

ARMED SERVICES YMCA FORT BRAGG

VOLUNTEER HANDBOOK



ARMED SERVICES YMCA

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1 WELCOME

Welcome to the Armed Services YMCA Fort Bragg and thank you for becoming a volunteer. Our organization thrives on the efforts of our volunteers and we welcome you to the Armed Services YMCA Fort Bragg Team. This handbook introduces you to our organization and is intended to help you have a successful, meaningful volunteer experience. It is not meant to be all-inclusive or to cover every possible situation that you as a volunteer may encounter. Please do not hesitate to contact your Volunteer Coordinator if you have any further questions, concerns, or need additional guidance.

Please understand that this handbook, like our volunteer program, is very broad in scope. Some sections may not apply in your specific volunteer role, but it is important to understand the entire content of this handbook.

2 OVERVIEW

2.1 Mission

The mission of Armed Services YMCA of the USA, on behalf of the National Council of the Young Men's Christian Associations, is to put Christian principles into practice through educational, recreational, social and religious programs and services for military personnel, both single and married and their family members. The mission is carried out in cooperation with the military.

2.2 History

The Armed Services YMCA has operated under its current name since 1984, established during an official reorganization of the YMCA Armed Services Department. During the reorganization, ASYMCA was tasked with providing YMCA services to military personnel and their families through the operation of its own branches and outreach units. The organization was chartered as a National Member Association of the National Council of YMCAs and designated as YMCA's official representative to the Department of Defense (DOD). A special Memorandum of Understanding between ASYMCA and DOD was signed in April 1984, recognizing the critical need for ASYMCA programs and services, and ASYMCA was officially incorporated as part of the DOD in December of that year. This DOD MOU was subsequently revised and updated in 2005.

2.3 Goals

The goal of ASYMCA is to provide a multitude of educational, recreational, and family programs that support military personnel, their spouses, and their children. Some operate at single ASYMCA branch locations; others operate in multiple locations and are customized to meet the specific needs of that community, ranging from recreation and fitness to educational and financial support.

2.4 Staff

Although volunteers are not staff, it is important for volunteers to understand our organizational and staffing structure. The Armed Services YMCA Fort Bragg is governed by a **Board of Management and Board Chairman**. Day-to-day management is overseen by an Executive

Director and Associate Executive Director. There are four internal departments: **Clinical Counseling Staff; Human Resources and Finance; Program Staff; and our Development Staff.**

3 VOLUNTEER OPPORTUNITIES

The Armed Services YMCA Volunteer Department supports programs and services for active duty military and their families. Volunteer participation is crucial to the success of these programs, and we rely on dynamic, dedicated and dependable volunteers like you!

There are many ways to support Armed Services YMCA Fort Bragg programs and services aimed at *Strengthening Our Military Family*TM. Volunteers support the following areas:

3.1 Baby Bundles

We believe that all troops deserve appreciation, comfort, and opportunities to improve their family bond, resiliency, and health. The ASYMCA's Baby Bundle program delivers essential care items for newborn infants to active duty and for the dependent spouse of an active duty soldier, E6 and below. The bundle includes a blanket, socks, sleeper, onesie, baby wipes, book, voucher for diapers and seasonal items. Volunteers hand deliver bundles 365 days a year. We are always in need of volunteer to create Baby Bundles and make deliveries to the new parents & baby. Baby Bundles are generously supported by The Susan M. Tillis Foundation, The Association of Bragg Spouses, **PNC Foundation**, Kiinde, LLC, and individual donors.

3.2 Bragg Worthy Gowns

In need of a formal gown for a Ball, Prom, Wedding, Special Event? Come see us! We have our Bragg Worthy Gowns with a wide variety of gowns (no male attire) available in sizes 0 – 26. Come to the Y to try on our beautiful dresses. If you find one you like, you may borrow our dress for a nominal fee of \$10. Dresses do have to be dry cleaned before they are returned. This service is available for all DoD ID card holders.

3.3 Food Pantry

The Armed Services YMCA Fort Bragg is pleased to offer any active duty military family **and veterans** support from our Food Pantry. All DoD ID card holders in need of assistance are welcome to stop by for non-perishable food items.

3.4 Operation Kid Comfort

Volunteers at the Armed Services YMCA create custom-made photo transfer quilts and pillows to help with the separation of deployment. Each child receives a quilt or pillow; children ages 6 and under receive a quilt, ages 7 and older receive a pillow. Operation Kid Comfort quilts and pillows are for the children of our deployed active duty U.S. military service men and women. The hand-crafted quilts and pillow help children cope with emotional stress during a parent's deployment. Operation Kid Comfort is offered to all active duty children and created by loving volunteers at our branch locations across the country.

3.5 Community and Special Events

The Armed Services YMCA Fort Bragg runs several community and special events throughout the year that support the military families that we serve. Volunteers are needed to prepare for and run these events. Individuals or groups may support our community and special events.

3.6 Volunteer Rights and Responsibilities

Armed Services YMCA Fort Bragg has a responsibility to ensure that our volunteer opportunities provide for a safe and rewarding volunteer experience. Volunteers for Armed Services YMCA Fort Bragg have the following rights and responsibilities:

3.6.1 Volunteer Rights

It is your right:

- To receive orientation training, supervision, feedback, and evaluation necessary to successfully complete your volunteer tasks and enable you to achieve a rewarding volunteer experience.
- To feel that your efforts have real purpose and contribute to the organization's mission.
- To be treated with respect and as an equal partner within the organization.
- To be trusted with confidential information necessary to carry out your assignment.
- To be kept informed on relevant matters within the organization you work with.
- To expect that your time will not be wasted by poor planning or poor coordination.

