



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA of Boulder Valley Employee Handbook

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From the President

Thank you for committing your time and talents to the YMCA of Boulder Valley. 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 talents with those who need it most. Whether you mentor a student, coach a team or greet members at the front desk, your time and talent change lives.

The YMCA of Boulder Valley 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. Each YMCA is different, reflecting the needs of its Y community. But what every Y has in common is a dedicated group of people—volunteers, staff, members and donors—who are committed to our mission.

We believe each volunteer contributes directly to the Y's success, and we hope you will take pride in being a member of our team.

This handbook describes the guidelines, programs and benefits for Y volunteers. All volunteers are obligated to familiarize themselves with the contents of the Volunteer Handbook by the commencement of their service—as it may answer many questions about volunteering with the YMCA of Boulder Valley.

I hope your experience here will be both challenging and enjoyable.

Chris Coker
President/CEO

OUR BRAND PROMISE

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

OUR VALUES

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

The four values of the Y:

Caring: Show a sincere concern for others

Honesty: Be truthful in what you say and do

Respect: Follow the golden rule

Responsibility: Be accountable for your promises and actions

OUR VOICE

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

Determined

Nurturing

Genuine

Hopeful

Welcoming

**VOLUNTEER HANDBOOK
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SMART Pledge

Each volunteer should know and understand the SMART Pledge and incorporate it into his or her service.

S: Show Up, Smile, Say Hello

I understand that "showing up" is more than just being on time. I will "show up" by arriving with an attitude of respect for my position as a relationship builder. I will be professionally dressed with a Y nametag and uniform appropriate to my department. I understand that to "show up" is to be present, to be focused on the important tasks at hand. That includes sharing a warm smile and a "hello" with everyone I see.

M: Meet, Greet and Make Welcome

I will make it my job to meet one new member each and every day, to learn something about them, to care and to remember their name for the next time our paths cross. I will strive to make every member feel welcome at the Y by showing them my caring heart.

A: Always Be About Relationships

Building relationships is at the core of my service. I will make an honest effort to get to know our members, to use names whenever possible, to introduce them to an ever-widening circle of friends, to inquire about their well-being, to seek first to understand and not to judge, and to give them opportunities to find meaning and personal satisfaction through the sharing of their time, treasure or talents with others.

R: Respond with Responsibility

If I see a problem, I will own it and work until a solution is found. If a member has a question, I will find an answer or someone else who can. I will be responsible for creating a safe, secure and accident-free environment. I will be responsible for protecting the assets of the Y, conserving energy and protecting our environment. I will act professionally in all that I do.

T: Think Always of Saying "Thanks"

I will be grateful, recognizing that each member has chosen to spend a part of his or her day with us. I will recognize the many blessings in our work of helping people to grow in spirit, mind and body. I will take the time to share genuine compliments with my fellow staff, volunteers and members. I will go out of my way to thank those who have chosen to give their time, treasure or talents to help us in our work.

NEW VOLUNTEER GENERAL INFORMATION

Volunteers are the backbone of the Y. Volunteers not only founded the Y, but also operated it in its entirety in the early days. The involvement today of thousands of talented, committed individuals greatly extends the range, quality and variety of Y programs.

The Y defines a "volunteer" as anyone who, without financial compensation or expectation of compensation beyond reimbursement of out-of-pocket expenses, performs a task at the direction of and on behalf of the YMCA of Boulder Valley.

Volunteer Records

In order to keep your volunteer records current, you should notify the Director of Volunteer Services of changes to your name, address, phone number, email address or emergency contact information.

Background Screening

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

Arrest & Criminal Conviction of a Volunteer

A volunteer is required to report an arrest or criminal conviction to the Y. The report should be made promptly: within 5 days of the arrest or conviction or prior to any additional volunteering, whichever comes first. The report must be made in writing to the Director of Volunteer Services and the SVP of Human Resources. The report must include the exact charge or conviction, the location or court and the date of the arrest or conviction. Failure to report arrests or conviction as required will be considered grounds for termination of volunteer services.

Photo Release

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

Benefits

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

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

Use of Supplies and Equipment

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

Security of Personal Belongings

We encourage you to lock valuable personal belongings in a locker or in the trunk of your vehicle during your time of volunteer service. The Y is not responsible for lost or stolen items.

Missing a Shift

If you are unable to make a scheduled volunteer time, please advise your department director. If you cannot reach your department director, please notify the Director of Volunteer Services.

