



Dear Gaston County Family YMCA Volunteer:

Thank you for committing your time and special talents to the Gaston County Family YMCA. Volunteers are key to the success of the programs offered at the YMCA.

Staff members depend on the extra hands you bring to the various tasks you perform. You will bring added value to your area of interest and help make each special event a little more special. The children and adults that participate in our programs and services will look to you as a model and someone who can provide guidance to them. Your presence says you care about your YMCA!

Thank you for helping the Gaston County Family YMCA 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.

Relax and enjoy your time at the YMCA and be assured that you are valuable to the YMCA and greatly appreciated by staff and members.

Sincerely,

Chase Nichols

Chase Nichols
Volunteer Coordinator
Gaston County Family YMCA

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The Gaston County Family YMCA Volunteer Handbook

The benefits of volunteering with the Gaston County Family YMCA are endless. It gives volunteers a chance to improve the lives of children and families and to make our community stronger.

The Gaston County Family YMCA 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 YMCA 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.

For more information about the volunteer program at the Gaston County Family YMCA please contact Chase Nichols at 704-865-8551 ext 119 or at cnichols@gastonymca.org

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The Gaston County Family YMCA Volunteer Handbook

"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 from the YMCA's *Seven R's of Volunteer Development*.

Welcome to the YMCA

Welcome to the Gaston County Family YMCA. 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 Gaston County Family YMCA.

About the YMCA

2.1 Mission

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

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

2.2 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. In child care, the gym, at day camp, at the membership desk 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.

2.3 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. . By the early 1900s, the YMCA began serving boys and older men, as well as young men. In 1958 the Gaston County Family YMCA was founded

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.

Volunteering

Because Gaston County Family YMCA strives to provide a safe environment for children and youth, the YMCA requires all volunteers to under go a criminal background check.

3.1 Volunteerism

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 Gaston County Family YMCA.

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.

3.2 Age Restrictions

Volunteers between the ages of 15 to 18 may volunteer 3 times a week for not more than 4 hours at a time

Volunteers over the age of 18 may volunteer for as many days a week as they wish, for as long as they wish.

3.3 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.

3.4 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.

We Build People Program 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. We Build People Program applications are available at the membership desk or online at

www.gastonymca.org.

3.5 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.

3.6 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.

3.7 Unable to Volunteer

If you are unable to make a scheduled volunteer task time, please advise the department director where you will be volunteering directly. The Gaston County Family 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.

3.8 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.

3.9 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

4.1 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.

4.2 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. Dependant on the length of time you are volunteering for, you may or may not have to attend these certification courses.

4.3 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 who are involved in areas that allow them regular access to children under the age of 16 must undergo a criminal and sexual offender's background check. **Volunteers are required to read and sign all policies related to identifying, reporting, and documenting child abuse.**

Some of the guidelines you are expected to follow are:

- At all possible times avoid being alone with a single child where staff or other adults cannot observe you.
- Dating a program participant under age 18 is not allowed.
- 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 may be informed in a manner that is age- appropriate to the group of their right to set their own "touching" limits.
- Children should be released only to authorized persons.
- Any information regarding abuse or potential abuse should be documented in writing.
- At the first reasonable cause to believe that child abuse exists, it should be reported to your YMCA supervisor or branch executive.
- In the event that the YMCA 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 YMCA involvement will be ended.

To avoid being suspected of abuse, please observe the following guidelines:

- Young children will always be supervised by two staff members or with a volunteer and a staff member in bathrooms, locker rooms, and shower areas.
- If a child is injured and requires first aid, he/she will be examined by at least 2 adults.
- Children may not be touched in areas of their bodies that would be covered by swimming suits.
- Program volunteers should be alert to the physical and emotional state of all children each time they report for a program and indicate in writing any signs of injury or suspected abuse.

Volunteer Code of Conduct

5.1 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.

5.2 Y M C A 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.

5.3 Arrest & Criminal Conviction of a Volunteer

A volunteer is required to report an arrest or criminal conviction to the YMCA, when the volunteer's activities at the YMCA involve children less than 16 years of age. 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.

5.4 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 & Responsibilities

6.1 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 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.

6.2 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

7.1 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.

7.2 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 computer disks and magnetic media purchased by the Gaston County Family YMCA are the property of the YMCA and may not be used for personal reasons.

7.3 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.

7.4 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

8.1 Orientation and Training Programs

Each new program, administrative and support volunteer is required to complete a YMCA volunteer orientation before beginning volunteer service with the YMCA.

Many YMCA training events, such as Child Abuse Prevention training, may be required for volunteers, provided that it is related to the volunteers' YMCA responsibilities. Dependent on the length of time you are volunteering for, you may or may not be required to attend these certifications, please see your volunteer director for clarification.

Volunteer Application Form

Branch: (please check one) Central Stowe Cherryville South Metro

Name: _____ Telephone: (home) _____
Address: _____ (work) _____
Sex: Male Female

Personal Information (optional)

Age: _____ Marital Status: _____ Highest Year Completed In School: _____
Place of Employment: _____ Occupation: _____
Address: _____ City: _____ Zip: _____
School: _____ Current Grade In School: _____
Teacher/Advisor: _____ Telephone Number: _____
Do you have any children involved in the YMCA programs? Yes No
Ages of the children involved in YMCA programs _____ Boys _____ Girls

Volunteer Background

- In what areas of the YMCA would you like to volunteer? (Check all that apply)

