



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

VOLUNTEER HANDBOOK

YMCA OF GREATER ST. PETERSBURG
600 1st Avenue N., Suite 201
St. Petersburg, FL 33701





FOR YOUTH DEVELOPMENT
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YMCA OF Greater St. Petersburg Volunteer Handbook

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About the YMCA

The YMCA (Young Men's Christian Association) was founded in London, England in 1844 and came to the United States in 1851. In the 1930s, YMCAs opened to men of all colors and religions, and after World War I, women and girls became an active part of the Y. Today over half of all YMCA members and staff are women.

The YMCA of Greater St Petersburg was a "Y without walls" for seven years and was operated solely by volunteer efforts. In 1927, we moved into our first facility at 115 Fifth Street South. Today, our Y touches the lives of nearly 45,000 people each year, serving individuals and families throughout the Greater St. Petersburg community at four branches. The YGSP provides child care in 25 facilities, numerous day camps, Prodigy Arts program, Y Reads, Silver Sneakers, LiveStrong, Diabetes Prevention Programs and many, many more. We are committed to our mission and values outlined below.

Mission:

Our mission is to put Judeo-Christian principles into practice through programs that build healthy spirit, mind, and body for all.

Core Values:

We ask that volunteers uphold the values of the YMCA. The five core values of the Y are:

- Caring
- Honesty
- Respect
- Responsibility
- Faith

Welcome! We're Glad You're Here

First, let us express our gratitude to you. At the YMCA of Greater St. Petersburg, we couldn't serve the thousands of children and families if it were not for our volunteers. Our association was founded in 1920 by a committed group of volunteers, and their spirit lives on, thanks to individuals and groups like you who give gifts of time, talent, and treasure. Our community is better because of you. Thank you.

David W. Jezek

David Jezek, CEO
YMCA of Greater St. Petersburg



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The Rights and Responsibilities of a YMCA Volunteer

The material for the rights section of this piece is adapted from an unknown source. The material under the responsibilities section is original.

As a YMCA volunteer, you have a right:

- To be treated as a partner and co-worker, not as free help.
- To a meaningful assignment, with consideration for your individual interests, skills, and life experience.
- To be kept in the know about the YMCA's programs, policies, and people through frequent communications that may include conversations, meetings, memos, and newsletters.
- To orientation and training for the job that is thoughtfully planned and effectively presented.
- To continuing education and training, including information about new developments and training for greater responsibility.
- To sound guidance and direction by someone who is experienced, well informed, patient, and thoughtful, and who has the time to invest.
- To accurate recordkeeping that includes hours of service, recognition, and contributions and accomplishments.
- To be treated respectfully and to be given equal consideration for all volunteer assignments, regardless of age, income, disabilities, sex, background, or religion.
- To a variety of experiences through promotion to 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 recognition as you prefer, and expressions of appreciation and respect from coworkers.
- To a work environment that is energetic, conducive to work, and fun!

As a YMCA volunteer, you have a responsibility...

- To have at heart the interests of the kids, 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, doing what you say you will, when you say you will.
- To speak up, asking questions and sharing ideas, enthusiasm, and concerns.
- To accept supervision, knowing that everyone is accountable to someone: the staff to the executive director, the executive director to the board, and the board to the community.
- To offer criticism constructively, seeking to understand before judging.
- To continue to grow and to learn more about the job, the YMCA, and the YMCA way.
- To recognize that non-profit does not mean non-competent; both YMCA paid staff members and volunteers have talents and gifts to exchange with each other.
- To treat all 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 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



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Becoming a YGSP Volunteer

We will discuss with you the various ways volunteers assist with our programs and services for your consideration. Please indicate your preference when you contact us. If you are a court-ordered community service volunteer, please contact Hal Murch between 8am and noon Monday through Friday, at 727.328.9622 for policy and procedure information.

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 link in sidebar) and must be completed entirely to be considered. A special under age criminal background check (CBC) form must be obtained by the candidate by visiting a local law enforcement office. There, for a small fee, candidates with parental permission will have their criminal background check completed. Please bring this form to our corporate office.

Adult Volunteers

Policy Volunteers

Our policy volunteers are those who serve on our Board of Directors. These volunteers meet a defined set of criteria and are invited by the Board Development Committee to join. For more information on our policy volunteers, please contact Kim Fritz, Executive Assistant, at 727.895.9622, ext. 2221.

