



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA of Metropolitan Milwaukee Volunteer Handbook

WELCOME

Welcome to the **YMCA of METROPOLITAN MILWAUKEE!** Thank you for volunteering with us! You are joining the thousands of volunteers who have been the heart of our organization since its founding and have been exposed to our cause-driven leadership philosophy.

CAUSE-DRIVEN LEADERSHIP in the Y is about inspiring and mobilizing every community member and every Y staff member, program volunteer, board volunteer, and Y member - everywhere the Y has a presence - to make our communities stronger.

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. 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 YMCA of Metropolitan Milwaukee, its mission, history, guidelines, and policies. We hope you find this to be a valuable resource that will aid you in your volunteer duties.

Thank you,
The YMCA of Metropolitan Milwaukee

**YMCA of Metropolitan Milwaukee
(Milwaukee YMCA)
Information and Guidelines for Volunteers**

OUR MISSION

The mission of the **YMCA of Metropolitan Milwaukee** 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 **YMCA of Metropolitan Milwaukee** 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.

OUR VISION

The Y is the nation's leading nonprofit committed to strengthening communities through youth development, healthy living, and social responsibility.

We believe that all kids deserve the opportunity to discover who they are and what they can achieve. That's why, through the Y, millions of youth today are cultivating the values, skills and relationships that lead to positive behaviors, better health and educational achievement.

The Y has been listening and responding to the communities' most critical social needs for more than 150 years. Whether developing skills or emotional well-being through education and training, welcoming and connecting diverse demographic populations, the Y fosters the care and respect all people need and deserve.

To become recognized as a leading community collaborator in Milwaukee County that achieves bold results in the areas of youth development, healthy living, and social responsibility, with an emphasis on youth, families and the aging population.

OUR CULTURE

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. **We are welcoming:** we are open to all. We are a place where you can belong and become. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger beginning with you.

HISTORY

The Milwaukee Y's legacy has been shaped nearly 163 years by millions of men, women, children, families, and volunteers.

It is a legacy that reflects change as Milwaukee grew from a fledgling Lake Michigan port to a proud and diverse metropolitan community. Through it all, the Y has remained true to its mission of supporting all to grow strong in spirit, mind, and body. Legacy is a simple word, yet it means so much. A legacy is more than what is handed down to us - it is also a gift. The Milwaukee Y's legacy owes a great deal to the people who have nurtured it and who continue to carry out the Y Mission.

As we face the future, there are many truths to guide us. Two that differentiate the Y are worth remembering:

- Above all, we are a human development organization. We are here to love and care for each other and, to the extent this happens each and every day in our YMCAs, we will be successful.
- We are a charity with a heritage that spans the Civil War, the Great Depression, two world wars, the explosive technology era and so much more. As a charity, it's important that we tell the Y Story of Community Impact on how we make a difference.

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 **YMCA of METROPOLITAN MILWAUKEE** at varying levels of skill and decision-making. **Volunteers will not displace any paid employee from their position.**

Volunteer Service

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

Diversity

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

POLICIES AND PROCEDURES

Record Management

The **YMCA of METROPOLITAN MILWAUKEE Volunteer Administrator** maintains records on each volunteer throughout the organization. Records include background checks, dates of volunteer service, positions held, duties performed, and awards/recognitions received.

Volunteer records, including applications, reference checks and background checks are confidential. The YMCA of Metropolitan Milwaukee currently uses **VolunteerMatters** which is a recognized online volunteer management system. All background checks are conducted confidentially by **Background Investigation Bureau (BIB)**. Volunteers are responsible

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for submitting and updating information through the Volunteer Management system.

Dress Code

Volunteers are representatives of the **YMCA of METROPOLITAN MILWAUKEE** 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.

Every volunteer will be provided a volunteer t-shirt or be issued a Y branded name badge that will be provided by your volunteer supervisor. This name badge must be worn during all time of service.

Time and Attendance

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

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 proper training.

Training

Volunteers interested in serving with the **YMCA of METROPOLITAN MILWAUKEE** will be required to complete the following tutorials prior to becoming an official volunteer: Child Abuse Prevention, OSHA Safety, & Workplace Harassment training.

