



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

CAMP FOSTER YMCA, INC. (YMCA OF THE OKOBOJIS)

VOLUNTEER HANDBOOK

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

The Y strengthens the foundations of a community by focusing on youth development, healthy living, and social responsibility. We believe that lasting personal and social change can only come about when we all work together to invest in our kids, our health, and our neighbors.

NATIONAL DIVERSITY AND INCLUSION STATEMENT OUR COMMITMENT TO INCLUSION:

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 that everyone, regardless of ability, age, cultural background, ethnicity, faith, gender, gender identity, ideology, income, national origin, race or sexual orientation has the opportunity to reach their full potential with dignity. Our core values are caring, honesty, respect and responsibility – they guide everything we do.

Volunteer Positions & Requirements

The YMCA of the Okobojis has a wide range of volunteer positions available in organization.

Member Services

Community Table

Fundraising

Special Events

Camp Foster YMCA

Youth Sports

Youth/Teen Recreation

Active Older Adults

Family Programming

Childcare Facility Services

Aquatics

Health & Fitness

Reading Buddies

To start your volunteer experience with Camp Foster YMCA, Inc. / The YMCA of the Okobojis, a volunteer application needs to be submitted, you must pass a background check, and complete Child Abuse Recognition & Prevention online training.

Volunteer Handbook – Conduct & Ethics

Code of Conduct

By volunteering with us, you have a responsibility to the YMCA and to your fellow volunteers to adhere to certain rules of behavior and conduct while at YMCA facilities, programs or Y sponsored events. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand the conduct that is expected and necessary. When each person is aware that she/he can fully depend upon fellow volunteers to follow the rules of conduct, our organization will be a better place to work for everyone.

The YMCA's Code of Conduct does not permit language or action that can hurt or frighten another person or that falls below a generally accepted standard of conduct.

This includes:

- Refusal to conform to policies, rules, regulations, directives, or requests of the YMCA employees, or agents of the YMCA.
- Appropriate attire must be worn at all times.
- Angry or vulgar language including swearing, name calling or shouting.
- Physical contact with another person in an angry or threatening way.
- Any demonstration of sexual activity or contact with another person.
- Harassment or intimidation by words, gestures, body language or any other menacing behavior.
- Theft or behavior that results in the destruction of property.
- Carrying or concealing any weapons, devices or objects that may be used as weapons.
- Using or possessing illegal chemicals on or in YMCA property.
- Using or possessing alcohol on or in YMCA property, not in association with a YMCA sponsored event where approved.
- Any other conduct of an inappropriate, threatening or offensive nature.

The YMCA facility and grounds are tobacco and electronic cigarette-free.

Bullying

Our organization will not tolerate the mistreatment or abuse of one consumer by another consumer. Bullying is aggressive behavior that is intentional, is repeated over time, and involves an imbalance of power or strength. Bullying can take on various forms including:

1. Physical bullying – when one person engages in physical force against another person, such as by hitting, punching, pushing, kicking, pinching, or restraining another.
2. Verbal bullying – when someone uses their words to hurt another, such as by belittling or calling another hurtful name.
3. Nonverbal or relational bullying – when one person manipulates a relationship or desired relationship to harm another person. This includes social exclusion,

friendship manipulation, or gossip. This type of bullying also includes intimidating another person by using gestures.

4. Cyberbullying – the intentional and overt act of aggression toward another person by way of any technological tool, such as email, instant messages, text messages, digital pictures or images, or website postings (including blogs).

Cyberbullying can involve:

1. Sending mean, vulgar, or threatening messages or images.
2. Posting sensitive, private information about another person.
3. Pretending to be someone else in order to make that person look bad; and
4. Intentionally excluding someone from an online group.
5. Hazing – an activity expected of someone joining or participating in a group that humiliates, degrades, abuses, or endangers that person regardless of that person's willingness to participate.
6. Sexualized bullying – when bullying involves behaviors that are sexual in nature. Examples of sexualized bullying behaviors include sexting, bullying that involves exposures of private body parts, and verbal bullying involving sexualized language or innuendos.

Anyone who sees an act of bullying, and who then encourages it, is engaging in bullying. This policy applies to all participants, employees, and volunteers.