Special Event and Fundraising Volunteers

One-time special event and fundraising volunteers serve a very important role at the YGSP. We host a number of events throughout the year to benefit our community that we simply could not do without the efforts of these special volunteers. Our process:

- Complete the **volunteer agreement** (on our web site) prior to volunteer service. This form must be submitted before the event.
- A **volunteer timesheet**, available on our web site is required to be completed and submitted to cedgeworth@stpeteymca.org after the event.
- For corporate or group volunteers, we request that a representative for the group complete the volunteer agreement prior to the event, share the information with those from his/her company, and provide a roster of all employees who will participate to the volunteer manager prior to the event. Should a youth be interested in participating in this type of volunteer service, the volunteer agreement

FIND VOLUNTEER DOCUMENTS
ONLINE:

<http://www.stpeteymca.org/main/volunteer/>

Here you will find:

1. The volunteer application (for field trip/ongoing service)
2. The volunteer agreement (for one-time/special events, fundraising and policy volunteers only)
3. Link to our new volunteer on-boarding
4. The volunteer handbook
5. The volunteer time sheet



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must be completed a guardian or parent who will be present with the youth at the time of the event.

Field Trips, Ongoing/Consistent Volunteer Service, including Youth Sports Coaches

Volunteers who accompany children on field trips or who serve in ongoing roles ranging from office administration, mentoring children, as coaches, and in member services, among others, are rigorously screened. We provide an online on-boarding process to ensure your safety as well as that of our children, our members, and our Y. Coaches are also required to complete concussion training. Because we make a significant investment in you, we ask you provide us with a regular commitment of service ranging from one to four hours per week unless otherwise discussed.

Special Circumstances for Ongoing Volunteer Service: For those interested in mentoring or giving service to our Y Reads or Prodigy cultural arts programs, state agencies require additional screenings and fingerprinting. Those requirements will be covered with you by the staff and volunteer development manager.

Application and Background Checks

Candidates who are interested in field trips or ongoing service begin by filling out a **volunteer application** located on our YGSP web site. Background checks will be performed.

On-boarding/Training

All field trip/ongoing service volunteers will be required to complete our online on-boarding prior to service. In addition to on-boarding, coaches will be required to complete concussion training.

Interview

We want to get to know you and your special talents! Once the application and on-boarding are completed, you will be scheduled for a brief interview with the individual assigned as your supervisor. During the interview we learn more about your goals for volunteering and assess your skill set. We will call the references on your application and provide you with a service description which clearly outlines your volunteer role. You will receive a volunteer name tag that you will be expected to wear every time you present for volunteer service.

Role-Specific Training

Each volunteer will receive role-specific training by a site supervisor at the branch or site where they are assigned. This person will be your primary contact and supervisor. We may, on occasion, ask that you attend updated training sessions throughout the year should policies or procedures that affect volunteers change.

Supervision

Your site supervisor is responsible for day-to-day management and guidance of your work, and will be available for consultation, assistance, and on-going feedback. Please ask any questions of this person, or report any problems or concerns. You can also contact Christina Edgeworth, Human



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Resources Coordinator at 727.895.9622, ext. 2151 or email: cedgeworth@stpeteymca.org.

Volunteer Timesheets, Name tags, and other Information

Volunteers are required to submit their monthly time sheet, available on our web site, at the end of each month to HR. Also, in order to keep your volunteer records current, you should notify your Y supervisor immediately of changes to your name, address, telephone number or emergency contact information. All volunteers should wear their name tag every time they present to volunteer.

Use of Supplies and 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.

Y Property

Personal locks may not be placed on 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, diskettes, 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.

Changes in Service and/or Assignment

If you are a snowbird or plan to make changes to your volunteer service, please alert Christina Edgeworth, Human Resources Coordinator, as well as your site supervisor in advance! Should you find that your assignment is too challenging, not challenging enough, or simply not the right fit, please discuss this with your site supervisor first. If your concern is not resolved, please contact Christina Edgeworth, and please, don't leave without notice. You are a valued member of our team and when things don't work out, our responsibility is to address them. Your feedback and input can only help us strengthen and improve our volunteer program.

Safety

Safety is paramount at YGSP and we expect our volunteers to comply with our health and safety rules to prevent accidents.

Safety and Health Rules

Follow accident and incident reporting procedures.

- Observe all hazard warning 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.
- Observe safe operating procedures for all equipment.
- Make sure that all guards and other protective devices are in their proper places prior



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- 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.
 - Use seat belts when driving or riding in vehicles while volunteering for the Y.

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 infectious. 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.