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.

At no time will a volunteer be alone with a minor and must be always within sight of a staff member.

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 volunteering 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.

COVID-19 Addendum

The safety and well-being of our staff, volunteers, program participants, members and community are a priority within the YMCA of METROPOLITAN MILWAUKEE. We have taken the necessary precautions to ensure that each volunteer experience is safe and follows best practices identified by the Center for Disease Control (CDC). Volunteers must abide by all YMCA COVID-19 operational policies. You will be required to complete a temperature check at check-in and complete a questionnaire. In the event you check any boxes in the affirmative, you will be asked to not participate for the day. To help us monitor health conditions in our programs, please check off any symptoms below that you have exhibited within the past 48 hours. The below symptoms

are not only for COVID-19, but other viral, bacterial, or fungal infections.

- Diarrhea
- Abdominal pain
- Fever over 100°
- Rash
- Sore throat
- Stiffness in neck
- Vomiting
- Difficulty breathing
- Body aches
- Fatigue
- Cough
- Shortness of Breath
- Nasal congestion
- Runny nose
- Rapid heartbeat
- Headache

The YMCA will seek immediate medical attention if we notice you exhibiting any of the following warning signs of a case of COVID-19:

- Difficulty breathing or shortness of breath.
- Persistent pain or pressure in chest
- Disorientation, lethargy, or inability to arouse.
- Bluish lips or face

Steps you will take to prevent spread of coronavirus include:

- wash hands often with soap and water. If not available, use hand sanitizer.
- avoid touching your eyes, nose, or mouth with unwashed hands.
- avoid contact with people who are sick.
- stay home while you are sick and avoid close contact with others.
- cover your mouth/nose with a tissue or sleeve when coughing or sneezing.

The link to complete the YMCA's COVID-19 Reporting form can be found [here](#).

Computer Use

The **YMCA of METROPOLITAN MILWAUKEE** supplies 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 **YMCA of METROPOLITAN MILWAUKEE** and are intended to be used for

job related purposes only.

Communicating the message of the **YMCA of METROPOLITAN MILWAUKEE** is a critical part of maintaining our reputation. Along with the VP, Operations at the Association Office, your YMCA of Metropolitan Milwaukee Center Leader serves as its primary communicator.

If approached by a member of the media, whether from TV, radio, newspaper, magazine, or anyone with a camera or recording device, it is your responsibility to be polite but do not grant access to the facility before contacting the Association Marketing Director. In cases where politicians or celebrities are involved or anything else out of the ordinary is occurring, follow the same protocol.

For more information on Public Relations or Communications protocol, please consult with the Marketing Director.

Personal Behavior & Appearance

Appearance, speech, actions, and personal hygiene reflect directly upon the employee and the Milwaukee Y. It is essential that all employees/volunteers possess and maintain a consistent attitude of friendliness, courtesy, and helpfulness on the part of all employees is essential.

The **YMCA of METROPOLITAN MILWAUKEE** provides a casual, yet professional work environment for its employees. Even though the dress code is casual, it is important to project a professional image to our customers, visitors, and coworkers. All employees are expected to dress in a manner consistent with good hygiene, safety, and good taste. Please use common sense.

Due to the diverse services offered by the **YMCA of METROPOLITAN MILWAUKEE**, there may be departmental specific dress requirements. Please see your direct supervisor should you have any questions.

For complete information on the **YMCA of METROPOLITAN MILWAUKEE'S** Dress Code policy, please contact Human Resources.

Electronic Communications & Social Media

All electronic communication systems provided by the YMCA of Metropolitan Milwaukee, including but not limited to telephones, e-mail, voicemail, cell phones, Internet, computer hardware and software, are the sole property of the YMCA of Metropolitan Milwaukee. This includes all information

transmitted by, received in or from, and/or stored on these systems. The use of the YMCA of Metropolitan Milwaukee's electronic communication systems is a privilege provided only to authorize individuals.

