



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

# Volunteer Handbook

**Welcome to the YMCA ..... 3**

**History ..... 3**

**Volunteerism ..... 4**

- Classification of Volunteers ..... 4
- Volunteer Records ..... 5
- Benefits ..... 5
- Expenses ..... 5
- Use of Supplies and Equipment ..... 5
- Background Screenings ..... 6

**Safety ..... 6**

- Workplace Violence ..... 6

**Conduct ..... 7**

- Rules of Conduct ..... 7
- Harassment ..... 7
- Child Abuse Prevention ..... 8
- Substance Abuse ..... 9
- Alcohol and Drugs ..... 10

**Communication ..... 10**

- Complaints ..... 10
- Computer Use ..... 10
- Telephone ..... 11

**Volunteer Training ..... 11**

- Safety Related Certifications ..... 11
- Orientation and Training Programs ..... 11

**Release or Resign ..... 11**

**VOLUNTEER HANDBOOK ACKNOWLEDGMENT ..... 12**

## GENERAL

**"At the heart of this organization, at the heart of its heritage of mind, spirit and body, there is that little element of love that transforms routine work into meaningful activities, that makes a person feel important even when they don't think they are. That's the business of the YMCA. That's what you do when you give your skills and your talents to another generation."**

*Andrew Young, from the YMCA's Seven Rs of Volunteer Development*

## Welcome to the YMCA

Welcome to the YMCA of Honolulu! We are happy that you have chosen to volunteer for the YMCA and hope that you will find your experience with us both challenging and rewarding. You have joined a dedicated team that is committed to achieving the common goals guided by the YMCA Mission Statement:

**The YMCA of Honolulu is a fellowship dedicated to putting Christian principles into practice through programs that build healthy spirit, mind, and body for all.**

We've designed this handbook to provide you and other volunteers with a general source of information about the YMC of Honolulu. Most questions you may have can be answered by your immediate supervisor at the YMCA.

Volunteers are the backbone of the YMCA. Volunteers not only founded the YMCA, but operated it in its entirety in the beginning. The involvement today of thousands of talented, committed individuals greatly extends the range, quality and variety of YMCA programs. Thus, it is every staff member's job to promote YMCA volunteer opportunities.

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## History

The YMCA of Honolulu was founded in 1869 under the laws of the Kingdom of Hawai'i, during the reign of King David Kalakaua. This was only 25 years after the founding of the first YMCA in London, England in 1844 by George Williams.

George Williams was a young man who worked in a dry goods shop in London. He found himself caught in a city where workers toiled long hours and then turned to drinking and gambling to fill their leisure time. Mr. Williams, who had deep religious convictions, felt that life should offer more than that. He gathered eleven other young men and started the Young Men's Christian Association.

The YMCA idea was a compelling one and the movement quickly spread to the European continent. In 1851, just seven years after the first Y was formed, it moved to North America and the cities of Boston and Montreal.

## **GENERAL**

It was through missionary ties to Boston that the young men of Honolulu first learned about the YMCA. The YMCA of Honolulu was organized to promote the spiritual, mental, social and physical well-being of all people and develop their Christian character and usefulness in society.

The YMCA triangle became its emblem, signifying spirit, mind, and body. The development of these three aspects of an individual, and their integration within the total personality, became an organizational goal for those involved with the YMCA.

The programs that grew within the association included adult education, organized physical education, resident camping, residence halls within YMCA buildings, youth work, aquatics, day camps, summer fun clubs, work with university students, special classes, and a host of others. In recent years, child care for after school has become an important program to assist the needs our increasing number of working parents. The YMCA of Honolulu celebrated its 130<sup>th</sup> Anniversary in April 1999.

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## **Volunteerism**

Volunteers are the backbone of the YMCA. The involvement today of thousands of talented, committed individuals greatly extends the range, quality and variety of YMCA programs.

There can be no expectation that employment or special consideration for employment or membership will result from volunteer service. Volunteers may apply for open paid positions by looking for employment opportunities at [www.ymcahonolulu.org](http://www.ymcahonolulu.org).

Volunteer service is at the will of the YMCA and may be ended at any time for any or no reason. To avoid misunderstandings, volunteers may not volunteer in the same capacity as a paid job position.

