GET INVOLVED!

We Build Strong Kids, Strong Families, Strong Communities

Connect*Serve*Lead

YMCA of Metropolitan Washington
202-232-6700
www.ymcawashdc.org
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YMCA and Volunteer Basic Information

This manual is designed to guide and assist Volunteer Liaisons and staff who supervise volunteers to effectively share the message of the YMCA. Consult this manual frequently and perform the outlined procedures for every volunteer to assure that each is treated with the same respect and receives the same high quality experience.

This manual walks Volunteer Liaisons and staff through each step of the volunteer-staff partnership. As a general rule, the forms and procedures should be completed in sequence for each volunteer. The first portion of this manual includes the core values of the Y, volunteer position descriptions and the strengths the volunteer-staff partnership brings to the YMCA.

YMCA Basic Principles

Our Core Values

The YMCA’s core values guide our everyday decisions and actions. We encourage everyone involved with the YMCA to accept and demonstrate positive values.

- **Caring** is accepting others. It’s being compassionate, generous, sensitive and thoughtful.
- **Honesty** is shown through integrity, fairness and sincerity in words and deeds. It’s being trustworthy and trustful.
- **Respect** is acknowledging the inherent worth in oneself and others. It’s treating others fairly and justly.
- **Responsibility** is being accountable for one’s behavior, obligations and actions. It’s doing what’s right.

Our Commitment

*We build strong kids, strong families, and strong communities.*

The YMCA Is Volunteers!

- Volunteers are the backbone of our organization.
- Without volunteers we could not provide our community with the extensive services and programs we currently offer.
- Volunteers provide essential assistance in the administration of each division, serve on committees, work with staff to meet the needs of our members and participants and provide many other valuable contributions to the organization.
The Definition of a Volunteer

A YMCA volunteer is defined as anyone who willingly gives time to help the YMCA accomplish its mission without receiving any compensation or special privileges of any kind from the YMCA.

A Volunteer’s Right

Volunteering is a rewarding experience when all participants treat each other with mutual respect in an atmosphere of cooperation. Every volunteer can expect certain standards of treatment at any Metropolitan Washington YMCA. Volunteers have the right to:

- Receive proper training.
- Appropriate orientation to the organization and program(s) in which he or she is involved.
- Adequate supervision.
- Be assigned to a volunteer position that is both worthwhile and challenging and matches his/her individual interests and abilities.
- Have sufficient knowledge of anything pertaining to his/her position.
- Expect valid recognition and encouragement from his/her supervisor/staff contact person.
- Appropriate working conditions, materials and equipment.
- Be heard and have a role in planning activities and programs.
- Fair treatment by staff, participants and other volunteers.
- Be trusted.
- Experience a sense of belonging
Who is a YMCA volunteer?

Examples of community members who may want to volunteer:

- Retired members and Seniors
- Corporate Volunteers
- Young Professionals and College Students
- Court Appointed Volunteers

YMCA volunteers are committed to the YMCA and provide valuable services to its members and participants. The following volunteer roles/descriptions are an excellent recruitment tool. They are basic guidelines to share with the potential volunteer the variety of different functions he/she can perform. However, feel free to develop more specific individual responsibilities and roles for each volunteer. General roles of YMCA volunteers are listed below, but not exclusive to:

**Program Volunteers:** Function as instructors or leaders of groups, classes or teams. Program volunteers work directly with Y staff, members, and the community to deliver quality programs, activities and services to participants. They may also assist participants, work to enhance membership, serve on program advisory committees, and perform community service as participants in a program.

**Service Volunteers:** Undertake roles in membership services, sales, operations, communications and/or fundraising on behalf of the YMCA.

**Advisory Volunteers:** Advise management or program staff as an individual or as part of a group, and may sit on subcommittees and task forces at their local branch.

**Fundraising Volunteers:** Responsible for the leadership and determination that goes into successful fundraising campaigns and special events. Fundraising Volunteers take on a variety of different responsibilities, which can include soliciting company donations, directing or participating in a fundraising event, planning a capital campaign and/or donating time to contact past donors and members at phone-a-thons.

