



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## GENEVA LAKES FAMILY YMCA VOLUNTEER HANDBOOK

Welcome to the Geneva Lakes Family YMCA! Thank you for volunteering with us! Volunteers are the backbone of the Y. Volunteers not only founded the Y but also operated it in its entirety in the early days. The involvement today of thousands of talented, committed individuals greatly extends the range, quality, and variety of Y programs.

The Y defines a “volunteer” as anyone who, without financial compensation or expectation of compensation beyond reimbursement of out-of-pocket expenses, performs a task at the direction of and on behalf of the Geneva Lakes Family YMCA.

As a volunteer, your contributions, dedication, and commitment are vital to our growth. Each volunteer opportunity, although different, contributes an important part to the organization.

This Volunteer Handbook will introduce you to the Geneva Lakes Family YMCA, its mission, history, guidelines, and policies. We hope you find this to be a valuable resource that will aid you in your volunteer duties.

Thank you,

Geneva Lakes Family YMCA



***“Volunteering is at the very core of being a human. No one has made it through life without someone else’s help.” – Heather French Henry***

## **ABOUT US**

The YMCA is the nation's leading nonprofit organization serving more than 10,000 neighborhoods across the nation. We have the presence and partnerships to not just promise, but to deliver lasting personal and social change. Being healthy means more than just being physically fit. It is about maintaining a balanced spirit, mind, and body. The Geneva Lakes Family YMCA is a place where you can work toward that balance by challenging yourself to learn new skills, fostering connections with friends through a wide array of affordable programs for all ages, or bringing your loved ones closer together through our many family-centered activities. We are joined together by a shared commitment to nurturing the potential of kids, promoting healthy living, and fostering a sense of social responsibility.

## **WHO WE ARE**

The Geneva Lakes Family YMCA has been in the community for more than 140 years. We continue to seek out and develop new ways to help people reach their potential and empower them to lead healthier lives! Our Y is unique in that we serve as the City of Lake Geneva Sports and Recreation Department. In collaboration with the City, a variety of sports including baseball, softball, football, soccer and more are offered at Veterans Park, Lake Geneva.

## **OUR MISSION**

The mission of the YMCA is to put Christian principles into practice through programs that promote healthy lifestyles, strong families, and positive youth development to build a healthy spirit, mind, and body for all, regardless of ability to pay. Our commitment to inclusion practices and strong diversity creates better communities, a better country, and a better world. Our core values of caring, honesty, respect, and responsibility guide us as we nurture youth development, healthy living, and social responsibility in our community.

## **OUR HISTORY**

The Geneva Lakes Family YMCA's roots can be traced back to 1883 when three businessmen, who were sitting by a campfire on the shores of Geneva Lake, discussed the idea of establishing a permanent professional YMCA training school. Shortly after that fireside chat, the men purchased land in Williams Bay, WI, and founded their YMCA training camp. The first classes were held in tents, and the camp became a thriving campus where YMCA workers from across the country gathered for physical activity, spiritual reflection, and service learning.

In 1890, the camp moved to Chicago and became what is now known as Aurora University. The original camp was used for retreats. As the national YMCA movement progressed, the retreat became George Williams College (named after the founder of the YMCA), and the YMCA in Lake Geneva as we know it today became a separate non-profit organization dedicated to improving the spirits, minds, and bodies of everyone in the community.

Times have changed since our founding in the 1890s, but one thing remains the same. The Geneva Lakes Family YMCA is and will continue to be committed to improving the health and well-being of the community by offering programs and services that build a healthy spirit, mind, and body for all.

## **PHILOSOPHY AND RIGHTS**

**Volunteer Involvement:** Volunteers are welcome in all programs and activities of the Geneva Lakes Family YMCA at varying levels of skill and decision-making. Volunteers will not displace any paid employee from their position.

**Volunteer Services:** The Geneva Lakes Family YMCA recognizes your right to discontinue your service at any time and for any reason. Whenever it is in the best interest of the Geneva Lakes Family YMCA, we also reserve the right to discontinue the volunteer service relationship.

