



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

YMCA of Centre County Volunteer Handbook

Effective March 1, 2018



YMCA OF CENTRE COUNTY

www.ymcaocc.org

BELLEFONTE BRANCH
125 West High Street
Bellefonte, PA 16823
P 814.355.5551

MOSHANNON VALLEY BRANCH
113 North 14th Street
Philipsburg, PA 16866
P 814.342.0889

PENNS VALLEY PROGRAM CENTER
115 West Streamside Place
Spring Mills, PA 16875
P 814.422.6000

STATE COLLEGE BRANCH
677 West Whitehall Road
State College, PA 16801
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WELCOME

Thank you for your interest in volunteering at the YMCA of Centre County. As a volunteer-founded organization, volunteer development remains a priority of the YMCA today. We value your role as a volunteer, and we want your time spent with us to be rewarding. If at any time you have any question or concerns, please let us know. Thank you very much for becoming a volunteer here at the YMCA of Centre County.

Sincerely,

Scott Mitchell
President/CEO
YMCA of Centre County

ABOUT THE YMCA

The first YMCA was established in 1844 by Sir George Williams in Britain. He felt that young men needed a refuge where they could escape from the hazardous conditions of their industrialized environment. Although an association for young men was nothing new, the Y offered something unique for its time: a strong drive to meet social needs in the community and openness to members of all social classes. This atmosphere of acceptance continues as a standard for YMCAs everywhere. Boys and older men joined Ys starting in the 1900s, with girls and women joining after World War I. Families became a centerpiece of YMCAs in the 1960s and remain a core focus today.

By 1851, the success of the organization had begun to inspire people in the United States, and branches of the YMCA were beginning to spring up across the country. YMCAs were soon established nation-wide, each one succeeding only through the passion and dedication of its volunteers. A Civil War general and governor of Pennsylvania James Addams actively played a role in founding the state and local chapters of the Bellefonte Family YMCA and was recognized for his efforts in 1869 as the charter for a YMCA was granted in Centre County, making it the third oldest Y in Pennsylvania.

Over a hundred years after the YMCA of Bellefonte was established, the community welcomed the State College Area Family YMCA in 1975 and the Moshannon Valley YMCA in 1976. Local Y leaders realized that if they merged the branches they could create a unified voice in Centre County and offer additional opportunities and convenience for their members. For these reasons, the Bellefonte and State College YMCAs decided to merge in January 2009, and the Moshannon Valley YMCA joined them in 2012. The Penns Valley Program Center opened in 2016 after renovating the old Gettig Pharmaceuticals building to serve yet another part of the community. The four locations make up what is known today as the YMCA of Centre County, and we are proud to serve over 12,000 members across our association.

MISSION

The YMCA of Centre County is a charitable, nonprofit organization that provides opportunities to all individuals and families in the community by putting high moral values and principles into practice through facilities, programs, services and activities that build healthy spirit, mind and body. The YMCA of Centre County fully accepts diversity and promotes community development and cooperation.

CORE VALUES

The core values of the Y are caring, honesty, respect, and responsibility.

THE RIGHTS & RESPONSIBILITIES OF A YMCA VOLUNTEER

As a YMCA volunteer, you have a right the following:

- To a meaningful assignment, with consideration for your individual interests, skills, and life experience.
- To be kept informed about YMCA policies as it pertains to volunteering.
- To orientation and training for the role that is thoughtfully planned and effectively presented.
- To sound guidance and direction by someone who is experienced, well-informed, patient, and thoughtful, and who has the time to invest.
- To be treated respectfully and to be given equal consideration for all volunteer assignments, regardless of age, income, disabilities, sex, background, or religion.
- To be heard and have respect shown for an honest opinion and suggestions.
- To a work environment that is energetic, professional, and fun!

As a YMCA volunteer, you have a responsibility to the following:

- To have at heart the interests of the children, families, adults, and communities the YMCA serves.
- To understand the YMCA's mission and goals, realizing that the association has accepted your voluntary service and participation in order to achieve those goals.
- To abide by the commitments you make by doing what you say you will, when you say you will.
- To speak up, ask questions and share ideas, enthusiasm, and concerns.
- To accept supervision knowing that everyone is accountable to someone: the volunteer to the director, the director to the executive director, the executive director to the board, and the board to the community.
- To offer constructive feedback, seeking to understand before judging.
- To continue to grow and to learn more about the role, the association, and the YMCA way.
- To treat all people with loving kindness and open communication, regardless of age, income, ability, background, sex, or religion.
- To become a voice for the community in the Y and a voice for the Y in the community.
- To seek joy in your volunteer service; having fun is an essential part of volunteering at the YMCA.