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## **Classification of Volunteers**

- Advisory/Board Volunteers
  - Annual Support Volunteers
  - Program Volunteers
  - A+ Program Volunteers
  - Support Volunteers
  - Intern/Community Service Volunteers
  - Court Ordered Community Service Volunteers
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## **GENERAL**

### **Volunteer Records**

In order to keep your volunteer records current, you should notify your YMCA supervisor immediately of changes to your name, address, telephone number or emergency contact information. Your supervisor will advise you on how to record your hours and turn them in on a regular basis.

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### **Benefits**

Volunteering is a demonstration of caring for others, and is at the heart of the YMCA. The YMCA offers volunteers a chance to improve the lives of children and families and to make communities stronger. Through their YMCA experience, volunteers build new relationships, develop more self-confidence and gain new skills. By giving their time to benefit others, volunteers also give themselves the opportunity to learn, grow and have fun.

The YMCA does not offer free memberships to volunteers. Volunteers may not trade their time for free or reduced cost program participation. The YMCA does not provide insurance and related benefits to its volunteers. As examples, there are no medical, accident, workers compensation, disability, or other plans for volunteers.

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### **Expenses**

Reasonable expenses incurred by volunteers on authorized YMCA business will be reimbursed subject to prior approval of the volunteer's YMCA supervisor. If approved, receipts must be kept and properly submitted with the expense claim.

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### **Use of Supplies and Equipment**

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

Personal locks may not be placed on YMCA property overnight. The YMCA may retrieve, inspect and review both business and personal information and items stored on or in YMCA property, such as computers, diskettes, desks, lockers, cabinets, YMCA vehicles and YMCA-provided housing. You are discouraged from bringing valuables to the YMCA, as the YMCA does not assume responsibility for loss, theft or damage to volunteers' personal property.

## **GENERAL**

### **Background Screenings**

The YMCA requires most all of its program, administrative and support volunteers based on volunteer level to complete a background screening authorization form. This form is required at engagement. Volunteering at the YMCA is conditional pending results of the YMCA's background screening.

If a record of criminal convictions are found, the volunteer can request a copy of the criminal history report. If the volunteer disagrees with the accuracy of the report, the volunteer may be placed on leave (if currently an active volunteer) until the information on the criminal history report can be verified. It will be up to the volunteer to provide to the background check company any or all documentation to support his or her claim. The background check company will then provide an updated report if appropriate. The final decision about new or continued volunteer service will be made by the YMCA Branch Executive Director & Volunteer Supervisor in consultation with the Human Resource Department.

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### **Safety**

The YMCA strives to provide safe working conditions for all employees. Safety is every volunteer's responsibility and every volunteer is expected to do his or her part to make and keep the YMCA a safe place to work.

Each volunteer should assist in the prevention of health, safety, and security problems by maintaining safe and prudent work practices. At a minimum, volunteers are expected to strictly observe all safety rules and avoid engaging in unsafe behavior or horseplay. In addition, each volunteer should immediately report to his or her supervisor any unhealthy or unsafe area, equipment, practice, as well as any suspicious person or activity on or around YMCA premises or work areas.

Any incident that results in personal injury or loss or damage of YMCA property must be immediately reported to the supervisor or Branch Executive. Volunteers are expected to cooperate fully with any incident investigation.

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### **Workplace Violence**

It is the policy of the YMCA of Honolulu that all employees and volunteers have the right to work in an environment free from all forms of threats or acts of violence. Further, any threats or acts of violence in any form will not be condoned or tolerated. Management of the YMCA will take direct and immediate action to prevent such behavior and to investigate all reported threats or acts of violence. No employee or volunteer shall either explicitly or implicitly commit an act of violence against another person. Such conduct is

## **GENERAL**

strictly prohibited and may be subject to disciplinary action, up to and including termination. Any and all threats are taken seriously.

Any incident of actual or potential workplace violence must be reported to your supervisor or Branch Executive. Employees and volunteers are expected to cooperate fully with any incident investigation.

Retaliation by anyone, in any form, against any person who makes a report or participates in any investigation into a report made under this policy, is strictly prohibited. If you believe you have been the subject of retaliation, report the matter to your supervisor or Branch Executive. Any employee or volunteer who engages in or contributes to retaliation in violation of this policy shall be subject to disciplinary action up to and including immediate termination of the volunteer relationship.

