



Greensburg YMCA Volunteer Handbook

Welcome to the Greensburg YMCA!

About volunteering at the YMCA

At the Y, we know that lasting personal and social change comes about when we all work together. That's why at the Y, strengthening community is our cause. Every day, we work side-by-side with our neighbors to make sure that everyone, regardless of age, income or background, has the opportunity to learn, grow and thrive. We cannot accomplish this without volunteers. Thanks you for working alongside us to strengthen our community together.

The History of the YMCA

In 1858 a group of men met for the first time in Greensburg and set up an organization called the Greensburg YMCA. The original concept started in England back in 1844 and came to the United States in 1851. Originally, we were a bible/library study and learning organization that develops the spirit, mind and body as our mission to all men and boys.

The year was 1890 when the Greensburg YMCA became an incorporated non-profit organization by the state of Pennsylvania. In and around 1908, Mr. David Shaw Atkinson set up the rules and design for the construction of our existing building on Maple and Pittsburgh Streets. In 1913 this dream became a reality. And the present YMCA building was constructed. A lot of changes have taken place since then. All have met the needs of our society at given points in time.

Women began to play an active role in YMCA's back in the 1930's and today represent 50% of the Y's membership both locally and nationally. Our present energies are now being put to the test once again in meeting the needs of our members and in preserving the family and individual roles in today's complex society.

The YMCA now serves all segments of our population and has an open door policy that permits everyone to take part regardless of race, creed, sex or financial standing. We have, in the past developed new facilities at the Y to accommodate our growing membership and to better serve the community needs and we continue to put on those finishing touches to get maximum usage of our existing space and to upgrade those areas that have served their time and purpose.

RIGHTS AND RESPONSIBILITIES

As a YMCA volunteer, you have a right:

1. Be welcomed at the YMCA as a cause-driven leader and supporter of our mission
2. A responsible position with consideration of personal interest and experience
3. Learn as much about the Y as possible
4. Training for the position and ongoing education and training as needed
5. Clear and responsive supervision
6. Receive periodic performance evaluations
7. A safe and secure service environment
8. Be rewarded for your service through recognition and added responsibilities

As a YMCA volunteer, you have a responsibility:

1. Honor your commitment as a Y volunteer
2. Uphold the Y's values of caring, honesty, respect, and responsibility
3. Observe the policies and procedures of the Y
4. Attend all provided trainings
5. Arrive on time for assignments and notify staff prior to absences
6. Present a neat appearance for all volunteer shifts
7. Provide sufficient notice prior to ending your service

RECRUITMENT

All volunteers will complete a volunteer application and background check as necessary. See Volunteer Credentials chart for additional information.

ORIENTATION

All volunteers will receive orientation to the YMCA of Greensburg and a tour of the facility in which they will be volunteering. Volunteers will also receive a specific orientation to the purpose and activities of their position.

CONFIDENTIALITY

Volunteers are responsible for maintaining the confidentiality of all proprietary and privileged Information regarding the YMCA and its participants at all times.

AT THE Y

Attendance & Punctuality

Attendance and punctuality are important factors for your success within our association. We work as a team, and this requires that each person be in the right place at the right time. If you are going to be late or absent for your volunteer position, you must notify your supervisor, ideally at least two hours before the start of the workday.

Recording Your Volunteer Time

The Y values your time! While many of your contributions of talent and enthusiasm are immeasurable, your time can be measured! We use reports of volunteer hours for many purposes, including using them as a means to recognize you for your service and for demonstrating our non-profit status to funders. In order to accurately track your volunteer hours, we need your help. Volunteers are asked to record their hours on a monthly volunteer timesheet. Please speak with your WCA Volunteer Coordinator or department director about where to find your timesheet.

Supervision

Your department director is responsible for day-to-day management and guidance of your work, and will be available for consultation, assistance, and on-going feedback. Please ask any questions of this person, or report any problems or concerns. Should you have additional concerns, please feel welcome to contact Human Resources at any time.

Program Volunteers under the age of 16 must complete all volunteer responsibilities under the supervision of a parent or legal guardian. Volunteers between the ages of 12 years and 17 years may not serve in a volunteer capacity for more than 4 hours in one day without a valid work permit.

