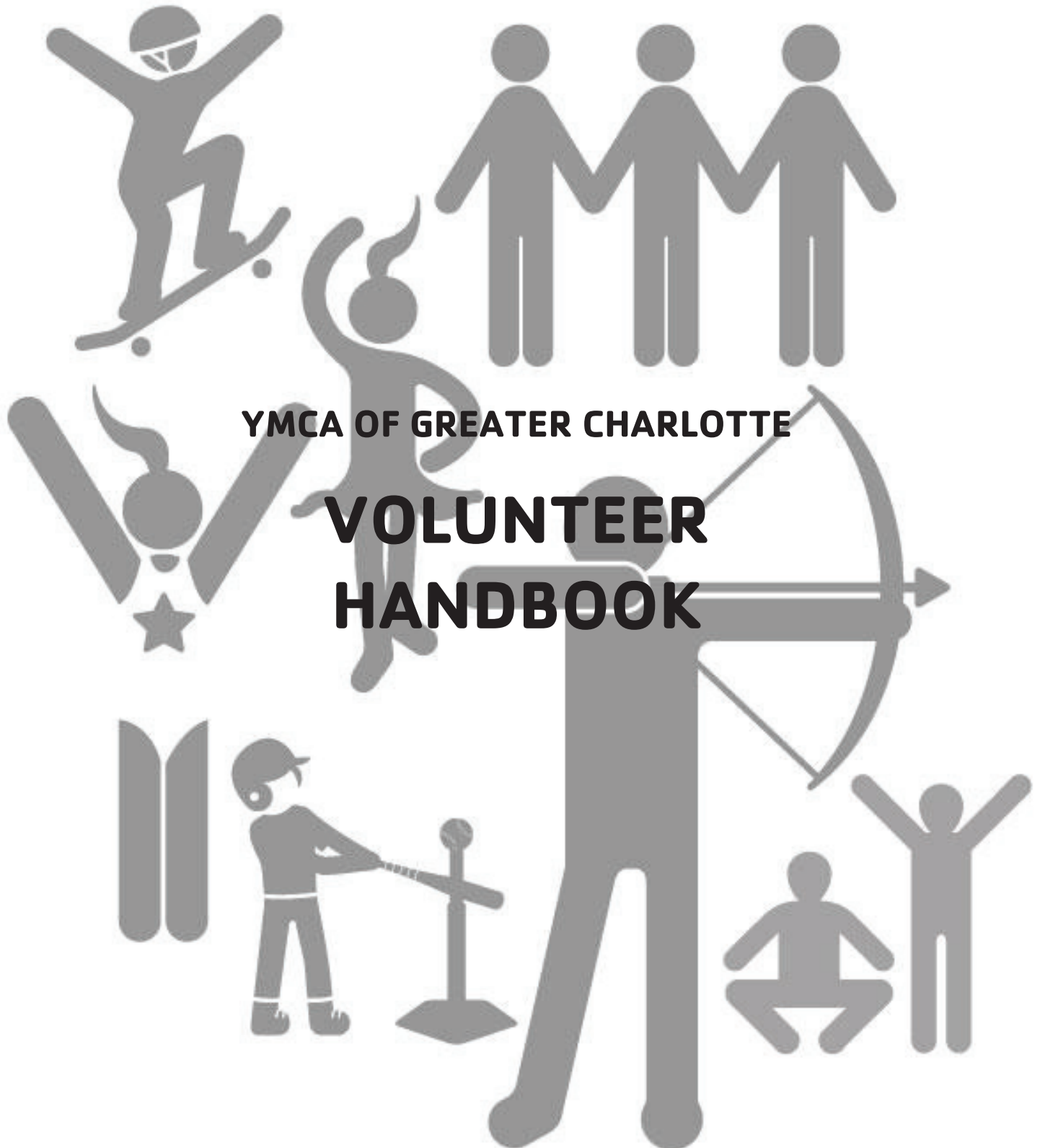




FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY



YMCA OF GREATER CHARLOTTE

VOLUNTEER HANDBOOK

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



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Dear Prospective YMCA Volunteer:

Thank you for committing your time and special talents to the YMCA of Greater Charlotte. At the Y, we believe that when people come together for a common cause, the whole community is strengthened. When you become a volunteer, you have the opportunity to share your blessings with those who need it most. Whether you mentor a student on the verge of dropping out, coach a team to their personal best or become a friend to an isolated senior, your time and talent changes lives. When you help a neighbor, you make a difference in their life...and yours.

