



FOR YOUTH DEVELOPMENT  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# **YMCA OF GREATER CHARLOTTE**

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## **VOLUNTEER HANDBOOK**

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



FOR YOUTH DEVELOPMENT  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

Dear Prospective YMCA Volunteer:

Thank you for committing your time and special talents to the YMCA of Greater Charlotte. At the Y, we believe that when people come together for a common cause, the whole community is strengthened. When you become a volunteer, you have the opportunity to share your blessings with those who need it most. Whether you mentor a student on the verge of dropping out, coach a team to their personal best or become a friend to an isolated senior, your time and talent changes lives. When you help a neighbor, you make a difference in their life...and yours.

The YMCA of Greater Charlotte 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 Y 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.

Thank you for helping the Y 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. We hope you enjoy your time at the YMCA and be assured that you are valuable to the YMCA and greatly appreciated by staff and members. For more information about the volunteer program at the Y please contact your branch's volunteer coordinator.

Sincerely,

YMCA of Greater Charlotte  
Volunteer Program Managers

# **YMCA OF GREATER CHARLOTTE 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**  
**YMCA's Seven R's of Volunteer Development**

## **WELCOME TO THE YMCA**

Welcome to the YMCA of Greater Charlotte. 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 YMCA of Greater Charlotte.

## **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.

Our Mission: 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. Whether in child care, the gym, at day camp, at member services 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. In 1874 the YMCA of Greater Charlotte was founded. By the early 1900s, the YMCA began serving boys and older men, as well as men.

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 the YMCA of Greater Charlotte strives to provide a safe environment for children and youth, the YMCA will require volunteers 18 and older who assist with children under the age of 18 to authorize a 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 YMCA of Greater Charlotte.

***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**

Child Aged Volunteers:

- Program Volunteers under the age of 12
- Must complete all volunteer responsibilities while under supervision of parent or legal guardian

Teenage Volunteers:

- Program Volunteers between ages of 12 years and 17 years
- Must complete all volunteer responsibilities while under the supervision of a YMCA staff person
- May not serve in a volunteer capacity for more than 4 hours in one day without a valid workers permit

Adult-Aged Volunteers:

- Program Volunteers 18 years of age and older
- Must complete volunteer responsibilities during which children are present under the supervision of a YMCA staff person

### **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.

Financial Assistance is available for those who may find it difficult to pay the standard membership and program fees, this provides subsidies based on income and individual needs. Applications are available at member services or online at [www.ymcacharlotte.org](http://www.ymcacharlotte.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 YMCA volunteer department director where you will be volunteering directly. The YMCA of Greater Charlotte 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 training 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 18 and older who are involved in areas that allow them regular access to children under the age of 18 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 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. Volunteers will not be responsible for the release of children, only to keep watch for anything out of the ordinary.
- Any information regarding abuse or potential abuse should be documented in writing.
- At the first reasonable cause to believe that child abuse exists, it must 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 immediately terminated.

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

- Staff will follow the “rule of three” in taking children to the 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 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 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 under the age of 16. 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.

The YMCA of Greater Charlotte 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.

#### **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, emails and newsletters.
- To receive thoughtfully planned and effectively presented orientation and training for your volunteer position.
- To continued education and training, including information about new developments and training for greater responsibility.
- To receive sound guidance and direction by someone who is experienced, well informed, patient and thoughtful and has time to invest in you as a volunteer.
- To be assured of accurate record keeping that includes hours of service, recognition received, and contributions and accomplishments.
- To be treated respectfully and to be given equal consideration for all volunteer assignments, regardless of age, income, disability, sex, background, or religion.
- To being offered a variety of experiences through promotions and or assignments of more responsibility, through transfer from one assignment to another, and through special assignments.
- To be heard, to have a part in planning, to feel free to make suggestions, and to have respect shown for an honest opinion.
- To be recognized in the form of promotion, awards, and simple day to day expressions of appreciation.
- To receive respect from YMCA Staff
- To enjoy a work environment that is energetic and conducive to work and fun.