3.6.2 Volunteer Responsibilities

It is your responsibility:

- To meet time commitments for training, supervision, or volunteer tasks or to provide appropriate notice to the organization of absences or changes in schedule so alternate arrangements can be made.
- To be open and honest about your goals and skills and promptly perform those tasks assigned to you to the best of your ability.
- To provide input about how your volunteer tasks might be better performed or changed to better meet the needs of the organization.
- To respect those confidences entrusted to you.
- To be open-minded and respectful towards opinions shared with you and follow the guidance and direction of those who provide supervision to you.
- To maintain an active email account to receive official volunteer program communications.
- To comply with the contents of this Volunteer Handbook and other applicable policies and procedures, if any.
- To have a positive attitude when volunteering.

3.7 Helpful Hints for Volunteering

If you are new to volunteering, it can seem intimidating at first. Here are some helpful hints about how to have a positive volunteer experience:

- Be realistic about the amount of time you can commit. It is easier to start small and increase your commitment than to have to back out because your schedule is overwhelming.
- Keep in mind, what may seem like an insignificant contribution to you makes all the difference to the people or to the program which you are assisting.
- Volunteering is an opportunity for personal growth. Request an evaluation for the work you have performed, or a letter of recommendation should you decide to list your volunteer service on a school or job application.
- Enthusiasm is the key. If you are not excited about the program, chances are you are not going to be thrilled giving up time in your day to go there.
- Giving back to your community is something that everybody can do. You don't need a special diploma or certificate to volunteer. You only need a willingness to get out there in the community and make a positive impact.

4 VOLUNTEER ELIGIBILITY AND REQUIREMENTS

4.1 Diversity and Inclusiveness

The Armed Services YMCA Fort Bragg's vision is to be known for practicing inclusion by valuing the diversity of all people within our association and the military communities we serve. An inclusive definition of diversity is used at the Armed Services YMCA Fort Bragg. It says: "Diversity is the mosaic of people who bring a variety of backgrounds, styles, perspectives, beliefs and competencies as assets to the Armed Services YMCA Fort Bragg groups and individuals with whom they interact."

As part of its strategic plan, the Armed Services YMCA Fort Bragg is engaged in an Association-wide effort to increase the cultural competence of its staff and volunteers. This initiative is critical to the Association's long-term ability to fulfill its mission and meet its program goals.

The Armed Services YMCA Fort Bragg is committed to providing equal opportunity to all qualified persons regardless of actual or perceived race, national origin (which includes an individual who holds or presents the California driver's license issued to those who cannot document their lawful presence in the United States), color, sex, religion (which includes religious dress and grooming practices), gender, gender identity, gender expression, transgender status, ancestry, age, pregnancy (which includes childbirth, breastfeeding or related medical conditions), protected medical conditions (which includes genetic characteristics, cancer or a record or history of cancer), military and veteran status, marital status (which includes registered domestic partner status), physical and/or mental disability, genetic information, sexual orientation, immigration status, those persons receiving public assistance or any other characteristic protected by federal, state, local law. The Armed Services YMCA Fort Bragg provides reasonable accommodations to qualified disabled persons or persons with protected medical conditions to the extent required by law.

The Armed Services YMCA Fort Bragg strictly prohibits and will not tolerate any form of discrimination based on any of these attributes. If you believe you, or another volunteer, have

been subject to a violation of this policy, please use the complaint procedure set forth under the Harassment policy in this Handbook, which also applies to this policy as does the protection against retaliation

4.2 Minimum Age Requirements

Minimum age requirements vary by volunteer assignment. In general, volunteers must be:

- 18 years or older to volunteer at Naval Medical Center San Diego.
- 16 years or older with parental consent to volunteer within most ASY Family and Youth Enrichment programs.
- 13 years or older with a parent or guardian present to volunteer in community service or special event activities.

4.3 Application Requirements

Each person interested in volunteering for the Armed Services YMCA Fort Bragg, including those from groups or corporate entities, must complete an **online volunteer application**. By submitting the application, prospective volunteers agree to abide by the Volunteer Handbook; consent to being photographed or filmed; and agree with the terms of the liability release.

4.4 Volunteer Screening Procedure

The safety of our military members and their families when they participate in our programs, our volunteers, and our employees is paramount. **We screen volunteers who interact with or may be in the vicinity of children or who interact with wounded, injured, or ill patients by requiring volunteers to submit to a criminal background check and/or a drug screening.**

When a background check or drug screening is required of volunteers, it must be completed in a timely manner and before the volunteer begins any assigned tasks. If a volunteer's service lapses for more than six months, the volunteer must be re-screened.

Unless otherwise permitted by law, criminal background checks and conviction reporting requirements will generally apply to all criminal convictions other than the following: convictions more than 7 years old; misdemeanor marijuana-related convictions that are more than two years old; convictions that have been expunged, judicially dismissed, sealed, or statutorily eradicated; convictions or adjudications by a juvenile court; misdemeanor convictions for which probation has been successfully completed or discharged and the case has been judicially dismissed; or any referrals to a pre-trial or post-trial diversion program.

A volunteer is required to report a criminal conviction to the Armed Services YMCA Fort Bragg. The report should be made promptly, within five days of when the conviction occurred or prior to any additional volunteering, whichever comes first. The report should be made in writing to the Armed Services YMCA Fort Bragg branch executive, and include the exact conviction, the location or court and the date of the conviction. When such a report is made the Human Resources Director should be promptly consulted.

Volunteer screening will be completed in accordance with the table below:

Volunteer Type	Background Check Required	Drug Screen Required
General support volunteer performing recurring work at Armed Services YMCA Fort Bragg offices or facilities	No	No
Volunteer in programming with direct contact or interaction with children	Yes	Yes
Volunteer participating in infrequent Armed Services YMCA Fort Bragg community and special events	No	No
Volunteer at Womack Army Medical Center	Yes	No

4.5 Maintaining Active Volunteer Status

Volunteers who do not actively contribute to the Armed Services YMCA Fort at least once every three months will be considered to be inactive, and their records will be archived. Archived records will be retained in our database for twelve months; if the volunteer wishes to resume volunteer activities after twelve months, he or she will have to submit a new application and go through the screening process again.