Revised March 2024

Volunteers shall not expect to receive any form of payment, including wages, food, clothing, shelter, or other kinds of payment, for volunteer talents and services contributed to the Geneva Lakes Family YMCA.

## **POLICIES AND PROCEDURES**

**Volunteer Records:** The Geneva Lakes Family YMCA Volunteer Administrator maintains records on each volunteer throughout the organization. Records include background checks, dates of volunteer service, positions held, duties performed, and awards/recognitions received. Volunteer records, including applications, reference checks, and background checks are confidential. To keep your volunteer records current, you should notify the supervisor of the department you are volunteering in of changes to your name, address, phone number, email address, or emergency contact information.

**Background Screening:** Because the Y strives to provide a safe environment for children and youth, long-term volunteers (coaches, program assistance) are required to authorize a background screening.

**Volunteer Training:** Training and development needs will be determined for each volunteer in consultation with their department supervisor.

**Video Training:** All long term volunteers are required to complete an online course entitled "Abuse Risk Management for YMCA Volunteers" through Praesidium (the training system we use to teach staff and volunteers how to keep youth in our organization safe from abuse as well as how to protect themselves and the organization). This will take about 15 minutes and is a critical component of making sure our organization keeps our large youth population safe while they are participating in programs in our facilities.

**Arrest & Criminal Conviction of a Volunteer:** A volunteer is required to report an arrest or criminal conviction to the Y. The report should be made promptly: within 5 days of the arrest or conviction or before any additional volunteering, whichever comes first. The report must be made in writing to the department supervisor, HR Director, and the CEO. The report must include the exact charge or conviction, the location or court, and the date of the arrest or conviction. Failure to report arrests or convictions as required will be considered grounds for termination of volunteer services.

**Time and Attendance:** Volunteer attendance is important to the operation of each department in which they serve. Volunteers should notify their supervisor in advance if they are unable to be present on their scheduled day.

**Tracking of Volunteer Hours of Service:** To keep an accurate record of your volunteer time of service, you must report your time to the department supervisor each time you volunteer. Check with your supervisor for appropriate forms to record your hours.

**Dress Code:** Volunteers will appear clean, neat, and appropriately attired.

**Personal Behavior & Appearance:** Appearance, speech, actions, and personal hygiene reflect directly upon the volunteer and the Geneva Lakes Family YMCA. All volunteers must possess and maintain a consistent attitude of friendliness, courtesy, and helpfulness.

**Photo Release:** During your volunteer work with the Y, any photos taken of you may be used in future promotional materials. If you do not want your photo taken, please let the photographer know.

**Benefits:** The Y does not provide insurance or related benefits to volunteers. The Y does not offer free memberships to volunteers. Volunteers may not trade their time for free or reduced cost in program participation. Financial assistance is available to anyone who may find it difficult to pay our standard membership and program fees. We provide assistance based on income and individual needs. Applications are available at the Front Desk and on our website.

**Use of Supplies and Equipment:** Volunteers will not steal, or attempt to steal YMCA property or the property of its members or participants. Volunteers will not intentionally destroy YMCA property or property where YMCA programs are held.

**Security of Personal Belongings:** We encourage you to lock valuable personal belongings in a locker or in the trunk of your vehicle during your time of volunteer service. The Y is not responsible for lost or stolen items.

**YMCA Information:** Information regarding membership lists, participation fees, donors, financial aid, planning, medical conditions, and other information is confidential and should be kept within the Y and must not be shared.

## **VOLUNTEER CODE OF CONDUCT**

The YMCA has zero tolerance for abuse and will not tolerate the mistreatment or abuse of participants in its programs. Any mistreatment or 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.

The YMCA has zero tolerance for abuse, mistreatment, or sexual activity among participants within the organization. This organization is committed to providing all participants with a safe environment and will not tolerate the mistreatment or abuse of one participant by another participant. Conduct by participants that rises to the level of abuse, mistreatment, or sexual activity will result in intervention or disciplinary action, up to and including, dismissal from the program. In addition, our organization will not tolerate any behavior classified under the definition of bullying, and to the extent that such actions are disruptive, the organization will take the necessary steps to eliminate such behavior.

