



# The Family YMCA Volunteer Application Form

Name \_\_\_\_\_ Email \_\_\_\_\_

Street Address \_\_\_\_\_ City/State \_\_\_\_\_ Zip Code \_\_\_\_\_ Phone \_\_\_\_\_

Position(s) for which you are volunteering? \_\_\_\_\_

Why do you want to serve as a volunteer?

What special skills do you bring to this position?

Please list your chief hobbies or interests:

Do you have any of the following?

	Certifying Body	Expiration Date
First Aid Certification		
CPR/AED Certification		
Other Certification(s)		

Have you ever been refused participation as a volunteer or employee for a youth serving program?

Yes / No \_\_\_\_\_

Except for minor traffic violation, have you ever been convicted of any violation of the law?

Yes / No \_\_\_\_\_ If "Yes" please explain below. A "Yes" answer does not necessarily preclude volunteering.

Please provide us with 2 character/ professional references (if applying to volunteer with youth, at least one should be a reference who has experience/knowledge of your previous work with youth activities).

Reference Name	Phone	Email

I understand that as a condition of volunteering, The Family YMCA and its assigned agencies will conduct a criminal background/sex offender check on me, which may include a review of criminal records maintained by

government agencies. I understand that my position is dependent upon receiving no inappropriate information on my background check. I am subject to suspension by the YMCA at any time in the event of inappropriate behavior as outlined in the Code of Conduct. I attest that the facts set forth in my application are true and complete. I understand that if engaged, false statements on this application will be considered sufficient cause for dismissal.

I understand that I will be required to take training (online or in person) about Child Abuse Prevention and Reporting. Participation in this training, or an equivalent, will be required of all staff and volunteers at The Family YMCA on an annual basis.

Applicant Signature \_\_\_\_\_ Date \_\_\_\_\_

# The Family YMCA

## Volunteer Handbook



**FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

**August 2024**

## OUR BRAND PROMISE

The Y is a powerful association of men, women and children of all ages and from all walks of life joined together by a shared passion: to strengthen the foundations of community. With a commitment to nurturing the potential of kids, promoting healthy living and fostering a sense of social responsibility, the Y ensures every individual has access to the essentials needed to learn, grow and thrive. Anchored in more than 10,000 neighborhoods around the country, the Y has the long-standing relationships and physical presence to not just promise but to deliver lasting personal and social change.

## OUR VALUES

Our core values unite us as a movement with a common cause. They are the shared beliefs and essential principles that guide our behavior, interactions with each other and decision-making. The four values of the Y are:

- Caring is accepting others. It is being compassionate, generous, sensitive and thoughtful.
- Honesty is shown through integrity, fairness and sincerity in words and deeds. It is being trustworthy and trustful.
- Respect is acknowledging the inherent worth in oneself and others. It is treating others fairly and justly.
- Responsibility is being accountable for one's behavior, obligations and actions. It is doing what is right.

## OUR VOICE

We use the word "voice" to describe the way our brand looks and sounds. The following terms describe the tone of all our communications, including verbal:

- Determined
- Nurturing
- Genuine
- Hopeful
- Welcoming

TABLE OF CONTENTS

<b>Volunteer General Information</b>	<b>3</b>
<b>Code of Conduct</b>	<b>6</b>
<b>The Family YMCA Child Protection Policies</b>	<b>8</b>
<b>High Risk Activity Management and Procedures</b>	<b>10</b>
<b>Child Abuse Reporting Procedures</b>	<b>14</b>
<b>Child Protection Procedures for Sports</b>	<b>15</b>
<b>Volunteer Training</b>	<b>17</b>
<b>Coaching Contract</b>	<b>18</b>
<b>Acknowledgement Form</b>	<b>19</b>

# Volunteer general information

Volunteers are the backbone of the Y. Volunteers not only founded the Y, 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 Y programs.

The Y 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 Family YMCA.

## **Volunteer Records**

In order to keep your volunteer records current, you should notify the supervisor of the department you are volunteering in of changes to your name, address, phone number, email address or emergency contact information.

## **Background Screening**

Because the Y strives to provide a safe environment for children and youth, volunteers are required to authorize a background screening.

## **Arrest & Criminal Conviction of a Volunteer**

A volunteer is required to report an arrest or criminal conviction to the Y. The report should be made promptly: within 5 days of the arrest or conviction or prior to any additional volunteering, whichever comes first. The report must be made in writing to the department supervisor, HR Specialist and the CEO. The report must 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 grounds for termination of volunteer services.

## **Photo Release**

During your volunteer work with the Y, any photos taken of you may be used in future promotional materials.

## **Benefits**

Financial assistance is available to volunteers who may find it difficult to pay our standard membership and program fees. We provide subsidies based on income and individual need. Applications are available at member services.

The Y does not provide insurance or related benefits to volunteers. The Y does not offer free memberships to volunteers. Volunteers may not trade their time for free or reduced cost in program participation.

## **Use of Supplies and Equipment**

Supplies and equipment, including copy machines and postage meters, are for YMCA business use only.

## **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.

The Y is not responsible for lost or stolen items.

## **Missing a Shift**

If you are unable to make a scheduled volunteer time, please advise your department director asap. If you cannot reach your department director, please notify another appropriate administrator.

## **Tracking of Volunteer Hours of Service**

In order to keep an accurate record of your volunteer time of service, you must report your time to the department supervisor each time you volunteer. Check with your supervisor for appropriate forms to record your hours. <https://forms.gle/TosQbf4DfPy85epB6>

## **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 Y and must not be shared.

## **SUBSTANCE/ ALCOHOL ABUSE**

It is the policy of The Family YMCA to ensure a healthy and safe environment free from substance use/abuse within the programs, activities, and premises of the YMCA in accordance with its mission statement to promote wellness in spirit, mind and body. The possession, use, manufacturing, or distribution of alcohol and illegal drugs and the illegal possession, use, or distribution of prescription drugs within the programs, activities and premises of The Family YMCA, and other facilities where YMCA programs are held, will not be tolerated. Illegal actions will be reported to the Los Alamos Police Department and to the offices of Drug Enforcement.