**Policy Volunteers:** Sit on the Metropolitan Board of Directors and its committees and act as trustees.

**Managerial Volunteers:** Serve in the management and administration of the YMCA and manage special events. Managerial Volunteers usually lend special skills or talent in accounting, architecture, public relations, etc.

**Support Volunteers:** Help in the office, locker room, facility, or on the grounds and make a valuable contribution to keep the YMCA operating at an exceptional level for its members and participants.

**Student Service Learning Volunteers:** provide an enhanced experienced for our campers and value added support to the staff. At all times, the student works with a group leader.
The YMCA Volunteer and Staff Partnership

The YMCA partnership between volunteers and staff is central to the success and mission of the Association. This partnership supports the dedication of the YMCA to involve people in programs and services to “build strong kids, strong families and strong communities”.

The volunteer-staff partnership allows the volunteer to:

- Develop leadership skills.
- Give back to the community.
- Experience a more energetic and democratic way of life.
- Develop a higher sense of self-esteem.
- Develop self-discipline through goal setting.

The volunteer-staff partnership allows the YMCA to:

- Expand the quality and quantity of programs and services available to members and participants.
- Increase the opportunity and create new opportunities to deliver the Association’s core values – caring, honesty, respect and responsibility – through our programs and services in an effort to develop strong and healthy attitudes.
- Expand the network of contacts to increase communication between members at the YMCA and the surrounding community.
- Maximize volunteer participation and enhance individual experiences through the variety of skills and knowledge this partnership brings to the organization.
- Provide desirable leader to participant ratios.
- Increase the energy level of the Association to encourage collaboration and the exchange of new ideas.
Volunteer Management

Managing volunteers requires that staff use the available tools to ensure volunteer satisfaction. It is essential to keep appropriate records of progress so that a volunteer can advance and take on new responsibilities. Additionally, proper record keeping allows the YMCA to contact and connect with past volunteers for current projects. Records should include the volunteer’s hours as well as his/her personal contact information.

Goal of the YMCA of Metropolitan Washington:

Design a comprehensive program to monitor, report and evaluate the impact that a volunteer provides for the Association in an effort to benefit from his or her maximum potential.

Purpose:

- Maximize the volunteer's time, talent, and treasure
- Develop a suggested Career Path for each volunteer who serves with the YMCA to help the volunteer reach his/her leadership potential
- Continue the legacy of volunteer leadership in the YMCA movement
- Embrace volunteerism as a program and a core part of our daily business at all levels of the organization

Tools for Effective Volunteer Management:

The Volunteer Database is a standardized, user-friendly, single point of entry for volunteer registration, which improves and enhances communication between staff and volunteers. This database creates consistency between branches, records monthly reports and updates, monitors volunteer monthly hours, displays schedules of board meetings and provides a forum for advertising events such as teen dances or field trips.

The Volunteer Database is a Volunteer Management tool that is used for:

1) Communication
2) Recruitment
3) Recognition

Utilize the “Get Involved!” program for the volunteer recruitment process. This program uses standardized forms, daily operational policies and provides a consistent and organized method for the volunteer manager to ensure that each volunteer’s skills are fully utilized. This process will improve retention through recognition programs designed to properly schedule, evaluate, and monitor volunteers.
Procedure

- Is there need for a volunteer? Yes!
- Who needs them?

The first step in the volunteer process is to establish and identify a need for volunteers at each branch by having staff fill out a request form. This ensures that each volunteer is directed to the proper department. There are two separate forms for different types of volunteer requests:

1. One Time Event
2. General Departmental

Staff submits the form to the branch Volunteer Liaison or to the Association Volunteer Leadership Director. The Liaison or Director consults the volunteer database to determine which volunteers should be contacted to see if he/she is interested in giving his or her time to the YMCA. **At minimum, staff should process requests 6 weeks before the scheduled event to ensure volunteer availability.** Additionally, staff should consult each volunteers Process Checklist as well as the Volunteer Database for a list of volunteers that have given the YMCA permission to contact them for special events.