- Our volunteers will exhibit the highest ethical best practices and personal integrity.
- Our volunteers will provide a professional environment that is free from physical, psychological, written, or verbal intimidation or harassment.
- Our volunteers will not physically, sexually, or emotionally abuse or neglect a youth or adult.
- Our volunteers will share concerns about suspicious or inappropriate behavior with their supervisor or administrator.
- Our volunteers will report any suspected abuse or neglect of a youth to the state authorities.
- Our volunteers will accept their responsibility to protect youth and adults from all forms of abuse.

## **CODE OF CONDUCT WITH YOUTH**

The following policies are intended to assist volunteers in making decisions about interactions with youth. For clarification of any guideline, or to inquire about behaviors not addressed here, contact your supervisor. Our organization provides our youth with the highest quality services available. We are committed to creating an environment for youth that is safe, nurturing, empowering, and that promotes growth and success.

No form of abuse will be tolerated, and confirmed abuse will result in immediate dismissal from our organization. Our organization will fully cooperate with authorities if allegations of abuse are made that require investigation.

Our organization's top priority is keeping participants safe. Any form of abuse or mistreatment of participants, children, employees, and volunteers is prohibited. Participants shall not abuse or mistreat employees, volunteers, or other participants in any way. Use of abusive language, obscene or profane language, including racial, religious, or sexual references directed at other people will not be tolerated. It is important to treat others as you would like to be treated. Participants shall not engage in the verbal or emotional abuse or mistreatment of other participants, employees, or volunteers.

### **Appropriate Verbal Interactions for Adolescent and Teenage Participants:**

- Appropriate jokes
- Encouragement
- Praise

### **Inappropriate Verbal Interactions for Adolescent and Teenage Participants:**

- Name-calling
- Bullying
- Ridicule or Humiliation
- Discussing sexual encounters humiliate another consumer
- Cursing his/her family
- Hazing I Ever
- Off-color or sexual jokes
- Shaming
- Belittling
- Derogatory remarks
- Harsh language that may frighten, threaten, or
- Derogatory remarks about another participant or
- Inappropriate games like Truth or Dare and Never Have

Participants shall not engage in the physical abuse or mistreatment of other participants, employees, or volunteers.

### **Appropriate Physical Interactions for Adolescent and Teenage Consumer**

- Side hugs
- Shoulder-to-shoulder or "temple" hugs
- Pats on the shoulder or back
- High-fives and hand slapping
- Verbal praise
- Pats on the head when culturally appropriate
- Touching hands, shoulders, and arms
- Arms around shoulders

### **Inappropriate Physical Interactions for Adolescent and Teenage Consumer**

- Full-frontal hugs
- Kisses
- Showing affection in isolated areas
- Lap sitting
- Wrestling
- Piggyback rides
- Tickling
- Exposing oneself
- Hitting
- Spanking
- Any type of massage given by or to a participant, staff or volunteer
- Any form of affection that is unwanted by the staff/volunteer
- Compliments relating to physique or body development
- Touching bottom, chest, or genital areas
- Shaking
- Slapping
- Unnecessary restraints
- Viewing or showing others pornographic materials

## **Responding**

It is imperative that every employee or volunteer actively participates in the protection of participants. If employees or volunteers observe red flags or inappropriate behaviors and/or policy violations by other employees or volunteers, it is their professional and personal responsibility to immediately report their observations by the organization's reporting procedures. Remember, at our YMCA, the policies apply to everyone.

The following are examples of red-flag or inappropriate behaviors that all employees and volunteers are required to report:

- Any violation of the organization's abuse prevention policies
- Seeking unauthorized private time or one-on-one time with participants
- Seeing or visiting with a consumer outside of scheduled programming
- Buying gifts for individual participant
- Sending unauthorized electronic communications through text messaging, social media, online gaming, etc.

in violation of the organization's electronic communication policy

- Making suggestive comments to participants
- Showing favoritism towards a consumer or type of participant
- Consumers disclosing that an employee or volunteer makes them feel uncomfortable

All reports of suspicious or inappropriate behavior with participants will be taken seriously. Our procedures will be carefully followed to ensure that the rights of all those involved are protected.

