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# **Beatrice Mary Family YMCA Volunteer Handbook**

# Beatrice Mary Family YMCA Information and Guidelines for Volunteers

## OUR MISSION

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

The Y is made up of people of all ages and from every walk of life working side by side to strengthen communities. Together we work to ensure everyone, regardless of gender, income, faith, sexual orientation or cultural background, has the opportunity to live life to its fullest. We share the values of caring, honesty, respect and responsibility—everything we do stems from it.

Our programs and services strive to strengthen the family, guide the youth of today, and meet the ever changing needs of our community. The **Beatrice Mary Family YMCA** believes that, in a diverse world, we are stronger when we are inclusive, when our doors are open to all and when everyone has the opportunity to learn, grow and thrive.

## WELCOME

Welcome to the **Beatrice Mary Family YMCA**. Thank you for volunteering with us! You are joining the thousands of volunteers who have been the heart of our organization since its founding.

As a volunteer, your contributions, dedication, and commitment are vital to our growth. Each volunteer opportunity, although different, contributes an important part to the organization as a whole. Our commitment to you includes the following:

- Volunteers will be given a clear idea of the tasks they are being asked to perform and of the responsibility which goes with those tasks.
- Volunteers will be told who is responsible for their support and supervision and they will have regular access to this person.
- The relationship between paid workers and volunteers will be complementary and mutually beneficial. All colleagues will be fully aware of the area of work undertaken by volunteers and of the distinction between paid work and volunteering.

This Volunteer Handbook will introduce you to the Beatrice Mary Family YMCA, its mission, history, guidelines and policies. We hope you find this to be a valuable resource that will assist you in your volunteer duties.

Thank you,

Alison Leonard, CEO

## HISTORY

In 1844, industrialized London was a place of great turmoil and despair. For the young men who migrated to the city from rural areas to find jobs, London offered a bleak landscape of tenement housing and dangerous influences.

Twenty-two-year-old George Williams, a farmer-turned-department store worker, was troubled by what he saw. He joined 11 friends to organize the first Young Men's Christian Association (YMCA), a refuge of Bible study and prayer for young men seeking escape from the hazards of life on the streets.

Although an association of young men meeting around a common purpose was nothing new, the Y offered something unique for its time. The organization's drive to meet social need in the community was compelling, and its openness to members crossed the rigid lines separating English social classes.

Years later, retired Boston sea captain Thomas Valentine Sullivan, working as a marine missionary, noticed a similar need to create a safe "home away from home" for sailors and merchants. Inspired by the stories of the Y in England, he led the formation of the first U.S. YMCA at the Old South Church in Boston on December 29, 1851.

### **[SEE BELOW FOR A SAMPLE LOCAL HISTORY. REPLACE TEXT WITH HISTORY OF YOUR YMCA.]**

In 1892 a group of twelve men founded the Quincy YMCA to improve the lives of people in our community. After two temporary locations, a building at 61 Washington Street in Quincy was dedicated. This building was referred to as Adams Academy, and offered many community programs such as vocational training, bowling, exercise sessions, prayer meetings and guidance to men and women who were away from home. It housed the YMCA for the next 51 years, and had the only indoor pool in the area.

In 1928 the YMCA founded Camp Burgess for Boys on Cape Cod, beginning a strong camping tradition that has touched lives of generations of families.

With increased services to the community such as job training, English classes, and teen programs, the Quincy YMCA outgrew its facility. Three fundraising campaigns were organized over the years, and finally in 1955 a new building was opened on Coddington Street in Quincy. This building also served as a community residence for adults with low income.

In 1960 Camp Hayward for Girls was established across the lake from Camp Burgess. From 1961-1965, the Quincy YMCA was privileged to have Dr. Emma Tousant as the first female Board Chair to serve in any YMCA in the United States.

In 1976 a Women's Fitness Salon addition was completed to accommodate to the growing needs of our female members. In 1978 a new physical fitness wing was added, including an indoor running track, three handball/racquetball courts, a weight room and exercise area.

The Quincy YMCA merged with the Weymouth YMCA in 1981, and the **[NAME OF YMCA]** was born. A new Community Services Division was formed, which provided services to Weymouth, Hingham, Milton, Hull, Scituate, Norwell and Braintree. Swimming, day camps, after-school and youth sports programs were operated out of churches, schools and other community locations.