The volunteer event request forms should also be used as a tool for external communication and recruitment. For example, it is appropriate to include the completed form in press releases or post the information at schools and community volunteer centers.

Copies of both requests are located on the following pages as well as a copy of the **Interest Survey**, which is a powerful recruiting tool at events. Volunteers can also access the Interest Survey online at [www.ymcawashdc.org](http://www.ymcawashdc.org). All three forms are essential to gauging volunteer interests and strengths. Staff should use the surveys to find an appropriate placement for each volunteer.
One Time Volunteer Request

EVENT INFORMATION
Date(s) & Time(s) Needed______________________________________________
Event Title___________________________________________________________
Event Site___________________________________________________________
___________________________________________________________________
Event Description_____________________________________________________

VOLUNTEER INFORMATION
Volunteers you are recruiting:

☐ Adults

☐ Students seeking SSL hours
If this position is appropriate for students seeking SSL hours, who would be their
direct supervisor (e.g., activities director, office manager)?_____________________
Volunteer duties (be very specific. Include details, dates, times etc.) ________________
___________________________________________________________________
___________________________________________________________________
Minimum Number Needed________     Maximum Number Needed _______
Is this event suitable for families with children?    ☐ 0-5 yrs.  ☐ 6-12 yrs.  ☐ 13-18 yrs.
Special skills, tools, or materials volunteer needs to bring_____________________
___________________________________________________________________
Additional
Information__________________________________________________________
___________________________________________________________________

BRANCH INFORMATION
Branch Name________________________________________________________
Contact_____________________________________________________________
Email___________________________________Phone_______________________
Staff Member___________________________
Date__________________________________

VOLUNTEER INFORMATION
Volunteers you are recruiting:
  □ Adults
  □ Students seeking SSL hours
If this position is appropriate for students seeking SSL hours, who would be their direct supervisor (e.g., activities director, office manager)?______________________________

Department ________________________________

Volunteer duties (be very specific. Include details, days, times etc.) __________________
_________________________________________________________________________
_________________________________________________________________________

Date(s) & Time(s) Needed______________________________
Length of Commitment_______________________________________

Minimum Number Needed_________     Maximum Number Needed _________

Special skills, tools, or materials volunteer needs to bring: ___________________________
_________________________________________________________________________

Additional Information________________________________________________________
_________________________________________________________________________

BRANCH INFORMATION
Branch Name__________________________________________
Contact______________________________________________
Email____________________________________ Phone__________________________
Volunteer Interest Survey

Get Involved! Connect, Serve, Lead

Please check all that apply to you:

1) Previous experience and skills:
   □ Wellness/Fitness  □ Recreation  □ Building/Grounds
   □ Aquatics  □ Rock Climbing/Belaying  □ Resident Camp
   □ School Age/Pre School Child Care  □ Family Services  □ Conference Center Activities
   □ Special Events  □ Volunteer Development/Recruitment  □ Youth and Government Program
   □ Day Camp  □ Policy work  □ Hobbies ________________
   □ Teen/Youth Development  □ Administrative/Office Support  □ Other ________________

2) Personal skills/expertise
   □ Writing/Editing  □ Website Design  □ Photography/Video
   □ Tutoring  □ Information Management  □ Event/Strategic Planning
   □ Language ______________  □ Music  □ Program Facilitator
   □ Sign Language  □ Community Outreach  □ Public Relations/Marketing
   □ Computer Technology  □ Sports/Coaching  □ Other ________________

3) I wish to become more involved in these areas:
   □ Serving on a Board/Committee  □ Minority Outreach  □ Coordinating Volunteers
   □ Public Relations  □ Conference Planning  □ Athletics/Fitness
   □ Marketing  □ Public/Private Initiatives  □ Youth and Government Program
   □ Information Tech/Management  □ Mentoring  □ Other: ________________

4) I have fundraising/development experience in these areas:
   □ Planning & Organization  □ Non Profit Fundraising  □ Foundations
   □ Proposal Writing  □ Corporate Contributions  □ Solicitations
   □ Campaign Coordination  □ Telephone Solicitations  □ Other ________________
   □ Membership Development  □ Direct Solicitations  □ Other ________________