## **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 YMCA hardware and drives, purchased by the YMCA of Greater Charlotte 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 Training Programs**

Many YMCA trainings, such as Child Abuse Prevention training, are required annually for volunteers, provided they are volunteering within the branch or a branch program or deemed necessary by the volunteer manager as necessary 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 SCREENING**

## **9.1 Screening**

Each program, administrative and support volunteer who is 18 year or older is required to complete a YMCA background screening on an annual basis and volunteer orientation prior to beginning their volunteer service with the YMCA. Our background screening includes a minimum of a criminal history check, social security trace and national sex offender search. Once you have been offered a position as a volunteer within the branch, the Volunteer Coordinator will send you the instructions and link to complete the online background check.

## **YMCA OF GREATER CHARLOTTE BRANCH VOLUNTEER MANAGERS**

### **Ballantyne Village & Morrison Family YMCA**

Curtis Cecil  
Volunteer & Fundraising Director  
[morrisonvolunteers@ymcacharlotte.org](mailto:morrisonvolunteers@ymcacharlotte.org)  
704.716.4614

### **Dowd YMCA**

Kinard Barnett  
Sports Coordinator  
[Kinard.Barnett@ymcacharlotte.org](mailto:Kinard.Barnett@ymcacharlotte.org)  
704.716.6114

### **Harris & Harris Express YMCA**

Shannon Emmanuel  
Associate Financial Development Director  
[Shannon.Emmanuel@ymcacharlotte.org](mailto:Shannon.Emmanuel@ymcacharlotte.org)  
704.716.6873

### **Johnston YMCA**

Meneika Helms  
Community Financial Development Director  
[Meneika.helms@ymcacharlotte.org](mailto:Meneika.helms@ymcacharlotte.org)  
704.716.6342

### **Lake Norman YMCA**

Beth Kelty  
Branch & Volunteer Administrator  
[Beth.Kelty@ymcacharlotte.org](mailto:Beth.Kelty@ymcacharlotte.org)  
704.716.4447

### **Lincoln County YMCA**

Jenny Drennen  
Program Coordinator  
[jenny.drennen@ymcacharlotte.org](mailto:jenny.drennen@ymcacharlotte.org)  
704.716.4595

### **Lowe's YMCA**

Beth Kelty  
Branch & Volunteer Administrator  
[Beth.Kelty@ymcacharlotte.org](mailto:Beth.Kelty@ymcacharlotte.org)  
704.716.4447

### **McCrorey YMCA**

Debbie Smith  
Member Involvement Director  
[Debbie.Smith@ymcacharlotte.org](mailto:Debbie.Smith@ymcacharlotte.org)  
704.716.6513

### **Sally's YMCA**

Kathy Vinzant  
Volunteer Coordinator  
[kathy.vizant@ymcacharlotte.org](mailto:kathy.vizant@ymcacharlotte.org)  
704.716.7300

<b>Simmons YMCA</b>	Carol Walton Membership Director <a href="mailto:carol.walton@ymcacharlotte.org">carol.walton@ymcacharlotte.org</a> 704.716.6619
<b>Siskey Family YMCA</b>	Debbie Inman Financial Development Associate <a href="mailto:debbie.inman@ymcacharlotte.org">debbie.inman@ymcacharlotte.org</a> 704.716.4251
<b>Steele Creek YMCA</b>	Jeremy Smith Program & Volunteer Coordinator <a href="mailto:steelecreekvolunteer@ymcacharlotte.org">steelecreekvolunteer@ymcacharlotte.org</a> 704.716.4930
<b>Stratford Richardson YMCA</b>	Pat Love Active Older Adult Director <a href="mailto:Pat.Love@ymcacharlotte.org">Pat.Love@ymcacharlotte.org</a> 704.716.4817
<b>University City YMCA</b>	Mel Verburg Branch & Volunteer Administrator <a href="mailto:Mel.verburg@ymcacharlotte.org">Mel.verburg@ymcacharlotte.org</a> 704.716.6705
<b>Camp Harrison &amp; Herring Ridge</b>	Lisa Eller Office Manager <a href="mailto:Lisa.eller@ymcacharlotte.org">Lisa.eller@ymcacharlotte.org</a> 336.921.7067
<b>Community Development (Y Readers &amp; Y Achievers)</b>	Michelle Mosko Director of Volunteer & Participant Engagement <a href="mailto:michelle.mosko@ymcacharlotte.org">michelle.mosko@ymcacharlotte.org</a> 704.716.6390