5 VOLUNTEER EXPECTATIONS

Volunteers are invaluable part of the Armed Services YMCA Fort Bragg and are viewed as representatives of the organization when actively volunteering. Volunteers should represent the Armed Services YMCA Fort Bragg well and should comply with the following expectations.

5.1 General Guidelines

The following guidelines of expectations are for all Armed Services YMCA Fort Bragg volunteers. As a volunteer of the Armed Services YMCA, you are expected to:

- Be courteous** - Be friendly, helpful and supportive. Address all persons in a polite and respectful manner.
- Promote team spirit** - Work together and cooperate in an effort to promote quality client services and enhance the overall volunteer experience and the mission of Armed Services YMCA.
- Share responsibilities** – Be realistic in your taking on of assignments given your interests, skills, and the needs of Armed Services YMCA. Recognize the achievements of others.
- Anticipate and meet the needs of those we serve** - Be observant; be aware of and react to the individual’s needs. The dignity of those we serve is of primary importance.
- Participate in making the quality of the volunteer experience better** - Suggest improvements to the volunteer coordinator.
- Help others learn correct procedures** - Be open to new ideas and methods. Maintain current knowledge in your area of expertise and strive to improve your work.
- Be Reliable and Report for your volunteer assignments on time as scheduled** - You should be at your volunteer assignment ready to begin as scheduled.

Make efficient use of your time - Establish priorities with the person in charge of the area in which you are volunteering and/or the volunteer coordinator and manage your time wisely.

Communicate effectively - Be open, honest, and truthful with yourself and others. Ask questions and talk to the person in charge of the area in which you are volunteering, or the volunteer coordinator, regularly. Give them pertinent information, stating the facts without concealment or exaggeration.

Maintain confidentiality - Keep information concerning those we serve and co-workers confidential.

Maintain an appropriate appearance - Make sure clothing is clean and you are neatly groomed. It is important to portray a positive image.

5.2 Minimum Volunteer Commitment

We invest significant resources in bringing volunteers onboard and, as a result, we set expectations for a minimum volunteer service commitment:

5.2.1 Armed Services YMCA Fort Bragg Program Volunteers

5.2.1.1 Baby Bundle Volunteers

Volunteers supporting our Family and Youth Enrichment programs where criminal background checks and drug screenings were required are expected to volunteer for the full run of the program that they are supporting. In the case of after school or day camp programs, that can be upwards of 10 consecutive weeks.

5.2.1.2 Bragg Worthy Gowns Volunteers

Volunteers supporting our community and special events are often one-time volunteers and have no minimum service commitment, although they are encouraged to provide ongoing support for future events and activities.

5.2.2 Food Pantry Volunteers

Volunteers at Naval Medical Center San Diego are expected to commit to a minimum of eight (8) hours per month for at least one year.

5.2.3 Operation Kid Comfort Volunteers

Volunteers participating in the Military Volunteer Program should volunteer at least once in a three-month period to keep their account active.

5.2.4 Community Service and Special Event Volunteers

Volunteers participating in the Military Volunteer Program should volunteer at least once in a three-month period to keep their account active.

5.3 Volunteer Scheduling and Reporting

Armed Services YMCA Fort Bragg rely heavily on the time and talents that volunteers so generously offer to us. It is important that you honor your commitment once you sign up to volunteer for an event or shift.

5.3.1.1 SignUpGenius

Armed Services YMCA Fort Bragg uses SignUpGenius, an online volunteer management program, to schedule volunteers and document their service. Each volunteer will establish his or her own SignUpGenius account and will be expected to maintain his or her schedule within it and to report all hours served.

5.3.1.2 Scheduling

Volunteer schedules in SignUpGenius are set by volunteer assignments. Volunteers have an opportunity to sign up for specified openings on a first-come, first-served basis.

5.3.1.3 Volunteer Management Information System (VMIS)

Volunteers are expected to record their volunteer hours served in a timely manner into the Volunteer Management Information System (VMIS). Hours are to be reported the same day upon completion of the volunteer service, however, all hours for the month must be recorded in VMIS by the 10th day of each month. Volunteer hours are recorded to track the amount of time and the number of people needed to complete certain tasks, to quantify the value of volunteers to Armed Services YMCA Fort Bragg and to reflect the interaction between Armed Services YMCA Fort Bragg and the community.

5.3.1.4 Canceling a Volunteer Commitment

Armed Services YMCA Fort Bragg recognizes that unforeseen circumstances arise and volunteers must, at times, cancel an assignment. We ask that you provide as much notification as possible and contact the Volunteer Coordinator to cancel your commitment. If you have sufficient notice, you may remove yourself from the schedule in SignUpGenius if it is more than one day from your scheduled service date.

5.4 Communications

The primary method of official communications between the Armed Services YMCA Fort Bragg and our volunteers is via email. It is important that you maintain an accurate email address in your VMIS profile and that you check your email regularly. (Check to ensure that volunteer-related emails are not being diverted to your spam folder.) The Armed Services YMCA Fort Bragg commits to ensuring only relevant emails are sent to volunteers.

It is also important that you communicate your satisfaction with your volunteer experience and suggestions for improvements to the Volunteer Coordinator and Armed Services YMCA Fort Bragg.

5.5 Ending Volunteer Service

Armed Services YMCA Fort Bragg understands that circumstances and interests change over time, and you may no longer wish to continue to volunteer. We ask that you notify the Volunteer Coordinator to update your volunteer status from active to inactive in VMIS.

After your departure, we will archive your volunteer record for a year and you will stop receiving notification of any future volunteer opportunities.

6 SAFETY AND HEALTH

The safety and health of our volunteers, program participants, and employees is paramount. Each volunteer is expected to obey safety rules and exercise caution and common sense in all volunteer activities. Volunteers must immediately report any unsafe conditions to the person in charge of the area in which they are volunteering or Volunteer Coordinator or Human Resources. Volunteers who violate safety standards, cause hazardous or dangerous situations, fail to report, or where appropriate, fail to remedy such situations may no longer be permitted to serve as a volunteer.