The YMCA of Greater Charlotte is an association of members who come together with a common understanding of the YMCA mission and a common commitment to the YMCA's vision of building strong kids, strong families and strong communities. Whatever the facility, whatever the program, what doesn't change are the people. Each YMCA is different, reflecting the needs of its Y community. What every Y has in common is a dedicated group of people: volunteers, staff, members and donors, all of whom are committed to our mission. It is the **people of the YMCA** who build strong kids, strong families, and strong communities- and **you** can help.

Thank you for helping the Y to achieve excellence in all of our undertakings, and to put clear Christian principles into practice through programs that build healthy spirit, mind, and body for all. We hope you enjoy your time at the Y and be assured that you are valuable to the YMCA and greatly appreciated by staff and members. For more information about the volunteer program at the YMCA of Greater Charlotte please contact your branches volunteer coordinator.

Sincerely,

YMCA of Greater Charlotte
Volunteer & Sports Staff

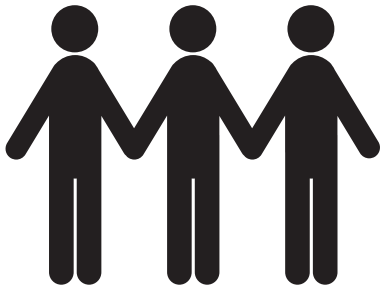
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“At the heart of this organization, at the heart of its heritage of mind, spirit, and body, there is that little element of love that transforms routine work into meaningful activity that makes a person feel important even when they don’t think they are. That’s the business of the YMCA. That’s what you do when you give your skills and your talents to another generation.”

Andrew Young
YMCA’s Seven R’s of Volunteer Development

Welcome to the YMCA



Welcome to the YMCA of Greater Charlotte.
We’re glad you are volunteering with us!
We’ve designed this handbook to provide you and other volunteers with a general source of information about the Y.

About the YMCA

Mission

The YMCA is a worldwide organization that is committed to providing programs that help members and participants develop spirit, mind, and body.

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

YMCA Values

Character development is integral to all YMCA programs. We are guided by our five core values of caring, honesty, respect, responsibility, and faith. Whether it be in child care, the gym, at day camp, or at member services we strive to develop character values in ourselves, our members and participants. We believe strongly in our mission to promote and model these character-building values in all that we do.

YMCA History

The YMCA was founded in London England, in 1844, as the Young Men’s Christian Association, to help people develop character in their daily lives. The movement spread quickly and reached the United States by 1851. In 1874 the YMCA of Greater Charlotte was founded. By the early 1900s, the YMCA began serving boys and older men, as well as men.

After World War I women and girls became an active part of the YMCA movement. In the 1960s and 1970s, families became a major focus. Today, more than half of all YMCA members and staff members are women and girls.

Simply put, the YMCA is a place where all are welcomed and strong values prevail. Today, YMCAs are alive and well in more than 140 countries across the globe.

Volunteers

Because the YMCA of Greater Charlotte strives to provide a safe environment for children and youth, the YMCA will require volunteers 16 and older who assist with children under the age of 18 to authorize a background check.

Volunteers

Volunteers are the backbone of the YMCA. Volunteers not only founded the YMCA, but also operated it in its entirety in the early days. The involvement today of thousands of talented, committed individuals greatly extends the range, quality and variety of YMCA programs.

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 of Greater Charlotte.

We do want you to know that during your volunteer work with the YMCA, any photos taken of you may be used in future promotional materials.

Age Restrictions

Child Aged Volunteers:

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

Teenage Volunteers:

- Program Volunteers between ages of 12 years and 17 years
- Must complete all volunteer responsibilities while under the supervision of a YMCA staff person
- May not serve in a volunteer capacity for more than 4 hours in one day without a valid workers permit

Adult-Aged Volunteers:

- Program Volunteers 18 years of age and older
- Must complete volunteer responsibilities during which children are present under the supervision of a YMCA staff person

Volunteer Records

In order to keep your volunteer records current, you should notify your YMCA volunteer director of changes to your name, address, phone number, email address, or emergency contact information.

Benefits

The YMCA does not provide insurance and related benefits to volunteers. As an example, there are no insurance plans for volunteers, including no medical, accident, dental, workers compensation, disability, or other coverage. The 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, this provides subsidies based on income and individual needs. Applications are available at Sales and Service or online at www.ymcacharlotte.org.

Use of Supplies and Equipment

YMCA supplies and equipment, including copy machines and postage meters, are for YMCA business use only. Equipment and supplies purchased by, or donated, to the YMCA belong to the YMCA, and not to individuals.