# YMCA OF GREATER CHARLOTTE VOLUNTEER APPLICATION

Please allow 5 business days to process any completed applications

## PERSONAL (please give your FULL, LEGAL name)

Last Name:	First Name:	M.I.:	Home Phone: (    ) _____ - _____
Nickname:	Employer:		Mobile Phone: (    ) _____ - _____
Does your company offer a contribution match program for volunteer hours? Yes _____ No _____			Preferred Number: ____ Home ____ Mobile (check one)
Street Address:			Email Address (required):
City, State, Zip:			Best time to reach you:
Volunteer position you're applying for:			Are you a YMCA Member? Yes _____ No _____
Other areas of interest:			Branch: _____
Ethnicity: ____ Caucasian ____ African American ____ Asian ____ American Indian ____ Hispanic/Latino ____ Other			Date of Birth: ____ / ____ / ____ Gender: ____ Male ____ Female
Emergency Contact Name:		Relationship:	Phone number:
Have you been convicted of, or plead guilty to, any criminal offense (other than a juvenile offense now expunged from your record) or released from prison in the past ten years? Have you ever been convicted of, or plead guilty to, a felony? Yes _____ No _____ If Yes, describe in full: _____			

## STUDENT VOLUNTEERS

<b>Are you looking to fulfill a school requirement or will you receive school credit for your service?</b>	Yes _____ No _____
IF YES, name of school: _____	Is this a Service-Learning experience? Yes _____ No _____
Number of Hours needed: _____	Deadline to Complete Hours: _____

## COMMUNITY SERVICE VOLUNTEERS

**The YMCA of Greater Charlotte 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.**

## RELATED BACKGROUND

Have you previously volunteered for or been employed by another YMCA? Yes _____ No _____				
If Yes, please list all YMCAs and dates: _____				
<u>YMCA:</u>	<u>City, State:</u>	<u>Dates worked</u>	AND/OR	<u>Dates volunteered</u>
1)	1)	1)		1)
2)	2)	2)		2)
Have you previously volunteered for other organizations: Yes _____ No _____				
If yes, Organization name/duties: _____				
Current/most recent employer:			Location:	
Position:			How long:	
Current/most recently attended school:			Location:	
Current year in school/highest level completed:			Date completed (or graduation date):	
Certifications held (include date of expiration):				

## REFERENCES

**For the safety of our participants, staff and volunteers, we complete at least TWO reference checks on every program volunteer. References are required to consist of one acquaintance, supervisor or colleague and one family member.**

<b>1</b>	Name: Relationship to you:	Phone number: Email:
<b>2</b>	Name: Relationship to you:	Phone number: Email:

## Conditions of Volunteer Participation and Release from Liability

The YMCA of Greater Charlotte's desire is to build a community where individuals, especially the young, are encouraged to develop their full potential in spirit, mind and body. As a volunteer, I will cooperate in the fulfillment of this mission.

**Volunteer Terms:** I agree to abide by the YMCA's policies, procedures and Code of Conduct. I understand the YMCA does not provide any health benefits (i.e. medical, dental, workers compensation, etc.) or any accident insurance for me as a volunteer; I understand it is my responsibility to provide this coverage. I understand that the YMCA of Greater Charlotte does not provide volunteer compensation or trade volunteer services for membership or program fees.

**Property Loss:** I understand the YMCA is not responsible for my personal property lost, damaged or stolen while participating in YMCA volunteer activities.

**Medical Treatment:** I give permission for YMCA representatives to provide or arrange for emergency care for me, and to arrange for transport to an emergency center for treatment. I consent to medical treatment deemed immediately necessary or advisable by a physician if I am unable to act on my own behalf. I further understand that the YMCA is not responsible for payment for such medical treatment.

**Photograph Permission:** By submitting this application, I/we agree that the YMCA may photograph or videotape me/us, and the YMCA may use those photographs or video footage for its marketing purposes. I/we release the YMCA from any claim or liability related to that use; waive all claims for myself/ourselves, my/our heirs and assignees against the individual YMCA staff persons and the YMCA of Greater Charlotte.