Alcohol, Drugs, and Tobacco Prohibited

To protect youth, families, members, staff, and volunteers, the use, sale, manufacture, or possession of alcohol or non-prescribed drugs is prohibited in any Y workplace including, but not limited to:

- any Y facility,
- property owned by the Y or used to run Y programs,
- YMCA rented, leased, or owned vehicles, or
- while conducting Y business.

A volunteer may not report to work under the influence of alcohol or non-prescribed drugs. Additionally, alcoholic beverages and non-prescribed drugs are not permitted in Y facilities or on Y property, except for specific YMCA sponsored events where alcohol is approved. A volunteer using prescription drugs that may affect their job responsibilities (example, the use of drugs that induce feelings of sleepiness) should discuss the restrictions with their supervisor prior to their shift.

Appropriate and Inappropriate Physical Contact

Our organization's physical contact policy promotes a positive, nurturing environment while protecting participants, employees and volunteers. Our organization encourages appropriate physical contact with participants and prohibits inappropriate displays of physical contact. Any inappropriate physical contact by employees or volunteers towards participants in the organization's programs will result in disciplinary action, up to and including termination of employment/volunteer status.

The organization's policies for appropriate and inappropriate physical interactions include but are not limited to:

Appropriate Physical Interactions

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

- Pats on the shoulder or back
- Handshakes
- High-fives and hand slapping
- 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 areas or while one-on-one
- Wrestling – Outside of instructed program
- Piggyback rides
- Tickling
- Allowing a participant to cling to an employee's or volunteer's leg
- Allowing participants, older than kindergarten, to sit on an employee or volunteer's lap
- Any type of massage given by or to a participant outside of accepted and documented medical treatment
- Any form of affection that is unwanted by the participant or the employee or volunteer
- Touching bottom, chest, or genital areas that is outside authorized and documented personal care assistance

Appropriate and Inappropriate Verbal Interactions

Volunteers are prohibited from speaking to participants in a way that is, or could be construed by any observer, as harsh, coercive, threatening, intimidating, shaming, derogatory, demeaning, or humiliating. Volunteers must not initiate sexually oriented conversations with participants. Volunteers are not permitted to discuss their own sexual activities with participants.

Our organization's policies for appropriate and inappropriate verbal interactions include but are not limited to:

Appropriate Verbal Interactions

- Positive reinforcement
- Appropriate jokes
- Encouragement
- Praise
- Strength-based conversations
- Self-disclosure as a supervised therapeutic tool by licensed clinicians, medical professionals, and pastoral counseling

Inappropriate Verbal Interactions

- Name-calling
- Discussing sexual encounters or in any way involving participants in the personal problems or issues of employees and volunteers
- Secrets
- Cursing
- Off-color or sexual jokes
- Shaming, belittling

- Oversharing personal history
- Derogatory remarks
- Harsh language that may frighten, threaten or humiliate participants
- Derogatory remarks about the participant or his/her family
- Compliments relating to physique or body development

Personal Relationships

Personal relationships between participants are encouraged at an age appropriate level. However, our organization strongly discourages romantic relationships between participants while in programming. Participants are not permitted to hold hands, sit on others' laps, use full-frontal hugs, or kiss other participants while in programming.

There should never be, under any condition, a romantic or otherwise personal relationship between a participant and an employee or volunteer.

One-on-one Interactions

Most abuse occurs when an adult is alone with a participant, or when a participant is alone with another participant. Our organization aims to eliminate or reduce these situations and prohibits private one-on-one interactions unless approved in advance by the organization administration. If you observe one-on-one interactions between employees and participants, you should report this to the YMCA of the Okobojis CEO, currently Andrew Fisher, or call 712-336-9622.

Sex Offender Policy

The Y is the nation's leading nonprofit strengthening communities through youth development, healthy living and social responsibility. Important to this effort is our ability to provide a safe and threat-free environment. For this reason, the Y monitors sexual offender registries. Persons on the registry and known to be on the registry will not be eligible for YMCA participation, membership, employment or attendance at any YMCA of the Okobojis related function or facilities and will be asked to leave.