6.1 Safety and Health Guidelines

All volunteers are to observe the following safety and health guidelines and to employ the principles of accident prevention on a daily basis:

- Report volunteer assignment-related injuries, illnesses, property damage or hazardous conditions to the volunteer coordinator, or any Armed Services YMCA Fort Bragg management, immediately.
- Seek treatment for injuries promptly. Call 911 in case of serious injuries.
- Observe all hazard warnings and caution signs.
- Use all safety equipment required for your assignment, including wearing appropriate personal protective equipment for eyes, face, head, hands, and other extremities.
- Know the location of fire/safety exits, fire extinguishers, and emergency alarm pulls.
- Know proper evacuation procedures.
- Keep all aisles, walkways, working areas, and emergency equipment free of obstacles.
- Refrain from running, fighting, horseplay, or distracting fellow volunteers (and others).
- Observe safe operating procedures for all equipment; make sure that all guards and other protective devices are in their proper place prior to operating the equipment; and operate only equipment for which you are authorized and properly trained.
- Observe all safety precautions when handling chemicals or hazardous products, including use of personal protective equipment. Use only products in which you have been properly trained.
- Do not wear frayed, torn or loose clothing, jewelry, or long unrestrained hair near moving machinery or electrical equipment.
- Always follow proper lifting procedures.
- Drive an Armed Services YMCA Fort Bragg vehicle only if properly trained, licensed, and authorized.
- Use seat belts when driving or riding in any vehicle in accordance with state law.
- Maintain your own vehicle in safe working condition if used for work purposes.
- Adhere to state rules of the road.

6.2 Blood Borne Pathogens

The Armed Services YMCA Fort Bragg seeks to minimize the risk of exposure by annually training those volunteers who may encounter blood borne pathogens in the course of their assignments. The Armed Services YMCA Fort Bragg subscribes to the concept of "universal precautions," which means that all volunteers are required to treat all human blood or other body fluids as if it were contagious. Universal precautions mean that you are expected to exercise safety controls and to use personal protective equipment when necessary.

6.3 Child Abuse Prevention

A principal endeavor of the Armed Services YMCA Fort Bragg is to provide a healthy atmosphere for the growth and development of youth and children. Thus, the mistreatment or neglect of youth or children and the resulting severe effects are of primary concern to the Armed Services YMCA Fort Bragg. 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 and youth, the Armed Services YMCA Fort Bragg has developed policies, standards, guidelines and training to aid in the detection and prevention of child abuse. In addition, all volunteers are screened, and background checks are conducted upon acceptance or reacceptance. Additionally, volunteers who have contact with children and youth receive training in recognizing, reporting and preventing child abuse, which includes training in recognizing signs that a child is being groomed for abuse. Some of the guidelines volunteers are expected to follow are:

- Avoid being alone with a single child where you cannot be observed by other volunteers, staff or adults. This includes email exchanges and visiting websites established by the child/teen (i.e., My Space, Facebook, etc.).
- You may not relate to children who participate in Armed Services YMCA Fort Bragg programs outside of approved Armed Services YMCA Fort Bragg activities. For example, baby-sitting, weekend trips, foster care, etc. are not permitted. Giving personal gifts to program participant(s) or their parents is not allowed.
- Program rules and boundaries must be followed, including appropriate touch guidelines.
- Children or youth should not be singled out for favored attention.
- Dating a program participant of any age is not allowed.
- Children may not be disciplined by use of physical punishment or by failing to provide the necessities of care.
- Verbally, physically, sexually, or emotionally abusing or punishing children or youth is not allowed.
- Children may be informed in a manner that is age appropriate to the group of their right to set their own "touching" limits for personal safety.
- Children should only be released to authorized persons in programs with controlled pick-up procedures.
- Any information regarding abuse or potential abuse should be documented in writing.
- At the first reasonable cause to believe that any child abuse exists, it should be reported to your volunteer coordinator or the person in charge of the area in which you are

volunteering or the branch executive so that proper reporting can be initiated. Mandated reporters are required by law to report known or suspected instances of abuse. Any mandated reporter who fails to report an incident of known or reasonably suspected child abuse or neglect is guilty of a misdemeanor punishable by up to 6 months in a county jail or by a fine of \$1,000, or both.

- At the first reasonable cause to believe that a volunteer, or an employee, has either crossed the boundaries of appropriate interactions, or has abused a child or youth, even if it was not during assignment hours, his or her conduct should be reported to the program director and the branch executive or another designated branch representative. Appropriate actions will be taken regarding the volunteer, or an employee, which may include, for a volunteer, discharge as a volunteer, and following the Armed Services YMCA Fort Bragg's protocol on reporting to the appropriate authorities.
- Confidentiality of information related to child abuse is crucial and should be limited to the volunteer coordinator, the person in charge of the area in which you are volunteering, and/or branch executive and designated member(s) of the Association office staff.

Volunteers are required to fully cooperate with an investigation by the Armed Services YMCA Fort Bragg, any law enforcement agency, or any other authorized outside agency, and failure to do so is considered misconduct and will result in termination.

6.4 Tobacco Usage Policy

In keeping with the Armed Services YMCA Fort Bragg's intent to provide a safe and healthful environment, smoking and other uses of tobacco are not permitted in any location where volunteers are representing the Armed Services YMCA Fort Bragg at any time. For the purposes of this policy, tobacco products include cigarettes, cigars, pipes, smokeless tobacco of any form, and electronic cigarettes (e-cigarettes). Smoking is only permitted in designated areas outside the buildings. Designated areas do not include facility entrance/exits.