If employees or volunteers witness suspicious or inappropriate behaviors or policy violations from another employee or volunteer, the individual is instructed to do the following:

- Interrupt the behavior.
- Report the behavior to a supervisor, director, or other authority.
- If you are not comfortable making the report directly, make it anonymously
- If the report is about a supervisor or administrator, contact the next level of management.
- Complete an internal report but do not conduct an investigation.
- Keep reporting until the appropriate action has been taken.

## **Mandated Reporting**

As required by mandated reporting laws, employees, and volunteers must report any suspected abuse or neglect of a participant—whether on or off organization property or whether perpetrated by employees, volunteers, or others—to state authorities. Reports may be made confidentially or anonymously. Reports of suspected child abuse and neglect can be made to the county where the child resides or to law enforcement where the possible abuse and/or neglect occurred. Walworth County: 262-741-3200 Reports of suspected school violence must be made to law enforcement, Lake Geneva Police Department, 262-248-4455.

A person who mistakenly reports suspected abuse is immune from civil or criminal liability as long as the report was made in good faith and without malice. In addition to reporting to state/county authorities, employees and volunteers are required to report any suspected or known abuse of participants perpetrated by employees or volunteers directly to leadership so that immediate and proper steps may be taken to ensure the safety of alleged victims and

others who may be at risk. Reports of suspected or known abuse may be made confidentially to the following:

1. Immediate supervisor
2. Directors
3. Administrator

Additional guidelines for employee and volunteer response to incidents or allegations of abuse:

- If you witness abuse, safely interrupt the behavior immediately.
- If abuse is disclosed to you, assure the individual disclosing that he or she was correct to tell you.
- Protect the alleged victim from intimidation, retribution, or further abuse to the extent possible.
- Immediately report the allegation or incident to the proper organization authorities (based on mandatory reporting requirements) and the designated authority.
- Be sure to document the incident, disclosure, or any circumstances causing your suspicion of abuse according to incident reporting and documentation requirements. State only the facts.
- It is not your job to investigate the incident, but it is your job to report the incident to your supervisor in a timely manner.
- Check back to make sure appropriate steps were taken. If not, report again to your supervisor or the designated organization authority

### **Personal Relationships**

Appropriate personal relationships between consumers are encouraged. However, our organization strongly discourages romantic relationships between consumer participants while in programming. Consumers are not permitted to hold hands, sit on others' laps, use full-frontal hugs, or kiss other consumer participants while in programming. There should never be, under any condition, a romantic or otherwise personal relationship between a consumer participant and an employee or volunteer.

### **One-On-One Interactions**

Most abuse occurs when an adult is alone with a consumer, or when a consumer is alone with another consumer. Our organization aims to eliminate or reduce these situations and prohibits private one-on-one interactions unless approved in advance by the organization's administration. If you observe one-on-one interactions between employees and participants, you should report this to the Y's Associate Executive Director or CEO at 262-248-6211.

### **Harassment**

It is the policy of the Y to expressly forbid any forms of harassment of volunteers and employees. The term "harassment" may include, but is not limited to slurs, jokes, and other verbal, graphic or physical conduct which relate to an individual's race, color, gender, religion, national origin, citizenship, sexual orientation, age or disability. The Y will not tolerate harassment of any Y volunteer or employee by anyone, including any supervisor, volunteer, staff, vendor, or member.

Sexual harassment consists of unwelcome sexual advances, requests for sexual favors and other verbal and physical conduct of a sexual nature when (1) submission to such conduct is made either explicitly a term or condition of individual's volunteering/employment; (2) submission to or rejection of such conduct by an individual is used as the basis for volunteering/employment decision affecting such individual, or (3) such conduct has the purpose or effect of unreasonably interfering with the individual's work performance or creating an intimidating, hostile or offensive working environment. Subjecting volunteers/employees to unwelcome sexual conduct as a condition of their volunteering/employment is prohibited by Title VII of the 1964 Civil Rights Act.

Examples of conduct that may constitute sexual harassment include but are not limited to explicit sexual propositions, sexual innuendoes, suggestive comments, sexually-oriented kidding or teasing, telling sexually oriented jokes, making sexually offensive remarks or engaging in unwanted sexual teasing, subjecting another employee to pressure for dates, making sexual advances or engaging in unwelcome touching such as patting, hugging, pinching or brushing against another person.