Off-the-job illegal drug activity or alcohol abuse could have an adverse effect on a volunteer's job performance and could jeopardize the safety of other employees, volunteers, the public, association equipment, and the YMCA's relations with the public, and therefore, will not be tolerated. Under no circumstance should any of our volunteers possess, use, manufacture, or distribute illegal drugs outside of work hours. Under no circumstance should any of our volunteers be illegally using or illegally under the influence of alcohol. Volunteers who violate this policy are subject to disciplinary action, including dismissal.

Each individual associated with The Family YMCA will assume personal responsibility for his/her own actions. Anyone with knowledge of illegal possession, use, manufacturing, or distribution of illegal drugs or alcohol within YMCA programs, activities, and/or premises is to report the facts of the case to his/her department supervisor or Human Resources, respecting the confidentiality of that communication.

A "zero tolerance" attitude will be enforced. Final decision as to the actions taken based upon the facts of each individual case rests with the President of the Board of Directors and the CEO of The Family YMCA. Any employee may be requested to be tested for substance or alcohol abuse. Results of these tests will be shared with the appropriate YMCA staff and may be used to determine employment/volunteering or continued employment/volunteering.

Volunteers suspected of involvement in substance abuse will be relieved of their volunteer duties until official determination of involvement has been completed.

## **DRESS CODE AND PERSONAL APPEARANCE**

Volunteers should wear appropriate nametags and uniforms (if issued). All volunteers should observe good personal hygiene practices at all times and should endeavor to present a neat, clean, and well-groomed appearance while working. Volunteers are expected to wear clothing appropriate for their work assignment. Excessive tattoos and those not conforming to the Y's mission and values must be covered up. In some cases and work environments, a volunteer may be asked to remove piercings. Y Volunteer attire may not be worn while participating in political activity or behavior that is inconsistent with the Y's values and standards.

## **HARASSMENT**

It is the policy of the Y to expressly forbid any forms of harassment of volunteers and employees. The term "harassment" may include, but is not limited to slurs, jokes, and other verbal, graphic or physical conduct which relate to an individual's race, color, gender, religion, national origin, citizenship, sexual orientation, age or disability. The Y will not tolerate harassment of any Y volunteer or employee by anyone, including any supervisor, volunteer, staff, vendor, or member.

Sexual harassment consists of unwelcome sexual advances, requests for sexual favors and other verbal and physical conduct of a sexual nature when (1) submission to such conduct is made either explicitly a term or condition of an individual's employment/volunteering; (2) submission to or rejection of such conduct by an individual is used as the basis for an employment/volunteering decision affecting such individual, or (3) such conduct has the purpose or effect of unreasonably interfering with the individual's work performance or creating an intimidating, hostile or offensive working environment. Subjecting employees to unwelcome sexual conduct as a condition of their employment/volunteering is prohibited by Title VII of the 1964 Civil Rights Act.

Examples of conduct that may constitute sexual harassment include, but are not limited to explicit sexual propositions, sexual innuendoes, suggestive comments, sexually oriented kidding or teasing, telling sexually oriented jokes, making sexually offensive remarks or engaging in unwanted sexual teasing, subjecting another employee to pressure for dates, making sexual advances or engaging in unwelcome touching such as patting, hugging, pinching or brushing against another person.

All Y employees and volunteers are responsible for helping to ensure that our workplace is free from harassment. Any Y employee or volunteer who believes that he or she has been subjected to harassment by anyone, including supervisors, co-workers, vendors, members, volunteers or visitors are required to bring the matter to the attention of his or her department supervisor, the CEO and HR so that we may investigate and deal with the issue. Employees and volunteers can raise concerns and make reports without fear of reprisal. The Y will investigate all complaints and will endeavor to handle these matters expeditiously, confidentially and in a professional manner so as to protect the offended individual.

Confidentiality will be maintained insofar as practical. If an investigation confirms that any harassment has occurred, corrective action will be taken and disciplinary measures instituted, as appropriate, up to, and including immediate termination of employment/volunteering.

The Y forbids retaliation against anyone who has reported harassment and any such instances will be deemed extremely serious. Any volunteer who is found to have retaliated against an individual reporting an instance of harassment shall be disciplined and is subject to immediate termination of their volunteer services.

### **SMOKING/TOBACCO/VAPING**

The Y provides a tobacco, smoke and vapor-free environment. Smoking, vaping or tobacco use (including chewing tobacco) of any kind is prohibited in any Y facility, program, vehicle, or on any Y property.

### **SOCIAL MEDIA**

Social media includes all forms of public, web-based communication and expression that bring people together by making it easy to publish content to many audiences. This can include, but is not limited to: Facebook, LinkedIn, Twitter, Myspace, Wiki sites, blogging, IM'ing and email.

#### **Discussing the YMCA on Social Media**

While your free time is generally not subject to any restrictions by the Y, the Y urges all volunteers not to post information regarding the Y, their jobs, or other employees, guests, customers, or volunteers which could lead to Code of Conduct violation in the workplace or detrimentally affect the Y's image, business, or its employees, members, guests, and volunteers.

#### **Legal and Media Inquiries**

Any media or legal inquiries that may come to you through a social media site, or via any other communication such as email or telephone call, regarding the YMCA must be referred to the CEO.



