



ARMED SERVICES YMCA

Hampton Roads Volunteer Handbook

Revised April 2021

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***Items that have a strike through them are not applicable to our Hampton Roads Branch**

WELCOME

Welcome to the Armed Services YMCA of Hampton Roads (ASYMCA) and thank you for becoming a volunteer. Our organization thrives on the efforts of our volunteers and we welcome you to the ASYMCA Team. This handbook introduces you to our organization and to your duties as a volunteer. Please keep it handy as it can answer many of your questions. Nevertheless, please do not hesitate to contact our Business Operations Director if you have any further questions or concerns.

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.

OVERVIEW

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.

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.

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.

Staff

A Board of Management and Board Chairman govern the Armed Services YMCA. An Executive Director oversees day-to-day management. There are four internal departments: Human Resources; Operations and Finance; Program Staff; and our Development Staff.

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. We rely on dynamic, dedicated and dependable volunteers like you!

There are many ways to support ASYMCA Programs and Services aimed at *Strengthening Our Military Family*[™]. ASYMCA Volunteers support the following departments:

Wounded, Injured and Ill at Naval Medical Center

~~Our goal is to ease the stress of illness or injury. Hospitalization is stressful for the patient and the family. Volunteers are *Strengthening Our Military Family* by contributing to healing and wellness. Volunteer requirements for this department include: Volunteer Application, Background Check, Volunteer Orientation, Health Screening, HIPAA Training and an Interview. Volunteers at NMC support our Warrior Care Initiative, Patient Visitation and Community Integration. Volunteer opportunities are limited.~~

Family and Youth Enrichment

Military children are perhaps the most vulnerable members of the military family. They are constantly uprooted and must cope with ever changing family dynamics. The ASYMCA Family and Youth Enrichment Department offers a number of interactive programs aimed at *Strengthening Our Military Family*[™]. We are always looking for volunteers to assist with Operation Hero, Five Star Kids Academy, Operation Camp Hero and Operation Little Learners.

Service Member Support

Are you Active Duty looking for an opportunity to give back to the Hampton Roads Community? Become an MVP and make a difference. Volunteer activities include Hearts 4 Heroes, our annual Father Daughter Military Ball, Mud Run and Five Star Luncheon and special opportunities with Operation Holiday Joy and Ride Home as well as many of our core programs. We have the ability to keep track of your volunteer hours if required and may be able to provide transportation to some of our volunteer activities.

Volunteer Rights and Responsibilities

It is your right:

- To receive orientation training and the supervision necessary to do your job.
- To feel that your efforts have real purpose and contribute to the organization's mission.
- To receive feedback and evaluation on the work that you perform.
- 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.

It is your responsibility:

- To meet time commitments or to provide appropriate notice so alternate arrangements can be made.
- To perform tasks assigned to you to the best of your ability.
- To provide input about how your tasks might be better performed.
- To follow organization policies and procedures.
- To respect those confidences entrusted to you.
- To be open-minded and respectful towards opinions shared with you.
- To notify the organization in advance of absences or schedule changes.

Helpful Hints for Volunteering

First, it is important to 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 that 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 do not 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.

VOLUNTEER ELIGIBILITY

Diversity and Inclusiveness

The ASYMCA'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 ASYMCA. It says: "Diversity is the mosaic of people who bring a variety of backgrounds, styles, perspectives, beliefs and competencies as assets to the ASYMCA groups and individuals with whom they interact."

As part of its strategic plan, the ASYMCA 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 ASYMCA is committed to providing equal opportunity to all qualified persons regardless of race, color, age, sex, marital status, pregnancy, religion, creed, national origin, ancestry, physical or mental disability, medical condition, disabled or Vietnam veteran status, sexual orientation, citizenship or any other protected characteristic under law. The ASYMCA provides reasonable accommodations to qualified disabled persons or persons with protected medical conditions to the extent required by law.

The ASYMCA strictly prohibits and will not tolerate any form of discrimination based on any of these attributes.

Minimum Age Requirements

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

- 18 years or older to volunteer at Naval Medical Centers.
- 16 years or older with parental consent to volunteer within most ASYMCA Family and Youth Enrichment programs.
- 13 years or older with a parent or guardian present to volunteer in community service activities.

Application Requirements

Each person interested in volunteering for the ASYMCA, including those from groups or corporate organizations, must complete a no-cost membership application through our RecTrac program. By submitting the application, they are agreeing to abide by the Volunteer Handbook; consent to being photographed or filmed; become an ASYMCA of Hampton Roads member and agree with the terms of the liability release.