**Release from Liability:** I/we agree that the YMCA shall not be responsible for any personal injuries or losses sustained by me/us while on any YMCA premises, or as a result of any YMCA-sponsored event. I/we further agree to indemnify and hold harmless the YMCA from any claims or demands arising out of any such claims or losses.

**Background Certification:** I certify that all of the information provided on this application is true and complete. I authorize the YMCA of Greater Charlotte to investigate and verify any and all of the information I have submitted. Because the YMCA strives to provide a safe environment for children and youth, I understand that the YMCA will order a criminal history check, and I authorize this investigation on a yearly basis.

**Online Background Check Instructions:** In order to expedite our volunteer approval process and to respect the privacy of your personal information, the YMCA has an online background screening process. Once you have been offered a position as a volunteer within the branch, the Volunteer Coordinator/Sports Director will send you the instructions and link to complete the online background check. This background check must be approved prior to your first day volunteering with the YMCA of Greater Charlotte.

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**Volunteer Applicant Signature**

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**Date**

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**Parent or Guardian** (If applicant is the under age of 18)

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**Date**

**I also give permission for my dependent to participate in YMCA volunteer activities.**





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## **Handout 10—Code of Conduct**

(For YMCA Staff and Volunteers)

1. To protect YMCA staff, volunteers, and program members, at no time during a YMCA program may a staff/volunteer be alone with a single child where he or she cannot be observed by others. As staff/volunteers supervise children, they will space themselves in such a way that other staff/volunteers can see them.
2. Staff/volunteers will never leave a child unsupervised.
3. Restroom supervision: Staff will make sure the restroom is not occupied by suspicious or unknown individuals before allowing children to use the facilities. Staff will stand in the doorway of the restroom while children are using the restroom. This policy allows privacy for the children and protection for the staff (not being alone with a child). If staff is assisting younger children, doors to the facility must remain open. No child, regardless of age, will ever enter a bathroom alone on a field trip or at other off-site location. The “rule of three” will be followed, taking more than one child to the restroom at a time.
4. Staff will conduct or supervise private activities in pairs—diapering, putting on bathing suits, taking showers, and so on. When this is not feasible, staff will be positioned so that they are visible to others.
5. Staff/volunteers will not abuse children in any way, including:
  - Physical Abuse — striking, spanking, shaking, slapping
  - Verbal Abuse — humiliating, degrading, threatening
  - Sexual Abuse — touching or speaking inappropriately
  - Mental Abuse — shaming, withholding kindness, being cruel
  - Neglect — withholding food, water, or basic careNo type of abuse will be tolerated and may be cause for immediate dismissal.
6. Staff/volunteers must use positive techniques of guidance, including redirection, positive reinforcement, and encouragement rather than competition, comparison, and criticism. Staff/volunteers will have age-appropriate expectations and set up guidelines and environments that minimize the need for discipline. Physical restraint is used only in predetermined situations (when necessary to protect the child or other children from harm), administered only in a prescribed manner, and must be documented in writing.
7. Staff will conduct a health check of each child upon his or her arrival each time the program meets, noting any fever, bumps, bruises, burns, and so on. Questions or comments will be addressed to the parent or child in a non-threatening way. Staff/volunteers will document any questionable marks or responses.
8. Staff/volunteers will respond to children with respect and consideration and treat all children equally, regardless of sex, race, religion, culture, economic level of the family, or disability.
9. Staff/volunteers will respect children’s rights not to 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.