In 1984 part of the Physical Fitness wing was converted to a 21-station Nautilus Fitness Center. Another area was converted to a children's day care center.

The **[NAME OF YMCA]** purchased the grounds of the former Hanover Tennis Club in 1994. We currently operate a Family Outdoor Center on this site, as well as Camp Gordon Clark, one of our summer day camps.

In 1996 a new pool, locker room facilities and outdoor fields with a running track were added to our Quincy branch as part of a 2.5 million capital campaign.

The Community Services Division merged with the Quincy Division in 1997 to form the Quincy Branch, which provides programs to Quincy residents as well as all other towns in our service area, including Braintree, Hingham, Hull, Scituate, Cohasset, Milton, Weymouth, Randolph, Norwell, Hanover and Quincy.

The Mill Pond Tennis Club in Hanover was purchased in 1998 and converted into our Mill Pond Branch YMCA. The facility housed new kids' gym, babysitting area, gymnasium, exercise area, and multipurpose room. In 2002, the Mill Pond Expansion Program was completed, thanks to the help of many volunteers and community supporters. An indoor aquatic center including a lap pool and a family fun pool with slide were added to the facilities. Other new services included a child care center, new locker rooms for all ages, family locker rooms, whirlpool and sauna, additional clay indoor/outdoor tennis courts, a teen center, community meeting rooms and more.

In 2003, the new Resident Camp dining hall was completed. Fully winterized, this beautiful facility accommodates up to 300 people at a time, and is twice as large as the previous structure, which was built in 1928. Two large meeting rooms attract year-round groups.

The year 2007 introduced the new Tousant Hall in honor of Dr. Emma Tousant at Camp Hayward for girls. Here campers connect to make new friends, try new activities, create a play, and re-tell the day's events.

In September of 2011, the **[NAME OF YMCA]** merged with South Shore Natural Science Center in Norwell. The Center is now a full-fledged branch of our ever expanding YMCA. The Center, which has been in operation for fifty years, has a mission of providing environmental education and fostering an appreciation of the natural world. The branch includes a day camp, pre-school, an eco-zone exhibit, and acres of unspoiled walking trails.

In December 2011 the new **[NAME OF YMCA]** Early Learning Center opened at 1075 Washington Street, Hanover. This state-of-the-art childcare center allows us to expand our

core values to children in the South Shore area with quality early childhood educational experiences for children from 6 weeks old to 5+ years.

In December of 2013, the Y's Quincy Branch opened a new, state-of-the-art facility on Coddington Street which was built to better serve the changing needs of Quincy and surrounding communities for generations to come.

Today, the **[NAME OF YMCA]** is involving more than 40,000 members and participants, nearly two-thirds of whom are children and teens, in more than 100 different programs. Emphasizing the four core character development values of caring, honesty, respect and responsibility, we are committed to strengthening our communities by nurturing the potential of kids, promoting healthy living and fostering a sense of social responsibility

## OUR CORE VALUES

Our core values are caring, honesty, respect and responsibility. We challenge our members and participants to believe in and behave according to these core values in three ways:

- By showing the values in action through our example.
- Through spoken and visual communications.
- Through activities.

We do not wait for teachable moments to happen in our programs. We purposefully create and implement activities in our program areas that present a lesson about the four values.

**Caring** means to love others and to be sensitive to their well-being. Caring is represented by the color red, which is associated with a caring heart.

**Honesty** involves telling the truth and acting in such a way that you are worthy of trust. To be honest is to have integrity, to make sure your choices match your values. Honesty is represented by the color blue, which is associated with the expression true blue.

**Respect** involves treating others as you would have them treat you. Respecting others means valuing the worth of every person, including yourself. It is represented by the color yellow, which is associated with the Golden Rule.

**Responsibility** involves doing what is right, doing what you ought to do. Being responsible means being accountable for your behavior and obligations. Responsibility is represented by the color green, which is associated with environmentalism. Let us know if you feel our character values are being reflected in our staff and the programs we offer. We're always interested in how we can further incorporate character development into our member's lives and all areas of our organization.