The YMCA of Metropolitan Milwaukee's computer system and attached network may be used only for authorized official YMCA purposes. Unauthorized access to or use of the YMCA of Metropolitan Milwaukee's computer system is prohibited.

The YMCA of Metropolitan Milwaukee's provides Internet and email access to Y employees as part of their employment, and reserves the right to:

- Monitor any network user's computer/terminal Internet and email usage.
- Inspect all files stored on Milwaukee Y owned hardware or located on any Milwaukee Y premises.
- Monitor and record all Internet and email activities.

Social Media

In general, all volunteers should refrain from using social media during their time of service or on equipment provided by the YMCA of Metropolitan Milwaukee, unless it is work-related and authorized by your supervisor/volunteer sponsor. Do not use YMCA of Metropolitan Milwaukee's email addresses to register on social networks, blogs, or other online tools utilized for personal use.

- 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 sites that contain inappropriate pictures, materials, comments, language, links, or anything else that might be considered inappropriate is prohibited.
- Sluggish or downright slow performance when opening programs or saving file.

The **YMCA of METROPOLITAN MILWAUKEE** does not intend to interfere with any volunteer's private life, but publicly observable communications, actions or words are not private. All **YMCA of METROPOLITAN MILWAUKEE** 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 **YMCA of METROPOLITAN**

MILWAUKEE and they are reflective of the mission and values of our association.

Sexual Harassment Prevention and Reporting Policy

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

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

The YMCA of Metropolitan Milwaukee is committed to maintaining a work environment that is free of discrimination and harassment (sexual or otherwise). In keeping with this commitment, the **YMCA of METROPOLITAN MILWAUKEE** will not tolerate discrimination or harassment of Y employees by anyone, including any supervisor/volunteer sponsor, co-worker, vendor, client, or customer of the Association.

Further, any retaliation against an individual who has complained about discrimination or harassment (sexual or otherwise), or retaliation against individuals for cooperating with an investigation of a discrimination or harassment complaint, is similarly unlawful and will not be tolerated. The YMCA of Metropolitan Milwaukee will take all steps necessary to prevent and eliminate unlawful discrimination and harassment.

Definition of Unlawful Harassment. "Unlawful harassment" is conduct that has the purpose or effect of creating an intimidating, hostile, or offensive work environment; has the purpose or effect of substantially and unreasonably interfering with an individual's work performance; or otherwise adversely affects an individual's employment opportunities because of the individual's membership in a protected class.

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.

All volunteers should take special note that, as stated above, retaliation against an individual who has complained about sexual harassment and retaliation against individuals for cooperating with an investigation of sexual harassment complaint is unlawful and will not be tolerated at in the YMCA of Metropolitan Milwaukee.

Complaint Procedure. Any employee who believes he or she has been subject to or witnessed illegal discrimination, including sexual or other forms of unlawful harassment, is requested and encouraged to make a complaint. You may, but are not required to, complain first to the person you feel is discriminating against or harassing you. You may complain directly to your immediate supervisor or department manager, the HR director, or any other member of management with whom you feel comfortable bringing such a complaint. Similarly, if you observe acts of discrimination toward or harassment of another employee, you are requested and encouraged to report this to one of the individuals listed above.

No reprisal, retaliation, or other adverse action will be taken against an employee for making a complaint or report of discrimination or harassment in good faith, or for assisting in the investigation of any such complaint or report. Any suspected retaliation or intimidation should be reported immediately to one of the persons identified above.

All complaints will be investigated promptly and, to the extent possible, with regard for confidentiality.

If the investigation confirms that conduct contrary to this policy has

occurred, the YMCA of Metropolitan Milwaukee will take immediate and appropriate corrective action, up to and including immediate termination.

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

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.

You may also contact:

EQUAL RIGHTS – CONTACT INFORMATION
819 N. 6TH STREET
MILWAUKEE, WI
414.227.4384

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 Hazard Communications Awareness Program is required for all volunteers in order 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 Blood borne 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 as a result of your volunteering at the **YMCA of METROPOLITAN MILWAUKEE**, please notify your supervisor/volunteer supervisor immediately.