10. Staff/volunteers will refrain from intimate displays of affection toward others in the presence of children, parents, and staff/volunteers.
11. Staff/volunteers are not to transport children in their own vehicles or allow youth participants old enough to drive to transport younger children in the program.
12. Staff/volunteers must appear clean, neat, and appropriately attired.
13. Using, possessing, or being under the influence of alcohol or illegal drugs during working hours is prohibited.
14. Smoking or use of tobacco in the presence of children or parents during working hours is prohibited.
15. Possession or use of any type of weapon or explosive device is prohibited.
16. Using YMCA computers to access pornographic sites, send e-mails with sexual overtones or otherwise inappropriate messages, or develop online relationships is prohibited.
17. 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.
18. Staff may not be alone with children they meet in YMCA programs outside the YMCA. This includes babysitting, sleepovers, driving or riding in cars, and inviting children to their homes. Any exceptions require a written explanation before the fact and are subject to prior administrator approval.
19. Staff/volunteers must be free of physical and psychological conditions that might adversely affect children's physical or mental health. If in doubt, an expert will be consulted.
20. Staff/volunteers will portray a positive role model for youth by maintaining an attitude of loyalty, patience, courtesy, tact, and maturity.
21. Staff/volunteers will not give excessive gifts (e.g., TV, video games, jewelry) to youth.
22. Staff/volunteers may not date program participants who are under the age of 18.
23. Under no circumstances will staff release children to anyone other than the authorized parent, guardian, or other adult authorized by the parent or guardian (written parent authorization on file with the YMCA).
24. Staff/volunteers are to report to a supervisor any other staff or volunteer who violates any of the policies listed in this Code of Conduct.
25. Staff/volunteers 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.
26. Staff/volunteers will act in a caring, honest, respectful, and responsible manner consistent with the mission of the YMCA.

## **YMCA OF GREATER CHARLOTTE**

### **Child Abuse Allegations Reporting Procedure**

Every staff member has an absolute duty to report any reasonable suspicion of child abuse, molestation, neglect or sexual misconduct to County Department of Social Services. The child protective agency will determine the accuracy of the report. Reasonable cause means that it is reasonable for a person to entertain such suspicion, drawing when appropriate on his or her training and experience, to suspect abuse.

#### **Types of abuse:**

- **Physical** - An injury or pattern of injuries that happens to a child that is not accidental. These may include burns, bruises, bites, welts, broken bones, strangulation or even death.
- **Neglect** - Neglect occurs when adults responsible for the well being of a child fail to provide for or protect the child. Neglect may include not giving food, clothing or shelter; failing to keep children clean; lack of supervision; and withholding medical care.
- **Emotional** - Any chronic and persistent act by an adult that endangers the mental health or emotional development of a child including: rejection, ignoring, terrorizing, corrupting, constant criticism, making mean remarks, insulting and giving little or no love, guidance or support.
- **Sexual** - Sexual abuse is the sexual assault or sexual exploitation of children. Sexual abuse may consist of numerous acts over a long period or a single incident. Sexual abuse includes rape, incest, sodomy, fondling, exposing oneself, oral copulation, and penetration of genital or anal openings as well as forcing children to view or appear in pornography. The perpetrator keeps the child from disclosing through intimidation, threats or rewards.

In the event that there is a question of child abuse in any form (physical, neglect, emotional, or sexual) with a participant in one of our programs, the YMCA of Greater Charlotte will take immediate action as follows:

1. If a staff member suspects or knows of abuse, they are to immediately report it to their director. Suspected abuse can be observed, told or overheard. The staff member should be careful to only listen to the child and not make him/her feel questioned or interrogated. If you feel that the child is in immediate danger, call 9-1-1.
2. The director and staff member will privately meet with the child. The entire conversation will be documented and signed off by all staff involved. Director reinforces to the staff the importance of confidentiality for the safety of all involved.
3. The director will contact Kimberly Conroy\*, Association Risk Manager, at 704-607-4973 to inform her of the concern. If necessary, Kimberly Conroy will report to Department of Social Services (DSS) \*\*.
  - a. The director will need to have the following information prepared:
    - i. Child's name and date of birth
    - ii. Parent's name and date of birth (if accessible)
    - iii. Does the child live with both parents?
    - iv. Home address and telephone number
    - v. How many total children that live in the home (if accessible)?
    - vi. Parent's employer (if accessible)
4. Do we feel the child is in immediate danger?
5. If any staff member or volunteer is named in a suspected case, the Executive Director will suspend their employment and/or volunteer responsibilities immediately during the investigation process.
6. Director will follow-up with staff involved. Contact Karin Brace at 704.366.6601 for staff counseling if necessary.

