



A LEGACY OF VOLUNTEERISM

Volunteer Handbook

YMCA OF CENTRAL FLORIDA

Andrew Young, from the YMCA's Seven R's of Volunteer Development

"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."

Section 1: Welcome to the YMCA

Welcome to the YMCA of Central Florida. We're glad you are volunteering with us! We have designed this volunteer handbook to provide our volunteers with a general source of information about the Y.

Section 2: About the YMCA

MISSION

The purpose of the YMCA of Central Florida is to improve the lives of all in Central Florida by connecting individuals, families, and communities with opportunities based on Christian values that strengthen Spirit, Mind, and Body.

VALUES

We are guided by our five core values of caring, honesty, respect, responsibility, and faith. We believe strongly in our mission to promote and model these character-building values in all that we do.

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 1885 the Orlando YMCA, now known as the YMCA of Central Florida, was founded. The YMCA of Central Florida has expanded into over five counties and offers variety of programs.

Section 3: 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 Central Florida.

Volunteers shall be recruited without regard to race, color, religion, gender, national origin, age, marital status, sexual orientation, disability, military/veteran status or any other status protected by Federal or State law. There can be no expectation that employment or special consideration for employment will result from volunteer service. Volunteers may apply for open paid positions by looking for employment opportunities on the YMCA of Central Florida website: www.ymcacentralflorida.org.

Volunteer service is at the will of the YMCA and may be ended at any time for any or no reason. To avoid misunderstanding, volunteers may not work in an employed position in the same capacity (or similar capacity) to their volunteer responsibilities. This applies to all Family Centers within the YMCA of Central Florida.

Volunteers must be at least 14 years of age to participate in YMCA of Central Florida activities and programs.

VOLUNTEER ROLES

According to the volunteer “capacity” as outlined in the definitions below, types of applications and screenings may vary by volunteer type in addition to specific education or training requirements for clearance.

- **Family Center Operations/Program Volunteers**
 - Family Center Operations/Program Volunteers are defined as volunteers who work directly with staff and members, guests, visitors or program participants within a specific Family Center. All Family Center Operations/Program Volunteers are designated under a specific volunteer duty as outlined in the YMCA of Central Florida Volunteer Manual and their responsibilities include and/or are limited to the duties as outlined in the accepted job descriptions with a Family Center leader designated as responsible for oversight and tracking of volunteer hours.
 - All Family Center Operations/Program Volunteers must be level one background screened and complete child abuse prevention education annually.
 - Any Family Center Operations/Program Volunteers working in the area of sports including volunteer sport coach, volunteer assistant sport coach or volunteer sport assistant must be level one background screened, complete child abuse prevention education and concussion education prior annually.
- **Service Project Volunteers**
 - Service Project Volunteers are defined as volunteers who work directly through our Community Outreach program on a one day or time limited basis to accomplish a defined project. All service projects must be presented and approved through senior leadership.
 - All Service Project Volunteers must complete the appropriate application and waivers as well as be screened against the Florida Department of Law Enforcement Sexual Offender Registry at a minimum. Other requirements for screening or education/training could be imposed by senior leadership if deemed necessary.
 - Clearance to participate as a service project volunteer is specific only to the project applying for. If a service project volunteer desires to volunteer for additional service projects, the volunteer must complete an application specific for the project.
- **Campaign Volunteers**
 - Campaign Volunteers are defined as volunteers who work with Y staff on one of the various phases of either the Annual Support Campaign or a Capital Campaign.
 - Campaign Volunteers must complete the appropriate application and be screened against the Florida Department of Law Enforcement Sexual Offender Registry. All screenings are valid for one year only.
- **Special Event Volunteers**
 - Special Event Volunteers are defined as volunteers who work with Y staff on a specific special event in a one time, well-defined capacity. Special Event Volunteers cannot work in any capacity without direct oversight from Y staff.
 - Special Event Volunteers must complete the appropriate application and be screened against the Florida Department of Law Enforcement Sexual Offender Registry.

- Clearance to participate as a special event volunteer is specific only to the project applying for. If a special event volunteer desires to volunteer for additional service projects, the volunteer must complete an application specific for the project.
- **Leadership Advisory Volunteers (Volunteer Board or Committee Members)**
 - Leadership Advisory Volunteers are defined as volunteers who have been selected and agreed to serve on a volunteer Board or volunteer committee related to the operations of the YMCA of Central Florida.
 - Leadership Advisory Volunteers must complete the appropriate application and be screened against the Florida Department of Law Enforcement Sexual Offender Registry annually.

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.