Tracking of Volunteer Hours of Service

In order to keep an accurate record of your volunteer time of service, you must sign in and out each time you volunteer. Check with your supervisor or the Director of Volunteer Services for appropriate forms to record your hours.

YMCA Information

Information regarding membership lists, participation fees, donors, financial aid, planning, medical conditions and other information is confidential and should be kept within the Y and must not be shared.

CHILD ABUSE PREVENTION

A principal endeavor of the YMCA is to provide a healthy atmosphere for the growth and development of children. Any suspected or reported child abuse shall be treated in accordance with applicable laws and approved policies. All YMCA employees must attend required Child Abuse prevention training.

Under the "Child Protection Act of 1987" (C.R.S. 19-3-301) in the Colorado Children's Code, childcare center workers are required to report suspected child abuse or neglect. The law at 19-3-304, Colorado Revised Statutes states that if a childcare worker has "reasonable cause to know or suspect that a child has been subjected to abuse or neglect or who has observed that child being subjected to abuse or neglect shall immediately report or cause a report to be made of such fact to the county department of local law enforcement agency."

"Abuse" or "child abuse or neglect" means an act or omission in one of the following categories, which threaten the health or welfare of a child: skin bruising, bleeding, tissue swelling or death; any case in which a child is subjected to sexual assault or molestation, sexual exploitation or prostitution; any case in which a child is in need of services because the child's parents, legal guardian or custodian fails to take the same actions to provide adequate food, clothing, shelter medical care or supervision that a prudent parent would take.

If at any time a volunteer reasonably suspects child abuse, it is the responsibility of that volunteer to immediately report or to cause a report to be made of this suspicion to **both** a Y manager or director **and** the local county department of social or human services at **303.441.1000 (Boulder County)** or **719.836.2771 (Park County for Camp Santa Maria)** the police department. It is neither staff's nor volunteer's role to investigate suspected abuse—only to report it. Persons who make a good faith report are immune from civil and criminal liability. Additionally, the law provides for the protection of the identity of the reporting party.

A volunteer who fails to report suspected child abuse or neglect commits a class 3 misdemeanor and may be punished as provided in section 18-1-106, C.R.S. The volunteer could also be liable for damages "proximately caused thereby." Failure to follow this policy will result in termination of volunteer services.

CHILD ABUSE REPORTING PROCEDURES

The YMCA advocates a positive guidance and discipline policy with an emphasis on positive reinforcement, redirection, prevention and the development of self-discipline. At no time will the following disciplinary techniques be tolerated: physical punishment, striking, biting, kicking, squeezing, shaming, withholding food or restroom privileges, confining children in small locked rooms or verbal or emotional abuse.

Affectionate touch and the warm feelings it brings is an important factor in helping a child grow into a loving and peaceful adult. However, staff and volunteers need to be sensitive to each person's need for personal space (i.e. not everyone wants to be hugged). The Y encourages appropriate touch; however, at the same time it prohibits inappropriate touch or other contact of a sexual nature or with sexual overtones..

In the event that there is an accusation of child abuse, the YMCA will take prompt and immediate action as follows:

1. Volunteers must immediately report any suspected child abuse to the program director. If the program director is unavailable, suspected child abuse, a report must be made to any available manager or supervisor.
2. At the first report or probable cause to believe that child abuse has occurred, the employed staff person it has been reported to will notify the program director, who will then review the incident with the YMCA executive director or his/her designate. However, if the program director is not immediately available, this review by the supervisor cannot in any way deter the reporting of child abuse by the mandated reporters. Most states mandate each teacher or childcare provider to report information they have learned in their professional role regarding suspected child abuse. In most states, mandated reporters are granted immunity from prosecution.
3. The YMCA will make a report in accordance with relevant state or local child abuse reporting requirements and will cooperate to the extent of the law with any legal authority involved.
4. In the event the reported incident(s) involve a program volunteer or employed staff, the executive director will, without exception, suspend the volunteer or staff person from the YMCA.
5. The parents or legal guardian of the child(ren) involved in the alleged incident will be promptly notified in accordance with the directions of the relevant state or local agency.
6. Whether the incident or alleged offense takes place on or off YMCA premises, it will be considered job related (because of the youth-involved nature of the YMCA).
7. Reinstatement of the program volunteer or employed staff person may occur only after all allegations have been cleared to the satisfaction of the persons named in #1 above.
8. All YMCA staff and volunteers must be sensitive to the need for confidentiality in the handling of this information, and therefore, should only discuss the incident with the persons named in #1 above.