All Y employees and volunteers are responsible for helping to ensure that our workplace is free from harassment. Any Y employee or volunteer who believes that he or she has been subjected to harassment by anyone, including supervisors, co-workers, vendors, members, volunteers, or visitors is required to bring the matter to the attention of his or her department supervisor, the CEO and HR so that we may investigate and deal with the issue. Employees and volunteers can raise concerns and make reports without fear of reprisal. The Y will investigate all complaints and will endeavor to handle these matters expeditiously, confidentially, and in a professional manner to protect the offended individual. Confidentiality will be maintained insofar as practical. If an investigation confirms that any harassment has occurred, corrective action will be taken and disciplinary measures instituted, as appropriate, up to, and including immediate termination of employment.

The Y forbids retaliation against anyone who has reported harassment and any such instances will be deemed extremely serious. Any volunteer who is found to have retaliated against anyone who has reported harassment and any such instances will be deemed extremely serious. Any volunteer who is found to have retaliated against any individual reporting an instance of harassment shall be disciplined and is subject to immediate termination of their volunteer services.

### **Electronic Communication**

Our YMCA prohibits interactions outside of regularly scheduled program activities unless approved by the YMCA administration. All communication between employees/volunteers and participants must be approved by a participant's parents/guardians and must be in an open electronic environment. The "Rule of Three" must be observed in all electronic communications between participants and employees/volunteers. For example, there should be two employees/volunteers included in text messages and emails with a participant. Direct, private messaging between participants and employees/volunteers is not allowed. Participants will comply with the organization's policies governing the use of personal mobile communication devices. Participants are not permitted to share cell phones with other participants.

### **Social Media**

Social media includes all forms of public, web-based communication and expression that bring people together by making it easy to publish content to many audiences. This can include, but is not limited to: Facebook, LinkedIn, X, Myspace, Wiki sites, blogging, IM'ing and email. While your free time is generally not subject to any restrictions by the Y, the Y urges all volunteers not to post information regarding the Y, their jobs, or other employees, guests, customers, or volunteers which could lead to Code of Conduct violation in the workplace or detrimentally affect the Y's image, business, or its employees, members, guests, and volunteers.

### **Legal and Media Inquiries**

Any media or legal inquiries that may come to you through a social media site, or via any other communication such as email or telephone call, regarding the YMCA must be referred to the CEO.

**Alcohol, Drugs, and Tobacco Possession and/or use of alcoholic beverages, drugs, and tobacco products is strictly prohibited in any Y facility, program, vehicle, or on any Y property.** Participants will not be permitted to participate in any program while under the influence of alcohol, drugs, or illicit substances. Parents/guardians will be notified as appropriate.

**Substance/Alcohol Abuse:** It is the policy of the Geneva Lakes Family YMCA to ensure a healthy and safe environment free from substance use/abuse within the programs, activities, and premises of the YMCA. The possession, use, manufacturing, or distribution of alcohol and illegal drugs and the illegal possession, use, or distribution of prescription drugs within the programs, activities, and premises of the Geneva Lakes Family YMCA and other facilities where YMCA programs are held, will not be tolerated. Illegal actions will be reported to the appropriate authorities.

Off-the-job illegal drug activity or alcohol abuse could have an adverse effect on a volunteer's job performance and could jeopardize the safety of other employees, volunteers, the public, association equipment, and the YMCA's relations with the public, and therefore, will not be tolerated. Under no circumstance should any of our volunteers be illegally using or illegally under the influence of alcohol. Volunteers who violate this policy are subject to disciplinary action, including dismissal.

Each individual associated with the Geneva Lakes Family YMCA will assume personal responsibility for his/her actions. Anyone with knowledge of illegal possession, use, manufacturing, or distribution of illegal drugs or alcohol with YMCA programs, activities, and/or premises is to report the facts of the case to his/her department supervisor or Human Resources, respecting the confidentiality of that communication.