Security of personal belongings

We encourage you to lock valuable personal belongings in a locker or in the trunk of your vehicle during your time of volunteer service at the YMCA. We are not responsible for lost or stolen items.

Unable to Volunteer

If you are unable to make a scheduled volunteer task time, please advise the YMCA volunteer department director where you will be volunteering directly. The YMCA of Greater Charlotte has chosen not to accept court ordered community service. If you need hours to satisfy a judgment due to criminal offense please seek opportunities elsewhere.

Dress Code

Dress code for volunteers varies for each YMCA branch and from department to department within a branch. Please make sure that you are aware of the volunteer dress code in the department for which you are volunteering. If you have any questions concerning dress code, please contact the volunteer director in your branch.

Tracking of Volunteer hours of service

In order for us to have an accurate record of your volunteer time of service, we ask that you sign in and out each time you volunteer. Check with the Volunteer Director or department director to be sure your hours get recorded.

Safety

Safety and Health Rules

Volunteers are to observe all safety and health rules and use care to prevent accidents. The following list is not inclusive:

- Observe all hazard warning and no smoking signs.

- Use all safety equipment required for your assignment, including wearing appropriate personal protective equipment for eyes, face, head, hands, and other extremities.
- Know the location of fire/safety exits and evacuation procedures.
- Keep all aisles, walkways, working areas, and emergency equipment free of obstacles
- Refrain from running, fighting, horseplay, or distracting others.
- Please report any unsafe items to the closest YMCA staff person immediately.

Blood Borne Pathogens

The YMCA subscribes to the concept of “universal precautions,” which means that all human blood or other body fluids must be treated as if they were contagious.

Universal precautions mean that you are expected to use certain procedures and to use personal protective equipment when necessary. Depending on the length of time you are volunteering for, you may or may not have to attend these training courses.

Child Abuse Prevention Guidelines

A principle endeavor of the YMCA is to provide a healthy atmosphere for the growth and development of children. Thus, the mistreatment or neglect of children, and the resulting severe affects, is of primary concern to the YMCA. Child abuse is mistreatment or neglect of a child by parent(s) or others resulting in injury or harm. Abuse can lead to severe emotional, physical, and behavioral problems. Because of our concern for the welfare of children, the YMCA has developed policies, procedures and training to aid in the detection and prevention of child abuse. All volunteers 16 and older who are involved in areas that allow them regular access to children under the age of 18 must undergo an annual criminal and sexual offender’s background check. **Volunteers are required annually to complete the online Child Abuse Prevention training and review/sign the YMCA’s CAP policies and reporting procedures.**

Volunteer Code of Conduct

Misconduct

Volunteers are expected to behave in a manner that is consistent with the YMCA mission, values and goals. The YMCA does not tolerate misconduct. Some examples of misconduct include, but are not limited to:

- Discriminatory behavior or harassment.
- Child abuse, molestation, or indecent exposure.
- Failure to report arrest or criminal conviction.
- Mistreatment or neglect of members, guests or YMCA participants.
- Falsification of 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.
- Possessing, distributing or manufacturing controlled substances.
- Horseplay, unsafe or dangerous behavior.
- Violation of any stated rules or commonly accepted rules of responsible personal conduct.
- Conduct that does not support the stated purpose of the YMCA.
- Volunteers will refrain from intimate displays of affection towards others in the presence of children, parents, and other volunteers.
- Volunteers must appear clean, neat, and appropriately attired.
- Use of tobacco in the presence of children or parents is prohibited.
- Volunteers must be free of physical and psychological conditions that might adversely affect children's physical or mental health.
- Volunteers are not to transport children in their own vehicle.
- Volunteers will portray a positive role model for youth by maintaining an attitude of respect, loyalty, patience, courtesy, tact and maturity.
- Volunteers are discouraged from being alone with children they meet in YMCA programs outside of the YMCA. This includes babysitting, sleepovers, and inviting children to your home.

YMCA Information

Information regarding membership lists, participation fees, donors, financial aid, planning, medical conditions and other information is confidential and should be kept within the YMCA, and should be shared within the YMCA only with those who have a legitimate need to know, as determined by management.

Arrest & Criminal Conviction of a Volunteer

A volunteer is required to report an arrest or criminal conviction to the YMCA. The report should be made promptly, within 5 days of when the arrest or conviction occurred or prior to any additional volunteering, whichever comes first. The report should be made in writing to the YMCA branch executive and the volunteer director/coordinator, and include the exact charge or conviction, the location or court and the date of the arrest or conviction. Failure to report arrests or conviction as required will be considered misconduct and ground for dismissal.

