



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

eliminating racism
empowering women

ywca

STRENGTHENING COMMUNITY

Volunteer Handbook
Marshalltown YMCA-YWCA



Welcome to the Y

Thank you for your interest in volunteering with the Marshalltown YMCA-YWCA! We appreciate your time, talent and enthusiasm.

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

We've designed this handbook to provide you with a general source of information about the Marshalltown YMCA-YWCA and our Volunteer Program.

About US

We're for Healthy Living!

The Y brings families closer together, encourages good health and fosters connections through fitness, sports, fun and shared interests.

The mission of the YMCA is to put Christian principles into practice through programs that build healthy spirit, mind and body for all.

YWCA is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all.

We're not a health club, we're a health movement. The Y is an unparalleled cause for strengthening community, because we are the community. Together with you, your family and your neighbors, our movement strengthens Marshalltown and the surrounding communities through youth development, healthy living and social responsibility. We've done it for more than 100 years and we're determined to keep doing it.

The Y helps people of all ages and from all walks of life to learn, grow and thrive. Together we use our knowledge to develop stronger, more inclusive communities, provide support for people and families and to promote positive change overall. We're glad you're here!

Marshalltown YMCA-YWCA Diversity & Inclusion Statement

The Y is a diverse organization of people joined together by a shared commitment to ensure that everyone has the opportunity to learn, grow, and thrive. Ys are led by staff and volunteers who intentionally and continuously strive to promote an inclusive organizational culture that values

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diversity, strengthens inclusion, and builds global community in the Marshalltown area, the State of Iowa, the U.S. and abroad. By prioritizing diversity and inclusion, we seek to ensure that all segments of society have access to the Y and feel welcome and fully engaged as participants, members, staff, and volunteers. The Y is a force for building bridges among all people to advance our cause of strengthening community.

For more information on the national organizations, you may visit -

YMCA: www.ymca.net

YWCA: www.ywca.org

Volunteer Rights and Responsibilities

Volunteers are viewed as a valuable resource to the Marshalltown Y, its staff and its patrons. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as equal colleagues, the right to effective supervision, the right to full involvement and participation, and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties and assignments to the best of their ability and to remain loyal to the mission, goals and procedures of the Marshalltown YMCA-YWCA.

Volunteer Records

In order to keep your volunteer records current, you must notify your Y volunteer coordinator of changes to your name, address, phone number, email address, or emergency contact information.

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 Coordinator or department director to be sure your hours are accurately recorded.

Use of Supplies and Equipment

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

Unable to Volunteer

Volunteers must be capable to perform the volunteer duties. If you are unable to make a scheduled volunteer task time, please advise your department director at least 24 hours in advance.

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Dress Code

Dress code for volunteers varies for each Marshalltown Y program and from department to department. Your department director will provide you with the information you need. Volunteers must appear clean, neat, and appropriately attired.

Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information they are exposed to while serving as a volunteer, whether this information involves an individual staff, volunteer, member, program participant, or involves overall organization business. Failure to maintain confidentiality may result in termination of the volunteer's relationship with the Marshalltown Y or other corrective action.

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

Safety and Security

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 warnings 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 Marshalltown Y staff person immediately
- Understand and practice all program-specific risk management policies and procedures.

Blood Borne Pathogens

The Marshalltown Y 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. You are expected to use certain procedures and to use personal protective equipment when necessary. Dependent on your volunteer position and the length of time you are volunteering for, you may or may not be required to attend training courses.

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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 Marshalltown Y. We are not responsible for lost, damaged or stolen personal items.

Child Abuse Prevention Guidelines

A principle endeavor of the Marshalltown YMCA-YWCA 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 Marshalltown Y. 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 Marshalltown Y has developed policies, procedures and training to aid in the detection and prevention of child abuse. Volunteers are required to read and sign all policies related to identifying, reporting, and documenting child abuse as well as complete a child abuse prevention training as indicated by your coordinator depending on your assignment. Some of the guidelines you are expected to follow are:

- At all times avoid being alone with a single child where staff or other adults cannot observe you
- Children may not be disciplined by use of physical punishment or by failing to provide necessity of care
- Verbally, physically, sexually, or emotionally abusing or punishing children is not permitted
- Children should be released only to authorized persons
- Any information regarding abuse or potential abuse should be documented in writing and given to the site director or supervisor immediately
- At the first reasonable cause to believe that child abuse exists, it must be reported to your Marshalltown Y supervisor
- Volunteers are not allowed to be alone with children they meet in Marshalltown Y programs during or outside of the Y's facilities. This includes, but is not limited to, babysitting, sleepovers, inviting children to your home, and private lessons.
- In the event that the Marshalltown YMCA-YWCA has reason to believe that a volunteer abused a child, his or her conduct will be reported to the appropriate authorities, and the volunteer's involvement with the organization will be immediately terminated

Volunteer Screening and Training Requirements

Age Restrictions

The minimum age for a volunteer is 16 years old. Volunteers under the age of 18 must always be in the presence of at least one other Marshalltown YMCA-YWCA approved volunteer or staff person 18 years or older.