A "zero tolerance" attitude will be enforced. The final decision as to the actions taken based upon the facts of each case rests with the President of the Board of Directors and the CEO of the Geneva Lakes Family YMCA.

Volunteers suspected of involvement in substance abuse will be relieved of their volunteer duties until the official determination of involvement has been completed.

### **Weapons**

We want our organization to be a safe place for participants, children, and families. Weapons and items that may be considered weapons are prohibited. Anyone found to have such items will be required to leave and the items will be confiscated. This includes laser pointers. Parents/guardians, and/or the authorities will be notified as appropriate.

### **Violence**

Our organization seeks to provide a safe environment for individuals in our community. Violence and threats of violence will not be tolerated at Geneva Lakes Family YMCA, on our grounds, in organization facilities, in other facilities being utilized by our organization, or during YMCA-sponsored activities and events. Employees are available to assist in the resolution of differences.

### **Disruptive Behavior**

We take pride in the appearance of our organization and we always want to ensure members are safe. Inappropriate or disruptive behavior is not permitted in our organization. This includes but is not limited to, graffiti, littering, spitting, or throwing objects that could intentionally or unintentionally harm others or cause disorder.

**The Conduct with Youth outlines specific expectations of volunteers as we strive to accomplish our mission together.**

1. Youth will be treated with respect at all times.
2. Youth will be treated fairly regardless of race, sex, age, or religion.
3. Volunteers will adhere to uniform best practices of displaying affection as outlined by our organization.
4. Volunteers will avoid affection with youth that cannot be observed by others.
5. Volunteers will adhere to uniform best practices of appropriate and inappropriate verbal interactions as outlined by our organization.
6. Volunteers will not stare at or comment on youth's bodies.
7. Volunteers will not date or become romantically involved with youth.
8. Volunteers will not use or be under the influence of alcohol or illegal drugs in the presence of youth.
9. Volunteers will not have sexually oriented materials, including printed or online pornography, on our organization's property.
10. The YMCA prohibits employees and volunteers from giving gifts to or receiving gifts from participants.
11. The YMCA prohibits interactions between volunteers with youth outside of regularly scheduled programs/activities.
12. Transportation: Written parent/guardian permission that a volunteer can transport their child must be submitted to the volunteer's YMCA supervisor for approval. A volunteer should never be alone in a vehicle with a single participant. Rule of three applies; two volunteers must transport a single participant or at least two participants by a single volunteer.
13. Volunteers will not engage in inappropriate electronic communication with youth.
14. Volunteers are prohibited from working one-on-one with youth in a private setting. Volunteers will use common areas when working with individual youth in full view of others.
15. Volunteer's responsibility with supervising/monitoring bathroom breaks:  
Youth participants should ask permission to go to the bathroom.  
For group bathroom breaks, volunteers should follow the rule of three or more. Minimum of two youth and one volunteer. If the bathroom has one stall, only one child should enter, while others wait outside with volunteers.  
If there are multiple stalls, only send in as many children as there are stalls available for use. Volunteers must stand outside the bathroom door but remain in earshot.
16. Volunteers will not abuse youth in any way including (but not limited to) the following:
  - A. *Physical abuse*: hitting, spanking, shaking, slapping, unnecessary restraints
  - B. *Verbal abuse*: degrading, threatening, cursing
  - C. *Sexual abuse*: inappropriate touch, exposing oneself, sexually-oriented conversations
  - D. *Mental abuse*: shaming, humiliation, cruelty
  - E. *Neglect*: withholding food, water, shelter
17. Our organization will not tolerate the mistreatment or abuse of one youth by another youth. In addition, our organization will not tolerate any behavior that is classified under the definition of bullying, and to the extent that such actions are disruptive, we will take steps needed to eliminate such behavior. Bullying is aggressive behavior that is intentional, is

repeated over time, and involves an imbalance of power or strength. Bullying can take on various forms, including:

- A. *Physical bullying* – when one person engages in physical force against another person, such as by hitting, punching, pushing, kicking, pinching, or restraining another.
  - B. *Verbal bullying* – when someone uses their words to hurt another, such as by belittling or calling another hurtful name.
  - C. *Nonverbal or relational bullying* – when one person manipulates a relationship or desired relationship to harm another person. This includes social exclusion, friendship manipulation, or gossip. This type of bullying also includes intimidating another person by using gestures.
  - D. *Cyberbullying* – the intentional and overt act of aggression toward another person by way of any technological tool, such as email, instant messages, text messages, digital pictures or images, or website postings (including blogs). Cyberbullying can involve:
    1. Sending mean, vulgar, or threatening messages or images;
    2. Posting sensitive, private information about another person;
    3. Pretending to be someone else to make that person look bad; and
    4. Intentionally excluding someone from an online group.
    5. Hazing – an activity expected of someone joining or participating in a group that humiliates, degrades, abuses, or endangers that person regardless of that person’s willingness to participate.
    6. Sexualized bullying – when bullying involves behaviors that are sexual in nature. Examples of sexualized bullying behaviors include sexting, bullying that involves exposure of private body parts, and verbal bullying involving sexualized language or innuendos.
    7. Anyone who sees an act of bullying, and who then encourages it, is engaging in bullying. This policy applies to all youth, staff, and volunteers. Volunteers will report allegations or incidents of abuse to the Geneva Lakes Family YMCA.
18. Volunteers will report concerns or complaints within 24 hours about other employees, volunteers, other adults, or youth to a YMCA supervisor who can be reached at 262.248.6211 or report abuse to Walworth County Child Protective Services at 262-741-3200.
  19. Volunteers are required to report to a supervisor:
    - A. any other staff or volunteer who violates any of the policies listed in this Code of Conduct.
    - B. if they are arrested or convicted of a crime while employed or volunteering for the organization.
  20. Volunteers may not have engaged in or been accused or convicted of child abuse, indecency with a child, or injury to a child.
  21. Volunteers will display and uphold the Character Development values of Caring, Honesty, Respect, and Responsibility, is consistent with the Mission of the YMCA, by leading by example and incorporating the values in their programs and positions.

The Geneva Lakes Family YMCA follows the guidelines of the SAFE SPORTS ACT: All staff and volunteers authorized to interact with minor athletes are now mandated reporters. Reports must be filed within 24 hours to appropriate law enforcement agencies. Additional Requirement: If the report is coming from an allegation in a National Governing Body (USA Swimming), you must also report to the US Center for Safe Sports within the same 24 hours <https://safesport.org/or720-531-0340>.

# RETURN THIS PAGE TO YOUR YMCA SUPERVISOR

## MONITORING & REPORTING STANDARDS

Please initial each blank and sign below.

\_\_\_\_\_ **I will** be aware of and report to the YMCA any signs of sexual, physical, or emotional abuse, or neglect.

\_\_\_\_\_ **I will** monitor the actions of other staff, volunteers, and adults and will bring any behavior that is concerning in any manner or inconsistent with the YMCA Child Abuse Prevention standards to the attention of someone in authority at the YMCA.

\_\_\_\_\_ **I will** immediately report any suspicion or allegation of abuse or neglect to local law enforcement and Child Protective Services by calling 262-741-3200. I understand by law I am a mandated reporter.

\_\_\_\_\_ **I will** fully and unconditionally cooperate with all internal and third-party investigations related to any complaint, concern, or allegation of child abuse or otherwise.

\_\_\_\_\_ **I understand** the YMCA will pursue the prosecution of child abuse fully of Wisconsin state laws. Any person accused or reported will be placed on temporary suspension pending the outcome of the investigation.

I have read, understood, and will abide by the Geneva Lakes Family Child Abuse Prevention Code of Conduct and Behavior Standards.

## VOLUNTEER HANDBOOK ACKNOWLEDGEMENT

\_\_\_\_\_ I have read and understand this Volunteer Handbook.

\_\_\_\_\_ I agree to adhere to and follow all policies and procedures contained within this handbook.

\_\_\_\_\_ I understand that any violation of this Code of Conduct may result in my being released by the Y as a volunteer.

\_\_\_\_\_ I have watched the online video course for volunteers (Abuse Risk Management for YMCA Volunteers) issued by the YMCA. Video must be watched one time per year.

\_\_\_\_\_  
Print First and Last Name

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date