# Y code of conduct

**“Staff” refers to employees and volunteers of The Family YMCA: staff, instructors, board members, coaches, assistants, instructor aides, substitutes and volunteers. “Participants” refers to all members, program participants, community service workers, non-Y maintenance and construction workers, guests and visitors.**

1. Staff will interact with participants and other staff with respect and consideration, treating everyone equally regardless of sex, race, religion, culture, or sexual orientation/identification or disabilities. The Family Y is an equal opportunity employer and supervisors will not discriminate when hiring staff.
2. Staff will portray a positive role model and act in a caring, honest, respectful and responsible manner, maintaining an attitude of patience, courtesy, tact and maturity.
3. While the Y does not discriminate against an individual’s lifestyle, it does require that staff abide by the standards of conduct set forth by the Y in the performance of their job.
4. Staff will appear clean, neat, and appropriately attired.
5. Staff will report to work on time as scheduled or notify their supervisor.
6. Staff will properly record hours worked and turn in timesheets when due.
7. Staff will not falsify any Y records.
8. Staff will carry out job assignments and follow supervisors’ instructions.
9. Staff will not discuss confidential matters with anyone outside of the Y or with unauthorized employees. Lists of participants, confidential materials, and restricted information will not be removed from the facility or discussed with or shown to anyone under any circumstances without authorization.
10. Staff will not gossip in the workplace.
11. Staff will not carry weapons on Y property or into Y programs.
12. Staff will not steal, or attempt to steal Y, members, participants, or staff property.
13. Staff will not intentionally destroy Y property or property where Y programs are held, or advocate or participate in unlawful seizure of Y property or property where Y programs are held.
14. Staff will not be on Y property during closed hours without authorization from the executive director.
15. Staff will not use the Internet inappropriately and will comply with related policies as stated in the Employee Handbook.
16. Staff will notify the Y of a conviction or arrest.
17. Staff will not use profanity, abusive language; tell inappropriate jokes, or share intimate details of personal life in front of members, participants or other staff.
18. Staff will not smoke, vape or use tobacco in the presence of participants. Smoking or vaping in and around the Y facility and programs is prohibited.
19. Never report to work under the influence of alcohol, intoxicants or drugs. The possession, use, manufacturing, or distribution of illegal drugs, alcohol and/or prescription drugs within the programs, activities and premises of The Family Y, and other facilities where Y programs are held is prohibited. Off-the-job illegal drug activity, as described above, or alcohol abuse, including illegal alcohol use, will not be tolerated.
20. Staff will refrain from intimate displays of affection towards others during working hours.
21. Staff will not engage in sexual, religious, racial, ethnic, or any other kind of harassment towards members, participants, or other staff.

22. Staff will not abuse participants or other staff in any of the following manners: physical abuse – striking, spanking, shaking, slapping; verbal abuse – humiliating, degrading, threatening; sexual abuse – inappropriate touching or verbal exchange, molestation, indecent exposure; mental abuse – shaming, withholding love, cruelty; neglect – withholding food, water, basic care, etc. Any type of abuse will not be tolerated and may be cause for immediate dismissal.
23. Staff will respect participants’ rights not to be touched in ways that make them feel uncomfortable. Other than diapering, staff will not touch areas of participants’ bodies that would be covered by a bathing suit.
24. Staff will read and sign all policies related to preventing, identifying, documenting, and reporting child abuse, and attend training as instructed by a supervisor
25. Staff ages 18 and over will not date participants ages 17 and under.
26. Staff will not transport participants ages 17 and under in their own vehicles.
27. Staff will comply with organizational policies regarding electronic communication and social media with participants. Any electronic communication with participants under the age of 18 will be copied to or include at least one other staff member or parent of the minor.
28. Staff ages 18 and over will not be alone with participants ages 17 and under outside of the Y. This includes babysitting, sleepovers, and inviting youth to staff’s home. Staff ages 17 and under will not be alone with participants ages 12 and under outside of the Y. Any exceptions require a written explanation before the fact and are subject to administrative approval.
29. Staff will never leave participants ages 12 and under unsupervised.
30. At no time during a Y program will Y staff age 18 and over be alone with a participant age 17 and under. At no time will any Y staff be alone with a participant 12 and under. In the case where this kind of one-on-one interaction is unavoidable, staff will strictly adhere to the High Risk Activity Management guidelines on one-to-one interactions.
31. If working with children, staff must use positive techniques of guidance, including redirection, positive reinforcement and encouragement rather than criticism, competition and comparison. Staff will have age-appropriate expectations and set up or follow guidelines that minimize the need for confrontation or discipline. Physical restraint is used only in pre-determined situations (i.e. necessary to protect someone from harm) and must be documented in writing.
32. The organization will not tolerate the mistreatment or abuse of one participant by another participant. In addition, our organization will not tolerate any behavior that is classified under the definition of bullying, and to the extent that such actions are disruptive, we will take steps needed to eliminate such behavior. Anyone who sees an act of bullying, and who then encourages it, is engaging in bullying. This policy applies to all consumers, employees, and volunteers.
33. If working with children, staff will conduct a health check of each participant each day, noting any fever, bumps, bruises, burns, etc. Questions or comments will be addressed to the participant or the participant’s parent/guardian in a non-threatening manner. Any questionable marks or responses will be documented.
34. If working with children, staff will not release youth ages 12 and under to anyone other than an authorized individual on file with the Y.
35. If working with children, staff will conduct or supervise private activities for participants, such as diapering, putting on bathing suits, taking showers, etc., in pairs. When this is not feasible, staff will be positioned so they are visible to others.

I understand the above list is illustrative of the type of conduct that is expected, but not inclusive of all conduct that is not tolerated. The Employee Handbook provides further guidance of rules and regulations. I understand that any violation of this Code of Conduct may result in termination.