Criminal Background Check Procedure

The safety of our military members and their families, our volunteers, and our employees when they participate in our programs is paramount. We may require criminal background checks on volunteers who interact with children and wounded, injured, or ill patients.

When background checks are required of volunteers, they must be completed in a timely manner. Background check forms should be sent to the Business Operations Manager before or within three days of when the volunteer begins their assignment.

Requirements are as follows:

***Volunteers:** All program, administrative and support volunteers who are regularly volunteering at the ASYMCA or a program site are required to complete criminal history disclosure forms and undergo criminal background checks.

***Court-Ordered Community Service Workers:** Background checks are required when they will be working in areas of direct access to children's programs, or when their volunteer hours are so substantial that he/she would be considered a regular, as opposed to an occasional or short-term, volunteer. If he/she has committed an act involving harm or threat of harm to another person, the volunteer worker will not be accepted by the ASYMCA.

***Occasional Volunteers:** Are not required to undergo background checks or complete disclosure forms, unless their volunteer commitment becomes more regular, and if it does, background checks should be completed at that time. Additionally, the following list has been developed to help supervisors determine when a background check is required at engagement:

Youth Sport Coaches - Yes, criminal background checks are required.

Parents who volunteer occasionally to help with coaching youth sports - No, unless the volunteer wants to regularly offer his/her services, in which case the background check is required.

Youth volunteers, such as program aides - Yes, when they are regularly volunteering. The parent's permission is not required to fingerprint children who are volunteering. Juvenile records do appear in a criminal background check.

Parents who volunteer to carpool their kids to group activities - No, because they are not a regular volunteer of the ASYMCA directly. This is an arrangement between parents.

Parents who volunteer to help with group activities - If the parents are volunteering regularly, then the check should be done. The closeness of the group, the high level of involvement, and the time element allow relationships to grow, and dictates the need for adequate precautions. No criminal background checks need to be done, if the volunteering is truly occasional.

Volunteers in mentoring programs - Yes. The background check is required because these mentoring programs are considered regular, rather than occasional, volunteering. Keep in mind that personal relationships develop over time and there are opportunities for one-on-one interaction.

Parents, business people or others who volunteer for field trips, presentations, or special and one-day events - No, not for irregular, usually one-time events. These volunteers do not have an opportunity to build trusting relationships with children over a period of time; however, they should not be left alone with children.

Student interns - Volunteers completing student internships should undergo a background check under the same rules as for other volunteers; that is, when they are volunteering on a regular, rather than occasional, basis.

Specialty instructors – Specialty instructors (including dance, karate, teen fitness, and others) should have criminal background checks when they are volunteering on a regular, rather than occasional, basis.

Individuals placed with the ASYMCA through a government or social service agency - Typically, these placements involve a number of weeks or even months, therefore, these individuals are considered to be volunteering regularly, and a background check is needed.

“Re-engaged” volunteers: The background check is required if there has been no involvement with the ASYMCA for six months or more.

Arrest or criminal conviction of a volunteer following “engagement” at the ASYMCA: A volunteer is required to report an arrest or criminal conviction to the ASYMCA. The report should be made promptly, within five days of when the arrest or conviction occurred or prior to any additional volunteering, whichever comes first. The report should be made in writing to the ASYMCA branch executive, and include the exact charge or conviction, the location or court and the date of the arrest or conviction. When such a report is made, the Business Operations Manager should be promptly consulted.

Maintaining Active Volunteer Status

Volunteers who do not actively contribute to the ASYMCA or one of its partner organizations at least once every thirty-six 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 thirty-six months, he or she will have to register for another no-cost membership and go through the screening process.

*May vary by branch depending on state or local guidelines.

VOLUNTEER EXPECTATIONS

General Guidelines

The following guidelines of expectations are for all ASYMCA volunteers. These guidelines are incorporated as part of your job description. 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 staff relationships. Help fellow staff members perform their work.

Share responsibilities - 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 work better - Suggest improvements to your supervisor.

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.

Report to work on time as scheduled - You should be at your work assignment ready to begin work at scheduled starting times. Observe break times appropriately.

Make efficient use of your time at work - Establish priorities with your supervisor and manage your time wisely.

Communicate effectively - Be open, honest, and truthful with yourself and others. Ask questions and talk to your supervisor regularly. Give your supervisor 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.

Volunteer Scheduling and Reporting

ASYMCA and our partner organizations rely heavily on the time and talents that volunteers so generously offer to us. It is important that you honor your commitment once you volunteer for an event or shift.