Child Abuse Prevention

Because of its concern for the welfare of children and youth, the Y has developed policies, standards, guidelines, and training to aid in the detection and prevention of child abuse. 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. This is also why volunteers are screened, and undergo criminal background checks upon engagement or reengagement of volunteering at the Y. The Y also provides training in recognizing, reporting, and preventing child abuse. Some of the guidelines you must and are expected to follow are:

- Avoid being alone with a single child where you cannot be observed by staff or other adults.
- You may not have contact with children who participate in Y programs outside of approved Y activities. For example, baby-sitting, weekend trips, foster care, etc. are not permitted. An exception must be approved in advance by the YGSP. Please see your supervisor.
- Dating a program participant under age 18 is not allowed. Some Y programs may have additional restrictions.
- Children may not be disciplined by use of physical punishment or by failing to provide the necessities of care.
- Verbally, physically, sexually, or emotionally abusing or punishing children is not allowed.
- 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 only be released to authorized persons in programs with controlled pickup procedures.
- Any information regarding abuse or potential abuse should be documented in writing.
- At the first reasonable cause to believe that child abuse exists, it should be reported to your YGSP supervisor or your branch executive.
- In the event that the Y 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 YGSP involvement will be terminated.



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Code of Conduct for Staff & Volunteers

1. To protect YMCA staff, volunteers, and program members, at no time during a YMCA program may a staff person or volunteer be alone with a single child where he or she cannot be observed by others. As staff supervise children, they should space themselves in such a way that other staff can see them.
2. You shall not leave a child unsupervised.
3. Restroom supervision/diapering/showering: Only staff are permitted to accompany/supervise children in the restroom and to change diapers, change into/out of swimsuits, assist with showering, etc.
4. You shall not abuse children in any way, including:
 - physical abuse—striking, spanking, shaking, slapping; and so on;
 - verbal abuse—humiliating, degrading, threatening; and so on;
 - sexual abuse—touching or speaking inappropriately;
 - mental abuse—shaming, withholding kindness, being cruel, and so on; or
 - neglect—withholding food, water, or basic care.No type of abuse will be tolerated and may be cause for immediate dismissal.
5. You must use positive techniques of guidance, including redirection, positive reinforcement, and encouragement rather than competition, comparison, and criticism. You will have age-appropriate expectations and set up guidelines and environments that minimize the need for discipline. Physical restraint is not permitted by volunteers.
6. While staff conduct a health check of each child upon his or her arrival each time the program meets, you should bring any questions or concerns of health or safety to the attention of your supervisor immediately.
7. You 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.
8. 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. Children are not to be touched on areas of their bodies that would be covered by a bathing suit.
9. You will refrain from intimate displays of affection toward others in the presence of children, parents, and staff.
10. 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.
11. You must present to service in clean, neat, and appropriate clothing.
12. Using, possessing, or being under the influence of alcohol or illegal drugs during service hours is prohibited.
13. Smoking or use of tobacco in the presence of children or parents during service hours is prohibited.
14. Possession or use of any type of weapon or explosive device is prohibited.
15. Using YMCA computers to access pornographic sites, send e-mails with sexual overtones or otherwise inappropriate messages, or develop online relationships is not allowed.
16. Profanity, inappropriate jokes, sharing intimate details of one's personal life, and any kind



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- of harassment in the presence of children, parents, volunteers, or other staff is prohibited.
17. You may not be alone or communicate with children you meet in YMCA programs outside the YMCA. This includes babysitting, sleepovers, driving or riding in cars, inviting children to their homes, text messaging or e-mailing, and friending on social media sites.
 18. You must be free of physical and psychological conditions that might adversely affect the children's physical or mental health. If in doubt, an expert should be consulted.
 19. You will portray a positive role model for youth by maintaining an attitude of loyalty, patience, courtesy, tact, and maturity.
 20. You should not give gifts (e.g., TV, video games, jewelry) to youth.
 21. You may not date program participants or other employees who are under the age of 18.
 22. Under no circumstances should you 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).
 23. You are to report to a supervisor any other employee or volunteer who violates any of the policies listed in this Code of Conduct.
 24. You are required to read all policies related to identifying, documenting, and reporting child abuse and attend trainings on the subject, as instructed by a supervisor.
 25. You will act in a caring, honest, respectful, and responsible manner consistent with the mission of the YMCA.
 26. Any shirt or item (such as a name tag) provided to you by the YMCA that demonstrates a position of authority by representing you as a staff member, coach, mentor, or volunteer will be returned to the YMCA once that relationship to the YMCA ends.
 27. YMCA staff and volunteers may not present themselves as representatives of the YMCA when advertising or soliciting social contacts. Specifically, they may not refer to the YMCA on social media.

I understand that any violation of this Code of Conduct may result in termination in my position as a volunteer.