# The Family YMCA Child Protection Policies

**“Staff” refers to employees, instructors, board members, coaches, assistants, instructor aides, substitutes and volunteers at The Family YMCA. “Participants” refers to all members, program participants, punch card users, community service workers, non-Y maintenance and construction workers, guests and visitors.**

- 1) All staff must read and sign where required all policy and procedure documents related to Child Protection including: Code of Conduct, Child Protection Policies, Child Abuse Reporting Procedures, Parent Statement of Understanding and High Risk Activity Management.
- 2) All staff 18 or over, working with participants under the age of 18, must undergo a criminal background check.
- 3) All staff must complete child abuse prevention training annually. Program directors must maintain a training record of their staff. HR and CEO will review directors’ records annually to assure compliance. Training will include review of current policies and procedures as well as, current materials on the prevention and response to: youth to youth sexual activity and adult to child sexual activity or abuse, in addition to reviewing all policies and procedures. Staff working with participants ages 12 and under must attend additional department specific trainings each year, as requested by their program director training each year.
- 4) All staff must wear an ID provided by the Y, which must be returned upon termination.
- 5) Program directors or front desk staff must have parents/guardians of participants ages 12 and under read and sign the “Parent Statement of Understanding” form, to be returned and filed with the child’s records.
- 6) All participants or their parent/guardian will be required to show photo identification the first time they register for a program. Verification of participants will be annotated in the Y’s computer system.
- 7) All staff and participants entering the facility must scan a membership card, wear a staff badge, or sign in and out at the front desk. Parent/ guardian may sign in for youth ages 12 and under.
- 8) Instructors/coaches at off-site programs must determine why any unknown individuals are present at the program. Valid reasons for being present include observing the program with an interest in registering (should not observe more than once) or individuals working without disrupting the class (i.e. PTO preparing for a school bake sale). Los Alamos Public Schools employees may be present at the program site if their presence is necessitated by their duties for LAPS; however, they may not be involved or engaged with Y program participants other than to exchange a brief greeting.

- 9) All participants ages 12 and under working out in the facility must be under the direct supervision of an accompanying adult (age 18 or over). Program participants ages 10 and under must be escorted to and from the program location by an authorized individual and checked in with the instructor/coach. Program participants ages 11 and 12 must be escorted to and from the program location by an authorized individual and checked in with the instructor/coach or have a signed "Walking Permission" form on file with the child's records. A copy of the form will be kept by the instructor/coach.
- a. Authorized individuals will be recorded on a registration form or liability waiver, to be kept with the child's file and the instructor/coach.
  - b. Authorized individuals that leave a program after checking in a child age 12 and under must sign out the child with the instructor/coach when picking him/her up at the conclusion of the program. Authorized individuals must present a photo ID to the instructor/coach in order to sign out the child, until the individual is known to the instructor/coach.
  - c. Authorized individuals that remain during a program, or who are enrolled in the same program with a child ages 12 and under do not have to sign out the child with the instructor/coach.
  - d. Attendance sheets must be kept for all youth ages 12 and under, and must be returned to the program director.
  - e. Instructors/coaches at off-site programs must keep a record of attendance for all participants for all class meetings/programs/practices to be turned in to program director.
  - f. Participants ages 11 and 12 may sign themselves in and out of programs ONLY if a "Walking Permission" form for the program is on file. The form states that a parent/guardian allows the participant to walk to and from the program by him/herself.
  - g. Participants ages 10 and under who are not escorted by an authorized individual, and participants ages 11 and 12 that are not escorted by an authorized individual or do not have a "Walking Permission" form on file will not be allowed entry or to participate in programs after a warning. Questions/concerns regarding participants not allowed into programs will be referred to program directors.
  - h. Youth ages 12 and under participating in off-site programs must be signed in and out with the instructor/coach by authorized individual, unless authorized individual remains for the duration of the program/class/practice or is also a participant, or a child ages 10 or 11 has a "Walking Permission" form on file.
- 10) Program participants ages 12 and under must notify instructor/coach if he/she needs to use the restroom. If authorized individual is present and observing or participating, authorized individual must accompany child to the restroom. If authorized individual is not present, then instructor/coach must keep track of time the child is gone. If the child has not returned in an appropriate amount of time, then instructor/coach must check on the child, or send an authorized individual (participating parent/guardian, assistant) to check on child.
- 11) Instructors/coaches at off-site must follow training protocol for restrooms for those ages 12 and under: restrooms should be checked/cleared, parent or volunteer should accompany 1-3 children and stand in doorway to wait for children, but if it is impossible to chaperone children, 3 children should be sent with instructions to hurry and stay together.
- 12) Registered and/or convicted sex offenders are not allowed employment/volunteering, membership, participation in programs, entry onto Y property, or to loiter in the vicinity of programs and activities.

Revised 9-2023

# High Risk Activity Management and Procedures

## One-on-One Interactions Between Employees, Volunteers, and Participants

While The Family YMCA does not allow one-on-one interactions under ordinary programming structure, we acknowledge they may occur as part of this organization's programming in unavoidable circumstances or pre-authorized situations. The purpose of this policy is to ensure the organization clearly communicates expectations for employees and volunteers and gives examples of appropriate behavior when one-on-one interactions absolutely need to occur. In those situations where one-on-one interactions are authorized or unavoidable, employees and volunteers should observe the following guidelines to limit the risk of abuse or false allegations of abuse:

- Meet participants in or move to a public place where you are in full view of others.
- Avoid physical affection during one-on-one interactions. If unavoidable, ensure physical and verbal interactions align with this organization's established policies and are limited to the task at hand.
- If meeting in a room or office, leave the door open or move to an area that can be easily observed by others.
- Inform other employees and volunteers that you are alone with a participant and encourage them to randomly drop in or pass by the interaction.
- To the extent possible, ensure one-on-one interactions occurring behind closed doors are scheduled in advance or are communicated with the supervisor.
- Ensure one-on-one interactions are documented, especially if behind closed doors. Keep documentation of these meetings (such as in shared calendar, case notes, etc.).
- Document and immediately report any unusual incidents, including disclosures of abuse or maltreatment, behavior problems and how they were handled, injuries, or any interactions that might be misinterpreted.