5) I would be interested in volunteering for program, activities, meetings and events that meet:

<table>
<thead>
<tr>
<th>When</th>
<th>How Often</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weeknights: M T W TH F All</td>
<td>Weekly</td>
<td>8 weeks</td>
</tr>
<tr>
<td>Weekdays: M T W TH F All</td>
<td>Monthly</td>
<td>Up to 3 months</td>
</tr>
<tr>
<td>Weekends: Sat Sun</td>
<td>As needed</td>
<td>Up to 6 months</td>
</tr>
<tr>
<td>Other ________________</td>
<td>Other ________________</td>
<td>Short term projects</td>
</tr>
</tbody>
</table>

6) I would be interested in volunteering at the following locations:

   **District of Columbia**
   □ YMCA National Capital - 1711 Rhode Island Ave. NW
   □ YMCA Capital View - 2118 Ridgecrest Ct. SE
   □ YMCA Anthony Bowen - 1325 W Street, NW
   □ YMCA Calomiris - 1906 Allison St. NE
   □ Corporate Office - 1112 16th St. NW

   **Maryland**
   □ YMCA Prince Georges - 3501 Moylan Drive (Bowie)
   □ YMCA Upper Montgomery County - 10011 Stedwick Rd.
   □ YMCA Bethesda Chevy Chase - 9401 Old Georgetown Rd.
   □ YMCA Ayrilawn - 5650 Oakmont Ave. (Bethesda)
   □ YMCA Silver Spring - 9800 Hastings Dr.
   □ YMCA Camp Letts - 4003 Camp Letts Rd.
   □ YMCA Youth & Family Services - 9601 Colesville Rd.
   □ Bethesda Sites
   □ Silver Spring Sites

   **Virginia**
   □ YMCA Arlington - 3422 North 13th St.
   □ YMCA Alexandria - 420 E. Monroe Avenue
   □ YMCA Veterans (Arlington,VA) - 3440 S. 22nd St.
   □ YMCA Prince Williams - 10296 Portsmouth Rd.
   □ YMCA Loudoun County - 6 Fairfax., SE
   □ YMCA Fairfax County/Reston - 12196 Sunset Hills Rd.

   Name: ______________________________________________________________________________________

   What is the best way to contact you? _____________________________________________________________

   Contact: (Day) ________________ (Evening) ________________ (Email) ____________________________

   Mailing Address: ____________________________________________________________________________

   School/Employer: ____________________________________________________________________________

   Major/Occupation: ____________________________________________________________________________

   Which statement best describes your interest in volunteering with the YMCA:
   □ Corporate Community Service & Volunteerism  □ Community Service Requirement
   □ Educational Requirement/Student Service Learning  □ Retired and Senior Volunteer
   □ Work experience in area of interest  □ Community Service and Civic Minded
Volunteer Recruitment Process

The prospective volunteer or staff will complete the Interest Survey located via the association web page at www.ymcawashdc.org for any and all volunteers. The survey is a powerful tool used to recruit volunteers at community service fairs, walk-in requests and so forth.

The Interest Survey can be utilized for all levels of volunteer involvement and tasks. It is appropriate to complete the Interest Survey for all volunteers, but may be especially helpful in identifying potential volunteers for the following positions: Branch Board Volunteers, Program Volunteers, Court Appointed Volunteers, Student Service Learning. Staff or volunteers can complete this survey.

Upon completion:
- The prospect will receive a letter confirming that the branch has received his/her Interest Survey. The letter should also include branch contact information.
- Staff should forward all volunteer applications to the branch Volunteer Liaison, who will promptly begin the screening process.

- **Follow the Volunteer Process Checklist for each volunteer!** This checklist serves as a guide for recruitment through termination of a volunteer. Update and check this form frequently to ensure that all required YMCA procedures are completed at each stage of the volunteer-staff relationship.