VOLUNTEER BENEFITS

Volunteering is a demonstration of caring for others and is the heart of the YMCA. The YMCA offers volunteers a chance to improve the lives of children and families and to make communities stronger. Through their YMCA experience, volunteers build new relationships, develop more self-confidence and gain new skills. By giving their time to benefit others, volunteers also give themselves the opportunity to learn, grow and have fun.

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. Contact your local YMCA family center or the YMCA Association Office at 407-896-9220 for more information.

COURT ORDERED COMMUNITY SERVICE

The YMCA of Central Florida does not accept or authorize court ordered community service. If you need hours to satisfy a judgment due to a criminal offense, please seek opportunities elsewhere.

Section 4: Safety

SCREENING

All volunteers 18 years of age and older are required to complete a background check on an annual basis. Volunteers are also required to complete orientation prior to beginning their volunteer service with the YMCA. Our background screening includes a minimum of a local, state, and federal criminal history check, social security trace and national sex offender search.

Once you have been offered a position as a volunteer within the family center, you will receive instructions on completing and authorizing the online background check. Refusal to complete the appropriate screenings can result in elimination of your volunteer position.

PERSONAL PROPERTY

The YMCA is not responsible for lost, damaged or stolen personal property while participating in volunteer activities. 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.

Volunteers may not give members or program participants rides in their personal vehicles, at any time. Any form of transportation to events or programs must be coordinated through the YMCA of Central Florida.

BLOODBORNE 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:

1. NO Inappropriate Touch
2. No Inappropriate Language
3. NO Alone Time
4. NO Favoritism
5. NO Outside Contact

The YMCA expects all volunteers to follow the appropriate reporting procedures regarding information of abuse or suspected abuse/neglect. Suspected abuse should be reported to the Department of Children and Families:

Call Abuse Hotline: 1-800-962-2873

Report Online: <https://reportabuse.dcf.state.fl.us/>

Fax Report: 800-914-0004

Volunteers are required to complete Child Abuse Prevention training and review/sign the YMCA's CAP policies and reporting procedures annually, prior to their service.

ARREST AND CRIMINAL CONVICTION

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 Director and/or Executive Director, which includes: 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 Central Florida has chosen not to accept court ordered community service. If you need hours to satisfy a judgment due to a 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.

Section 5: Code of Conduct

We expect persons using the YMCA to act maturely, to behave responsibly, and to respect the rights and dignity of others. The actions listed below, which are not intended to be an all-inclusive list of behaviors, are considered inappropriate and are prohibited in our facilities or programs:

- Using or possessing alcohol or illegal drugs on YMCA property, in YMCA vehicles or facilities, or at YMCA-sponsored programs
- Smoking on YMCA property – all of our YMCA buildings and grounds are smoke-free environments; there are designated locations for smoking outdoors
- Carrying or concealing a weapon or any device or object that may be used as a weapon
- Harassment or intimidation by words, gestures, body language, or any type of menacing behavior
- Physical contact with another person in an angry, aggressive, or threatening way
- Verbally abusive behavior, including profanity, angry language, swearing, name-calling, or shouting
- Sexually explicit conversation or behavior; any sexual contact with another person
- Inappropriate, immodest, or sexually revealing attire
- Theft or behavior that results in the destruction or loss of property
- Loitering within facilities or on the grounds of the YMCA after being requested to depart the YMCA's property
- Use of social networking websites in a manner that is contrary to the YMCA's mission, is detrimental to the community, or is in violation of the law

The YMCA reserves the right to do background checks on its members as well as screening for sex offenders. Moreover, The YMCA reserves the right to deny access to any person who has:

- Violated the Code of Conduct
- Has been accused or convicted of any crime involving sexual abuse
- Is a registered sex offender
- Habitually or excessively uses narcotics or dangerous drugs
- Has ever been convicted of any offense relating to the use, sale, possession, or transportation of narcotics or habit forming and/or dangerous drugs
- Continuously or excessively uses intoxicating beverages

Anyone who feels that this Code of Conduct is being violated should immediately report the behavior to a staff person on duty. YMCA staff members are eager to be of assistance. Please notify a staff member if assistance is needed.

Section 6: Rights and Responsibilities

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

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

Section 7: Communication

TRAINING PROGRAMS

YMCA trainings, such as Child Abuse Prevention, are required annually for volunteers. Additional training may be required depending on the volunteer position, provided the individual is still volunteering at a family center and/or program.

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.

YMCA INFORMATION, SUPPLIES, AND EQUIPMENT

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, client, or other person or involves overall agency business. Failure to maintain confidentiality may result in termination of the volunteer's relationship with the YMCA of Central Florida or other corrective action.

Specified volunteer roles shall not receive access to information such as membership lists, participation fees, donors, financial aid, planning, medical conditions, etc. This information is confidential and should be kept by YMCA staff or a designated volunteer position.

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.

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 Central Florida 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, voicemail, 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.