## Supervising and Monitoring Bathroom and Shower Procedures

Bathrooms are high risk locations for sexual activity between participants, and adult offenders can use the privacy afforded in bathrooms and during shower time to abuse a participant. Consequently, bathrooms and shower time require close monitoring, and these practices must be carefully managed. Shower time also presents increased risk, because participants may be nude or partially nude and participants may engage in horseplay. When supervising bathroom use, adult employees and volunteers should first quickly scan the bathroom before allowing participants to enter to ensure the bathroom is vacant.

## For Group Bathroom Breaks

- Require employees and volunteers to take groups of two or more participants to the bathroom – following the "rule of three" or more.
- If the bathroom only has one stall, only one participant should enter the bathroom while the others wait outside with the employee or volunteer.
- If there are multiple stalls, only send in as many participants as there are stalls available for use.
- Minimize participants of different ages using the bathroom at the same time.
- Require employee to stand outside the bathroom door but remain within earshot.

## For single use restrooms:

- Require participants to ask permission to use the bathroom.
- Require all employees to frequently check bathrooms.
- Require all managers and/or on-duty supervisors to frequently check bathrooms and ensure employees are monitoring bathrooms correctly and at the established intervals.

For shower time:

- Only one participant can be in a shower stall at any given time.
- If there are multiple stalls, only send in as many participants as there are stalls.
- Ensure shower doors/curtains do not extend all the way to the ground so employee and volunteers can easily glance into the bathroom to see how many feet are in each shower stall.
- Require employee and volunteers to stand outside the shower area but remain within earshot.
- Prohibit employees and volunteers from using the bathroom at the same time as participants.
- When necessary to assist young participants in the stalls, employees and volunteers will keep the stall door open.
- Participants who require assistance with personal care activities should have this noted within their file and include the level of assistance necessary.
- Employees and volunteers who are authorized to provide assistance with personal care activities need specific training on appropriate diapering and toileting procedures.

#### Monitoring Locker Rooms and Changing Areas

Locker rooms and changing areas are high-risk locations for sexual activity between participants, and adult offenders can use the privacy afforded in locker rooms to abuse a participant. Consequently, locker rooms require close and regular monitoring, and these practices must be carefully managed. Locker rooms also present increased risk, because participants and adults may be nude or partially nude and participants may engage in horseplay.

Our locker room and changing areas procedures:

- Require employees and volunteers to stand within earshot of locker room when in use by participants.
- Require employees to intermittently & briefly check the locker room so users know the locker room is monitored.
- Encourage employees to provide participants with a strict time limit of how long they can be in the locker room to limit opportunity for inappropriate interactions and activities.
- Discourage the use of locker rooms by participants of different ages at the same time.
- Prohibit the use of locker room horseplay such as towel snapping.
- When possible, arrange lockers to minimize unnecessary privacy.
- Require all employees (including maintenance) and volunteers to also watch for suspicious or inappropriate locker room conduct.

#### Supervising Playground and Recreational Activities

Playgrounds and recreational activities can allow mixed age groups of participants to have access to one another and create increased opportunities for inappropriate interactions between participants. Employees and volunteers can become distracted by a participant who does not behave properly in less structured situations. They may get involved in conversations with each other or step away to tend to personal business, such as phone calls. Playgrounds may have blind spots or equipment which obstruct supervision.

To reduce risk, procedures for playgrounds and recreational activities require:

- Minimum employee/volunteer to participant ratios, which should mirror other activity ratios and consider: age and number of participants present; special or unique participant needs; type of structures and equipment and the number of distinct activities occurring simultaneously;
- Size and configuration of playground/recreation area, i.e. barriers to supervision, whether physical boundaries like fences exist, geography and location, whether other outside groups will also be present. Definition of specific authorized areas and boundaries, including: if and how outside groups can be cleared from activity areas during programming; if outside groups or mixed ages are using facilities at the same time, delineate boundaries so that different groups do not intermix.
- Specific instructions on how to monitor barriers to supervision (such as storage sheds, playhouses, tunnels, and shrubs): identify in advance any blind spots or equipment that obstruct line of sight supervision and designate them off limits or plan regular walk throughs of those areas; station employees and volunteers near playground equipment such as tunnels and slides in order to reduce the appearance of privacy.
- Employees and volunteers assigned to specific areas to supervise, i.e. zone monitoring: ensures recreation supervisors are adequately spaced around the whole area; they should continuously move within their assigned zone; position them around the

perimeter of the recreation area to ensure ample supervision and that children remain in approved spaces.

- Active supervision: o employees and volunteers should position themselves to be able to see and hear all participants to whom they are assigned; anticipate what participants will do and redirect when necessary; listen and notice changes in sound or absence thereof, remain engaged with participants rather than socializing with other employees/volunteers.
- Reviewing boundaries and rules with participants prior to the activity, including that they are to remain in line of sight of employees and volunteers at all times and how to report inappropriate behaviors.
- Specific bathroom procedures to be defined, ensuring there are enough supervisors to maintain ratios at all times.
- Employees and volunteers periodically scan and conduct name to face roll calls for each age group and whenever moving from one activity or space to another.
- Prohibiting employees and volunteers using cell phones for personal business.
- Means of communicating with other recreation supervisors, including inside employees if possible, so they can get assistance when needed without exceeding ratios.
- An emergency plan for responding to incidents.
- Supervisors conduct periodic check-ins and assessments of the activity period and of the entire activity area.

