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# **Lebanon Valley Family YMCA**

## **Volunteer Handbook**

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## **Information and Guidelines for Volunteers**

### **OUR MISSION**

The mission of the Lebanon Valley 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 Lebanon Valley 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 Lebanon Valley 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 Lebanon Valley 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,

The Lebanon Valley Family YMCA

## **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.

The YMCA in Lebanon started around 1902 in a building on 9<sup>th</sup> and Willow Streets in Lebanon. It started as an all male program but thanks to the instrumental work of Dolly Anicelly, women were eventually involved as well. Dolly organized the female youth programs and worked tirelessly to offer females the same access and privileges the males had. In 1979, the main YMCA building on 7<sup>th</sup> street in Lebanon opened. The founder of the YMCA youth programs, Lefty Hallman, was such an important piece to the YMCA development during this time. He taught the youth values of faith, teamwork, compassion and hard work.

As the YMCA on 7<sup>th</sup> street became a huge part of the community, the decision was made in 1995 to extend our reach and start running a YMCA on the Lebanon VA Medical Center campus. With both facilities still running today and the addition of many mission driven programs like the community youth center, and our free standing childcare center, The Arnold Early Learning Center, our Y has been able to touch the lives of many in our community.

## 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 Lebanon YMCA at varying levels of skill and decision-making. Volunteers will not, however, displace any paid employee from their position.

### **Volunteer Service**

The Lebanon 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 Lebanon YMCA, we 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 Lebanon YMCA.

### **Diversity**

The Lebanon 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, 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 Lebanon 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 Lebanon YMCA Human Resources office.

### **Dress Code**

Volunteers are representatives of the Lebanon YMCA and 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 Lebanon 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 Lebanon 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 Lebanon YMCA may provide 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 Lebanon YMCA and are intended to be used for job related purposes only.

### **Network Use**

- User accounts are created specifically for each user. Employee and Volunteer login and password information is confidential and may not be shared.
- Never leave your computer or a shared computer unattended. If stepping away from your desk, press control, alt and delete at the same time to "lock" your computer.
- Computer use is solely for Lebanon YMCA employees and designated volunteers. Children of employees, volunteers, members and participants are prohibited from using employee computers.
- Volunteers are prohibited from installing personal software or hardware on any computers belonging to the Lebanon YMCA. Volunteers may only access data on the network in which they have been assigned permissions.
- YMCA servers may be used to back up only YMCA business related items.
- Volunteers are prohibited from draining network resources such as; installing and playing games, using instant messenger software, streaming internet radio, sending chain email letters, downloading screensavers or photo software, streaming music or videos from site like (Itunes, Livewire, Napster, You Tube) or



storing or moving large non-business related files (mp3s, mpegs, jpgs, etc) which could compromise system integrity.

- Member records are confidential and may be used only for YMCA related business. Disclosing member information to other members, volunteers, or employees who do not have computer privileges, is prohibited.

## **Email Use**

- The Lebanon YMCA may provide email availability solely for conducting YMCA operations. The YMCA has the right to access all email sent on YMCA servers and review, copy or store email as deemed appropriate by management.
- Any use of technology communication that may be defamatory, obscene, or offensive is strictly forbidden.
- Volunteers are not authorized to retrieve or read any email messages that are not sent to them.
- To prevent the spreading of viruses, email attachments should only be opened if the volunteer is sure of the sender's identity.

## **Internet Use**

- Volunteers accessing the Internet through the Association network are acting as representatives of the Lebanon 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.

## **Frequently Asked Questions**

What do you mean by streaming video and music? With streaming media, a Web user does not have to wait to download a large file before seeing the video or hearing the sound. Because this takes up network bandwidth speed, volunteers are prohibited from watching videos or listening to music over the internet.

Can I use Window's Media Player? Yes, provided it is used to play a music CD that you have on hand or work-related video.

What is instant messaging software? Exchanging messages in real time between two or more people using programs like AOL, MSN or Yahoo. These programs facilitate live chat

sessions that can be very distracting in the work place. The YMCA prohibits instant messaging programs and encourages volunteers to use email as a means of communication.

What is an mp3, mpeg and jpeg? MP3 – Music file, MPEG – Movie file, JPEG – Picture file. These files take up a large amount of space and cannot be stored on your pc or the network unless used for work related tasks such as brochure development and/or other PR pieces.

What are acceptable programs to download from the Internet? Adobe Reader for reading .pdf files and the Mozilla Fire Fox browser. (This is a more secure alternative to Window Internet Explorer) Please consult with the IT department if you need to download any other programs to do your job.