All other program volunteers must complete all volunteer responsibilities while under the supervision of a YMCA staff member. Volunteers or staff members are not at any time permitted to be alone with a single child where staff or another adult cannot observe you.

Dress Code

Volunteers are expected to maintain the highest standards of personal cleanliness and present a neat, professional appearance at all times while on YMCA property or in YMCA programs. Radical departures from conventional dress or personal grooming and hygiene standards are not permitted. All approved clothing should always be clean and in good repair.

Personal Property

Do not leave your belongings unattended. If you must bring valuables with you, please ask your department director where you may store them. The YMCA does not assume any responsibility for loss, damage or theft of any personal property.

Cell Phones

Volunteers should consult with a supervisor on days when access to a personal cell phone is needed. Flexibility may be provided in circumstances demanding immediate attention. In most cases, volunteers are prohibited from using a personal cell phone while on volunteering and may be required to leave such devices locked in a secure place, except during break times.

Photography/Visual Recording

Volunteers are strictly prohibited from using video recorders, cameras, the camera functions of cell phones or other recording devices for the purpose of taking pictures while on YMCA property or at offsite YMCA programs. Videos, photographs, or any other visual recordings of YMCA facilities, programs, members, employees, volunteers or program Participants may not be used by staff for personal purposes. The use of a digital recording device or camera for inappropriate activities may result in disciplinary action up to and including termination.

Membership & Program Fees

The YMCA does not offer free memberships to volunteers. Volunteers may not trade their time for free or reduced cost in program participation. Financial assistance is available for those who may find it difficult to pay the standard membership and program fees. Volunteers and staff raise funds each year through our Annual Campaign to make this subsidy possible.

Incidents

Incidents outside of the normal routines must be reported immediately. If an accident or injury took place, you must report the incident to your immediate supervisor immediately.

Harassment

All individuals at the Y are expected to work actively to maintain an environment which is free from unlawful discrimination and harassment, and to conduct themselves in such a way as to ensure that no illegal discrimination or harassment occurs by employees, or other parties, including members, suppliers, and volunteers. Harassment

includes unsolicited remarks, gestures or physical contact; display or circulation of written materials or pictures derogatory to either gender or to racial, ethnic or religious groups. Sexual harassment is a type of harassment and occurs when this type of verbal or physical conduct is sexual in nature or is gender based; that is, directed at a person because of their gender. If you feel that you have experienced or witnessed harassment, you are to immediately notify your supervisor or any manager of the organization.

Dispute Resolution

For problems that arise among volunteers or with staff, parties are first expected to communicate directly with each other in a respectful manner to reach a mutual understanding. If a resolution cannot be reached, the best course of action is to discuss the matter with your immediate supervisor. If your supervisor is unable to resolve the matter to your satisfaction, or you feel uncomfortable speaking with your supervisor, you should contact the Human Resources Director

Safety

Criminal Background Checks

Criminal Background Checks will be conducted on all program and policy volunteers, or returning volunteers ages 16 and older who are new volunteers or have been separated from the association for 90 days or more. The YMCA reserves the right to order additional background check reports on you at any time during your volunteer stay without obtaining additional consent, where permissible by law.

Criminal background checks may be conducted through an outside reporting agency or state or local law enforcement agencies. If the services of an outside reporting agency as defined by the Fair Credit Reporting Act (FCRA) are utilized, the YMCA will comply with the provisions of the FCRA regarding usage of information uncovered and notification procedures.

The admission or discovery of any pending charges or prior criminal convictions will be considered on a case-by-case basis. Failure to report arrest or criminal conviction would be grounds for immediate termination.

Out of Program Contact

The Greensburg YMCA prohibits contact between program participants and volunteers outside of YMCA programs. Volunteers may not be alone with children they meet in Y programs outside of the Y. This includes babysitting, sleepovers, and inviting children to your home unless one of the following conditions exists:

- You and the child's family or guardians have a relationship that predates your employment or volunteer position at the Y.
- You and the child's family or guardians have a relationship which predates the child's enrollment in a Y program.
- You and the child, or the child's family or guardians are related

If you have a pre-existing relationship with a child who is a participant in a Y program, please speak with your supervisor immediately to complete a signed release form. Outside contact that does not meet one of the above conditions may result in discharge from service.