FIND DOCUMENTS ONLINE: <http://www.ymcaofcentrecounty.org/support/volunteer/>

Here you will find:

1. The volunteer application (for ongoing service)
2. The volunteer agreement for one-time/special events volunteers only
3. Links to instructions and resources for completing the clearance and training requirements

BECOMING A VOLUNTEER

Please fill out a volunteer application and submit it electronically to the appropriate director; if you are unsure about who to contact for a specific program or are interested in more general volunteer opportunities, please contact our Community Outreach Director Jamie SanFilippo: isanfilippo@ymcaocc.org or 814-237-7717.

Youth Volunteers

The Y encourages the involvement of youth in our community. Young adults age 16 and older may apply to volunteer roles for which they are qualified with parental permission as indicated on the volunteer application. The online application is available on our web site (see links below) and must be completed entirely to be considered. Youth volunteers are exempt from obtaining clearances and are not required to complete the abuse prevention trainings unless deemed necessary for their specific role.

Adult Volunteers

Board of Directors or Branch Advisory Committees

For more information about joining either our corporate Board of Directors or branch-specific Advisory Committee, please contact either the CEO or appropriate branch leadership:

Board of Directors: contact President/CEO Scott Mitchell at smitchell@ymcaocc.org

Branch/Facility Advisory Committees Contacts:

Bellefonte: Branch Director, Shawn Thompson at sthompson@ymcaocc.org

State College: President/CEO, Scott Mitchell at smitchell@ymcaocc.org

Moshannon Valley: Branch Director, Mel Curtis at mcurtis@ymcaocc.org

Penns Valley: Program Center Director, Liz Toukonen at ltoukonen@ymcaocc.org

One-Time Event/Non-Youth-Supervising Volunteers

One-time/special event volunteers and those who help out with programs where they are not directly supervising youth serve an important role. We host a number of events and programs throughout the year to benefit our community that we could not do without the effort of these volunteers, including our Backpack program, races, a Silent Auction, swim meets, and our Underwater Egg Hunt. Please fill out a One-Time Event / Non-Youth volunteer form in its entirety to submit to the event supervisor before volunteering.

Ongoing/Consistent Volunteer Service

Volunteers serve in long-term roles ranging from youth coaches to older adult creative writing teachers and program committee members. To ensure the safety of our program participants and volunteers, we require three clearances (PA Criminal, PA Child Abuse, and FBI Fingerprints if you have not been a PA resident for the past 10 years) and two abuse prevention/reporting trainings, which is detailed on our website. Each volunteer will receive role-specific training by your supervisor at the branch or site where you are assigned. This person will be your primary contact. We may, on occasion, ask that you attend updated training sessions throughout the year should policies or procedures that affect volunteers change.

GENERAL VOLUNTEER GUIDELINES

Supervision

Your site supervisor is responsible for day-to-day management and guidance of your work and will be available for consultation, assistance, and ongoing feedback. Please ask any questions of this person or report any problems or concerns. Please be sure to wear your YMCA lanyard or t-shirt whenever you volunteer so that you are easily identifiable to staff and participants.

Use of Supplies & Equipment

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

Y Property

The Y may retrieve, inspect and review both business and personal information and items stored on or in Y property, such as computers, flash drives, desks, lockers, cabinets, and Y vehicles. You are discouraged from bringing valuables to the Y, as the Y does not assume responsibility for loss, theft or damage to volunteers' personal property.

Safety

Safety is paramount at the Y and we expect our volunteers to comply with our health and safety rules to prevent accidents, which include but are not limited to the following:

- Follow accident and incident reporting procedures. Please talk to your volunteer supervisor if you are unfamiliar with our protocol.
- Observe all hazard warning signs.
- Use all safety equipment required for your assignment.
- 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.
- Observe safe operating procedures for all equipment.
- Make sure that all guards and other protective devices are in their proper places prior to operating equipment.
- Operate only equipment for which you are authorized and properly trained.
- Do not wear frayed, torn or loose clothing, jewelry or long unrestrained hair, near moving machinery or electrical equipment.
- Follow proper lifting procedures at all times.

Bloodborne Pathogens

The Y seeks to minimize the risk of exposure by periodically training individuals who may encounter bloodborne pathogens in the course of their volunteer assignment. The Y subscribes to the concept of "universal precautions" which means that all human blood or other body fluids must be treated as if it were contagious. Universal precautions mean that you are expected to use certain procedures and personal protective equipment when necessary. Please see your supervisor for further information on procedures used in your particular area/assignment.

Arrest or 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 five 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 Jamie SanFilippo, and include the exact charge or conviction, the location or court and the date of the arrest or conviction. Failure to report arrests or convictions as required may be considered misconduct and your volunteer work suspended or terminated.