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## **Conduct**

### **Rules of Conduct**

Each volunteer must realize that the misconduct of one person may have serious detrimental results of all volunteers, employees, and the Association. Thus, standards of conduct must be set and maintained. It is impossible to list each and every rule of good behavior. Examples of YMCA conduct standards include:

- Friendly and helpful attitude toward co-workers, members, and participants
- Honesty
- Compliance with instructions
- Proper care of YMCA property
- Proper care of YMCA records, including processing of personnel, financial data, and other information relating to the YMCA of Honolulu Cooperation with others
- Regularity of work habits and attention to work quality
- Maintaining a personal image consistent with the organization

Volunteers may receive discipline up to and including discharge at any time for failure to maintain the rules of good conduct or other commonly accepted standards of behavior.

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## **Harassment**

The YMCA is committed to providing an environment that is pleasant, professional and free from intimidation, hostility or other offenses, which might interfere with performance. Harassment of any kind will not be tolerated.

## **GENERAL**

Workplace harassment can take many forms. It may be, but is not limited to, works, signs, offensive jokes, cartoons, pictures, posters, e-mail jokes or statements, pranks, intimidation, physical assaults contact, or violence. Harassment is not necessarily sexual in nature. It may also take the form of other vocal activity including derogatory statements not directed to the targeted individual but taking place within their hearing. Other prohibited conduct includes written material, such as notes, photographs, cartoons, articles of a harassing or offensive nature, and taking retaliatory action against a volunteer for discussing or making a harassment complaint.

All YMCA staff members, volunteers, and managers have a responsibility to keep our work environment free of harassment. Any staff member or volunteer, who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to their immediate supervisor, Branch Executive, Vice President of Human Resources and Leadership Development or the designated management representative with whom they feel comfortable. When management becomes aware of the existence of harassment, it is obligated by law to take prompt and appropriate action, whether or not the victim wants the Association to do so.

While the YMCA encourages you to communicate directly with the alleged harasser and make it clear that the harasser's behavior is unacceptable, offensive or inappropriate, it is not required that you do so. It is essential; however, to notify your supervisor immediately, even if you are not sure the offending behavior is considered harassment. Any incidents of harassment must be promptly investigated with due regard for the privacy of everyone involved. However, confidentiality cannot be guaranteed. Any employee or volunteer found to have harassed a fellow employee, volunteer, or subordinate would be subject to severe disciplinary action up to and including termination. The YMCA will also take any additional action necessary to appropriately remedy the situation. Retaliation of any kind will not be permitted. No adverse employment action will be taken against any volunteer for making a good faith report of alleged harassment.

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## **Child Abuse Prevention**

A principal endeavor of the YMCA of Honolulu is to provide a healthy atmosphere for the growth and development of children. Thus, the mistreatment or neglect of children, and the resulting severe effects, is of primary concern to the YMCA. Child abuse is mistreatment or neglect of a child by parent(s) or others resulting in injury or harm. Abuse can lead to severe emotional, physical, and behavioral problems. Because of its concern for the welfare of children, the YMCA has developed policies, standards, guidelines, and training to aid in the detection and prevention of child abuse. In addition, all employees and volunteers are screened and background checks are conducted upon hiring and rehiring. Additionally, employees and volunteers who have contact with children should receive training in recognizing, reporting, and preventing child abuse. Some of the guidelines employees and volunteers are expected to follow are:

1. At all possible times, avoid being alone with a single child were you cannot be observed by other staff or adults.



## **GENERAL**

2. You may not relate to children who participate in YMCA programs outside of approved YMCA activities. For example, baby-sitting, weekend trips, foster care, etc. are not permitted. An exception must be approved in advance by the Branch Executive and Senior Vice President.
3. Dating a program participant under age 18 is not allowed.
4. Children may not be disciplined by use of physical punishment or by failing to provide the necessities of care.
5. Verbally, physically, sexually, or emotionally abusing or punishing children is not allowed.
6. Children may be informed in a manner that is age appropriate to the group or their right to set their own "touching" limits.
7. Follow guidelines of appropriate verbal interaction and displays of affection between employees and youths.
8. Refrain from use of inappropriate displays of affection and inappropriate verbal interactions between employees and youths.
9. Children should only be released to authorized persons.
10. Any information regarding abuse or potential abuse should be documented in writing.
11. At the first reasonable cause to believe that child abuse exists, it should be reported to your supervisor or Branch Executive.
12. In the event that the YMCA has reason to believe that a staff member abused a child, his or her conduct will be reported to the appropriate authorities.
13. In the event that the YMCA has reason to suspect a case of child abuse or neglect, appropriate authorities will be notified.
14. Confidentiality of information related to child abuse is crucial and should be limited to the immediate supervisor or Branch Executive.