The YMCA of Greater Charlotte has chosen not to accept court ordered community service. If you need hours to satisfy a judgment due to criminal offense please seek opportunities elsewhere.

Alcohol and Drugs

The YMCA is committed to maintaining an alcohol and drug- free environment. This is particularly important since many volunteers are responsible for the safety and welfare of children and youth. Therefore, the YMCA 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 any volunteer while volunteering for the YMCA, and/or while in any YMCA facility or vehicle.

Volunteer Rights and Responsibilities

Volunteer Rights

- To be treated as a partner and friend.
- To have a meaningful assignment with consideration for your individual interests, skills and life experiences.
- To be kept in the know about YMCA programs, policies, and people through frequent communications that may include conversations, meeting, memos, emails and newsletters.
- To receive thoughtfully planned and effectively presented orientation and training for your volunteer position.
- To continued education and training, including information about new developments and training for greater responsibility.
- To receive sound guidance and direction by someone who is experienced, well informed, patient and thoughtful and has time to invest in you as a volunteer.
- To be assured of accurate record keeping that includes hours of service, recognition received, and contributions and accomplishments.
- To be treated respectfully and to be given equal consideration for all volunteer assignments, regardless of age, income, disability, sex, background, or religion.
- To being offered a variety of experiences through promotions and or assignments of more responsibility, through transfer from one assignment to another, and through special assignments.
- To be heard, to have a part in planning, to feel free to make suggestions, and to have respect shown for an honest opinion.
- To be recognized in the form of promotion, awards, and simple day to day expressions of appreciation.
- To receive respect from YMCA Staff
- To enjoy a work environment that is energetic and conducive to work and fun.

Volunteer Responsibilities

- To have a heart in the interest of the kids, families, and communities the YMCA serves.
- To understand the YMCA mission and goals.
- To abide by the commitment that you make.
- To speak up, ask questions, and share ideas.
- To accept supervision, knowing that everyone is accountable to someone.
- To offer criticism constructively, seeking to understand before judging.
- To continue to grow and learn more about your volunteer task, the YMCA, and the YMCA way.
- To treat people with loving kindness and open communication, regardless of age, income, ability, background, sex or religion.
- To act as a responsible member of our YMCA family, learning the give and take necessary for the common good.
- To be a voice for the YMCA in your community and a voice for your community in the YMCA.
- To seek joy in your volunteer service. Having fun is an essential part of volunteering at the YMCA.

Communication

Complaints

If you have a complaint or problem at the YMCA, in most circumstances, the best course of action is to discuss the matter with your volunteer director/coordinator at the YMCA. If the volunteer director/coordinator is unable to resolve the matter to your satisfaction, you should discuss the matter with the Executive Director at your Branch.

Computer Software and Data Use

Laws about use of software are very strict. You may not copy YMCA software, or bring a copy of software from home or another place of business and place the software on a YMCA computer.

All data stored on YMCA hardware and drives, purchased by the YMCA of Greater Charlotte are the property of the YMCA and may not be used for personal reasons.

Voice Mail, E-mail, and Internet

Use of data sent and stored on YMCA computer and communications systems is the property of the YMCA. These systems include telephone, facsimile, voice mail, electronic mail, and internet systems. Messages sent, stored or printed on YMCA equipment is also the property of the YMCA. There can be no exceptions of privacy using these systems.

These systems are for business use. Examples of inappropriate use of these systems include the use of ethnic slurs, racial epithets, sexually explicit images, jokes, cartoons or anything that may be considered harassment. It is also inappropriate to use these systems for non-business information such as soliciting or proselytizing for commercial ventures, religious or political causes or other outside concerns.

Conflict of Interest

Volunteers are expected to refrain from giving the impression that the personal views and positions they express regarding economic, political or religious issues are those of the YMCA.

Volunteer Training

Training Programs

Many YMCA trainings, such as Child Abuse Prevention training, are required annually for volunteers, provided they are volunteering within the branch or a branch program or deemed necessary by the volunteer manager as necessary to the volunteers' YMCA responsibilities.

Volunteer Screening

Screening

Each program, administrative and support volunteer who is 16 years or older is required to complete a YMCA background screening on an annual basis and volunteer orientation prior to beginning their volunteer service with the YMCA. Our background screening includes a minimum of a criminal history check, social security trace and national sex offender search. Once you have been offered a position as a volunteer within the branch, the Volunteer Coordinator will send you the instructions and link to complete the online background check.