CODE OF CONDUCT AND ETHICS

The Y is committed to conduct its business in compliance with all applicable laws and regulations and in accordance with the highest standard of ethical conduct. All volunteers are expected to be familiar with this code and to adhere to those principles and procedures set forth below.

This code covers a wide range of business practices and procedures. It does not cover every issue that may arise, but it sets out basic standards of conduct to guide your volunteer service at the Y. All volunteers must conduct themselves accordingly to avoid even the appearance of improper behavior. If a law conflicts with a policy in the code, the volunteer must comply with the law. If any aspect of this code is unclear, or there are questions or dilemmas that are not addressed, the volunteer should ask his or her supervisor or other appropriate personnel how to handle the situation. If any volunteer is aware of a situation that may violate or lead to a violation of the code, then that volunteer should follow the reporting guidelines of this code.

Compliance with Laws, Rules and Regulations

Obeying the laws, as it relates to our business, is the foundation of this code. All volunteers are expected to respect and comply with local, state and federal laws, rules and regulations as a condition of continued service. Although not all volunteers are expected to know the details of these laws, it is important to know enough to determine when to ask questions or seek advice from supervisors, managers, Human Resources Department or other appropriate personnel. Ignorance is no defense.

Rules of Conduct

Volunteers should abide by the following rules of conduct with regards to children and minors. Failure to do so may result in termination of volunteer services:

- At no time during a Y program may a volunteer be alone with a single child where they cannot be observed by other volunteers or staff.
- Never leave a child unsupervised.
- Restroom supervision: make sure the restroom is not occupied by suspicious or unknown individuals before allowing children to use the facilities. Stand in the doorway while children are using the restroom. This policy allows privacy for the children and protection for the volunteer (not being alone with a child). No child regardless of age should ever enter a bathroom alone on a field trip. Always send children in pairs, and whenever possible, with staff or volunteers.
- Conduct private activities in pairs – diapering, putting on bathing suits, taking showers, etc. When this is not feasible, volunteers and staff should be positioned so that they are visible to others;
- Abuse is absolutely prohibited, including but not limited to: physical abuse (strike, spank, shake, and slap); verbal abuse (humiliate, degrade, threaten); sexual abuse (inappropriate touch or verbal exchange); mental abuse (shaming, withholding love, cruelty); neglect (withholding food, water, basic care, etc.). No abuse will be tolerated and may be cause for immediate dismissal and law enforcement will be contacted;
- Use positive techniques of guidance, including redirection, positive reinforcement and encouragement rather than competition, comparison and criticism. Volunteers will have age-appropriate expectations and set up guidelines and environments that minimize the need for discipline;
- Respond to children with respect and consideration and treat all children equally regardless of sex, sexual orientation, race, religion, national origin, disability, or culture;
- Respect children's rights to not be touched in ways that make them feel uncomfortable, and their right to say no. Other than diapering, children are not to be touched in areas of their bodies that would be covered by a bathing suit;

- Refrain from intimate displays of affection toward others in the presence of children, parents and staff;
- Profanity, inappropriate jokes, sharing intimate details of one's personal life and any kind of harassment in the presence of children or parents is prohibited;
- Smoking or use of tobacco in the presence of children or parents during service hours is prohibited (refer to the smoking and tobacco policy);
- At all times portray a positive role model for youth by maintaining an attitude of respect, loyalty, patience, courtesy, tact and maturity;
- Under no circumstances should a child be released to anyone other than the authorized parent, guardian or other adult authorized by the parent or guardian (written parent authorization on file with the Y), in programs where authorization is required;
- Adhere to the Y's policies with regards to reporting child abuse and contact with Y guests, members or program participants who are minors (under the age of 18).
- In accordance with this code, disciplinary action, including suspension or dismissal, may result from any of the following acts of misconduct, including but not limited to:
 - Incompetence or inefficiency in the performance of one's duties;
 - Carelessness or negligence in the performance of one's duties;
 - Possessing, consuming or being under the influence of alcohol (except during Y approved and sponsored social activities), illegal drugs, narcotics or intoxicants for which a valid medical prescription does not exist, or medical marijuana during working hours. At any Y-approved or -sponsored social event where alcoholic beverages are served, you are expected to remain responsible and professional at all times. Only moderate and limited consumption of alcohol is acceptable on such occasions. Only volunteers who are 21 years or older may consume alcoholic beverages at Y-approved and -sponsored events;
 - Conviction of a felony;
 - Possession of firearms, explosives or weapons while on Y property or while conducting Y-related business;
 - Theft, unauthorized removal, willful damage or destruction of any property;
 - Malicious gossip and/or spreading rumors, engaging in behavior designed to create discord and lack of harmony or willfully restricting work output and/or encouraging others to do the same;
 - Threatening, intimidating or coercing a fellow employee or volunteer;
 - Abusive language at any time on Y premises or while conducting Y-related business;
 - Physical violence;
 - Insubordination or refusal to comply with or follow instructions;
 - Behavior that is uncooperative, disruptive or disrespectful;
 - Unexcused absenteeism or tardiness;
 - Intentional safety or security violations;
 - Falsification of applications, time sheets or any other records;