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Screening

Because the Marshalltown YMCA-YWCA strives to provide a safe environment for children and youth, the Marshalltown Y will require each new volunteer 18 or older to complete a background screening (First Advantage) prior to starting their volunteer service with the Marshalltown YMCA-YWCA. Volunteers under the age of 18 and over the age of 16 must provide the volunteer coordinator with three non-relative references in lieu of a background screening.

Volunteers who have not volunteered with the Marshalltown YMCA-YWCA in the past 24 months must complete a new volunteer application and may be subject to additional screenings and trainings.

Training

Each new program, administrative and support volunteer is required to complete the Marshalltown YMCA-YWCA Child Abuse Prevention approved training (Praesidium) within 1 week of volunteer placement. Safety trainings, including CPR, AED and First Aid may be required for volunteers in certain positions. If such certification is required, it is the volunteer's personal responsibility to complete all certifications and ensure that they remain current.

Volunteer Code of Conduct

As a Y volunteer, you pledge to:

1. Uphold the Y's values of caring, honesty, respect and responsibility.
2. Model the Y's values of caring, honesty, respect and responsibility for program participants. A the Y, all program participants are treated with fairness and equality regardless of sex, race/color, age, religion, national origin, veteran status, socio-economic status, ability/disability or other legally protected class.
3. Participate in program activities to the best of your ability as directed by Y staff.
4. Be an Ambassador of the Y and represent the Y with respect.
5. Abide to all the policies listed on this handbook.
6. Ensure the program participant's safety at all times.
7. Understand that volunteering at the Y carries an obligation to avoid situations that could produce a conflict of interest of the Y.
8. Perform your duties on a regularly scheduled and timely basis.
9. Ensure the program participant's safety at all times.
10. Understand that volunteering at the Y carries an obligation to avoid situations that could produce a conflict of interest of the Y.
11. Perform your duties on a regularly scheduled and timely basis.

Misconduct

Volunteers are expected to behave in a manner that is consistent with the Marshalltown YMCA-YWCA mission, values and goals. The Marshalltown YMCA-YWCA does not tolerate misconduct.

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Some examples of misconduct include, but are not limited to:

Arrest & Criminal Conviction of a Volunteer

A volunteer is required to report an arrest or criminal conviction to the Marshalltown YMCA-YWCA. 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 Marshalltown YMCA-YWCA Business Manager and CEO, 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.

A conviction does not automatically generate a rejection of the application- all cases are individually evaluated by CEO and Volunteer Coordinator.

Alcohol and Drugs

The Marshalltown YMCA-YWCA 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 Marshalltown 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 any volunteer while volunteering for the Marshalltown YMCA-YWCA, and/or while in any Marshalltown Y facility.

The purpose of these policies is to provide overall guidance, structure and direction to volunteers and staff throughout the volunteer process. This Code of Conduct does not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The Y reserves the right to change the Code of Conduct at any time and to expect adherence to the changed policy.

DISCLOSURE

[IMPORTANT -- PLEASE READ CAREFULLY BEFORE SIGNING AUTHORIZATION]

DISCLOSURE REGARDING BACKGROUND INVESTIGATION

The Marshalltown YMCA-YWCA ("the Company") may obtain information about you for employment purposes from a third party consumer reporting agency. Thus, you may be the subject of a "consumer report" and/or an "investigative consumer report" which may include information about your character, general reputation, personal characteristics, and/or mode of living, and which can involve personal interviews with sources such as your neighbors, friends, or associates. These reports may contain information regarding your credit history, criminal history, social security verification, motor vehicle records ("driving records"), verification of your education or employment history, or other background checks. Credit history will only be requested where such information is related to the duties and responsibilities of the position for which you are applying. You have the right, upon written request made within a reasonable time after receipt of this notice, to request disclosure of the nature and scope of any investigative consumer report and a copy of any report about you. Please be advised that the nature and scope of the most common form of investigative consumer report obtained with regard to applicants for employment is an investigation into your education and/or employment history conducted by First Advantage Background Services Corp. ("First Advantage"), P.O. Box 105292, Atlanta, GA 30348, 1-800-845-6004. The scope of this notice and authorization is all-encompassing, however, allowing the Company to obtain from any outside organization all manners of consumer reports and investigative consumer reports now and throughout the course of your employment to the extent permitted by law. As a result, you should carefully consider whether to exercise your right to request disclosure of the nature and scope of any investigative consumer report.