## PHILOSOPHY AND RIGHTS

### Volunteer Involvement

Volunteers are welcome in all programs and activities of the **Beatrice YMCA** at varying levels of skill and decision-making. Volunteers will not, however, displace any paid employee from their position.

### Volunteer Service

The **Beatrice YMCA** recognizes your right to discontinue your service at any time and for any reason. Whenever it is deemed to be in the best interest of the **Beatrice YMCA** we also reserve the right to discontinue the volunteer service relationship. Volunteers shall not be expected to receive any form of payment, including wages, food, clothing, shelter or other kinds of payment, for volunteer talents and services contributed to the **Beatrice YMCA**.

### Diversity

The **Beatrice YMCA** aims to fulfill its mission by providing an inclusive volunteer environment. We are a stronger organization for embracing all those who share a commitment to our mission. The Y is made up of people of all ages and from every walk of life working side by side to strengthen communities. Together we work to ensure everyone, regardless of gender, income, faith, sexual orientation or cultural background, has the opportunity to live life to its fullest. We share the values of caring, honesty, respect and responsibility—everything we do stems from it.



# **POLICIES AND PROCEDURES**

## **Record Management**

The Human Resources office of the **Beatrice YMCA** maintains records on each volunteer throughout the organization. Records include dates of volunteer service, positions held, duties performed, and awards/recognitions received. Volunteer records, including applications, reference checks and background checks are confidential. Volunteers are responsible for submitting and updating information contained in their files to the **Beatrice YMCA** Human Resources office.

## **Dress Code**

Volunteers are representatives of the **Beatrice YMCA** are responsible for presenting a positive image to constituents and the community. Volunteers will dress appropriately for the conditions and performance of their duties. Individual volunteers will be informed of the dress standard for their duties at the time of assignment.

## **Time and Attendance**

Volunteer attendance is important to the operation of each department in which they serve. Volunteers should notify their supervisor in advance if they are unable to be present on their scheduled day or presentation.

## **Change of Placement**

Volunteers may request a change in placement anytime during their volunteer service. If a volunteer elects to be re-assigned, the volunteer must apply for the volunteer position and receive all appropriate training.

## **Training**

Most **Beatrice YMCA** opportunities require training, and some may also require an orientation. Whatever training is necessary for the desired opportunity, volunteers must complete the requirements before being considered an official **Beatrice YMCA** volunteer.

## **Association Rules**

To ensure the general welfare of all YMCA volunteers, a set of rules has been established. These rules are subject to change as circumstances dictate. Volunteers who violate these rules will be subject to disciplinary action, or dismissal.

Examples of areas of Association concern include:

1. Excessive absenteeism and/or lateness.

2. Use of, possession of, or being under the influence of illegal substances or alcohol during work hours.
3. Insubordination.
4. Falsification of Association records including the application form.
5. Failure to maintain confidentiality of volunteer, member or staff records.
6. Negligent or unauthorized use of Association equipment.
7. Physical or verbal abuse of fellow volunteers, staff or members.
8. Gambling during volunteering hours.
9. Misappropriation of Association or personal property or funds.
10. Violation of common safety practices.
11. Failure to make a prompt report of any accident on Association property.
12. Inattention to the responsibilities.
13. Failure to observe department working hours and schedules.
14. Unsatisfactory performance.
15. Physical, sexual or emotional abuse of a child.
16. Possession of firearms or dangerous weapons.
17. Other actions which would be normally inconsistent with appropriate behavior at the Y.

## Computer Use

The **Beatrice YMCA** provides designated volunteers a variety of electronic communication systems for use in carrying out its business. All communications and information transmitted by, received from or stored in these systems are the property of the **Beatrice YMCA** and are intended to be used for job related purposes only.

## Internet Use

- Volunteers accessing the Internet through the Association network are acting as representatives of the **Beatrice YMCA** and are not to engage in any activity that would reflect unfavorably on the YMCA or be deemed inappropriate by the Association.
- Downloading files or software without approval from the IT department is prohibited.
- Internet sites that contain inappropriate pictures, materials, comments, language, links or anything else that might be considered inappropriate is prohibited.
- New and unexpected icons on the system tray at the bottom of your computer screen
- Keys that don't work (for example, the "Tab" key that might not work when you try to move to the next field in a Web form)
- Random error messages
- Sluggish or downright slow performance when opening programs or saving files

## Social Networking – Electronic Communications

Families entrust their children to the **Beatrice YMCA** care for childcare, day camp, resident camp, after school and many other youth programs. Our promise to these families is that we will provide a safe environment in which all participants are treated in a caring, honest, respectful and responsible way. Our mission charges us to “build a healthy spirit, mind and body for all.”