- Breach of confidentiality, including but not limited to sharing non-public information, member or vendor names or lists, and/or supervisors sharing information about the terms or conditions of fellow volunteers or employees.
- Unauthorized use or abuse of Y property or equipment (including telephones, copiers and computers);
- Use of computer software not purchased by the Y (whether illegally copied or personally purchased outside the Y) installed on Y computer equipment;
- Unauthorized copying of Y-purchased computer software, whether for personal or business use;
- Harassment;
- Discourtesy or inappropriate conduct toward members, volunteers, guests, vendors or other employees;
- Violation of policies or rules, whether set forth formally in this handbook or in Y memoranda, or stated informally by your supervisor; and
- Disclosure of proprietary or confidential information and/or Y documents.

COMMUNICATION SYSTEMS: E-MAIL, VOICE MAIL, INSTANT MESSAGING, INTERNET ACCESS, FAX, COPY MACHINES AND COMPUTER SYSTEMS

This policy covers all Y systems, including all networked and individual equipment (i.e., stand-alone computer).

Volunteers do not have an expectation of privacy while using or accessing these systems. Nothing volunteers save or send on or through the systems is confidential to the volunteer.

- Volunteers may have individual passwords to access these systems. These individual passwords should always be kept confidential and not shared with anyone. Volunteers must not attempt to gain access using another individual's password to any other computer, internet file, email or voicemail without staff permission. All information regarding access to the YMCA's computer resources, such as user identifications, phone numbers, access codes, and passwords, are YMCA confidential information and must not be disclosed.
- Volunteers should be aware that the systems belong to the YMCA, and the contents must be accessible at all times by management for any business purpose. The systems may be subject to periodic, unannounced inspections and should be treated like other shared filing systems. These systems are intended for business use. Volunteers should inform family members and friends not to use the systems for any confidential messages (i.e., confidential voicemail or email messages).
- These systems may not be used in any manner that would be discriminatory, harassing or obscene, or for any other purpose that is illegal, against Y policy or not in the Y's best interests. Volunteers are not permitted to access the electronic communications of other volunteers, employees or third parties unless directed to do so by management. The Y reserves the right to access and review files and messages and to monitor the use of electronic communications without prior notice as it deems necessary to ensure that there is no misuse or violation of policy or any law. Volunteers who misuse these systems will be subject to termination of service.
- Volunteers may not install unauthorized personal software on YMCA Systems.
- All electronic information created by any volunteer using any means of electronic communication provided by the YMCA is the property of the YMCA and remains the property of the YMCA at all times.
- Use of email or the internet to copy and/or transmit any documents, software or other information that is confidential information or is protected by copyright laws is prohibited.
- Volunteers must exercise a greater degree of caution in transmitting the confidential information by email than they take with other means of communicating information, (e.g., written memoranda, letters or phone calls) because of the reduced human effort required to redistribute such information. Confidential information should never be transmitted or forwarded to outside individuals or companies not authorized to receive that information and should not even be sent or forwarded to other volunteers or employees inside the Y who do not need to know the information. Always use care in addressing email messages to make sure that messages are not inadvertently sent to outsiders or the wrong person. In particular, exercise care when using distribution lists to make sure that all addresses are appropriate recipients of the information. Lists are not always kept current and individuals using lists should take measures to ensure that the lists are current. Refrain from routinely forwarding messages containing confidential information to multiple parties unless there is a clear business need to do so.
- The Y may allow occasional personal use of these resources, provided it does not interfere with the Y's business. Volunteers are expected to exercise good judgment and restraint in their personal use of email, IM, telephone, fax and copy machine, and computer systems.
- Any Y provided laptops, portable computers or PDAs are covered by this policy at all times, regardless of their location.