RecTrac

ASYMCA uses RecTrac, an online volunteer management program, to schedule volunteers and document their service. Each volunteer will be given his or her own RecTrac account and will be expected to maintain his or her schedule within it and to report all hours served.

Scheduling

Schedules in RecTrac are set by assignments or job titles. Volunteers have an opportunity to sign up for specified openings on a first-come, first-served basis. In the case of some departments within the Naval Medical Center, it is impractical to set scheduled openings, so volunteers in some of those assignments will be able to set their own schedule after consulting with their departmental supervisor.

Reporting Service

Volunteers are expected to report their volunteer hours served in a timely manner. It is best if hours are reported the same day, however, all hours for a month must be recorded in RecTrac by the end of each month.

Canceling a Volunteer Commitment

ASYMCA recognizes that unforeseen circumstances arise and volunteers must cancel a shift. We ask that you provide as much notification as possible and contact the Operations Director to cancel your commitment. If you have sufficient notice, you may remove yourself from the schedule in RecTrac if it is more than two days from your scheduled service date.

Notify When Leaving

ASYMCA understands that circumstances and interests change over time, and you may no longer wish to continue to volunteer. We ask that you provide sufficient notification of your intent to stop volunteering so that alternate arrangements can be made to fill the vacancy created by your departure.

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

Base Access and Naval Medical Center Badges

~~All volunteers working at Naval Medical Center are issued a Command ID. This ID is given after volunteer has completed all application requirements. The badge is updated annually by the Business Operations Director. All volunteers without Military IDs must get a Rapid Pass Base Access Badge from Naval Base San Diego located at 32nd Street. This badge is issued after volunteers complete all application requirements. The badge is updated annually by the Business Operations Director, and they must be submitted on resignation or termination of the volunteer relationship with the ASYMCA.~~

Use of Supplies and Equipment

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

ASYMCA Property

Personal locks may not be placed on ASYMCA property. The ASYMCA may retrieve, inspect and review both business and personal information and items stored on or in ASYMCA property, such as computer hard drives and other storage media (CDs, DVDs, USB drives, etc.), desks, lockers, cabinets, work areas and vehicles. Volunteers are discouraged from bringing valuables to the ASYMCA, as the ASYMCA does not assume responsibility for loss, theft or damage to volunteers' personal property.

Conditions of Work and Personal Conduct

The guiding policy relating to conditions of volunteering and personal conduct is that the quality of work and the atmosphere in which it is done be consistent with the reputation of the Armed Services YMCA. A volunteer's conduct when working for or representing the ASYMCA, or when on ASYMCA premises, should meet acceptable standards of the community and show respect for the law and the rights of others.

When not on ASYMCA premises or representing the organization, 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 ASYMCA.

Communications

Communications between ASYMCA and its volunteers will primarily be done via email, therefore it is important to ensure that your contact information in RecTrac is kept current.

It is also important that you communicate your satisfaction with your volunteer experience and suggestions for improvements to the Business Operations Director and ASYMCA.

SAFETY AND HEALTH

The safety and health of our volunteers, program participants, and employees is paramount.

Safety and Health Guidelines

All volunteers are to observe the following safety and health rules and to employ the principles of accident prevention on a daily basis. Some of the rules you are expected to follow include:

- Report job-related injuries, illnesses, property damage or hazardous conditions to a supervisor 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 job, 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 workers.
- 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.
- Follow proper lifting procedures at all times.
- Drive an ASYMCA 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 which includes the no-use of cell phone laws while operating ASYMCA vehicles.

Blood Borne Pathogens

The ASYMCA seeks to minimize the risk of exposure by annually training those volunteers who may encounter blood borne pathogens in the course of their work. The ASYMCA 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 work practice controls and to use personal protective equipment when necessary.

Child Abuse Prevention

A principal endeavor of the ASYMCA is to provide a healthy atmosphere for the growth and development of youth and children (video training course required). Thus, the mistreatment or neglect of youth or children and the resulting severe effects are of primary concern to the ASYMCA. 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 ASYMCA 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 staff or adults. This includes email exchanges and visiting websites established by the child/teen (i.e. Facebook, Instagram, SnapChat).