- **Up to date, comprehensive, and consistent records are a key to maintaining an effective and productive organization.**
Volunteer Process Checklist

Volunteer Name: ______________________________

1) Recruitment Process: On File:
- Volunteer Interest Survey completed
- Resume check completed
- Interview completed
- Reference Checks completed
- Criminal Check initiated

2) Volunteer Selection:
- Job Description reviewed
- Volunteer Agreement reviewed
- Performance Standards reviewed
- Core Service Standards reviewed
- Criminal Record Check received

Is this volunteer willing to be contacted for special events/ specific staff requests? _____
(If so, enter the volunteer into the Volunteer Information Database.)
Is this volunteer a court-appointed volunteer? _____ If yes, write notes on back of form.

3) Mandatory Orientation:
- Mandatory Orientation completed
- Volunteer Agreement signed
- Uniform and Name Tag issued
- Welcome Letter sent
- Access Card given (where applicable)

Association Orientation: Date scheduled: ________________

4) Other Mandatory Training: (List Below, depending on Volunteer’s position)

<table>
<thead>
<tr>
<th>Name</th>
<th>Date Scheduled</th>
<th>Date Completed</th>
</tr>
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</table>

5) Evaluation:
- Copy of Interim Evaluations
- Copy of Yearly Evaluations

6) Termination:
- Copy of Exit Interview Questionnaire
- Copy of Volunteer Termination Form
- Uniform returned
- Name tag returned
- Keys returned (if applicable)
Screening Process
Please consult this manual frequently. The screening process is designed to ensure the safety of all YMCA employees, members, volunteers and participants.

1. The Volunteer Liaison and prospective volunteer schedule an interview as soon as possible! The Volunteer Liaison should:
   a. Review the Interest Survey, and branch program and services.
   b. Match the volunteer to a specific staff request for volunteers.
   c. Be creative with possible placement options. This may even require creating new jobs based on the strengths of a particular volunteer. Remember: The YMCA wants to maximize the utility of all possible volunteers.
   d. Ask suggested interview questions
      i. Ask extra questions for Court Appointed Volunteers (located on page 35.)
         Note these additional items on the back of the Process Checklist.
   e. Conduct a second interview if necessary.
2. If the volunteer’s skills and talents are compatible with the mission of the YMCA and the interview is successful:
   a. Complete the Reference Check Form
   b. Complete the Criminal Background Check (for those 18 years of age and older), but DO NOT submit the form until all references are checked and the Volunteer Agreement Form is completed and signed by both the volunteer and the supervisor. There is a fee involved each time a check is submitted!
3. Inform the prospect that a Criminal Background Check is required to volunteer at the YMCA.
   a. NOTE: Fingerprints will only be required for those programs in which staff is required, or where a prospect will be working one on one in an unsupervised area. Court Appointed Volunteers need not be checked and must be supervised at all times.
4. Schedule a meeting to allow the prospect to observe, with the staff in charge, the program or activity that he or she is interested in.

   • The following pages will walk the supervisor through suggested interviews questions, the Volunteer Reference Check Form as well as volunteer selection and placement, which takes place after the interview and scheduled observation. Be sure to ask each potential volunteer for the names and contact information of at least 3 references.

Volunteer Job Description
Job descriptions must be utilized at all times. They are used to set standards for selection, placement, performance, evaluation, as well as termination. Volunteer job descriptions are also needed to understand the scope of responsibilities considered in recognizing and rewarding a volunteer. Many positions already have job descriptions for volunteer responsibilities, but please develop job descriptions specific to each volunteer. Sample job descriptions are located on the following pages.
SAMPLE JOB DESCRIPTION #1

YMCA of Metropolitan Washington

Volunteer Job Description

Homework Helper

Program or Department: Capitol View Before and After Care

Position Title: Homework Helper

Purpose of the Position: Before & After School Enrichment Program

This program provides a safe structured environment for children 5 – 12 before school, after school, or both. Assist youth gain self-esteem by helping them improve their study and reading skills. This is part of the YMCA's goal of addressing the needs of youth in our community who are at risk of dropping out.

Responsibilities and Activities:

- Teach basic reading and study skills and help with homework assignments.
- Help a young person learn that reading is fun.
- Supervise and lead recreational and enrichment activities.
- Be a positive role model and mentor; provide much-needed security and stability in the life of a 5-12 year old child.
- Supervise students, help maintain order, and positively confront inappropriate learning behavior when necessary.
- Maintain necessary paper work or logs: volunteer sign in and out sheets, student attendance, and progress reports.