6.5 Drug-Free and Alcohol-Free Policy

Armed Services YMCA Fort Bragg is committed to policies that promote safety, volunteer health and well-being, and confidence in the abilities of the volunteers. For that reason, Armed Services YMCA Fort Bragg has a zero-tolerance drug-free and alcohol-free policy. Any of the following constitutes a violation of Armed Services YMCA Fort Bragg's policy:

- The unlawful and/or unauthorized manufacture, distribution, dispensing, possession, or use of illegal drugs, drug paraphernalia; the use of alcohol or marijuana (including medical marijuana); unauthorized use of prescription drugs or controlled substances or planning for such use; and/or the abuse of authorized prescription drugs at any time in the workplace, in Armed Services YMCA Fort Bragg vehicles, or during hours of a volunteer assignment (whether or not on Armed Services YMCA Fort Bragg property);
- Reporting to a volunteer assignment under the influence of alcohol, marijuana (including medical marijuana), and illegal drug under federal law, a controlled substance, or the unauthorized use or abuse of a prescription drug; and

- The sale or possession of illegal drugs, controlled substances, or prescription drugs on Armed Services YMCA Fort Bragg premises or while on any Armed Services YMCA Fort Bragg property.

Volunteers are expected to report for their assignments free from the influence of alcohol, marijuana, illegal drugs under state and federal law, controlled substances, or the unauthorized use of prescription drugs and to remain free from such influences while On ARMED SERVICES YMCA Fort Bragg's premises or while performing any volunteer assignments for Armed Services YMCA Fort Bragg off-premises.

Volunteers who are required to take prescription or non-prescription drugs that may affect the ability to perform their assignments in a safe and efficient manner should promptly notify the Volunteer Coordinator.

6.6 Violence

Armed Services YMCA Fort Bragg is committed to maintaining an environment in which volunteer assignments are performed that is free from acts or threats of violence or intimidation. The safety and security of volunteers, and others on Armed Services YMCA Fort Bragg premises, is of vital importance. Violent or threatening behavior will not be tolerated. Armed Services YMCA Fort Bragg prohibits conduct that constitutes or could lead or contribute to violence. Included in this prohibition are any acts or threats of violence made directly or indirectly, by words, gestures, or symbols against an individual or property.

This policy applies to any acts of violence or threats made during hours of volunteer assignments, on Armed Services YMCA Fort Bragg's property or at Armed Services YMCA Fort Bragg-sponsored events.

Volunteers must report violations of this policy to their Volunteer Coordinator immediately. All threats or acts of violence will be investigated, and appropriate action will be taken. Volunteers found to have violated this policy will be discharged from all volunteer service.

6.7 Weapons Policy

Possession, use or sale of weapons, firearms or explosives on any Armed Services YMCA Fort Bragg property, or while engaged in assignments for Armed Services YMCA Fort Bragg, is strictly prohibited. This policy applies to all volunteers, including but not limited to, those who have a valid permit to carry a firearm.

Volunteers who are aware of violations or threats of violations of this policy are required to report such violations or threats to their volunteer coordinator immediately.

Violations of this policy will result in discharge from all volunteer service.

7 STANDARDS OF DRESS AND CONDUCT

The guiding policy relating to conditions of volunteering and personal conduct is that any assignments, and the atmosphere in which they are completed, be consistent with the reputation of the Armed Services YMCA. A volunteer's conduct when volunteering for Armed Services YMCA Fort Bragg, or when on Armed Services YMCA Fort Bragg premises, should meet acceptable standards of the community and show respect for the law and the rights of others.

When not on Armed Services YMCA Fort Bragg premises or volunteering for Armed Services YMCA Fort Bragg, a volunteer's personal conduct is his or her own to regulate. However, if a volunteer engages in behavior that discredits the organization or shows a serious lack of dependability or good judgment, it may be appropriate to review that volunteer's responsibilities and future at Armed Services YMCA Fort Bragg.

7.1 Standards of Dress

Armed Services YMCA recognize that as an organization, we have only one chance to make a great first impression as we conduct business amongst ourselves and with our customers. All volunteers should be neat, well-groomed and dressed in appropriate attire which reflects the organization's interest in projecting a comfortable, yet businesslike image.

Acceptable:

- All volunteers must be neat, clean, well-groomed, and be professional in appearance at all times.
- Required name tags must be worn on duty so volunteers can be quickly identified as “go-to person” when needed.
- Footwear must be safe, clean and appropriate for the assignment.

Unacceptable:

- Tight clothing; torn jeans or tops; low cut blouses or dresses; short mini dresses or skirts; tank tops or halter tops; t-shirts with inappropriate pictures, logos, words or sayings on them; short shorts or cut-offs.
- Clothing designed specifically for sporting activities, such as sweats, shorts, swimsuits, tennis outfits, or form-fitting Lycra/Spandex workout clothing.
- Caps or hats inside the Armed Services YMCA Fort Bragg building.
- Heavy perfumes, lotions or colognes that could cause an allergic reaction to others.
- Unusual haircuts, hair colors or styles.
- Extreme nail lengths.
- Gum chewing or eating while interacting with program participants or the public.
- Tattoos and body piercing, other than ear piercing, must be covered at all times.

7.2 Policy against Harassment and Discrimination

Armed Services YMCA Fort Bragg is committed to providing an environment in which to perform your volunteer assignment free of sexual harassment and harassment or discrimination based on actual or perceived race, national origin (which includes an individual who holds or

presents the California driver's license issued to those who cannot document their lawful presence in the United States), color, sex, religion (which includes religious dress and grooming practices), gender, gender identity, gender expression, transgender status, ancestry, age, pregnancy (which includes childbirth, breastfeeding or related medical conditions), protected medical conditions (which includes genetic characteristics, cancer or a record or history of cancer), military and veteran status, marital status (which includes registered domestic partner status), physical and/or mental disability, genetic information, sexual orientation, immigration status, those persons receiving public assistance, **or any other characteristic protected by federal, state, or local law.** Actions, words, jokes or comments based upon the above characteristics or any other characteristic protected by law or these policies will not be tolerated.