- You may not relate to children who participate in ASYMCA programs outside of approved ASYMCA activities. For example, baby-sitting, weekend trips, foster care, etc. are not permitted. The Branch Executive Director must approve any exception in advance.
- Giving personal gifts to program participant(s) or their parents is not allowed.
- Program rules and boundaries must be followed, including appropriate touch guidelines (video training course completion required.)
- 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 supervisor or branch executive so that proper reporting can be initiated. Inability to consult with a supervisor or branch executive should not delay a call to authorities. 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 an employee or volunteer has either crossed the boundaries of appropriate interactions, or has abused a child or youth, even if it was not during working 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 employee or volunteer, which may include suspending or terminating ASYMCA employment or volunteer status, and following the ASYMCA's protocol on reporting to the appropriate authorities.
- Confidentiality of information related to child abuse is crucial and should be limited to the immediate supervisor and/or branch executive and designated member(s) of the Association office staff.

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

Smoke Free Workplace

The ASYMCA is committed to providing a smoke free, safe, and healthy environment for our volunteers, employees, and members. Smoking or the use of all types of tobacco products in the workplace is strictly prohibited. This policy is intended to be self-enforcing, and the cooperation of all members of the ASYMCA community is expected. Violators of this policy may be terminated from the volunteer program.

Workplace Violence

The ASYMCA seeks to provide a safe, secure and violence-free environment for all employees, members, participants, clients, volunteers, and guests. This applies to ASYMCA facilities and all other places at which the ASYMCA operates its programs and activities.

The threat or occurrence of violence in the workplace is in direct conflict with the ASYMCA's mission and values, and will not be tolerated.

The ASYMCA will work to prevent violent incidents from occurring. Violence, for this purpose, includes, but is not limited to: physically harming another, shouting, shoving, pushing, harassment, intimidation, coercion, menacing behavior, brandishing weapons, and/or threatening words or behaviors.

All employees and volunteers are responsible for helping to maintain a violence-free environment, and therefore, are required to promptly and accurately report incidents, whether or not physical injury has occurred. Employees and volunteers also need to promptly report threats of violence or conversations that imply threats of violence, whether made by staff, members, youth or other individuals. Initially, reports should be made to the supervisor and/or branch executive.

Weapons Policy

To provide a safe environment for employees, program participants, vendors and volunteers, the Armed Services YMCA prohibits the carrying of weapons on property owned, operated or controlled by the organization or ASYMCA sponsored events.

ASYMCA prohibits the carrying of a concealed or visible firearm, even those for which the owner has obtained a permit, on its premises or at ASYMCA sponsored events.

For the purpose of this Policy, a weapon is defined as any instrument or device that is specifically designed, made or adapted for the purpose of inflicting bodily injury or death. This includes, but is not limited to; clubs, firearms, handguns, illegal knives, explosives, crossbows, bows and arrows, throwing stars and knuckles.

To insure the safety of employees, program participants, vendors and volunteers, employees are encouraged to call their supervisor if they suspect that someone is carrying a weapon. Employees should not attempt to disarm another individual.

Violation of this policy will result in termination and possible prosecution by the ASYMCA.

STANDARDS OF DRESS AND CONDUCT

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. As a representative of the Armed Services YMCA, all volunteers should be neat, well-groomed and dressed in job-appropriate attire that reflects the organization's interest in projecting a comfortable, yet businesslike image.

ASYMCA Volunteers are issued a volunteer T-shirt when they begin volunteering. This shirt should be worn during your volunteer shift. If needed, the Business Operations Director will issue additional shirts.

Acceptable:

- All volunteers must be neat, clean, well-groomed, and easily identifiable as staff and professional in appearance at all times.
- Required name tags, ID badges, and/or uniforms must be worn on duty so volunteers can be quickly identified as “go-to person” for children and program participants in emergency situations.
- While on duty, the only jewelry allowed will be finger rings, watches, bracelets, earrings, necklaces or neck chains.
- Footwear must be safe, clean and appropriate for the position.
- Mustaches, goatees and beards must be worn in good taste.

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).
- Caps or hats inside the ASYMCA building that are not a part of a uniform.
- 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.

Misconduct

In order to provide a productive, caring work environment, the ASYMCA does not tolerate misconduct. Some examples of misconduct include:

- Discrimination in violation of our equal opportunity policy.
- Harassment.
- Child abuse, molestation, or indecent exposure.
- Having unapproved off-hours contact with children in ASYMCA programs.
- Having contact with a youth or adult client or participant outside of the program where such contact is prohibited by program rules.
- Mistreatment or neglect of members, guests, or ASYMCA participants.
- Failure or refusal to carry out job assignments or to follow instructions as management requests.
- Falsification of any work, personnel, accounting or other ASYMCA records.