**CONTACT WITH PROGRAM PARTICIPANTS, MEMBERS AND GUESTS WHO ARE MINORS
(UNDER THE AGE OF 18)**

Volunteers are prohibited from contacting program participants, members or guests who are minors (under the age of 18) during the volunteer's personal time or outside of YMCA duties. Prohibited contact includes, but is not limited to, babysitting, coaching, tutoring, telephone and electronic communication (including texting, emailing, Facebook, Twitter, Instagram, MySpace, etc.), dating, attending movies, parties, sporting events, transporting a minor in a non-Y vehicle or visiting any residences. Such activities are outside of the scope of a volunteer's duties with the Y. If a volunteer is contacted by a minor participant, it is the volunteer's responsibility to contact his/her supervisor or the SVP of Human Resources immediately.

Volunteers shall not provide care (baby-sit) or instruction or develop or maintain relationships with any children or families they meet through Y programs. If the volunteer has a pre-existing relationship, i.e., for babysitting, notify the SVP of Human Resources of the relationship, and the SVP of Human Resources will resolve the issue. If the relationship is permitted to continue the family will be required to sign a form acknowledging the family's pre-existing relationship with the volunteer and relieving the Y of any responsibility for the actions of the volunteer with regard to that relationship.

A violation of this policy will result in termination of volunteer services.

DRESS CODE AND PERSONAL APPEARANCE

Personal appearance, hygiene and appropriate attire for the volunteer assignment are important to the image of the Y and to its participants, members and community contacts. Every volunteer of the Y must be aware that his/her appearance directly affects the association's public image. Consideration will be given to such issues as direct member contact, nature of the job and safety.

In providing quality member service and ensuring that our members and program participants have good feelings about their Y experience, it is important that every volunteer is neat, clean, well-groomed, easily identifiable and professional in appearance at all times. The following dress code is provided as a reference for acceptable appearance while on duty, unless there are specific department exceptions. At all times, attire should be appropriate to the area of work.

Volunteers are expected to follow the dress code on the job and at all trainings and meetings.

- At all times a moderate (modest) appearance is expected.
- All clothing shall be in good condition with no tears, holes, rips, fraying or fading.
- A neat, clean and wrinkle-free shirt will be worn. Low cut, see-through tops or tops that expose stomach or back while reaching or bending are not acceptable.
- Y-issued shirts shall be worn with pride while working on the job and should not be worn before or after service hours.
- Y-issued shirts may not be altered in appearance (i.e. sleeves may not be cut off to be made into a tank top).
- Undergarments of any type should not be visible.
- Lanyard with name badge must be worn while serving.
- Tattoos should be covered when possible. The Y reserves the right to require a volunteer to cover any extreme, offensive or inappropriate tattoo or terminate service if a visible tattoo violates this dress code.
- Hair must be within natural ranges of hair color with no extreme hairstyles. Hair should be clean, combed and neatly trimmed. Hair must never be at a length that would create a safety hazard.
- Sideburns, moustaches and beards should be neatly trimmed to 1 inch or less.
- Body piercing jewelry may not be visible, except for simple earrings, small nose studs and clear tongue rings (as long as they do not interfere with effective communication). Jewelry for lip and eyebrow piercings may not be worn. For safety reasons, no dangling earrings are permitted in program or exercise areas.
- Hats worn must have the YMCA logo.

PROHIBITION OF HARASSMENT

The YMCA is firmly committed to maintaining a positive working environment free of inappropriate conduct, including offensive verbal and written communication of a sexual nature. All volunteers are expected to conduct themselves in a professional and businesslike manner at all times. Inappropriate sexual conduct that could lead to a claim of sexual harassment is expressly prohibited by this policy. The YMCA absolutely prohibits harassment, and discrimination because of race, sex (including gender and gender identity) religion, creed, color, national origin, genetic information, pregnancy, marital status, veteran's status, citizenship status, ancestry, age, physical or mental disability, medical condition or any other status protected by federal, state, or local law.