Requests for sexual acts, unwelcome sexual advances, touching, remarks or other conduct of a sexual nature are likewise prohibited. Any substantiated incidents of sexual harassment, harassment or discrimination by volunteers will result in being immediately discharged from volunteer service.

Volunteers are expected to conduct themselves in a business-like manner at all times while on the property of Armed Services YMCA Fort Bragg and/or while performing volunteer assignments for Armed Services YMCA Fort Bragg. Armed Services YMCA Fort Bragg will not tolerate harassment and/or discrimination of any kind. All volunteers must treat other volunteers, employees, those with whom Armed Services YMCA Fort Bragg contracts, clients, patients, and visitors to Armed Services YMCA Fort Bragg with dignity and respect. Armed Services YMCA Fort Bragg also prohibits conduct that could lead or contribute to harassment and/or discrimination. In addition, this policy applies equally to prevent harassment of a volunteer by all volunteers, employees, third parties, visitors, those who perform services pursuant to a contract with Armed Services YMCA Fort Bragg, or others with whom Armed Services YMCA Fort Bragg has a volunteer or other business relationship.

7.2.1 General Harassment

Harassment does not require intent to offend. Thus, inappropriate conduct meant as a joke, a prank, or even a compliment can lead or contribute to harassment. Examples of harassment include:

- Comments, gestures, slurs, email messages, offensive posters, cartoons, pictures, drawings or jokes (including email messages or other electronic communications) that are directed at an individual because of that individual's protected status under local, state or federal law; and
- Anything that belittles or demeans another on the basis of that individual's protected status under local, state or federal law.

7.2.2 Sexual Harassment

Sexual harassment is a specific type of harassment. Unwelcome sexual advances, requests for sexual favors, and other physical, verbal, and/or non-verbal conduct of a sexual nature by any volunteer or employee to another volunteer or employee or by a third party (vendor, supplier, or client, those with whom Armed Services YMCA Fort Bragg contracts) to any volunteer or

employee, constitutes inappropriate sexual conduct which can form the basis for sexual harassment claims. Inappropriate sexual conduct can take many forms. It is not limited to physical assaults, unwelcome or unwanted sexual advances, and requests or demands for sexual favors. Examples of sexual harassment include:

- Comments, gestures, slurs, email messages or other electronic communications, offensive posters, cartoons, pictures, drawings or jokes that are directed at an individual because of that individual's sex and that have the purpose or effect of interfering with an individual's performance or creating an intimidating, hostile, or offensive environment;
- Touching another in a sexually suggestive or offensive manner, making sexually suggestive remarks or jokes, making comments about an individual's body, displaying sexually suggestive objects or pictures in the workplace, or otherwise creating a sexually charged atmosphere or environment at ASYMC;
- Threatening or insinuating, either explicitly or implicitly, that another persons' submission to or rejection of sexual advances will in any way influence any decision regarding that individual's volunteer status, or, if an employee, that person's employment status.

No one with a supervisory role may at any time: (1) threaten or imply that an individual's submission to or rejection of any sexual advance will in any way influence any decision regarding that individual's volunteer status, or, if an employee, that person's employment status; or (2) make any volunteer or employment decision concerning an individual on such a basis. Moreover, any conduct that has the purpose or effect of interfering with performance of a volunteer assignment or creating an intimidating, hostile, or offensive environment will not be tolerated.

If you believe you have been subjected to any form of unlawful discrimination or harassment, immediately provide a written or verbal complaint to the Volunteer Coordinator, or the Human Resources Department. Your complaint should be specific and should include the names of the individuals involved and the names of any witnesses. Armed Services YMCA Fort Bragg will immediately undertake an effective, thorough, and objective investigation and attempt to resolve the situation and take appropriate corrective (e.g., different volunteer times, assignment areas) and disciplinary action (e.g., discharge of volunteer services) based upon the results of its investigation (which shall be timely communicated to pertinent individuals as determined by Armed Services YMCA Fort Bragg). Confidentiality will be maintained to the extent possible but cannot be guaranteed.

You also have the right to file a complaint with the federal Equal Employment Opportunity Commission and/or the California Department of Fair Employment and Housing. The nearest office is listed on their government website.

No volunteer or employee, or their family members, shall be subject to reprisal or retaliation for having raised concerns and making reports in good faith. Retaliation against any individual reporting such behavior is a serious violation of this policy, and, like harassment or discrimination itself, will be subject, for a volunteer, to discharge from volunteer service.

7.3 Political Activity

Due to Internal Revenue Service regulations for tax-exempt organizations such as the Armed Services YMCA Fort Bragg, volunteers may not campaign for a candidate or otherwise engage in political activities during volunteer assignments, on Armed Services YMCA Fort Bragg premises or with the resources of the Armed Services YMCA Fort Bragg. This prohibition includes, for example, wearing clothing or buttons with political slogans or displaying stickers, posters and other political items while performing volunteer assignments or while on Armed Services YMCA Fort Bragg property.

7.4 Religious Activity

Volunteers shall not promote their own personal religious beliefs with Armed Services YMCA Fort Bragg members, program participants, or patients at Womack Army Medical Center. Armed Services YMCA Fort Bragg will, however, accommodate religious dress or grooming practices, or other requests for accommodation based on religious reasons (or other reasons required by law), to the extent required by law, or permitted by business needs, when it is not an undue hardship.

7.5 Interactions with Armed Services YMCA Fort Bragg Members, Patients, and Program Participants

Those who volunteer on a regular basis may find that they interact with the same members, participants, or patients over an extended period of time. Under those circumstances, volunteers may be likely to form a bond with those individuals, and it is really important that the professional boundaries between the volunteer and member, participant, or patient are maintained.