### Transportation Activities and Transporting Participants

General guidelines:

- Require written parent/guardian permission from all participants on the trip. Employees take these permission forms and medical releases with them on the trip.
- Supervisors should provide advance approval for any long-distance or overnight trips.
- Use the “rule of three” when transporting participants: At least two employees must transport a single participant, or at least two participants must be present if transported by a single employee.
- Require employees to have a list of the participants on the trip. The employees take roll when boarding the bus, when leaving the bus, periodically throughout the trip, and then again when boarding the bus.
- Specify employee-to-participant ratios. When possible, do not count the driver in the supervision ratio.
- Employees will sit in seats that permit maximum supervision. Employees should not share seats with participants.
- Consider structures around seating assignments such age, staff separation, and gender. Discourage mixed age groups or developmental levels from sitting together. When possible, high-risk participants are seated by themselves or in close proximity to an employee.
- Prohibit drivers from making unauthorized stops.
- Participants may not be brought to the employee’s home or the home of any employee’s family member.
- Where applicable, require employees to document the beginning and ending time of the trip and the mileage, names of the participants being transported, other employees and volunteers who are involved in transportation, purpose of the transportation, and the destination.
- Require documentation of any unusual occurrences.

When public transportation is used (in addition to the transportation procedures listed above):

- Participants should remain in one area of the bus/train, if possible.
- Employees and volunteers that are assigned to a group should remain with that group.
- When transporting participants overnight, employees must remain awake.

When transporting participants in employee personal vehicles (in addition to procedures listed above):

- Employees must notify supervisors of all transportation activities.
- Employees must follow established organization policies on physical interactions with participants while in vehicles.
- When possible, employees should avoid engaging in sensitive conversations with participants.

### Transition and Free Times for Employees and Volunteers

Transition time and free times can be the busiest part of programming at an organization. Participants rely on the practical supervision techniques of employees and volunteers to help keep participants safe as they move around. Below are sample procedures organizations can implement in their programs to ensure safeguarding is always at the forefront. Transition time and free time procedures:

- Require participants to remain in line of sight of employees and volunteers at all times.
- Specify the employee-to-participant ratio.
- Specify narrow authorized areas in the program areas.
- Ensure that all employees and volunteers are assigned specific areas or groups to supervise (“zone monitoring”).
- Follow established organization bathroom policies and procedures.
- Require periodic attendance checks for each age group.
- Require supervisors to conduct periodic check-ins and sweeps of the entire activity area.
- Allow use of a cell phone or two-way radio as an alternative form of communication to be used during an emergency.

I understand the above list of procedures is to be adhered to in the different areas of high risk activities.

Revised 9-2023



# Child abuse reporting procedures

- The YMCA advocates a guidance and discipline policy with an emphasis on positive reinforcement, redirection, prevention, and the development of self-discipline. At no time will the following disciplinary techniques be tolerated: striking, biting, kicking, squeezing, shaming, withholding food or restroom privileges, confining children in small locked rooms, or verbal or emotional abuse.
- Affectionate touch and the warm feelings it brings is an important factor in helping a child grow into a loving and peaceful adult. However, YMCA staff and volunteers need to be sensitive to each person's needs (i.e., not everyone wants to be hugged). The YMCA encourages age appropriate touch that helps children develop feelings of trust, security and self-esteem; however, at the same time it prohibits inappropriate touching initiated by an adult for the adult's gratification or any other means of sexually exploiting children.
- In the event there is an accusation of child abuse, the YMCA will take prompt and immediate action.
- The YMCA is mandated by state law to report any suspected cases of child abuse or neglect to the appropriate authorities for investigation. If abuse is reported to staff or volunteers, or probable cause for abuse is discerned, the program director will be immediately notified. If the program director is not available, an appropriate administrator will be notified. The program director (or administrator) will then review the incident with the CEO. This review cannot in any way deter the reporting of child abuse by the mandated reporters. Most states mandate each teacher/coach or childcare provider to report information they have learned regarding suspected child abuse. In most states, mandated reporters are granted immunity from prosecution.
- The YMCA will file a report in accordance with relevant state or local child abuse reporting requirements and will cooperate to the extent of the law with any legal authority involved.
- In the event the reported incident(s) involve staff or volunteers, the CEO will, without exception, suspend the staff member(s) or volunteer(s) from the YMCA.
- The parents or legal guardian of the child(ren) involved in the alleged incident will be promptly notified in accordance with directions of the relevant state or local agency.
- The incident or alleged offense will be considered job-related whether or not it takes place on YMCA property or during a program because of the youth-involved nature of the YMCA.
- Reinstatement of the staff member or volunteer will occur only after all allegations have been cleared to the satisfaction of the program director (or administrator), and CEO.
- YMCA staff must be sensitive to the need for confidentiality in handling information and should only discuss the incident with the program director (or administrator), and CEO.
- CONTACT W/ PROGRAM PARTICIPANTS, MEMBERS AND GUESTS WHO ARE MINORS (under the age of 18)
- Volunteers are prohibited from contacting program participants, members or guests who are minors (under the age of 18) during the volunteer's personal time or outside of YMCA duties. Prohibited contact
- Includes, but is not limited to, babysitting, coaching, tutoring, telephone and electronic communication (including texting, emailing, Facebook, Twitter, Instagram, etc.), dating, attending movies, parties, sporting events, transporting a minor in a non-Y vehicle or visiting any residences. Such activities are outside of the scope of a volunteer's duties with the Y. If a volunteer is contacted by a minor participant, it is the volunteer's responsibility to contact his/her department supervisor or Human Resources immediately.
- Volunteers shall not provide care (baby-sit) or instruction or develop or maintain relationships with any children or families they meet through Y programs. If a relationship develops or the volunteer has a pre-existing relationship, i.e., for babysitting, notify your department supervisor or Human Resources of the relationship. If the relationship is permitted to continue the family will be required to sign a form acknowledging the family's pre-existing relationship with the volunteer and relieving the Y of any responsibility for the actions of the volunteer with regard to that relationship. A violation of this policy will result in termination of volunteer services.