Harassment can take many forms. Each volunteer must be sensitive to the feelings of others and must not act in a way that might be considered harassment by someone else. Such harassing conduct may include, but is not limited to, sexually implicit or explicit communications whether in:

- Written form, such as cartoons, posters, calendars, notes, letters, email;
- Verbal form, such as comments, jokes, foul or obscene language of a sexual nature, gossiping or questions about another's sex life, or repeated unwanted requests for dates;
- Physical gestures and other nonverbal behavior, such as unwelcome touching, grabbing, fondling, kissing, massaging, and brushing up against another's body.

While harassment is prohibited between employees and/or volunteers at all levels of the YMCA, supervisors must also be vigilant regarding their behavior with employees and/or volunteers who report to them in order to ensure that this policy is not being violated. This includes, but is not limited to, a prohibition on supervisors asking out, dating, and/or engaging in a romantic and/or sexual relationship with employees in their reporting chain.

Sexual harassment may consist of unwelcome sexual advances, deprecating sexual remarks, references to employees or volunteers such as, but not limited to, "honey," "sweetie," "dear," or an environment that demeans the employee or volunteer because of his or her gender or gender identity. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- Submission to or rejection of such conduct is used as a basis for employment decisions affecting such individual;
- Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment; and
- Of course, submission to sexual advances may never be a condition for employment or for any of the terms and conditions of employment.

In addition, conduct based on any of the categories listed in this policy, or any other characteristic protected by law, is not appropriate for the workplace and is prohibited, regardless of whether an individual makes a claim of harassment.

RIGHT TO INSPECT

A routine check of volunteers leaving the YMCA's premises with packages or articles may be held periodically without prior announcement. Any supervisor or security personnel designated by the YMCA have the authority to inspect packages or other articles leaving the YMCA's premises in the possession of any volunteer.

Some volunteers are also provided desks, filing cabinets, lockers, offices and YMCA vehicles for their use during work. The YMCA reserves the right to open and inspect desks, filing cabinets, lockers, offices and YMCA vehicles, as well as any contents, effects, or articles that are in desks, filing cabinets, lockers, offices or YMCA vehicles. Such an inspection can occur at any time, with or without advance notice or consent. An inspection may be conducted before, during, or after working hours by any supervisor or security personnel designated by the YMCA.

Prohibited materials, including weapons, explosives, alcohol and non-prescribed drugs or medications (excluding over-the-counter medications such as aspirin, allergy medicine or flu/cold medicine), may not be brought into the workplace. Perishable items also should not be stored in desks, filing cabinets, lockers, offices or YMCA vehicles or left for prolonged periods. Volunteers, who, if requested, fail to cooperate in any inspection will be subject to disciplinary action, including possible suspension or termination.

The YMCA is not responsible for any personal articles that are lost, damaged, stolen or destroyed if placed or left in desks, filing cabinets, lockers, offices, common areas, parking lots or YMCA vehicles.

The YMCA may also use video cameras and other electronic security methods to monitor the access and use of YMCA offices and premises.

SMOKING AND TOBACCO

It is the Y's objective to provide a smoke-free and tobacco-free environment. Smoking and the use of tobacco products, cigarettes or pipes of any kind are prohibited in Y facilities, on its properties, in Y-owned and leased vehicles and in any off-site program location. This restriction applies to all employees, volunteers and visitors at all times, including non-business hours.

SOCIAL MEDIA

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

Discussing the YMCA on Social Media

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

If you participate in external social media sites on your personal time and make reference to your employment with the YMCA, you must keep in mind the following:

- Limit references to your work at YMCA to describing simple factual information about your position (e.g., title, location, tenure, department). Only include personal contact information, not your YMCA information. Participation in external social media sites must be unrelated to your work at YMCA and done on personal, not YMCA, time.
- Any references that mention YMCA programs and services, go beyond brief factual information about your position, or include YMCA contact information may be considered advertising and marketing and is prohibited without prior CEO/President review and approval.
- Do not hold yourself out as representing YMCA's views in any way. Be clear you are speaking for yourself and not on behalf of the YMCA.
- Use good judgment when making the decision whether to identify your connection with the YMCA. Ask yourself whether it is really necessary and if our Association would want to be identified in that medium.
- You may not communicate or "friend" any YMCA program participant, member, or guest who is a minor (under the age of 18).
- You may not post a picture of any YMCA participant who is a minor (under the age of 18) without their parent's written permission and you may not post a picture of any adult YMCA participant without their permission.