Child Abuse Prevention

Because of its concern for the welfare of children and youth, the Y has developed policies, standards, guidelines, and training to aid in the detection and prevention of child abuse. Child abuse is mistreatment or neglect of a child by parent(s) or others resulting in injury or harm. Abuse can lead to severe emotional, physical, and behavioral problems. This is also why volunteers are screened, and undergo criminal background checks upon engagement or reengagement of volunteering at the Y. The Y also provides a mandatory training in recognizing, reporting, and preventing child abuse.

Drug Free & Smoke Free Workplace

The Y is committed to maintaining an alcohol, smoke, and drug-free environment. This is particularly important since many employees and volunteers are responsible for the safety and welfare of children and youth. Therefore, the Y prohibits the use, sale, manufacture, or possession of alcohol or drugs (except those properly prescribed by a physician and used in accordance with the physician's instructions) by an employee or volunteer while on YMCA premises, during work hours or while conducting YMCA business. In addition, smoking is not permitted in the Deer Path or Round Valley facilities or at any other program site during program hours.

Workplace Violence

Violence by an employee or anyone else against an employee, supervisor, volunteer, or member of the association or program participant will not be tolerated. The purpose of this policy is to minimize the potential risk of personal injuries to employees and volunteers at the Y and to reduce the possibility of damage of association property. If you receive or overhear any threatening communications from an employee or outside third party, report it to your supervisor at once. Do not engage in either physical or verbal confrontation with a potentially violent individual. If you encounter an individual who is threatening immediate harm to an employee, volunteer, or visitor to our premises, contact an emergency agency (such as 911) immediately. All reports of work-related threats will be kept confidential to the extent possible, investigated and documented. Volunteers are required to report and participate in an investigation of any suspected or actual cases of workplace violence. Your failure to report or fully cooperate in the association's investigation could result in disciplinary action, including discharge from service.

Blood borne Pathogens

The Y seeks to minimize the risk of exposure by periodically training individuals who may encounter blood borne pathogens in the course of their volunteer assignment. The Y subscribes to the concept of "universal precautions" which means that all human blood or other body fluids must be treated as if it were contagious. Universal precautions mean that you are expected to use certain procedures and personal protective equipment when necessary. Please see your supervisor for further information on procedures used in your particular area/assignment.

Receipt of Volunteer Handbook

I hereby acknowledge the following:

- I have received a copy of the Greensburg YMCA volunteer handbook, and I understand that I am responsible for reading and understanding the policies and practices described within it.
- I understand that the policies and benefits contained in this volunteer handbook are guidelines and may be added to, deleted or changed by the Association at any time.
- If I have questions regarding the content or interpretation of this handbook, I will bring them to the attention of my supervisor or Human Resources.
- I understand and agree that I will read and comply with the policies and information contained in this handbook and that my role as a volunteer is contingent on my following these policies.

Print Volunteer Name

Volunteer Signature

Date

Parent or Guardian Name (if under age 18)

Parent or Guardian signature

Date



VOLUNTEER CREDENTIALS

WHAT IS A CREDENTIAL?

Credentials are agreements, background checks, or certifications that ensure that a volunteer is suited for a responsibility. These may include CPR certification, agreement that a child safety policy will be upheld, agreement to a code of conduct, and agreement to follow a social media policy.

WHY DO WE NEED CREDENTIALS?

Credentials ensure that volunteers are eligible to perform their duties in accordance with the policies and guidelines of the Y.

HOW DO WE DETERMINE WHICH CREDENTIALS ARE NEEDED?

For each volunteer position, determine what skills and behaviors the volunteer will need to have or display in order to be successful in their role. Some credentials may apply to all volunteers. This chart may help you make decisions about which credentials to require.

CREDENTIAL	PURPOSE
Background Check	Ensure safety of everyone onsite
Blood Borne Pathogens Training	Ensure proper handling of biohazard
Child Abuse Policy Agreement	Ensure safety of children in contact with volunteer
Child Abuse Prevention Training	Ensure volunteer understands how to safeguard child's safety
Sexual Harassment Policy	Policy Provide a workplace that is free from sexual harassment
State Child Abuse and Neglect Report	(If applicable in your state) Ensure safety of children in contact with volunteer
Substance Abuse Policy	Maintain a safe environment for members and the community