

ARMED SERVICES YMCA SAN DIEGO

VOLUNTEER HANDBOOK



ARMED SERVICES YMCA

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1 WELCOME

Welcome to the Armed Services YMCA San Diego (ASYSD) and thank you for becoming a volunteer. Our organization thrives on the efforts of our volunteers and we welcome you to the ASYSD 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 San Diego is governed by a Board of Management and Board Chairman. Day-to-day management is overseen by an 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 ASYSD programs and services aimed at *Making Military Life Easier*. Volunteers support the following areas:

3.1 Wounded, Injured and Ill at Naval Medical Center San Diego (NMCS D)

Hospitalization is stressful for the patient and the family, and our goal is to ease that stress through our programs and support. Volunteers must be 18 years old or older and may serve in a variety of capacities, including ward visiting, therapy dog teams, NICU support, departmental support, and recreational therapy support, among others. Prospective volunteers at Naval Medical Center San Diego (NMCS D) must comply with NMCS D volunteer requirements, including a background check, occupational health screening, HIPAA training, and job-specific training. NMCS D volunteer opportunities are limited to individual volunteers only.

3.2 Community and Special Events

The ASYSD runs a number of community and special events throughout the year that support the military families that we serve. Volunteers are needed to prepare for and run events such as our monthly Neighborhood Exchange food distribution event; Christmas You Missed; Back-to-School Supplies; Holiday Toy Program; and several fund-raising events. Individuals or groups may support our community and special events.

3.3 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 ASYSD Family and Youth Enrichment (FYE) Department offers a number of interactive programs aimed at *Making Military Life Easier* for the entire family. Volunteers support after-school programming, day camps, toddler development programs, and behind-the-scenes support. FYE program volunteer opportunities are limited to individual volunteers. Those working in direct contact with children will undergo a criminal background check and drug screening and must complete a required training package regarding working with children.

3.4 Military Volunteer Program (MVP)

Active duty military personnel are strongly encouraged to volunteer in the communities where they are stationed. ASYSD offers the Military Volunteer Program (MVP) to provide meaningful, ongoing volunteer opportunities that meet their needs for advancement or the Military Outstanding Volunteer Service Medal (MOVSM). We connect MVP volunteers with community service volunteer opportunities at ASYSD and other partner organizations such as Father Joe's Villages, Feeding San Diego, Computers 2 San Diego Kids, and others. Volunteers in the MVP must be active duty service members.

3.5 Volunteer Rights and Responsibilities

ASYSD has a responsibility to ensure that our volunteer opportunities provide for a safe and rewarding volunteer experience. Volunteers for ASYSD have the following rights and responsibilities:

3.5.1 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.

3.5.2 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.

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

As part of its strategic plan, the ASYSD 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 ASYSD 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 ASYSD provides reasonable accommodations to qualified disabled persons or persons with protected medical conditions to the extent required by law.

The ASYSD 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 ASYSD, 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 ASYSD. 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 ASYSD 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 ASYSD offices or facilities	Yes	No

Volunteer Type	Background Check Required	Drug Screen Required
Volunteer in programming with direct contact or interaction with children	Yes	Yes
Volunteer participating in infrequent ASYSD community and special events	No	No
Volunteer at Naval Medical Center San Diego	Yes	No
Active duty volunteer in Military Volunteer Program	No	No

4.5 Naval Medical Center San Diego Volunteer Requirements

All volunteers working at Naval Medical Center San Diego (NMCS D) are required to comply with certain requirements to ensure the safety of the patients and the security of the base.

4.5.1 Base Access ID

All NMCS D volunteers must obtain a base access ID issued by the Naval Base San Diego Pass and Decal office. Even volunteers who already have base access as a dependent or retired military must complete this requirement, as this is how background checks are completed. Base Access ID badges will be valid for one year and must be renewed annually. Badges are to be surrendered to the volunteer coordinator on termination of your volunteer service.

4.5.2 NMCS D Volunteer ID

All NMCS D volunteers must have a command NMCS D Volunteer ID badge and must wear it at all times when on NMCS D grounds. The NMCS D Volunteer ID badge will be valid for one year and must be renewed annually. Badges are to be surrendered to the volunteer coordinator on termination of your volunteer service.

4.5.3 Occupational Health Screening

Because volunteers at NMCS D will be in close proximity to patients, each volunteer must be screened by the Occupational Health department to ensure that the volunteer has been vaccinated against measles, mumps, rubella, varicella, and does not have tuberculosis. This screening is done at no cost to the volunteer and must be renewed annually.

4.5.4 Seasonal Flu Shots

Volunteers working at NMCS D are expected to obtain seasonal flu shots at the beginning of the flu season (typically in September/October timeframe). NMCS D provides free flu shots to volunteers on a limited basis, or volunteers may obtain flu shots from their own provider at their own expense. Volunteers obtaining flu shots outside of NMCS D must provide documentation that they have been vaccinated to the volunteer coordinator. Volunteers may ask for exemptions and, if approved, will be required to following masking requirements while in the hospital during flu season.

4.5.5 HIPAA Training

Because volunteers at NMCS D work in close proximity to patients and may be exposed to sensitive, confidential personal information, each volunteer must complete a HIPAA training package and sign a training completion form. This is a one-time requirement.

4.5.6 Hospital Protocols

For those volunteers who work with or visit patients, volunteers are expected to follow all patient contact protocols that are in place. These can vary from patient to patient, and you can determine the exact requirements by asking the charge nurse on the ward.

4.6 Maintaining Active Volunteer Status

Volunteers who do not actively contribute to the ASYSD or one of its partner organizations 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 ASYSD and are viewed as representatives of the organization when actively volunteering. Volunteers should represent the ASYSD well and should comply with the following expectations.

