



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA of Central Kentucky Volunteer Handbook

WELCOME

Welcome to the YMCA of Central Kentucky. Thank you for volunteering with us! You are joining thousands of volunteers who have been the heart of our organization since its founding in 1853.

As a volunteer, your contributions, dedication, and commitment are vital to our growth. Each volunteer opportunity, though different, contributes an important part to the organization. Our commitment to you includes the following:

- Volunteers will be given a clear idea of the tasks they are being asked to perform and of the responsibility which goes with those tasks.
- Volunteers will be told who is responsible for their support and supervision and they will have regular access to this person.
- The relationship between YMCA staff and volunteers will be complementary and mutually beneficial. All staff will be fully aware of the work undertaken by volunteers and of the distinction between paid work and volunteering.

This Volunteer Handbook introduces you to the Y, its mission, guidelines, and policies. We hope you find it a valuable resource that will assist you in your volunteer duties.

OUR MISSION

The mission of YMCA is to put Christian principles into practice through programs that build healthy spirit, mind, and body for all.

The Y is made up of people of all ages and from every walk of life working side by side to strengthen communities. Together, we work to ensure everyone, regardless of gender, income, faith, sexual orientation or cultural background, can live life to its fullest. We share the values of caring, honesty, respect, and responsibility - everything we do stems from it.

Our programs and services strive to strengthen the family, guide the youth of today, and meet the ever-changing needs of our community. The YMCA of Central Kentucky believes that in a diverse world we are stronger when we are inclusive, when our doors are open to all, and when everyone can learn, grow, and thrive.

YMCA of Central Kentucky Policies for Volunteers

Because the YMCA of Central Kentucky is committed to the safety of its members, staff, volunteers, and program participants, our organization has a **zero-tolerance** policy for abuse (i.e., sexual, physical, or emotional) and will not tolerate mistreatment or abuse in its programs. Abuse by an employee or volunteer will result in disciplinary action, up to and including termination of employment or volunteer service, and cooperation with law enforcement.

Social Media and Electronic Communication

The YMCA of Central Kentucky prohibits all electronic and social media communication directly with program participants, as described below:

- Volunteers are prohibited from sending text messages to program participants who are minors and/or replying to text messages from them; if a minor attempts to communicate with a volunteer via text, a supervisor must be notified immediately.
- All email communications with program participants who are minors must be directed to the minor's parents/guardians. Volunteers are prohibited from all other forms of electronic communications and instant messaging with program participants who are minors.
- Volunteers are prohibited from communicating with program participants who are minors using social networks, including direct messaging through social media and gaming platforms.
- Volunteers with profiles on social media sites may not request to be friends with or follow program participants who are minors or approve friend/follow requests from them.

One-on-One Interactions

Most abuse occurs when an adult is alone with a program participant who is a minor, or when minor program participants are alone with one another. The YMCA of Central Kentucky aims to eliminate or reduce these situations and prohibits private one-on-one interactions unless approved in advance by a member of YMCA leadership.

Child Sexual Abuse Prevention Training

Because the YMCA of Central Kentucky is committed to a safe environment for all program participants, volunteers will be communicated with regarding child sexual abuse prevention training opportunities and requirements dependent on the type of volunteer work being done.

Volunteer Identification

The YMCA of Central Kentucky requires that volunteers wear organization attire or other identification that clearly identifies them as a designated YMCA volunteer.

Required Reporting for Suspected, Alleged, or Observed Abuse

As required by Kentucky's mandated reporter laws, volunteers must report any suspected abuse or neglect of a program participant - whether on or off YMCA of Central Kentucky property or whether perpetrated by employees, volunteers, or others to state authorities. Reports may be made confidentially or anonymously as follows:

Non-Emergency Reporting:

The website below is to report suspected instances of abuse/neglect that occur in Kentucky and ***do not require an emergency response*** (works best with Google Chrome): <https://prd.webapps.chfs.ky.gov/reportabuse/home.aspx>

If you are unable to submit a report on the website, call the Child/Adult Abuse Hotline at 877-597-2331. If you cannot reach the hotline, call 866-231-0003, Option 3, between 8 a.m. and 4:30 p.m., Monday through Friday.