7.5.1 Interaction Guidelines

Volunteers shall interact with Armed Services YMCA Fort Bragg members, patients, and program participants only during the course of the Armed Services YMCA Fort Bragg sponsored activity. Volunteers shall not:

- Meet with program participants outside designated program times. This includes taking participants home, out to dinner, to events or venues, or providing child care services.
- Date program participants.
- Give personal gifts to program participants.
- Transport program participants in personal vehicles.
- Share personal contact information to include addresses, phone numbers, email addresses, and other social media identities.

7.5.2 Reporting Patient Concerns

Volunteers may work with patients who have had significant emotional trauma and are working hard to assimilate back into a more regular routine. On rare occasion, a patient may explicitly or implicitly express the idea of self-harm or of harming others because of difficulties coping with

their circumstances. **Volunteers are not qualified to provide effective counseling to patients and should immediately report concerns to the program coordinator or to appropriate authorities if you believe there is an immediate and real threat to the patient or others.**

7.6 Use of Supplies and Equipment

Armed Services YMCA Fort Bragg supplies and equipment, including copy machines and postage meters, are for Armed Services YMCA Fort Bragg business use only. Equipment and supplies purchased by or donated to the Armed Services YMCA Fort Bragg belong to the Armed Services YMCA Fort Bragg, and not to individual volunteers. This includes, but is not limited to, computers, software, pagers, cellular telephones, keys, program supplies and materials.

7.7 Armed Services YMCA Fort Bragg Property

Personal locks may not be placed on Armed Services YMCA Fort Bragg property. The Armed Services YMCA Fort Bragg may retrieve, inspect and review information and items stored on or in Armed Services YMCA Fort Bragg property, such as computer hard drives and other storage media (CDs, DVDs, USB drives, etc.), desks, lockers, cabinets, work areas and vehicles. This review may include personal information placed on those systems in addition to information used in performing the volunteer services. Thus, volunteers should not put any information on Armed Services YMCA Fort Bragg systems or property that it does not want Armed Services YMCA Fort Bragg to review. Volunteers are discouraged from bringing valuables to the Armed Services YMCA Fort Bragg, as the Armed Services YMCA Fort Bragg does not assume responsibility for loss, theft or damage to volunteers' personal property.

7.8 Social Media and Social Networking

Armed Services YMCA has opened publicly facing pages on social media sites for viewing content and/or videos and posting comments about the Armed Services YMCA Fort Bragg. These social media sites include but are not limited to various blogs, bulletin boards, networks, multi-media and news media sites or other user generated content sites ("Social Media Sites"). By accessing, viewing and/or posting any content related directly or indirectly to Armed Services YMCA Fort Bragg on any Social Media Site on the Internet, you accept, without limitation or qualification, the terms of use outlined on each Site and to use such Sites in compliance with all applicable laws and all applicable Armed Services YMCA Fort Bragg policies including, but not limited to, the diversity and inclusiveness policy, the policy prohibiting harassment or discrimination, and the policy against violence. You also agree that you will not share Armed Services YMCA Fort Bragg confidential information on Social Media Sites. Also, to the extent you use Armed Services YMCA Fort Bragg equipment or systems to access or post on Social Media Sites, or you post publicly available information on such Sites, you understand that Armed Services YMCA Fort Bragg has the right to monitor, access, and review all such equipment, systems, and postings. You agree that Armed Services YMCA Fort Bragg has the right to use all such postings and information and may disclose it to others for business reasons or as required by law. Armed Services YMCA Fort Bragg may from time to time have additional policies that apply to use of Social Media Sites posted on its website and you agree to review those policies and that you are also bound by such policies. You agree to defend, indemnify, and hold Armed Services YMCA Fort Bragg and its corporate affiliates and their respective officers, directors, employees, volunteers, contractors, agents, successors and assigns

harmless from and against, and shall promptly reimburse them for, any and all losses, claims, damages, settlements, costs, and liabilities of any nature whatsoever (including reasonable attorneys' fees) to which any of them may become subject arising out of, based upon, as a result of, or in any way connected with, your posting of any content to a social media site, any third party claims of infringement or any breach of this policy. Your use of Social Media Sites is acceptance of this policy and has the same effect as if you had physically signed an agreement. If you are uncertain about the appropriateness of a social media posting, check with the Volunteer Coordinator.

7.9 Disciplinary Action

All volunteers of the Armed Services YMCA are expected to conduct themselves in accordance with applicable laws, regulations, departmental policies and generally acceptable professional behaviors.

The Armed Services YMCA has the right and responsibility to discharge any volunteer from service who fails to comply with the terms in this Volunteer Handbook or the Volunteer Code of Conduct (Appendix B).

8 SUMMARY

The volunteer program at the Armed Services YMCA Fort Bragg is expansive and covers many different situations, locations, and programs. The content of this Volunteer Handbook is not meant to be all-inclusive; there may be other unique guidelines, rules, or regulations that pertain to a specific event, location, or facility.

The Volunteer Coordinator is here to support you in your role. Please contact the Volunteer Coordinator if you have any questions, comments, or feedback.





Volunteer Handbook Acknowledgment

This statement is to acknowledge that I have received a copy of the Armed Services YMCA Fort Bragg Volunteer Handbook. I understand that it is my responsibility to read the Handbook and agree to do so.

I further understand that my volunteer assignment is for no definite or promised period of time, and I, or Armed Services YMCA Fort Bragg, may end my volunteer services at any time for any reason, and Armed Services YMCA Fort Bragg may also, in its sole discretion, change or alter the terms and conditions of any volunteer services at any time for any reason. I understand that I am not an employee of Armed Services YMCA Fort Bragg and that this manual is not a contract of employment nor a promise of any kind of employment. I am volunteering to provide volunteer services for Armed Services YMCA for my own personal and/or charitable reasons without compensation and/or expectation of compensation from Armed Services YMCA.

I understand that any questions or concerns that I may have regarding the Handbook can be directed to the Volunteer Coordinator.