#### Tips for opening email attachments

You cannot get a computer virus from an email attachment unless you double click on the attachment to open it, just opening the email itself will not activate a virus. Look at the name of the attachment by right clicking on the attachment and selecting Properties. The three letters to the right of the period indicate what type of file it is: *filename.xxx*. Files that end with ".exe", ".ini", ".bat", ".pif", ".vbs" are a few extensions of executable files that can launch dangerous programs, although they are, of course, sometimes legitimate.

Internet browsing – Refrain from clicking on any ads promoting browser enhancements or search bar add ons. They will usually lead to spyware on your PC.

#### What is Spy Ware?

Installed on your computer without your consent, spyware software monitors or controls your computer use. It may be used to send you pop-up ads, redirect your computer to websites, monitor your Internet surfing, or record your keystrokes, which, in turn, could lead to identity theft. The Lebanon YMCA has installed anti spyware software on all computers to counteract these problems. Please notify your network administrator if you notice any of the following symptoms on your computer. The clues that spy ware is on a computer include:

- A barrage of pop-up ads
- A hijacked browser — that is, a browser that takes you to sites other than those you type into the address box
- A sudden or repeated change in your computer's Internet home page
- New and unexpected toolbars
- 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 Lebanon 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 Lebanon YMCA Code of Conduct for Personal Web sites, Blogs and Other Social Networking Sites**

As a Lebanon 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 Lebanon YMCA volunteer to avoid any inappropriate speech or behavior in the presence of our community members always. No one should have reason to be offended or embarrassed by Lebanon YMCA volunteer's speech, appearance or conduct.

The Lebanon YMCA Code of Conduct & Child Protection Policy and volunteer involvement policies noted in your Volunteer Handbook detail the Lebanon 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 Lebanon YMCA has developed these standards of behavior in electronic and virtual public forums.

Your Lebanon YMCA telephone answering message, voicemail, personal website, email address, text messages, blog posts and Facebook interactions are all accessible to the community at large. Therefore, they must be consistent with the Lebanon YMCA mission and values.

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 Lebanon 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 Lebanon YMCA or its programs is prohibited. If you use the Lebanon 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 Lebanon YMCA's image or mission and it must be approved by an executive director prior to posting.

Lebanon YMCA volunteers must uphold our organizations value of respect for the individual and avoid making defamatory statements about Lebanon 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 Lebanon 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 Lebanon 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 Lebanon YMCA must include a disclaimer stating that the views expressed are yours alone and that they do not necessarily reflect the views of the Lebanon YMCA.
8. Media inquiries- if a member of the media contacts you about any Lebanon YMCA post or discussion thread, you are to forward that media inquiry to the Program Director or appropriate Lebanon YMCA designee.

9. Lebanon YMCA volunteers should promote the core values of caring, honesty, respect and responsibility in their speech and behavior at the Lebanon YMCA with the community and in any public forum.
10. Any information that is confidential or proprietary to the Lebanon 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 Lebanon 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 Lebanon YMCA technology, disciplinary action will be taken up to and including termination of employment.

The Lebanon YMCA does not intend to interfere with any volunteer's private life, but publicly observable communications, actions or words are not private. All Lebanon 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 Lebanon 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 will not be tolerated 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. 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 you have made an observation and are concerned another staff member, volunteer or program participant has been the subject of sexual harassment 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 or observation. Additionally, if you feel 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 or observation.

**Human Resources Director  
Lebanon YMCA  
717-273-2691**

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.

The United States Equal Opportunity Commission (EEOC)  
<https://www.eeoc.gov>

Any volunteer of the YMCA who is found by the YMCA after an investigation to have harassed another person at the YMCA will be subject to appropriate discipline up to and including dismissal, depending upon the circumstances of the situation.

### **Hazardous Communications**

A safe, healthy and environmentally-sound YMCA is achieved through a variety of YMCA activities including safety education, training on the use of certain equipment, and job instruction.

Participation in the federally-mandated Hazardous Communications Awareness Program is required for all volunteers to ensure that all are fully informed and aware of any chemical hazards in their workplace.

## **Bloodborne Pathogens**

The YMCA will comply with all OSHA requirements for the training of staff and volunteers on Bloodborne Pathogens Standards. In doing so, it will make an exposure determination, prepare an exposure plan, train volunteers and make available the Hepatitis B vaccine when necessary, and take other action regarding labeling, waste disposal and follow up in the event a volunteer is exposed to blood or other potentially infectious material.

## **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 because of your volunteering at the Lebanon YMCA, please notify your supervisor immediately.



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**Acknowledgement of Receipt of Volunteer Handbook**

I have received the Lebanon YMCA Volunteer Handbook. If I have any questions regarding this information, I may contact the Human Resources Department at 717-273-2691.

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

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

\_\_\_\_\_  
Date