Child Abuse Prevention

A foundational commitment of the Y is to provide a healthy atmosphere for the growth and development of children. Thus, child abuse, and the resulting severe effects, are of primary concern to the Y. Because of our concern for the welfare of children, the Y has developed standards, guidelines, and training to aid in the detection and prevention of child abuse. In addition, volunteer background checks are conducted, and volunteers who have contact with children receive training in recognizing, reporting, and preventing child abuse. Some of the guidelines for volunteers include but are not limited to:

1. At no time during a Y program may a volunteer be alone with a single child where he or she cannot be observed by others. Volunteer should position themselves in such a way that other staff can see them.
2. Children attending YMCA programs may not be left unsupervised.
 - a. Volunteer must escort child to YMCA staff to help locate guardian.

3. Volunteers shall not abuse or mistreat children in any way, including
 - physical abuse—striking, spanking, shaking, slapping, and so on;
 - verbal abuse—humiliating, degrading, threatening, and so on;
 - sexual abuse—touching or speaking inappropriately;
 - mental abuse—shaming, withholding kindness, being cruel, and so on; and
 - neglect—withholding food, water, or basic care.No type of child abuse will be tolerated. Any abuse by a volunteer will result in disciplinary action, up to and including termination.
4. Volunteers may not transport children in their own vehicles without parental consent.
5. Profanity, inappropriate jokes, displays of intimate affection, sharing intimate details of one's personal life, and any kind of harassment in the presence of children, parents, volunteers, or other staff is prohibited.
6. Outside of the Y, volunteer may not be alone with children whom they meet in Y programs. This includes, but is not limited to, babysitting, without CEO approval, sleepovers, driving or riding in cars, and inviting children to their homes.
7. Volunteer may not single out children for favored attention and may not give gifts to youth or their parents.
8. Program rules and boundaries must be followed, including appropriate touch guidelines. Children may be informed, in an age-appropriate manner, of their right to set their own "touching" limits for personal safety.
9. Children may not be disciplined by use of physical punishment or by failing to provide the necessities of care.
10. Volunteers are to immediately report to their supervisor or next level of supervision anyone who violates any of these child abuse prevention rules.
11. Volunteers are required to read and sign all policies related to identifying, documenting, and reporting child abuse and to attend trainings on the subject, as instructed by management.
12. Volunteers are required to fully cooperate with any investigation by the Y, any law enforcement agency or any other authorized outside agency. Failure to do so is considered misconduct and will result in termination of volunteer status.

Mandatory Reporting Requirements for Volunteers

All volunteers must follow state specific mandatory reporting requirements.

Volunteers must be trained to be aware of and understand their legal and ethical obligation to recognize and report suspicions of mistreatment and abuse.

Volunteers will:

1. Be familiar with the symptoms of abuse and neglect, including physical, sexual, verbal, and emotional abuse;
2. Know and follow the organization policies and procedures that protect against abuse;

3. Report suspected abuse or neglect to the appropriate authorities as required by state mandated reporter laws; and
 4. Follow up to ensure that appropriate action has been taken.
- Volunteers will read and sign the Code of Conduct documenting volunteer's understanding of the legal and ethical duty to report suspected mistreatment or abuse.

Volunteer Handbook – Safety

Insurance

The Bedell Family YMCA does not carry health or accident insurance on each of its members or program participants. Every person enrolled in any class or working out on their own should make provisions with their family health insurance provider. Participants are required to pay all expenses incurred from their participation in YMCA activities. Everyone is strongly encouraged to have his/her physician's approval before beginning an exercise program. The YMCA assumes no responsibility for injuries or loss of personal property while at the facility.

Reporting

Because our organization is dedicated to maintaining zero tolerance for abuse, it is imperative that everyone, including participants, actively participate in the protection of participants. In the event that participants observe any suspicious or inappropriate behaviors and/or policy violations on the part of other employees, volunteers, or other participants, it is their personal responsibility to immediately report their observations. Remember, at our organization, the policies apply to everyone.

Volunteer Handbook - Communication

Electronic Communication with Youth Participants

The Y takes very seriously its obligation to protect children. Y volunteers should not have contact or communication with minors (under age 18) who participate in Y programs outside of Y work time. With today's electronic communication options (e-mail, text messages, blogging, social networking sites) it is more important than ever that all volunteers understand the Y's policy on such contact or communication in order to protect youth, staff, and volunteers. For purposes of this policy, a "youth" or "child" is anyone under eighteen (18) years of age who participates in Y programs or whom a Y volunteer has met through Y programs.