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### **Non Smoking**

Due to the YMCA's interest and involvement in healthy lifestyles, a non-smoking policy is established for YMCA facilities, grounds and meetings.

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### **Substance Abuse**

Substance Abuse is a direct conflict of interest with the mission of the YMCA of which avows the well-being of each individual in spirit, mind and body. Anyone with knowledge of illegal possession, use, manufacturing, sale and/or distribution of drugs with the YMCA programs, activities and/or premises is to report facts of the case to his/her supervisor, respecting the confidentiality of that communication to the maximum extent as possible.

## **GENERAL**

### **Alcohol and Drugs**

The YMCA is committed to maintaining an alcohol and drug free environment. This is particularly important since many volunteers are responsible for the safety and welfare of children and youth. Therefore, the YMCA prohibits the use, sale, manufacture or possession of alcohol or drugs (except those properly prescribed by a physician and used in accordance with the physician's instructions) by any volunteer while volunteering for the YMCA, and/or while in any YMCA facility or vehicle. Additionally, alcoholic beverages are not permitted in YMCA facilities and YMCA funds may not be used to purchase alcohol.

Volunteering in a safety sensitive position will require all pre and random drug testing and certifications.

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### **Communication**

#### **Complaints**

If you have a complaint or problem at the YMCA, in most circumstances, the best course of action is to discuss the matter with your immediate supervisor. If your supervisor is unable to resolve the matter to your satisfaction, you should discuss your complaint or problems with the next level of YMCA supervision.

#### **Computer Use**

It shall be the policy of the YMCA to use purchased and licensed software on all workstations and will be installed by and at the discretion of the Network Administrator. No personal software will be installed. No software may be copied from the YMCA system for personal or other use.

YMCA volunteers are prohibited from using the Internet, web, or electronic mail/communication systems of the YMCA to commit any act or use any language that is prohibited by local, state or federal laws. The YMCA also prohibits sending or creating any discriminatory, intimidating, hostile, harassing, threatening or offensive messages or images and viewing or exchanging pornographic or obscene materials. Possession of all types of pornography on the YMCA property is prohibited.

The YMCA reserves the right to monitor, with or without volunteer's knowledge, YMCA phone, e-mail messages, text messaging, electronic communications, material stored on YCMA computers and any online communication.

## **GENERAL**

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### **Telephone**

Telephones are for official YMCA business and emergencies only. The YMCA of Honolulu prohibits the use of cell phones in any locker room or restroom. The use of cell phones in the fitness center, gymnasium, racquetball courts, swimming pool, and group exercise studios will be restricted. It is permissible to carry your phone with you in these areas, but we ask that you remove yourself to a hallway, courtyard, or other non-exercise area should you need to use your cell phone.

The use of audio, video, or photography equipment is also prohibited in all locker rooms, restrooms and any other part of any YMCA of Honolulu's building or property unless permission is obtained from the Branch Executive Director.

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### **Volunteer Training**

#### **Safety Related Certifications**

Safety training, including CPR and First Aid, and Safety & Risk Management Training may be required for volunteers in certain positions. While the YMCA usually makes this training available at no cost to you, you are expected to take personal responsibility to ensure that your required training certifications are always current. Consult with the volunteer Supervisor/Coordinator to determine training needs.

#### **Orientation and Training Programs**

Volunteers are strongly encouraged to complete a YMCA orientation session within the first sixty days of volunteering with the YMCA. Dependent on the type of volunteer service that you will be doing the orientation session could last about two hours.

Many YMCA training events, such as program-specific certification training, are open to participation by volunteers, provided that it is related to the volunteer's YMCA responsibilities. You should direct your training requests to your YMCA supervisor.