Volunteer Signature: _____ Date _____

Volunteer Printed Name: _____

Volunteer Code of Conduct

By signing a copy of this Code of Conduct, I, as an Armed Services YMCA Fort Bragg volunteer, affirm that:

- I will act in a manner that reflects the high standards of the Armed Services YMCA Fort Bragg at all times.
- I will use positive techniques of guidance, including redirection, positive reinforcement and encouragement rather than competition, comparison and criticism.
- I will respond to patients, volunteers, and staff with respect and consideration and treat all participants equally regardless of sex, race, religion, disability, or other protected status.
- I will refrain from the use of profanity, inappropriate jokes, sharing of intimate details of one's personal life, or any other conduct that could be considered harassment on any protected basis.
- I will respect privacy and confidentiality, and will comply with HIPAA regulations at all times.
- I will make every effort to honor my volunteer commitment. If I cannot, I will notify the Volunteer Coordinator of my impending absence.
- I will document my volunteer service using the prescribed methods.
- I will maintain good personal hygiene and present myself in the prescribed attire.
- I will not take any photographs, videos or audio recordings with any device while serving as an Armed Services YMCA volunteer.
- I understand that the Armed Services YMCA Fort Bragg Volunteer Coordinator and Armed Services YMCA Fort Bragg Senior Program Manager have final word about all programming and services, and volunteers shall support their decision.
- I will abide by the Child Abuse Prevention provisions in this Handbook
- I will refrain from intimate displays of affection towards others in the presence of children, participants, staff and volunteers.
- I will not use tobacco products, alcohol, or illegal drugs while volunteering at any Armed Services YMCA Fort Bragg facility or event.
- I will use my official ID badges and access cards only for official purposes, and will immediately report their loss or theft.
- I will use the Volunteer Coordinator or other Armed Services YMCA Fort Bragg staff as a resource to answer questions or address concerns.
- I will comply with the guidelines in the Volunteer Handbook.
- I will report violations of this Code of Conduct to the Volunteer Coordinator.

Volunteer Signature: _____ Date _____

Volunteer Printed Name: _____



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VOLUNTEER TERMS & CONDITIONS

VOLUNTEER AGREEMENT:

I agree to abide by the terms and conditions specified in the Armed Services YMCA Fort Bragg Volunteer Handbook (including its Code of Conduct), which I have reviewed or will review before volunteering my time for the Armed Services YMCA Fort Bragg. The Handbook is also located online at: <https://www.asymca.org/fort-bragg-home>. I understand that if I do not follow the policies and procedures in the Handbook, or act in any way incompatible with the image of the Armed Services YMCA Fort Bragg, then I will not be able to continue as a volunteer.

CONSENT TO BE PHOTOGRAPHED, VIDEOTAPED AND FILMED:

I hereby grant full permission for myself, my children, and my family members to be photographed, filmed and videotaped by the Armed Services YMCA Fort Bragg staff and its representatives for any legitimate purpose relating to its mission, without payment or compensation. I also hereby consent to the participation in interviews and the use of my statements and quotes in publications for the benefit of the Armed Services YMCA Fort Bragg. I also grant to the Armed Services YMCA Fort Bragg the right to edit, use, and reuse such products for nonprofit purposes, including use in print, on the Internet, and all other forms of media. I also hereby waive and release the Armed Services YMCA Fort Bragg and its agents, employees, directors, and representatives, including but not limited to the Armed Services YMCA of the USA (collectively, the "ASYMCA Parties") from all claims, demands, compensation and liabilities whatsoever in connection with the above.

CONSENT AND RELEASE OF LIABILITY FOR PROGRAM PARTICIPATION:

I acknowledge that the Armed Services YMCA Fort Bragg will not necessarily monitor my acts as a volunteer, and it makes no representations or other assurances regarding the safety of the activities I may elect to perform. I understand that some of the activities may pose risks to my health or safety.

I acknowledge that I am properly trained in operating any equipment I may use, or I will obtain such training before using such equipment. I am therefore fully responsible for my own safety and the security of myself and my possessions while volunteering for the Armed Services YMCA Fort Bragg.

I hereby voluntarily and knowingly assume all risks and dangers inherent and incidental to the activities and programs of the ASYSD applicable to me and my family members, including all risks of property damage and personal injury, including loss or injury arising during programming or in transit to and from a program, and whether caused by equipment or the act or omissions of others.

If I participate in a program, whether as volunteer, coach, instructor, aide, spectator, or participant, I release, discharge and waive any and all claims of any nature against the ASYMCA Parties and each of them. I further agree that my waiver and release of claims shall apply even if my property damage or personal injury is caused by the active negligence, passive negligence or other acts or omissions (other than the gross negligence or intentional misconduct) of any of the ASYMCA Parties. I understand this release is binding on my heirs, legal representatives and assigns.

I, MY HEIRS, LEGAL REPRESENTATIVES AND ASSIGNS WILL NOT MAKE A CLAIM AGAINST, SUE OR PROSECUTE THE ASYMCA PARTIES OR ANY OF THEM FOR PROPERTY DAMAGE, PERSONAL INJURY OR DEATH ARISING FROM MY VOLUNTEER ACTIVITIES, INCLUDING ANY INJURIES I MAY INCUR AS A RESULT OF SUCH ACTIVITIES.

CONTINUING EFFECT

This document, including my release of liability, will remain in effect each time I volunteer for the Armed Services YMCA Fort Bragg, even though I have only signed this document once. I have carefully read this document and fully understand its contents. I am aware that this is a RELEASE OF LIABILITY and a contract between me and the Armed Services YMCA Fort Bragg (and a contract for the benefit of the ASYMCA Parties as well), and I sign it of my own free will.

By signing below, I acknowledge that I have received, read, and understand the Terms & Conditions regarding the Volunteer Agreement, including my consent to be photographed, videotaped and filmed, and my release of liability.

_____	_____	_____
Signature	Printed Name	Date
Address: _____		
Email: _____		
Phone: _____		