- Failure to properly record time worked or to turn in timesheets when due.
- Conviction of a crime, if job related; failure to notify the ASYMCA of a conviction, or an arrest if required to do so.
- Theft or willful damage to ASYMCA property or to the property of others; or the removal of property without permission from ASYMCA management.
- Dishonesty in any form.
- Abusive or profane language.
- Violations of the workplace violence policy, including, for example, fighting or threatening another person.
- Possession of a weapon.
- Reporting to work or being under the influence of drugs or alcohol during work time or on ASYMCA premises.
- Possessing, distributing or manufacturing controlled substances.
- Inefficient or substandard performance of an assigned duty or responsibility.
- Horseplay, unsafe or dangerous behavior, or unauthorized sleeping on the job.
- Violation of any stated rules, or of commonly accepted rules of responsible personal conduct.
- Conduct that does not support the stated purpose of the ASYMCA.
- Volunteers are required to fully cooperate with an investigation by the ASYMCA, any law enforcement agency, or any other authorized outside agency, and failure to do so is considered misconduct. Confidentiality of information related to an investigation is crucial and should be limited to the immediate supervisor and/or branch executive and designated member(s) of the Association office staff.

The above list is illustrative of the type of conduct that is not tolerated. This list is not all-inclusive. Misconduct will result in disciplinary action, up to and including termination of employment.

Harassment

The ASYMCA is committed to providing a work environment that is free of discrimination. In order to keep this commitment, the ASYMCA maintains a strict policy prohibiting unlawful harassment of any kind, including sexual harassment and harassment based on race, color, religion, national origin, age or any other characteristic protected by the state or federal discrimination laws.

Any volunteer or other person who believes he or she has been harassed by a co-worker, supervisor, or agent of the employer or non-employees should promptly report the facts of the incident or incidents and the names of the individuals involved to his or her supervisor or, in the alternative, to the Business Operations Manager.

Political Activity

Due to Internal Revenue Service regulations for tax-exempt organizations such as the ASYMCA, volunteers may not campaign for a candidate or otherwise engage in political activities during work time, on ASYMCA premises or with the resources of the ASYMCA. This prohibition includes, for example, wearing clothing or buttons with political slogans or displaying stickers, posters and other political items at work or during work time.

Religious Activity

Individual volunteers may on occasion have personal preference with regard to their religious needs, which, according to both federal and state laws, must be reasonably accommodated by an employer. "Reasonable accommodation" means such accommodation to the volunteer's religious needs "as shall not cause undue hardship in the conduct of the employer's business."

Volunteers shall not promote their own personal religious beliefs with ASYMCA members, program participants, or patients at the Naval Medical Center.

Alcohol and Drugs

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

Drug-Free Workplace

The ASYMCA is committed to maintaining a drug-free workplace to protect its volunteers and the youth, families and individuals served by the ASYMCA. An employee or volunteer may not use, possess, dispense, distribute or manufacture illegal drugs in any ASYMCA workplace, including while on ASYMCA premises, during work hours or while conducting ASYMCA business (including travel). A volunteer may not report to work under the influence of illegal drugs.

Individuals who are prescribed medical marijuana will not be permitted to volunteer.

Interactions with ASYMCA Members, Patients, and Program Participants

Volunteers shall only interact with ASYMCA members, patients, and program participants during the course of the ASYMCA 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 childcare services.
- Date program participants.
- Give personal gifts to program participants.
- Transport program participants in personal vehicles.
- Bring children to volunteer activities.

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 ASYMCA. 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 ASYMCA on any Social Media Site on the Internet, you accept, without limitation or qualification, the terms of use outlined in Appendix A. If you do not agree to the terms of this policy, you may not view or post any

content to any Social Media Site on the Internet. Your use of Social Media Sites is acceptance of this policy and has the same effect as if you had actually physically signed an agreement.

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 work behaviors.

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

SUMMARY

The volunteer program at the Armed Services YMCA 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 Business Operations Director is here to support you in your role. Please contact the Business Operations Director if you have any questions, comments, or feedback.

Thank you for volunteering with the ASYMCA!

Appendix A: Social Media and Social Networking Policy

If you are an ASYMCA volunteer, you must adhere to the ASYMCA Social Media and Social Networking Policy posted on the ASYMCA website.

You must be at least 18 years old to post any content on any Social Media Site.

You are prohibited from posting any content that is personal, involves employees, or other volunteers' information on any Social Media Site.