*\* If Kimberly Conroy is not available, please contact Laura Ferguson at 704-277-3091.*

#### **\*\*Contact numbers for DSS:**

- |  |              |
|--|--------------|
| 1. Mecklenburg County Department of Social Service | 704-336-3000 |
| 2. Iredell County Department of Social Services    | 704-873-5631 |
| 3. Lincoln County Department of Social Services    | 704-732-0738 |

**NOTE:** The DSS department contact is the one in which the child lives. For example, the YMCA the child is attending is in Mecklenburg County, however, the child lives in Iredell County then you must contact Iredell County.



FOR YOUTH DEVELOPMENT  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## HANDOUT 10 – CODE OF CONDUCT

&

## HANDOUT 11 – CHILD ABUSE REPORTING PROCEDURES

I have read and understand both the **Code of Conduct for the YMCA Staff & Volunteers** and the **Child Abuse Reporting Procedures**.

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

I understand that any violation of this Code of Conduct may result in immediate termination of my volunteer experience.

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
YMCA Staff Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date



FOR YOUTH DEVELOPMENT  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

.....

**Name** \_\_\_\_\_

**My birthday is** \_\_\_\_\_

**My anniversary is** \_\_\_\_\_

**If I had \$1 I would buy** \_\_\_\_\_

**If I had \$5 I would buy** \_\_\_\_\_

**If I had \$10 I would buy** \_\_\_\_\_

**My favorite candy is** \_\_\_\_\_

**My favorite store is** \_\_\_\_\_

**My favorite fast food restaurant is** \_\_\_\_\_

**My favorite color is** \_\_\_\_\_

.....

# YMCA OF GREATER CHARLOTTE NEW VOLUNTEER PROCESS CHECKLIST

**Please Print Clearly.**

NAME:

BRANCH:

**This portion will be completed by the YMCA Volunteer Director/Coordinator:**

	<b>Date of Item Completion</b>	<b>Items to be Completed</b>
1		Completed YMCA Volunteer Application, Background Screening, Signed Code of Conduct and Child Abuse Reporting Procedures Received by YMCA Branch
2		Background Check Form Submitted for Processing (18 and older only)
3		Background Check Approval Received
4		Online training for Child Abuse Prevention successfully completed & Printed Certificate Received (Mandatory)
5		Online training for Volunteerism successfully completed & Printed Certificate Received (Not Required – Optional)
6		Online training for Sports Coaching 101 successfully completed & Printed Certificate Received (Not Required - Optional)
7		Branch Orientation & Interview Completed
8		Volunteer Information entered into Personify & hours tracked and entered into system within 90 days

A criminal background check will be processed on all individuals volunteering within a YMCA branch or branch programs on more than one occurrence or if otherwise deemed necessary by the branch volunteer manager or executive director. Volunteers cannot begin their assignment until all of the needed paperwork/training/references/background information has all been completed and approved.

**ALL OTHER FORMS, INCLUDING THE APPLICATION AND CHECKLIST ARE KEPT IN  
VOLUNTEER'S FILE.**

I have completed the process/training/orientation for enrollment of a volunteer with the YMCA of Greater Charlotte. I agree to all of the standards stipulated in this handbook and understand that any violation of this Code of Conduct may result in termination of my volunteer work.

\_\_\_\_\_  
**Signature of Volunteer**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Signature of Volunteer Manager**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Signature of Branch Executive/Designee** (If applicable)

\_\_\_\_\_  
**Date**



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

# YMCA VOLUNTEER TIME SHEET

**Volunteer Name:** \_\_\_\_\_ **Department:** \_\_\_\_\_

**Thank you** for choosing to spend **your valuable time** volunteering with us! It is very important to us to know when you are here. Tracking your activities helps us to keep statistics on our volunteers, so that we can accurately report our volunteer commitments to the community. It also helps us to be able to **recognize you** for your dedication and commitment to our programs. Please include time needed to prepare for volunteer work as well as time spent volunteering in your program area. **Examples:** meetings, time spent with supervisor, trainings, CPR/First Aid Certifications, etc. **This form is for unpaid volunteer activities only and is not to be used for tracking of employment hours.**

Date (MM/DD/YY)	Volunteer Activity	Time In	Time Out	Total Hours
<b>Staff Use Only</b> <b>Total Hours Completed:</b> <b>Supervisor Initials:</b>				