Emergency Reporting:

A situation where a child or adult is at immediate risk of abuse/neglect that could result in death or serious harm is considered an emergency. Follow these steps:

1. Call 911 or local law enforcement, then
2. Call Kentucky's Statewide Child Abuse Hotline Number 1-877-597-2331.

Anyone acting upon reasonable cause in the making of a report in good faith shall have immunity from any liability, civil or criminal, that might otherwise be incurred or imposed. Any such participant shall have the same immunity with respect to participation in any judicial proceeding resulting from such report or action.

In addition to reporting to state authorities, volunteers are required to report any suspected or known abuse of members or program participants directly to YMCA of Central Kentucky leadership so that immediate and proper steps may be taken to ensure the safety of alleged victims and others who may be at risk. Direct reports to your Supervisor, Site Leader, Manager on Duty, or Branch Executive.

Confidential Reporting Line

To confidentially report activities that you, for whatever reason, feel uncomfortable reporting to your supervisor or YMCA Management. You may feel that such activities are unethical, illegal, or unsafe and you can report them while remaining anonymous if preferred. You can call 859-367-7311 and leave a voicemail that will be transcribed to text for review, providing anonymity for the caller, but contact information can be left if you would like YMCA staff to follow up with your report.

A confidential report can also be made online at <https://ymcacky.org/confidential-reporting-hotline>.

Required Cooperation with Investigations

The YMCA of Central Kentucky takes every allegation of abuse or misconduct seriously and will fully cooperate with state and local authorities to investigate cases of alleged abuse or misconduct. Volunteers shall fully cooperate with external investigations by outside authorities, internal investigations conducted by our organization, or persons given investigative authority by our organization.

YMCA of Central Kentucky Volunteer Classification and Requirements

High Level Access:

Defined: Volunteers who have direct access to consumers multiple times over an extended period.

Examples: Volunteer Coaches, Black Achiever Mentors, and Interns (all interns must apply through UKG and follow HR process).

Requirements: Background check through Playerspace, Foundations Abuse Prevention Praesidium Training, access to Volunteer Handbook, and a signed acknowledgement of the handbook that includes a release of liability waiver.

Low Level Access:

Defined: Volunteers who participate in Special Events, one-time activities, do not have access to consumers for an extended period of time, and will always have staff present during volunteer hours.

Examples: Volunteers for CKY Swims, Kids Triathlon and other races, Back to School Rallies, and other one-time Special Events.

Requirements: Volunteer application (or Sign-up Genius/Race Software) that includes a waiver, access to the volunteer handbook.

Appropriate and Inappropriate Verbal Interactions

In keeping with the YMCA of Central Kentucky zero-tolerance policy, examples of appropriate and inappropriate verbal interactions include:

Appropriate Verbal Interactions with Program Participants Who Are Minors	Inappropriate Verbal Interactions with Program Participants Who Are Minors
• Appropriate Jokes • Encouragement • Praise	• Name-Calling • Bullying • Ridicule or Humiliation • Discussing Sexual Encounters • Cursing • Hazing • Off-Color or Sexual Jokes • Shaming

	• Belittling • Derogatory Remarks • Harsh Language that May Frighten, Threaten, or Humiliate • Inappropriate Games Such as <i>Truth or Dare</i> or <i>Never Have I Ever</i>
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Appropriate/Inappropriate Physical Interactions

Similarly, the YMCA of Central Kentucky offers these examples of appropriate and inappropriate physical interactions:

Appropriate Physical Interactions with Program Participants	Inappropriate Physical Interactions with Program Participants
• Side Hugs • Shoulder-to-Shoulder Hugs • Pats on the Shoulder or Back • Handshakes • High-Fives and Hand Slapping • Pats on the Head When Culturally Appropriate • Touching Hands, Shoulders, and Arms • Arms Around Shoulders	• Full-Frontal Hugs • Kisses • Showing Affection in Isolated Areas • Lap Sitting • Wrestling • Piggyback Rides • Tickling • Exposing Oneself • Any Type of Massage Given by or To a Program Participant • Any Form of Physical Affection That is Unwanted by a Program Participant, Staff, or Volunteer • Compliments Relating to Body Development or Physique • Touching Bottom, Chest, or Genital Areas • Hitting • Spanking • Shaking • Slapping • Unnecessary Restraints • Viewing or Showing Others Pornographic Materials

YMCA OF CENTRAL KENTUCKY CHILD PROTECTION CODE OF CONDUCT

1. Will respond to children with respect and consideration and treat all children equally regardless of gender, race, religion or culture.
2. Shall not physically, verbally, sexually or mentally abuse or neglect children. Any type of abuse will not be tolerated and will be cause for immediate dismissal or termination of services.
3. Will portray a positive role model by maintaining an attitude of respect, loyalty, patience, courtesy, tact and maturity.
4. Will refrain from intimate displays of affection in the presence of children, parents, members, staff and volunteers.
5. Will not smoke or use tobacco while on YMCA premises.
6. Will not use, possess or be under the influence of alcohol or illegal drugs during working hours or while on YMCA premises.
7. May not be alone with children they meet in YMCA programs outside of the YMCA. This includes babysitting, sleepovers and inviting children to one's home unless one of the following conditions exist:
 - a. There is a relationship with the child, child's family or guardians that predates employment or position at the YMCA.
 - b. There is a relationship with the child, child's family or guardians that predates the child's enrollment in a YMCA program.
 - c. Third-party organization or employee and the child or the child's family or guardian are related.

When these conditions exist, the third party must file with branch leadership the appropriate disclosure and parental permission form. Any additional exceptions require a written explanation before the fact, a written parent waiver, and must be approved by the Risk Management Director.
8. May not date YMCA program participants less than 18 years of age.
9. May not transport participants in YMCA programs in personal vehicles. Any exceptions require a written explanation before the fact, a written parent waiver and must be approved by the Risk Management Director
10. May not be alone with a child in an area or location where others cannot observe them.
11. Are to refrain from the use of language, physical conduct or behavior, which is sexually suggestive, harassing or intimidating to members, fellow employees, volunteers or other participants in YMCA programs or activities. *Examples include sexual innuendoes, profanity, put downs, puns, inappropriate jokes, sharing intimate details of one's personal life or phrases such as "shut up".*
12. YMCAs are required to report suspected abuse. If a third-party organization or employee witnesses or suspects abuse, the branch leadership should be notified immediately.
13. The third-party organization is responsible for conducting, screening, and maintaining documentation on all individuals accessing the facility, including a multi-state criminal record search and a national sex offender registry check.

YMCA Release and Liability Waiver

In consideration for being permitted to utilize the facilities, services, and programs of the YMCA for any purpose, including but not limited to observation or use of facilities or equipment, or participation in any program affiliated with the YMCA, without respect to location, the undersigned, for himself or herself and any personal representatives, heirs, and next of kin, hereby acknowledges, agrees and represents that he or she has, or immediately upon entering or participating will inspect and carefully consider such premises and facilities or the affiliated program. It is further warranted that such entry into the YMCA for observation or use of any facilities or equipment or participation in such affiliated program constitutes an acknowledgment that such premises and all facilities and equipment thereon and such affiliated programs have been inspected and carefully considered and that the undersigned finds and accepts same as being safe and reasonably suited for the purpose of such observation, use or participation.