As a guest posting content to any Social Media Site on the Internet, you agree that you will not: violate any local, state, federal and international laws and regulations, including but not limited to copyright and intellectual property rights laws regarding any content that you send or receive via this Policy; transmit any material (by uploading, posting, email or otherwise) that is unlawful, disruptive, threatening, profane, abusive, harassing, embarrassing, tortious, defamatory, obscene, libelous, or is an invasion of another's privacy, is hateful or racially, ethnically or otherwise objectionable as solely determined in ASYMCA's discretion; impersonate any person or entity or falsely state or otherwise misrepresent your affiliation with a person or entity; transmit any material (by uploading, posting, email or otherwise) that you do not have a right to make available under any law or under contractual or fiduciary relationships; transmit any material (by uploading, posting, email or otherwise) that infringes any patent,

trademark, trade secret, copyright or other proprietary rights of any party; transmit (by uploading, posting, email or otherwise) any unsolicited or unauthorized advertising (including advertising of non-ASYMCA services or products), promotional materials, "junk mail," "spam," "chain letters," "pyramid schemes" or any other form of solicitation; transmit any material (by uploading, posting, email or otherwise) that contains software viruses, worms, disabling code, or any other computer code, files or programs designed to interrupt, destroy or limit the functionality of any computer software or hardware or telecommunications equipment; harass another; or collect or store, or attempt to collect or store, personal data about third parties without their knowledge or consent; or to share confidential pricing information of any party.

ASYMCA reserves the right to monitor, prohibit, restrict, block, suspend, terminate, delete, or discontinue your access to any Social Media Site, at any time, without notice and for any reason and in its sole discretion. ASYMCA may remove, delete, block, filter or restrict by any other means any materials in ASYMCA's sole discretion. You understand and agree that ASYMCA may disclose your communications and activities with ASYMCA in response to lawful requests by governmental authorities, including Patriot Act requests, judicial orders, warrants or subpoenas, or for the protection of ASYMCA rights. You agree that in the event that ASYMCA exercises any of its rights hereunder for any reason, ASYMCA will have no liability to you.

By posting any content on any Social Media Site, you grant to ASYMCA the irrevocable right to reproduce, distribute, publish, display such content and the right to create derivative works from your content, edit or modify such content and use such content for any ASYMCA purpose.

You agree to defend, indemnify, and hold ASYMCA 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.

You expressly acknowledge that you assume all responsibility related to the security, privacy, and confidentiality risks inherent in sending any content over the Internet. By its very nature, a website and the Internet cannot be absolutely protected against intentional or malicious intrusion attempts. ASYMCA does not control the third party sites and the Internet over which you may choose to send confidential personal or health information or other content and, therefore, ASYMCA does not warrant any safeguard against any such interceptions or compromises to your information. When posting any content on an Internet site, you should think carefully about your own privacy in disclosing detailed or private information about yourself and your family. Furthermore, ASYMCA does not endorse any product, service, views or content displayed on the Social Media Site.

Any claim or dispute relating to your posting of any content on a Social Media site on the Internet shall be construed in accordance with the laws of the State of Virginia, without regard to its conflict of law's provisions and you agree to be bound and shall be subject to the exclusive jurisdiction and venue of the courts.

You shall not provide any content to a Social Media Site that contains any product or service endorsements or any content that may be construed as political lobbying, solicitations or contributions, or use the Social Media Site to link to any sites or political candidates or parties, or use the Social Media Site to discuss political campaigns, issues or for taking a position on any legislation or law.

This policy may be updated at any time without notice, and each time a user accesses a Social Network site, the new policy will govern usage, effective upon posting. To remain in compliance, ASYMCA suggests that you review the policy, as well as the other website policies, at regular intervals. By continuing to post any content after such new terms are posted, you accept and agree to any and all such modifications to this policy.

Appendix B: Volunteer Code of Conduct

By signing a copy of this Code of Conduct, I, as an ASYMCA volunteer, affirm that:

- I will act in a manner that reflects the high standards of the ASYMCA 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, peers and staff with respect and consideration and treat all participants equally regardless of sex, race, religion, culture, or other protected status.
- I will refrain from the use of profanity, inappropriate jokes, sharing of intimate details of one's personal life.
- I will not harass anyone in any way.
- 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 Business Operations Director or department supervisor 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 at Naval Medical Center or any event where NMC Patients are present.
- I understand that the ASYMCA Business Operations Director and ASYMCA 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 ASYMCA 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 ASYMCA staff as a resource to answer questions or address concerns.
- I will report violations of this Code of Conduct to the Business Operations Director or departmental supervisor.