Complaints/Harassment

If you have a complaint or problem at the Y, in most circumstances, the best course of action is to discuss the matter with your immediate supervisor. If your supervisor is unable to resolve the matter to your satisfaction, you should discuss your complaint or problem with Jamie SanFilippo: jsanfilippo@ymcaocc.org or 814-237-7717.

Additionally, the YMCA is committed to maintaining an environment in all of its locations and facilities that is free of discrimination. Harassment, including sexual harassment, is contrary to basic standards of conduct between individuals and is prohibited by state and federal law. It is the policy of the YMCA to expressly forbid any form of harassment of, by or between employees, members, participants, guests, volunteers and/or vendors. Violation of this policy may result in exclusion or dismissal from YMCA facilities and programs. If you have any questions or concerns related to this policy, please contact Elizabeth Chapman, Finance and Human Resources Director: lchapman@ymcaocc.org or 814-355-5551.

Use of Social Media

The YMCA of Centre County recognizes the value of online social media tools (i.e. Facebook) for connecting with members, staff, and other volunteers. However, in order to ensure we maintain a values-oriented, positive, professional image, and to protect the safety and privacy of our members, staff, and volunteers, please adhere to the best practices detailed below:

- Unofficial Social Media Pages: please do not encourage YMCA volunteers to set up social media pages on behalf of the YMCA. If you do run across a page, please let Marketing know so that we can provide a disclaimer for them to put on their page. Likewise, if you run across unofficial employee or ex-employee pages, please alert Marketing: mdearmitt@ymcaocc.org
- Electronic Communications with Youth: When possible, communication should occur between YMCA volunteers and parents or legal guardians of minor children rather than only the minor child. Specifically, electronic communication between a volunteer and minor should have a guardian copied on the message

Posting Photos & Videos of YMCA Activities Online

Volunteers may not post any photos online, including but not limited to Facebook, Twitter, Instagram, Flickr, and Shutterfly, to ensure that the privacy of participants is respected. Please check with your volunteer supervisor if you are interested in having photos of the program for which you are volunteering photographed and posted. They will be able to determine who has or has not signed a Photo / Video Release and what would be appropriate given YMCA policy.

CHILD ABUSE PREVENTION

A principal endeavor of the YMCA is to provide a healthy atmosphere for the growth and development of children, which includes any individual under the age of 18. This policy covers the required steps involving the training and supervision of volunteers; appropriate conduct related to the supervision of children; reporting responsibilities regarding suspected abuse(s); and recommendations for good practices related to the above.

Volunteers over the age of 18 must provide recent (within the past six months) copies of the PA Criminal, PA Child Abuse, and FBI Fingerprint clearances/affidavit. Clearances must be renewed every five years and re-submitted if a volunteer is absent for a period of more than six months.

Volunteers over the age of 18 must also complete two child abuse prevention trainings within 90 days of volunteering: the Stewards of Children child sexual abuse prevention training and Mandated Reporter training. The Stewards of Children training will need renewed every three years and the Mandated Reporter training will need renewed every five years.

Volunteer Relationships with Children and Supervision:

- At no time may a volunteer be alone with a child, other than their own, where others cannot observe them.
- Volunteers shall never leave a child unsupervised; this includes locker rooms and bathroom areas, to prevent an adult or another youth from abusing the child (youth-to-youth abuse).
- Any type of abuse will not be tolerated and may be cause for immediate dismissal. It includes but is not limited to the following:
 - Physical Abuse – strike, spank, shake, slap or excessive exercise.
 - Verbal Abuse – humiliate, degrade or threaten.
 - Sexual Abuse – inappropriate touch or verbal exchange.
 - Mental Abuse – shaming, withholding love, cruelty.
 - Neglect – withholding food, water, basic care, etc.
- Volunteers will use positive techniques of guidance, including redirection, positive reinforcement and encouragement. Physical restraint is used only to protect the child or other children from harm, is only administered in a prescribed manner and must be documented.
- Rest-room supervision: You will make sure the rest room is not occupied by suspicious or unknown individuals before allowing children to use the facilities. You will stand in the doorway of the rest room while children are using the rest room. This policy allows privacy for the children and protection for you (not being alone with a child). If you are assisting younger children, doors to the facility must remain open. No child, regardless of age, should ever enter a bathroom alone on a field trip or at an off-site location. Always take children in groups or, whenever possible, with you.
- You will respect children's rights to not be touched or looked at in ways that make them feel uncomfortable, and their right to say no. Other than diapering, children are not to be touched on areas of their bodies that would be covered by a bathing suit.

Responsibilities to Parents:

- As part of an initial orientation, parents will be invited and encouraged to visit program sites at any time.
- Under no circumstances should a volunteer release a child to anyone other than the authorized parent, guardian or other adult authorized by the parent/guardian.
- Volunteers will conduct a health check of each child as they enter the program, noting any

bumps, bruises, burns, etc. Questions or comments will be addressed to the child or parent in a non-threatening way. Any questionable marks or responses will be documented. Any staff who suspects that a child is being abused or neglected must report their suspicion to ChildLine (1-800-932-0313).