# Child Protection Procedures for Sports

- Do not be alone with a single child where you can not be observed by others.
- When meeting one – on – one, do it in a public place where you are observable by others.
- Physical interactions are limited to high fives and handshakes.
- When there is a bathroom break – Staff/Volunteer must go in and check the bathrooms first to make sure they are not being used.
- Staff/Volunteer will monitor the restroom area while it is being occupied by children.
- When the Staff/Volunteer are needed to assist younger children with bathroom needs, doors to the facility must remain open.
- The “rule of three” will be followed.
  - Two children and one Staff/Volunteer; two Staff/Volunteer and one child; or a Staff/Volunteer, child, and a volunteer at all times.
- Respond to children in a respectful manner
- Discrimination on any basis will not be tolerated
- Do not transport children in your own vehicle
- Do not allow youth participants old enough to drive to transport younger children in the program.
- Staff/Volunteer will not abuse children in any way
- Only release children in child programs to authorized parents/guardians or others that have been authorized by parents/guardians.
- Do not use your personal communication device during your work shift.
- Staff/Volunteers shall not withhold as punishment or require as punishment any physical activity, such as running laps and doing push-ups.
- There is a zero tolerance of peer to peer misconduct such as bullying, sexualized behavior or otherwise.

Appropriate Physical Interaction	Inappropriate Physical Interactions
<ul style="list-style-type: none"> <li>• Side Hugs</li> <li>• Shoulder to Shoulder hugs</li> <li>• Pats on the shoulder or back</li> <li>• Handshakes, fist bumps, high-fives and hand slaps</li> <li>• Pats on the head when culturally appropriate</li> <li>• Touching hands, shoulders, and arms</li> <li>• Side arm around shoulders</li> <li>• Holding hands with young children in escorting situations</li> </ul>	<ul style="list-style-type: none"> <li>• Full frontal hugs</li> <li>• Kisses</li> <li>• Showing affection in isolated area</li> <li>• Lap sitting</li> <li>• Wrestling</li> <li>• Piggyback/shoulder rides</li> <li>• Tickling</li> <li>• Allowing a youth to cling to Staff/Volunteer’s leg</li> <li>• Any type of massage given by or to a youth</li> <li>• Any form of affection that is unwanted</li> <li>• Compliments relating to physique or body development.</li> <li>• Touching areas that would be covered by a bathing suit.</li> </ul>
Appropriate Verbal Interactions	Inappropriate Verbal Interactions

<ul style="list-style-type: none"><li>• Positive reinforcement</li><li>• Silly, age-appropriate jokes</li><li>• Encouragement</li><li>• Verbal praise</li></ul>	<ul style="list-style-type: none"><li>• Name - Calling</li><li>• Jokes that are of a sexual, vulgar, demeaning, or crude nature or otherwise not suitable for youth.</li><li>• Discussing sexual encounters or in any way involving youth in the personal problems or issues of Staff/Volunteer and volunteers</li><li>• Secrets</li><li>• Cursing/Profanity</li><li>• Off-color or sexual jokes</li><li>• Shaming</li><li>• Belittling</li><li>• Derogatory remarks</li><li>• Harsh language that may frighten, threaten or humiliate youth.</li><li>• Derogatory remarks about the youth or their family.</li></ul>
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# VOLUNTEER TRAINING

Training and development needs will be determined for each volunteer in consultation with their department supervisor, including:

All volunteers are required to view the following PowerPoints and take the Child Protection Training:

- Blood Borne Pathogens  
<https://laymca.org/uploads/editor/files/Bloodborne%20Pathogen%20Awareness%20Training%2007.pdf>
- Safe Lifting  
[https://laymca.org/uploads/editor/files/LIFTING%20REMINDERS\\_AD.PDF](https://laymca.org/uploads/editor/files/LIFTING%20REMINDERS_AD.PDF)
- Child Protection Training  
Sign up for training here: <https://forms.gle/RNpe2Hcbmf2Soe6UA>  
**You will be assigned an online Child Protection training that must be completed promptly!**  
**Send certificate of completion to [sports@laymca.org](mailto:sports@laymca.org) and [training@laymca.org](mailto:training@laymca.org) for faster processing.**

**All volunteers are required to have the following on file:**

- Current Volunteer Application – This booklet –  
[https://na4.documents.adobe.com/public/esignWidget?wid=CBFCIBAA3AAABLbqZhDphKpCKXoauqDB2kFMM2IFHanFyzSKJkVPF6QzzA6c8PXdRR-nu4CRjiquRRu2pig\\*](https://na4.documents.adobe.com/public/esignWidget?wid=CBFCIBAA3AAABLbqZhDphKpCKXoauqDB2kFMM2IFHanFyzSKJkVPF6QzzA6c8PXdRR-nu4CRjiquRRu2pig*)
- Signed Liability waiver (inc. Covid – 19 waiver)  
[https://na4.documents.adobe.com/public/esignWidget?wid=CBFCIBAA3AAABLbqZhCIOxcDdUWPGP3UYcqZTUQINT3cFtW4AZf4MIEKh\\_tfljayvPolIFMsfXLiSfsVEGO\\*](https://na4.documents.adobe.com/public/esignWidget?wid=CBFCIBAA3AAABLbqZhCIOxcDdUWPGP3UYcqZTUQINT3cFtW4AZf4MIEKh_tfljayvPolIFMsfXLiSfsVEGO*)
- Current Background Check (BGC)-if at least 6 months have lapsed since the last time you volunteered, the BGC will be run again.  
[https://na4.documents.adobe.com/public/esignWidget?wid=CBFCIBAA3AAABLbqZhAvg5zQJHqIsOOV3zdiYbzwwlWJj7b\\_tzpREwneVDeDqvC6PxPUT9lpmHPDpA9DBt4\\*](https://na4.documents.adobe.com/public/esignWidget?wid=CBFCIBAA3AAABLbqZhAvg5zQJHqIsOOV3zdiYbzwwlWJj7b_tzpREwneVDeDqvC6PxPUT9lpmHPDpA9DBt4*)
- Signed Handbook Receipt/Understanding Acknowledgement – This booklet –  
[https://na4.documents.adobe.com/public/esignWidget?wid=CBFCIBAA3AAABLbqZhDphKpCKXoauqDB2kFMM2IFHanFyzSKJkVPF6QzzA6c8PXdRR-nu4CRjiquRRu2pig\\*](https://na4.documents.adobe.com/public/esignWidget?wid=CBFCIBAA3AAABLbqZhDphKpCKXoauqDB2kFMM2IFHanFyzSKJkVPF6QzzA6c8PXdRR-nu4CRjiquRRu2pig*)