If you participate in an external social media site and mention your connection with YMCA, remember that the site likely has an almost unlimited number of potential audiences. Despite the care you may take not to hold yourself out as representing the YMCA's views, any statements, images, or material you post may still be viewed as being on behalf of YMCA. The YMCA's Code of Conduct may apply to volunteer's social media postings.

Social Media on Behalf of Company

In order to post on external social media sites for work purposes, you will need prior approval by the Director of Marketing. Currently, approval is granted only for limited corporately-led initiatives that include proper and required record retention, review, supervision, and procedures mandated under National YMCA guidelines.

Standards for Social Media Representatives

Any YMCA employee, volunteer or contractor engaging in social media dialogue as an official representative of the YMCA is required to meet the following standards:

1. **Remain Transparent:** You must disclose your employment with YMCA in all communications with customers or the media when speaking on our behalf and provide contact information to those parties upon request. Fake identities are prohibited when contributing, editing, or modifying content related to the YMCA.
2. **Remain Knowledgeable:** You may only post information regarding your area of expertise within the YMCA.
3. **Remain Thoughtful and Polite:** You should post meaningful, respectful comments, always think before posting, and adhere to the company's Mission, Vision, and Code of Conduct principals. If you have any questions about whether it is appropriate to write something about certain kinds of material in your role as a YMCA representative, ask your supervisor before you post.
4. **Protect YMCA Information:** You will respect proprietary information and content, protect confidentiality.

Expectations of Use

When engaging in social media, the YMCA has specific expectations of your conduct and the information you share:

- You are personally responsible for the content you publish on social media sites, blogs, wikis, or any other form of social media. Be mindful that what you publish will be public for a long time.
- All rules that apply to volunteer activities, including protection of proprietary and confidential information, apply to social media use and online activity. The transmission of any proprietary or confidential information without the permission of the company is prohibited.
- Use of social media tools to copy, publish, or transmit any material protected by the copyright laws, including copyrights, logos, marks, or brands of the YMCA without permission, is prohibited.
- Ensure you do not knowingly use the identity of another YMCA employee or volunteer, customer, guest or competitor (including name or variation of name).
- If you publish to a website outside of the YMCA, please use a disclaimer such as: "The postings on this site are my own and don't represent the YMCA in any way."

Adhere to Communication Systems Policy if you are using YMCA provided services made available to you as an volunteer. In particular, limited personal use of YMCA provided services (such as e-mail, internet access, and instant messaging) is allowed, however it must be within reasonable limits and not interfere with your work. This use is similar to personal calls during your shift; please limit the amount and duration.

Legal and Media Inquiries

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

Legal Consequences and Indemnification

Because you are legally responsible for your postings, you may be subject to liability by a third party if your posts are found to be defamatory, harassing, or in violation of any other applicable law. You may also be liable if you make postings which include confidential or copyrighted information (music, videos, text, etc.) belonging to third-parties. All of the above mentioned postings are prohibited under this policy and may be subject to disciplinary action up to and including termination.

BY SIGNING THE ACKNOWLEDGEMENT OF RECEIPT, VOLUNTEER HEREBY AGREES TO INDEMNIFY AND HOLD THE YMCA HARMLESS FOR ALL THIRD PARTY CLAIMS, LOSSES, DAMAGES, AND OTHER LIABILITIES RESULTING IN ANY WAY FROM OR CONNECTED TO VOLUNTEER'S SOCIAL MEDIA POSTINGS.

VOLUNTEER TRAINING

The Y recognizes its obligation to volunteers to provide you with timely and effective training experiences, mutually-based upon the Y's goals and the volunteer's needs.

- The YMCA supports and participates in the training and development program of the YMCA of the USA for both exempt and non-exempt staff and appropriate volunteers.
- Training and development needs will be determined for each volunteer in consultation with their department supervisor, including:
 - Internal Y trainings
 - Attendance at events and conferences of kindred organizations
 - Home studies

Participation and payment for costs of participation must be pre-approved by the volunteer's supervisor and department head.

**YMCA of Boulder Valley
Volunteer Handbook
Signature Page**

I have read and I understand all of the provisions contained in this Volunteer Handbook. I have completed a YMCA of Boulder Valley volunteer application and have authorized requested background screenings. In addition, I have been provided with copies of all documents to keep for my own reference.

Volunteer – Name (please print)

Volunteer – Signature

Date

Supervisor – Signature

YMCA Department

Date

Director of Volunteer Services – Signature

Date