5.1 General Guidelines

The following guidelines of expectations are for all ASYSD 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 ASYSD Program Volunteers

5.2.1.1 Family and Youth Enrichment (FYE) 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 Community Service and Special Event 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 Naval Medical Center San Diego 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 Military Volunteer Program 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

ASYSD 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 sign up to volunteer for an event or shift.

5.3.1.1 Volgistics

ASYSD uses Volgistics, an online volunteer management program, to schedule volunteers and document their service. Each volunteer will be given his or her own Volgistics 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 Volgistics are set by volunteer assignments. 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 those assignments will be able to set their own schedule after consulting with the person in charge of the area in which they are volunteering, or the volunteer coordinator.

5.3.1.3 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 Volgistics by 4 p.m. local time on the last 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 ASYSD and to reflect the interaction between ASYSD and the community.

5.3.1.4 Canceling a Volunteer Commitment

ASYSD 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 Volgistics if it is more than one day from your scheduled service date.

5.4 Communications

The primary method of official communications between the ASYSD and our volunteers is via email. It is important that you maintain an accurate email address in your Volgistics profile and that you check your email regularly. (Check to ensure that volunteer-related emails are not being diverted to your spam folder.) The ASYSD 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 ASYSD.

5.5 Ending Volunteer Service

ASYSD 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. Please return all Armed Services YMCA property upon 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.

Volunteers ending their service at Naval Medical Center San Diego must surrender their Base Access ID badge and their NMCS D Volunteer ID badge to the Volunteer Coordinator, and all property belonging to NMCS D.

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 ASYSD 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.
- Follow proper lifting procedures at all times.
- Drive an ASYSD 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 ASYSD 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 ASYSD 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 ASYSD 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 ASYSD. 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 ASYSD 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 ASYSD programs outside of approved ASYSD 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 ASYSD'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 ASYSD, 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 ASYSD's intent to provide a safe and healthful environment, smoking and other uses of tobacco are not permitted in any Company location 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

ASYSD is committed to policies that promote safety, volunteer health and well-being, and confidence in the abilities of the volunteers. For that reason, ASYSD has a zero tolerance drug-free and alcohol-free policy. Any of the following constitutes a violation of ASYSD'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 making arrangements for such use; and/or the abuse of authorized prescription drugs at any time in the workplace, in Company vehicles, or during hours of a volunteer assignment (whether or not on ASYSD 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 ASYSD premises or while on any ASYSD 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 ASYSD's premises or while performing any volunteer assignments for ASYSD 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

ASYSD 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 ASYSD premises, is of vital importance. Violent or threatening behavior will not be tolerated. ASYSD 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 ASYSD's property or at ASYSD-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 ASYSD property, or while engaged in assignments for ASYSD, 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 ASYSD, or when on ASYSD premises, should meet acceptable standards of the community and show respect for the law and the rights of others.

When not on ASYSD premises or volunteering for ASYSD, 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 ASYSD.

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.

ASYSD Volunteers are issued a volunteer T-shirt when they begin volunteering. This shirt should be worn during your volunteer assignment. If needed, the Volunteer Coordinator will issue additional shirts.

Acceptable:

- All volunteers must be neat, clean, well-groomed, wear a volunteer shirt, and be professional in appearance at all times.
- Required name tags, ID badges, in addition to the volunteer shirt, must be worn on duty so volunteers can be quickly identified as "go-to person" when needed.

- 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 assignment.
- 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, or form-fitting Lycra/Spandex workout clothing.
- Caps or hats inside the ASYSD 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

ASYSD 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 ASYSD and/or while performing volunteer assignments for ASYSD. ASYSD will not tolerate harassment and/or discrimination of any kind. All volunteers must treat other volunteers, employees, those with whom ASYSD contracts, clients, patients, and visitors to ASYSD with dignity and respect. ASYSD 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 ASYSD, or others with whom ASYSD 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 ASYSD 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 person's 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. ASYSD 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 ASYSD). 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 ASYSD, volunteers may not campaign for a candidate or otherwise engage in political activities during volunteer assignments, on ASYSD premises or with the resources of the ASYSD. 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 ASYSD property.

7.4 Religious Activity

Volunteers shall not promote their own personal religious beliefs with ASYSD members, program participants, or patients at the Naval Medical Center. ASYSD 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 ASYSD 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 ASYSD members, patients, and program participants only during the course of the ASYSD 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.
- Bring children to volunteer activities.
- 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

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

7.7 ASYSD Property

Personal locks may not be placed on ASYSD property. The ASYSD may retrieve, inspect and review information and items stored on or in ASYSD 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 ASYSD systems or property that it does not want ASYSD to review. Volunteers are discouraged from bringing valuables to the ASYSD, as the ASYSD 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 ASYSD. 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 ASYSD 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 ASYSD 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 ASYSD confidential information on Social Media Sites. Also, to the extent you use ASYSD equipment or systems to access or post on Social Media Sites, or you post publicly available information on such Sites, you understand that ASYSD has the right to monitor, access, and review all such equipment, systems, and postings. You agree that ASYSD has the right to use all such postings and information and may disclose it to others for business reasons or as required by law. ASYSD 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 ASYSD 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 San Diego 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.



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Volunteer Code of Conduct

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

- I will act in a manner that reflects the high standards of the ASYSD 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 at Naval Medical Center San Diego or any event where NMCSO patients are present.
- I understand that the ASYSD Volunteer Coordinator and ASYSD 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 ASYSD 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 ASYSD 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: _____



Volunteer Handbook Acknowledgment

This statement is to acknowledge that I have received a copy of the Armed Services YMCA San Diego 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 San Diego, may end my volunteer services at any time for any reason, and Armed Services YMCA San Diego 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 San Diego 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: _____