- Volunteers shall not initiate personal phone calls with or receive personal phone calls from youth. A call is considered "personal" if it does not involve both a Y phone and Y-specific subject matter. When volunteers receive calls from youth on non-Y phones and/or regarding a non-Y subject, this must be documented and reported to a supervisor.

- Text messaging with youth is not permitted. If a volunteer receives a text message from a youth, a supervisor must immediately be made aware.
- Volunteers must not share any personal e-mail addresses or instant message names or nicknames with youth. Volunteers should not initiate or respond to e-mail or instant messages from youth while using any personal (non-Y) connection to the Internet.
- Use of social networking sites to communicate with youth is only permitted if done through a Y-sponsored or approved site. No personal blog or social networking site should be used. Any website or blog maintained by a volunteer should not have pictures of or make reference to any youth, and volunteers should not request or accept to be linked as "friends" or connections with youth via social networking sites.

Volunteers violating this policy or using electronic communication systems improperly are subject to disciplinary action, up to and including removal of volunteer status. Volunteers using Y electronic communication systems for defamatory, illegal, or fraudulent purposes also are subject to potential civil liability and/or criminal prosecution.

Volunteer Concerns

The Y has an open communication policy and welcomes any suggestions, questions, or concerns about your job, your working conditions, or the treatment you are receiving as a volunteer. Your suggestions for improving the Y are always welcome. Your questions and concerns are also of interest to management.

To utilize the open communication policy regarding concerns, problems, or complaints, we ask that you communicate first to your program supervisor, following the steps below. Note that your confidentiality will be maintained to the extent possible.

1. Bring your concern to the attention of your immediate supervisor, who will investigate and provide a solution or explanation. If the problem is not, or you believe cannot be, resolved with your supervisor, you may ask the next level of supervision to review the problem with all appropriate parties. It is preferable to put your concerns in writing.
2. If the problem is still not resolved, you may refer it to the Human Resource Department.
3. If a complaint is not reasonably resolved through the previous steps, you may take it to the CEO, who will reasonably work to resolve the matter. The decision of this individual regarding the resolution of the complaint is final and cannot be appealed.

Whistleblower

The Y is committed to the highest ethical standards and to providing the best possible working conditions. Y volunteers are encouraged to report orally or in writing to the Human Resources Department (or an alternate line of authority as described below) any evidence of activity by a Y department, employee, member, or board member that may constitute

- instances of fraud,
- unethical business conduct,
- violations of state or federal law, or
- substantial and specific danger to an employee's or the public's health and safety.

Any Y volunteer who in "good faith" reports such incidents as described above, will be protected from threats of retaliation, discharge, or other types of discrimination including, but not limited to, loss of compensation or terms and conditions of employment that are directly related to the disclosure of such reports. In addition, no volunteer may be adversely affected because s/he refused to carry out a directive that, in fact, constitutes fraud or is a violation of state or federal law.

Any volunteer who wants to report evidence of alleged improper activity, as described above, should contact his/her supervisor or the supervisor's manager. If the employee is not satisfied with the supervisor's or manager's response, or is uncomfortable for any reason addressing such concerns to their supervisor or their supervisor's manager, the volunteer is encouraged to mail their report to a member of the Y's executive management team (i.e., CEO or CFO) or its Executive Committee Chair. Reports should be mailed to 1900 41st Street, Spirit Lake, IA 51360.

Retaliation against any individual who makes such a bona fide report is prohibited.

Volunteer Handbook Acknowledgement

My signature below signifies that I have received a copy of the Camp Foster YMCA, Inc. (YMCA of the Okobojs) Volunteer Handbook. As a volunteer of Camp Foster YMCA, Inc. (YMCA of the Okobojs), I agree to abide by the policies outlined in the Handbook. Furthermore, I understand that I am not an employee of Camp Foster YMCA, Inc. (YMCA of the Okobojs) and am not entitled to the benefits afforded employees of Camp Foster YMCA, Inc. (YMCA of the Okobojs). My intent is to render my services to Camp Foster YMCA, Inc. (YMCA of the Okobojs) voluntarily. I understand that I will not be compensated for these services nor do I expect to be monetarily compensated for services performed on behalf of Camp Foster YMCA, Inc. (YMCA of the Okobojs).

Date _____

Printed Name _____

Signature _____