The YMCA of Centre County expects direct compliance with the Child Protective Services Act through the following procedures:

- YMCA volunteers will be familiar with, and follow, the mandated reporting procedure.
- Volunteers will make a report in accordance with Child Protective Services Act to ChildLine (1-800-932-0313).
- Confidentiality will be maintained. Discussion regarding the incident will only take place with those involved in the incident, not with other volunteers or staff members.
- Volunteers may not contact children or parents involved in an alleged child abuse incident.

Overnight Activities Policy for Teen Mentors

Under the supervision of a YMCA of Centre County staff, all volunteers must adhere to the following policies to ensure the safety and wellbeing of all children present during overnight activities / retreats such as leadership trainings, teen nights, etc.:

- All youth must be supervised at all times with sufficient staff/volunteers to meet ratio requirements but no less than two (a staff/volunteer may never be alone with a child or children).
- Youth must stay in permissible areas as designated by the supervising staff and volunteers.
- During the night, staff and volunteers must check on the youth periodically to make sure everyone is present and in their own sleeping area. Supervising staff and volunteers will sleep away from the youth but still within a supervisory distance.
- In case of an incident or emergency, supervising staff and volunteers will first call emergency personnel if needed and then call their supervisor immediately.

Rock Climbing Specific Polices: Appropriate Touch

The YMCA of Centre County follows the American Mountain Guide Association teaching practices:

- When assisting an adult with their harness, the instructor will always ask for permission and explain their actions before performing each action.
- When assisting a child with their harness, the instructor will first ask a parent/guardian to make the adjustments while the instructor explains how to do so. If the parent is unable to perform the task, the instructor will then ask the parent/guardian's permission to adjust the harness themselves and be positioned so that the parent/guardian has a clear view of their actions and can hear their explanation of what they are doing.
- When teaching climbing techniques and/or belaying an individual, the instructor will have no physical contact with the climber unless it is to respond to a safety issues.

VOLUNTEER CODE OF CONDUCT

1. You will respond to all participants with respect and consideration and treat them equally regardless of sex, race, religion, culture, economic level of the family, or disability.
2. You will refrain from intimate displays of affection toward others in the presence of children, parents, and staff.
3. You are not to transport children in your own vehicles or allow youth participants old enough to drive to transport younger children in the program.
4. You must appear clean, neat, and appropriately attired.
5. Using, possessing, or being under the influence of alcohol or illegal drugs during volunteer hours is prohibited.
6. Smoking or use of tobacco in the presence of children or parents during volunteer hours is prohibited.
7. Possession or use of any type of weapon or explosive device is prohibited.
8. Using YMCA computers to access pornographic sites, send e-mails with sexual overtones or otherwise inappropriate messages, or develop online relationships is prohibited.
9. Profanity, inappropriate jokes, sharing intimate details of one's personal life, and any kind of harassment in the presence of children, parents, volunteers, or staff is prohibited.
10. The YMCA discourages its employees and volunteers from non-YMCA child care activities. Such activities are outside the scope of an employee or volunteer's duties with the YMCA.
11. You will portray a positive role model for youth by maintaining an attitude of loyalty, patience, courtesy, tact, and maturity.
12. You should not give excessive gifts (e.g., TV, video games, jewelry) to youth.
13. You are to report to a supervisor any other employee or volunteer who violates any of the policies listed in this Code of Conduct.
14. You are required to read and sign all policies related to identifying, documenting, and reporting child abuse and attend trainings on the subject, as instructed by a supervisor.
15. You will act in a caring, honest, respectful, and responsible manner consistent with the mission of the YMCA.

For any questions or concerns about any of the policies or information set forth in this handbook, please contact either of the following individuals:

Jamie SanFilippo
Community Outreach Director
jsanfilippo@ymcaocc.org
814-237-7717

Elise Noyes
Human Resources Assistant
Director enoyes@ymcaocc.org
814-355-5551

VOLUNTEER HANDBOOK ACKNOWLEDGEMENT OF RECEIPT

I hereby acknowledge the following:

- I have received a copy of the YMCA of Centre County Volunteer Handbook. I understand that it is my responsibility to read and understand the policies and rules described in this handbook.
- I understand that if I have any questions regarding this information I should consult my supervisor or the contacts listed.
- I understand that the Y has the right to change these policies and rules without notice.
- I understand that any written or oral statements by a supervisor contrary to this handbook are invalid and should not be relied upon.
- I understand and agree that I will read and comply with the policies and information contained in this handbook and that my continued volunteer service is contingent on my following these policies.

Signed

Today's Date

Volunteer's Name (print)