Harassment

All individuals at the Y are expected to work actively to maintain an environment which is free from unlawful discrimination and harassment, and to conduct themselves in such a way as to ensure that no illegal discrimination or harassment occurs by employees, or other parties, including members, suppliers, and volunteers.

Harassment includes unsolicited remarks, gestures or physical contact; display or circulation of written materials or pictures derogatory to either gender or to racial, ethnic or religious groups. Sexual harassment is a type of harassment and occurs when this type of verbal or physical conduct is sexual in nature or is gender based; that is, directed at a person because of their gender. All Y employees and volunteers are responsible for helping to assure that harassment is avoided. If you feel that you have experienced or witnessed harassment, you are to immediately notify your supervisor or any manager of the organization.



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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 Christina Edgeworth, 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.

Communication

Complaints

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 at the YGSP. If your supervisor is unable to resolve the matter to your satisfaction, you should discuss your complaint or problem with Christina Edgeworth, Human Resources Coordinator.

Use of Social Media

The YMCA of Greater St. Petersburg recognizes the value of online social media (i.e. Facebook) for connecting with members, staff, and volunteers. However, in order to ensure we maintain a values-oriented, positive, professional image, and to protect the safety and privacy of our members and staff, all employees and volunteers must abide by the following expectations when using social media for Y purposes. Failure to follow the guidelines below may result in disciplinary action, up to and including termination of employment.

Using Social Media for Volunteer Service Purposes

- Association-wide YMCA of Greater St. Petersburg social media pages will be created and maintained by the Marketing Department ONLY. Designated staff, as assigned by the Marketing Department, will assist in branch-specific social media updates.
- No other YMCA-related social media pages may be set up by any YMCA staff or volunteer.

Friending Members and Volunteers

- Sometimes members, staff, and volunteers may ask one another to become their "friend" on social media sites. This is allowed, but employees and volunteers must remember they are representing the YMCA and refrain from posting inappropriate content; or create a more limited profile for Y purposes and reserve their full personal profile for friends and family only.
- You may NOT "friend" ANYONE under 18 on any social media site. This includes staff, volunteers, and members under 18. No exceptions!
- No posting YMCA "dirty laundry" where members can see it (i.e. complaining about work, service, lack of donations, etc.)



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Facebook for Teens (applies to staff and volunteers)

- Because of the nature of their jobs, several YMCA staff members work closely with teen groups and need to communicate with them and their parents online. On a limited basis, these staff members may get permission from Marketing to create private Facebook groups for their clubs (i.e. Multicultural Achievers, Youth in Government, etc).
- These staff members must receive a brief training on social media safety and privacy practices before starting their group. They can communicate with group members through the group page only and still may not individually "friend" teens.
- The groups must remain private/closed and new group members must be approved by the staff member before being accepted to view the group page. Only actual teens that are already participants of YIG or Multicultural Achievers (or their parents) will be allowed to join.

Unofficial Social Media Pages

- YMCA volunteers are discouraged from setting 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.

Donor Recognition and Solicitations

- Recognition of donors on any social media page (whether YMCA-affiliated or personal) is strictly prohibited.
- Solicitation of donations via social media is also strongly discouraged

Posting Photos and Videos of YMCA Activities Online

- Any photos posted online must be posted through the YMCA of Greater St. Petersburg's private, secure photo gallery. The use of photo sharing sites such as Flickr, Shutterfly etc. is not allowed. For instructions, email Marketing.
- If you wish to share a video online, please contact Marketing as well to determine the best way to do this.
- All photos and videos posted must only include members and children who have signed a photo release.

The world of social media is changing rapidly. If in doubt about how this policy applies to new social media sites, please contact Marketing, 727-895-9622 ext. 2207. The YMCA of Greater St. Petersburg reserves the right to modify this policy at any time.



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On behalf of our board of directors and staff at the YMCA of Greater St. Petersburg, thank you for your service!

Christina Edgeworth

Christina Edgeworth, Human Resources Coordinator
YMCA of Greater St. Petersburg
cedgeworth@stpeteymca.org
727.895.9622, ext. 2151

YMCA of Greater St. Petersburg locations:

Bardmoor YMCA
8495 Bryan Dairy Rd
Largo, FL
727. 394.9622

Childs Park YMCA
691 43rd St South
St. Petersburg, FL
727.209.9622

Jim and Heather Gills YMCA
3200 1st Ave South
St. Petersburg, FL
727.328.9622

Harbordale YMCA
2421 4th St. South
St. Petersburg, FL
727.821.9348

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