IN FURTHER CONSIDERATION OF BEING PERMITTED TO ENTER THE YMCA FOR ANY PURPOSE, INCLUDING BUT NOT LIMITED TO OBSERVATION OR USE OF FACILITIES OR EQUIPMENT, OR PARTICIPATION IN ANY PROGRAM AFFILIATED WITH THE YMCA, WITHOUT RESPECT TO LOCATION, THE UNDERSIGNED HEREBY AGREES TO THE FOLLOWING:

1. THE UNDERSIGNED HEREBY RELEASES, WAIVES, DISCHARGES AND COVENANTS NOT TO SUE the YMCA, its directors, officers, employees, and agents (hereinafter referred to as releasees) from all liability to the undersigned, his personal representatives, assigns, heirs, and next of kin for any loss or damage, and any claim or demands therefore on account of injury to the person or property or resulting in death of the undersigned, whether caused by the negligence of the releasees or otherwise while the undersigned is in, upon, or about the premises or any facilities or equipment therein, or participating in any program affiliated with the YMCA, without respect to location.
2. THE UNDERSIGNED HEREBY AGREES TO INDEMNIFY AND SAVE AND HOLD HARMLESS the releasees and each of them from any loss, liability, damage, or cost they may incur due to the presence of the undersigned in, upon, or about the YMCA premises or in any way observing or using any facilities or equipment of the YMCA or participating in any program affiliated with the YMCA whether caused by the negligence of the releasees or otherwise.
3. THE UNDERSIGNED HEREBY ASSUMES FULL RESPONSIBILITY FOR AND RISK OF BODILY INJURY, DEATH, OR PROPERTY DAMAGE due to negligence of releasees or otherwise while in, about, or upon the premises of the YMCA and/or while using the premises or any facilities or equipment thereon or participating in any program affiliated with the YMCA.

4. THE YMCA CONDUCTS REGULAR SEX OFFENDER SCREENINGS ON ALL MEMBERS, PARTICIPANTS AND GUESTS. If a sex offender match occurs, the YMCA reserves the right to cancel membership, end program participation and remove visitation access. Certified notification will be made to the individual.

5. For my/child(ren) participation in activities to be conducted by YMCA of Central Kentucky and/or YMCA of the USA (collectively the Y), and collaborating third parties, I consent, now and for all time, to the making, reproduction, editing, broadcasting, or rebroadcasting of video film or footage of me, soundtrack recordings of me, photo reproductions of me, and any narrative account of my experience. My consent includes a perpetual license to the Y and collaborating with third parties for the use of the materials for publication, display, sale or exhibition in promotions, advertising, education, and commercial uses. Use includes reproductions in any form and media currently existing or later conceived, adaptations and/or revisions, throughout the world in perpetuity.

I agree that my consent is irrevocable. I hereby release and discharge the Y and collaborating third parties, from all claims, actions, lawsuits or demands of any kind arising out of my consent, license grants, uses, or the shared uses of any works or materials referenced herein.

THE UNDERSIGNED further expressly agrees that the foregoing RELEASE, WAIVER AND INDEMNITY AGREEMENT is intended to be as broad and inclusive as is permitted by the law of the state of Kentucky and that if any portion thereof is held invalid, it is agreed that the balance shall, notwithstanding, continue in full legal force and effect.

THANK YOU!

The YMCA of Central Kentucky could not run many programs for our community without volunteers like you. We appreciate your commitment to serve and strengthen our community through volunteering with the Y and hope you enjoy your time volunteering with us!

You may receive a survey about your volunteer experience. Please complete this to help us know more about your experience and identify areas where we are performing well and those that we can improve. If you do not receive a survey but wish to share, please reach out to your YMCA contact.

Thank you,

YMCA of Central Kentucky Staff

Acknowledgement of the Volunteer Handbook

I acknowledge that I have received a copy, read, and voluntarily agree to comply with the YMCA of Central Kentucky's Volunteer Handbook.

I understand the requirements I am to complete based on the volunteer role I am undertaking.

I agree to the Release of Liability waiver included in the Volunteer Handbook.

I understand that failure to comply with these policies and guidelines may result in my dismissal from volunteer service.

Name: _____
(Please Print)

Signature: _____ Date: _____

Program or Department: _____
(Please Print)

To complete acknowledgment digitally, please visit bit.ly/VolunteerHandbookYCKY or scan the QR code below.