<input type="checkbox"/> Members Services	<input type="checkbox"/> Teens	<input type="checkbox"/> Sports
<input type="checkbox"/> Fund-Raising	<input type="checkbox"/> Mentoring	<input type="checkbox"/> Coaching
<input type="checkbox"/> Administration	<input type="checkbox"/> After School	<input type="checkbox"/> Assistant Coach
<input type="checkbox"/> Filing	<input type="checkbox"/> Homework Tutor	<input type="checkbox"/> Referee
<input type="checkbox"/> Typing	<input type="checkbox"/> Crafts	<input type="checkbox"/> Team Parent
<input type="checkbox"/> Special Event	<input type="checkbox"/> Focus Group	<input type="checkbox"/> Wellness/Fitness
<input type="checkbox"/> Committee/Board Work	<input type="checkbox"/> Aquatics	
- When are you available to volunteer? (Check all that apply)
 Anytime Weekdays Weeknights Weekends
- What age group do you prefer to work with? (Check all that apply)
 Anyone 1-5 year olds 6-12 year olds Teens
 Adults Active Older Adults Special Populations
- Describe any volunteer work, other experience, interest, training, or honors received in connection with your service to any organization which you consider relevant to your ability to perform this volunteer position.

- Why do you want to volunteer at the YMCA? _____

6. List all current special license(s), permit(s), certification(s), and level or credited hours you may hold. (CPR/First Aid, Lifeguard, etc)

<u>Type</u>	<u>Level</u>	<u>Expiration Date</u>
_____	_____	_____
_____	_____	_____

7. Please list the name, address, and telephone number of two people who you would like for us to contact as personal references.

Name: _____ Address: _____ Phone #: _____
Name: _____ Address: _____ Phone #: _____

8. I certify that all information on this application is true. I understand that any false statements or withheld information on my part will be the reason to disqualify me as a volunteer. I give my permission to the Director of the program to contact the references I have listed. I also understand that as a volunteer for the Gaston County Family YMCA I am subject to random criminal background checks. I have completed the criminal background form (included in this packet) and have returned it to the appropriate YMCA Director.
9. I understand that it is this YMCA's policy to secure conviction only criminal history information as a part of the screening process for volunteers. I have provided the following information for the sole purpose of the YMCA's obtaining a conviction only criminal history file search. I understand that the Gaston County Family YMCA does not condone child abusers and that the Gaston County Family YMCA will be seeking information in my background related to child abuse.

Name: (first, middle, and last) _____
Names previously used/name before marriage: _____
Birthday: _____ Sex: _____ Male _____ Female _____
Social Security Number: _____
Drivers License Number: _____

10. I understand that volunteering at the Gaston County Family YMCA in no way allows me special privileges. I agree to follow all policies and procedures set forth by the YMCA. I agree to attend specialized training in the areas of my volunteering. I am aware that reference checks and criminal back ground checks will be made before I am permitted to volunteer.

Signature _____ Date _____

Signature of Parent (if under 15 years old)

****** A PHOTO ID IS REQUIRED IN ORDER TO PARTICIPATE IN THE YMCA VOLUNTEER PROGRAM******

YMCA Mission Statement:

“To put Christian principals into practice through programs that build healthy spirit, mind, and body for all.”



Tracers Information Specialists, Inc.

NAME (First, Middle, Last) _____ Gender Male / Female

MAIDEN NAME (If applicable) _____

CURRENT ADDRESS _____ HOW LONG? _____

CITY, STATE, ZIP: _____

1ST PREVIOUS ADDRESS _____ HOW LONG? _____

CITY, STATE, ZIP: _____

APPLICANT SOCIAL SECURITY NUMBER: ____ - ____ - ____ DATE OF BIRTH __/__/__

DRIVER'S LICENSE # AND STATE ISSUED: _____

APPLICANT AUTHORIZATION

I hereby authorize Tracers Information Specialist, Inc to prepare a TRACERSINFO report that will include my present and previous employment information including salary as well as work performance. I also authorize Tracers Information Specialist to verify my past and present driving records, education records, credit history, and professional credentials. I further authorize Tracers Information Specialist to perform a criminal records search.

I understand that Tracers Information Specialist does not guarantee the accuracy or timeliness of the information obtained from other sources and that Tracers Information Specialist will not be liable for any inaccuracy in the information obtained from other sources that include in the TRACERSINFO report.

Further, I authorize my current and former employers, as well as other organization to provide such information to Tracers Information Specialist and I hereby release and hold harmless Tracers Information Specialist, my current and former employers, as well as other organizations who have provided information connected with my TRACERSINFO report.

CONSUMER DISCLOSURE

I understand that a pre-employment consumer report (TRACERSINFO) may be obtained from the Tracers Information Specialist, Inc for employment purposes.

_____/_____/_____
APPLICANTS SIGNATURE **DATE**

California, Minnesota & Oklahoma residents only:

I want to receive a free copy of any Consumer Report, Investigative Consumer Report, or Credit Report on me that is required. Yes No

For GA Criminal Searches Only (Must Check One) Employment w/ Mentally Disable (Code M) Employment w/ Elder People (Code N) Employment w/ Children (Code W) None Apply

Company Name: _____ **Requestor:** _____

Criminal Records Credit Report (Personal) Motor Vehicle Record FACIS (Healthcare Only)

SS Number & Name Verification/Address Search Criminal (Where?) 1. _____

2. _____ 3. _____

Employment 1. _____ 2. _____ 3. _____

Professional License Verification: _____ Education Verification _____

All About Me

Name: _____

My Birthday: _____

If I had a \$ 1 I would buy? _____

My favorite candy? _____

My favorite store is? _____

My favorite food is? _____

My favorite color is? _____