteers are expected to observe all child protection and active supervision procedures, as they would at a YMCA facility.

- **ANY OTHER AREAS THAT COMPROMISE SUPERVISION**

Staff shall ensure all storage rooms remain locked at all times. In addition, staff shall ensure office and rooms available to members are also locked when not in use for an extended period of time. To further ensure the best visibility into these rooms, staff and volunteers may not hang anything on windows or in open spaces that may block the view into the room.

- **DIAPERING** If a child requires diapering, staff shall ensure additional staff are present, and in view of the diapering area. Staff are never permitted to apply diaper creams or other ointments to children's genitalia.
- **NAPTIME** Staff and volunteers are not permitted to leave children during naptime but must remain with the children while the children are sleeping. Cots or rest mats may not be occupied by more than one child at a time, are identified for use by a specific child, and are spaced least 12 inches apart.
- **OVERNIGHT ACTIVITIES** During YMCA overnight activities, in addition to all of the foregoing procedures, at least one adult YMCA staff and one adult YMCA volunteer is present. The YMCA staff shall be 21 years of age or older. At least one staff is tasked to remain awake during the night, for supervision and to conduct periodic walk-throughs. Staff shall remain within sight and sound of all participants throughout the course of the night and

perform frequent head counts. During sleeping times, participants are separated by age and gender. Adults and children of the opposite gender are not permitted to enter the sleeping areas of the opposite gender. Staff shall position themselves at the door to know who is entering and exiting sleeping areas.

- YMCA department specific staff standard operating procedure manuals contain more detail about procedures for these high risk areas and activities, including procedures specific to that department.

Suspected Child Abuse Reporting Procedures

If staff or volunteers witness child on child abuse, including any violations of Appropriate Physical Interactions and Appropriate Verbal Interactions, staff and volunteers shall:

- Immediately separate them and calmly explain that the behavior is not allowed.
- Notify their supervisor immediately.
- Complete an incident report that includes what the staff observed and how staff responded. The volunteer supervisor will complete the incident report on behalf of the volunteer.
- In some cases, depending on the severity or frequency of this behavior, discipline shall follow in accordance with the YMCA's progressive discipline plans. And, depending on the situation, the supervisor and the staff or volunteer may need to also report this to Child Protective Services or the police. If the child remains in the program, staff may also consider additional supervision of both children, in addition to placing the children in different groups/spaces where they will have limited contact.

If staff or volunteers witness staff/volunteer on child abuse, including any violations of Appropriate Physical Interactions and Appropriate Verbal Interactions, staff and volunteers shall:

- Interrupt the wrong behavior.
- Redirect those involved, showing the staff/volunteer and child the right behavior or recommending a new, appropriate activity.
- Report the incident to your supervisor.
- Complete an incident report that includes what the staff observed and how staff responded. The volunteer supervisor will complete the incident report on behalf of the volunteer. Staff and volunteers also have the option of reporting misconduct on the YMCA's confidential reporting site Ethics Point.

Reporting Requirements

- At first report or probable cause to believe that child abuse has occurred, even outside the YMCA by a child's caregiver or others, staff and volunteers shall report the

incident to the program director. Staff shall complete an online incident report in detail within 24 hours of first report or suspicion of abuse. In addition to an internal report, staff and volunteers are also expected to report this to Child Protective Services, also within 24 hours, and cooperate to the extent of the law with any legal authority involved.

- The parents or guardian of the child(ren) involved in the alleged incident shall be promptly notified by program leadership unless the allegation is directed at the parent/guardian.
- These reporting requirements apply to all children at the YMCA, including children in the YMCA's employment.
- If the suspected or reported child abuse allegation involves a staff or volunteer, the incident must also be reported immediately to the YMCA's Human Resource's Department. The YMCA may take action even when the alleged incident takes place away from the YMCA. In the event that the reported incident(s) involve an employed staff or volunteer, the staff or volunteer may be suspended (at the direction of Human Resources). Reinstatement of the employed staff or volunteer will occur only after all allegations have been cleared to the satisfaction of YMCA's Human Resource Department.
- All reports of suspicious or inappropriate behavior with children or allegations of abuse shall be taken seriously. In particular, abuse allegations against staff require notification to executive staff immediately. The YMCA cooperates fully with the authorities to investigate all cases of alleged abuse. Any staff or volunteer is expected to cooperate to the fullest extent possible in any external investigation by outside authorities or internal investigation conducted by the YMCA or persons given investigative authority by the YMCA. All YMCA staff and volunteers shall be sensitive to the need for confidentiality in handling of this information. Failure to cooperate fully may be grounds for termination/loss of volunteer privileges.

YMCA Program Inclusion

The YMCA programs welcomes all children and adults. As long as inclusion does not fundamentally alter the program and it is reasonable to do so, the YMCA will provide services to persons with disabilities or any special needs in the same manner as services are provided for all other persons. If a parent/guardian or other adult asks for an accommodation due to a disability, refer this person to a YMCA director staff. If a YMCA director feels the request may fundamentally alter the program or may be unreasonable, YMCA staff consult with the Director of Risk Management prior to making a final decision.

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. When reporting the incident, capture as much vital information as possible. Be sure to note complete names, addresses and phone numbers of the affected person(s) including the appropriate contact person and telephone number, as well as

any witnesses or staff involved in the incident. 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.

If the YMCA suspects a volunteer is under the influence of drugs or alcohol while volunteering, the YMCA reserves the right to require a drug test prior to resumption of volunteer duties, at the expense of the YMCA; request the volunteer cease all volunteer duties until it is confirmed that the volunteer was not under the influence of drugs; and, at the discretion of the YMCA, terminate 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.

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.

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.

The YMCA desires that our volunteers report volunteer violations of this Volunteer Handbook and YMCA staff misconduct or lack of duty of care.

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

Internal Confidential Reporting Form for concerns about YMCA youth programs specifically: search Child Protection at ymcarichmond.org.

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.

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 Association Director of Volunteer Engagement at volunteer@ymcarichmond.org or at 804.474.4375.

Volunteer Name (please print) _____

Volunteer Signature _____

Date _____



For more information, please contact volunteer@ymcarichmond.org.



YMCA OF GREATER RICHMOND

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