### The Beatrice YMCA Code of Conduct for Personal Web sites, Blogs and Other Social Networking Sites

As a **Beatrice YMCA** volunteer, it is your responsibility to deliver on the Y’s promise and mission and to project and further the mission. This includes all dealings with the community; inside and outside the workplace, both on and off duty. It is the responsibility of any **Beatrice YMCA** volunteer to avoid any inappropriate speech or behavior in the presence of our community members at all times. No one should have reason to be offended or embarrassed by **Beatrice YMCA** volunteer’s speech, appearance or conduct.

The **Beatrice YMCA** Code of Conduct & Child Protection Policy and volunteer involvement policies noted in your Volunteer Handbook detail the **Beatrice YMCA** expectations and your responsibilities as a volunteer. However, the advent of personal web sites and blogs and other social networking (i.e. Facebook, Twitter) as well as other forms of technology have increased our exposure and the risks to our reputation. For this reason, the **Beatrice YMCA** has developed these standards of behavior in electronic and virtual public forums.

Volunteers are responsible for the content of all text, audio, video or images that are placed or sent over the Internet. Fraudulent, abusive, profane, harassing or obscene messages are expressly prohibited. No messages with derogatory or inflammatory remarks about an individual’s or group’s race, religion, national origin, physical attributes or sexual orientation may be transmitted. Information transmitted should not violate or infringe upon the rights of others.

*If you choose to post on a personal website, or to participate in social media, (i.e. Facebook) chat rooms or blogs, the following guidelines must be followed:*

1. The **Beatrice YMCA** Code of Conduct & Child Protection Policy requires that the volunteer does not initiate outside contact with members or program participants. Under no circumstances should a volunteer encourage access or provide access information to his or her personal website or blog to a teen member or program participant under the age of (18) eighteen.
2. The use of photos, logos or images of the **Beatrice YMCA** or its programs is prohibited. If you use the **Beatrice YMCA**’s name (including names of camps or other programs) in any such communication, you should be especially careful to

support and certainly not harm or ridicule the **Beatrice YMCA**'s image or mission and it must be approved by an executive director prior to posting.

**Beatrice YMCA** volunteers must uphold our organizations value of respect for the individual and avoid making defamatory statements about **Beatrice YMCA** supervisors, employees, volunteers, members, participants, clients, partners, affiliates and others including competitors.

3. Your personal website and any social media accounts should be marked "private," so only the people that you have invited may access your page. As a volunteer, you are prohibited from inviting **Beatrice YMCA** youth (campers, program participants, members, etc. under the age of 18) to access your website.
4. Any personal website, blog or social media Facebook interaction should not contain commentary that violates the **Beatrice YMCA**'s policies on harassment or discrimination.
5. You are solely responsible for any legal liability arising from or relating to the content from your personal website and/or blog.
6. If you are a group site administrator, you are strictly forbidden from sharing your administrative login and password. If you have been found to violate this policy, disciplinary action will be taken up to and including termination of employment.
7. Any reference to the **Beatrice YMCA** must include a disclaimer stating that the views expressed are yours alone and that they do not necessarily reflect the views of the **Beatrice YMCA**.
8. Media inquiries- if a member of the media contacts you about any **Beatrice YMCA** post or discussion thread, you are to forward that media inquiry to the Program Director or appropriate **Beatrice YMCA** designee.
9. **Beatrice YMCA** volunteers should promote the core values of caring, honesty, respect and responsibility in their speech and behavior at the **Beatrice YMCA**, with the community and in any public forum.
10. Any information that is confidential or proprietary to the **Beatrice YMCA** should not be disclosed to any third party. Additionally, you are strictly forbidden from posting copyrighted material or any intellectual property that belongs to another organization or to someone else.
11. Unless specifically authorized by the **Beatrice YMCA**, time spent participating in the above mentioned computer activities must not interfere with your job duties. If a manager determines that a volunteer is not working to their full potential because of

personal misuse of **Beatrice YMCA** technology, disciplinary action will be taken up to and including termination of employment.