# Coaching Contract

I understand that my responsibilities as a youth coach are of great importance and that my actions have the potential to significantly influence the young athletes I coach. Therefore, I promise to uphold the following rights of young athletes to the best of my ability.

- Right to participate in sports
- Right to participate at a level commensurate with each child's maturity and ability
- Right to have qualified adult leadership
- Right to play as a child and not as an adult
- Right of children to share in the leadership and decision-making of their sport participation
- Right to participate in safe and healthy environments
- Right to proper preparation for participation in sports
- Right to an equal opportunity to strive for success
- Right to be treated with dignity
- Right to have fun in sports

I also promise to conduct myself in accordance with the Code of Ethics for Coaches as given next.

1. I will treat each athlete, opposing coach, official, parent, and administrator with dignity, based on the four values of caring, honesty, respect and responsibility.
2. I will do my best to learn the fundamental skills, teaching and evaluation techniques, and strategies of my sport.
3. I will become thoroughly familiar with the rules of my sport.
4. I will become familiar with the objectives of the YMCA Youth Sports program with which I am affiliated. I will strive to achieve these objectives and communicate them to my athletes and their parents.
5. I will uphold the authority of officials who are assigned to the contests in which I coach, and I will assist them in every way to conduct fair and impartial competitive contests.
6. I will learn the strengths and weaknesses of my athletes so that I might place them in situations where they have a maximum opportunity to achieve success.
7. I will conduct my practices and contests so that all athletes have an opportunity to improve their skill level through active participation.
8. I will communicate to my athletes and their parents the rights and responsibilities of individuals on our team.
9. I will cooperate with the administrator of our organization in the enforcement of rules and regulations and in the evaluation process for coaches, and I will report any irregularities that violate sound competitive practices.
10. I will protect the health and safety of my athletes by insisting that all of the activities under my control are conducted for their psychological and physiological welfare, rather than for the vicarious interests of adults.

With my signature, which I voluntarily affix to this contract, I acknowledge that I have read, understood, and will do my best to fulfill the promises made herein.

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Print name

Signature

Date

# VOLUNTEER HANDBOOK

## ACKNOWLEDGEMENT

**Please initial each blank and print your name and sign below. Return to your department supervisor.**

\_\_\_\_\_By signing this document, I acknowledge that I have read and understand the **Code of Conduct**. I understand it is illustrative of the type of conduct that is expected, but not inclusive of all conduct that is not tolerated. P.6

\_\_\_\_\_By signing this document, I acknowledge that I have read and understand the **Substance/Alcohol Abuse and Testing Policy**. P.4

\_\_\_\_\_By signing this document, I certify that I have **read The Family YMCA Child Protection Policies** statement and accept the same as a condition of my volunteering with The Family YMCA. P.8-9

\_\_\_\_\_By signing this document, I acknowledge that I have read and understand the **High Risk Activity Management and Procedures**. I understand these policies have been implemented by The Family YMCA in order to prevent possible abuse, and agree to uphold these policies in my position of employment/volunteering. P.10 – 13.

\_\_\_\_\_By signing this document, I acknowledge that I have read and understand **Child abuse reporting procedures**. P.14 – 15.

\_\_\_\_\_By signing this document, I acknowledge that I have read, understood and will adhere to **Child Protection Procedures for Sports**. P.16 – 17.

### BLOODBORNE PATHOGEN AWARENESS TRAINING POWERPOINT

\_\_\_\_\_I reviewed a Bloodborne Pathogen Awareness Training conducted by The Family Y. Information was made available to me and the following topics were discussed during this training.

- Definition of Bloodborne Pathogen
- General understanding of how blood borne pathogens can be carried/spread
- Guidelines regarding protection from bloodborne pathogens including appropriate use of PPE and hand washing
- Reporting procedures for accidental exposure to bloodborne pathogens

### GENERAL LIFTING REMINDER POWERPOINT

\_\_\_\_\_I reviewed a General Lifting Reminder training conducted by The Family YMCA. Information was made available to me and the following topics were discussed:

- |                          |                                   |                         |
|--------------------------|-----------------------------------|-------------------------|
| -Lift Preparation        | -Lifting/Carrying a Load Properly | -Lifting Alternatives   |
| -Pushing a Load Properly | -Pulling a Load Properly          | -Importance of Exercise |

This Volunteer Handbook reflects a general description of the policies, procedures, rules, services and benefits of volunteering with The Family YMCA and supersedes any previous version.

The management of the Y reserves the right to revise by addition, reduction, correction, deletion or upgrade of any part or all of the materials in this handbook at any time.

I agree to adhere to and follow all policies and procedures contained within this handbook.

Print First & Last Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_