The **Beatrice YMCA** does not intend to interfere with any volunteer's private life, but publicly observable communications, actions or words are not private. All **Beatrice YMCA** volunteers must use good judgment and discretion. If you want your use of technology to be private, do not allow it to be seen in the electronic public forum. If you or your words are public, make sure they are not contradicting with your role at the **Beatrice YMCA** and they are reflective of the mission and values of our association.

### **Sexual Harassment Prevention and Reporting Policy**

Sexual Harassment in the workplace is unlawful and it is unlawful to retaliate against a volunteer for filing a complaint of sexual harassment or for cooperating in an investigation of a complaint. The YMCA subscribes to the following guidelines concerning sexual harassment and has adopted them as YMCA policy. Moreover, as part of the YMCA's overall nondiscrimination policy, all forms of harassment of others because of race, color, religion, gender, age, national origin, marital status, veteran status, sexual orientation, mental or physical disability, or any other basis are prohibited.

In particular, an atmosphere of tension created by discriminatory remarks or discriminatory animosity does not belong at our YMCA and will not be tolerated.

For the purposes of this policy, sexual harassment is defined as any type of sexually oriented conduct, whether intentional or not, that is unwelcome and has the purpose or effect of creating an environment that is hostile, offensive or coercive to a reasonable man or woman, as the case may be. The following are examples of conduct that, depending on the circumstances, may constitute sexual harassment:

- Unwelcome and unwanted sexual jokes, language, epithets, advances, or propositions.
- Written or oral abuse of a sexual nature, sexually degrading or vulgar words to describe an individual.
- The display of sexually suggestive objects, pictures, posters, or cartoons.
- Unwelcome and unwanted comments about an individual's body, sexual prowess, or sexual deficiencies.
- Asking questions about sexual conduct.
- Unwelcome touching, leering, whistling, brushing against the body, or suggestive, insulting, or obscene comments or gestures.
- Demanding sexual favors.

If you believe that you have been the subject of sexual harassment or subjected to a hostile, offensive or coercive YMCA environment, or if you are not sure whether certain behavior is sexual harassment or whether it is actionable under this policy, you are strongly encouraged to immediately notify the person listed below so that the YMCA may have the opportunity to deal promptly with your complaint.

**Alison Leonard  
Beatrice Mary Family YMCA  
1801 Scott Street  
Beatrice, NE 68310  
402-223-5266**

An investigation of all complaints will be undertaken immediately, and all information will be handled with the highest degree of confidentiality possible under the circumstances and with due regard for the rights and wishes of all parties.

### **Smoke Free Workplace**

Smoking is prohibited on YMCA property and in YMCA facilities and vehicles.

### **Substance Abuse**

The YMCA is committed to a drug free workplace. Volunteers with identified substance abuse problems will be required to seek treatment and rehabilitation. Volunteers suspected of possessing or distributing drugs will be reported to the proper law enforcement authorities. Should a volunteer be in the possession of a controlled-substance, that volunteer will be subject to disciplinary action, up to and including dismissal.

### **Solicitation/Distribution Policy**

Persons not employed by the YMCA may not solicit, sell or distribute any literature on YMCA property for any purpose at any time nor come on YMCA property for such purposes without the permission of the administration. YMCA volunteers may not solicit other volunteers for gifts of any nature during either volunteer's scheduled time, unless permission is granted by the administration. Moreover, the circulation or passing of any petition or notice or other printed material among volunteers and/or employees in the YMCA is prohibited. Finally, volunteers may not post notices on official YMCA bulletin boards without the approval of the branch executive.

### **If you get hurt while volunteering**

If you become hurt or ill as a result of your volunteering at the **Beatrice YMCA** please notify your supervisor immediately.



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Acknowledgement of Receipt of Volunteer Handbook

I have received the **Beatrice YMCA** Volunteer Handbook. If I have any questions regarding this information, I may contact the Human Resources Department at 402-223-5266 or **[aleonard@beatriceymca.org](mailto:aleonard@beatriceymca.org)**

\_\_\_\_\_  
Volunteer Name (please print)

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

\_\_\_\_\_  
Date