Qualifications:

- High School Graduate
- Compassion and empathy for slower learners.
- Energetic and outgoing.
- Enjoy teaching and tutoring.
- Cleared Criminal Background Check.

Training and Supervision Provided:

One-hour orientation with director.
Evaluation

The quality of the volunteer-youth relationship and the youth's progress toward goals occurs after one week, two weeks, one month, three months, six months, and annually after that.

The review is a chance for a two-way exchange to discuss progress and how the volunteer-youth relationship could be improved for both the student and the volunteer. The YMCA’s programs are enhanced when we hear how to make your volunteer experience more fulfilling and enjoyable.

Time Commitment

- Flexible schedule
- Minimum of two hours per week for at least 8 weeks.
- Weekdays from 3:30-5:30.
- Supervise field trips on school days if available.

Benefits

- Transportation: Pick up at Southern Ave (Green Line) Metro can be arranged
- Develop a meaningful relationship with a youth or teen.
- Attend an eight-hour literacy workshop taught by literacy experts paid for by the YMCA.
- Learn how to teach using the phonics method.

YMCA Policy on Background Checks

The YMCA makes an active effort to prevent child and sexual abuse. Even though we may know you well, we reserve the right to conduct background and reference checks on all volunteers.

Volunteer Signature:
_________________________________________________________
Date: ____/_____/___

Parent or Guardian's Signature (if volunteer is under 18): _______________________
SAMPLE JOB DESCRIPTION #2

YMCA of Metropolitan Washington

Volunteer Job Description

Volunteer Coordinator

Position Goal:

• Work with the staff, members and volunteers to fulfill the YMCA mission.
• Monitor and maintain branch volunteer programs and systems to extend the services provided to the community by the branch.
• Increase volunteer opportunities and utilize volunteers effectively to meet the branch objectives

Responsibilities and Activities:

• Screen and interview prospective volunteers and maintain files for each volunteer.
• Recommend placements for each volunteer based on the screening and interview process and assign the volunteer to a member of staff.
• Maintain directory of current and future volunteer opportunities available at the branch.
• Track and record individual volunteer hours and activities to comply with association database.
• Monitor volunteer scheduling and performance.
• Develop Branch Volunteer Manual in conjunction with branch staff and association guidelines.
• Coordinate volunteer recognition program events.
• Plan and coordinate training and prerequisite training for required certifications

Qualifications:

• People-oriented, enthusiastic, strong communication skills.
• Responsible
• 21+ years of age.
• Basic computer skills including Microsoft Word, Excel and familiarity with email.

Training and Supervision Provided:

• One-hour orientation with the Association Volunteer and Leadership Director to discuss expectations, develop system of contacting Director and become familiar with carrying out YMCA procedures for screening, Criminal Background Checks, etc.
• Supervision provided by the YMCA Branch Executive Director/Branch Volunteer Liaison.
Evaluation

- Periodically observed by Branch Executive Director. Performance also evaluated based on volunteer responses to YMCA questionnaire.
- Meet with the branch professional staff monthly to assess needs and objectives.

Time Commitment:

Flexible (2 to 4 hours per week)

Location

YMCA branch (specify)

Benefits

- Help participants become involved in their community.
- Gain valuable leadership experience.
- Meet new people.

YMCA Policy on Background Checks

The YMCA makes an active effort to prevent child and sexual abuse. We reserve the right to conduct background and reference checks on all volunteers.

Volunteer Signature:

_________________________________________________________

Date: ____/_____/___
Suggested Interview Questions for Volunteers

Some questions were adapted with permission from the YMCA of Metropolitan Atlanta's Volunteer Resource Manual. Please begin with the bolded questions indicated by a star. Metro Washington YMCA feels that these questions are extremely important when getting to know a potential volunteer. Feel free to continue with the supplemental questions listed below.

- Why are you interested in volunteering? What are your long-range goals?
- What kind of people do you work with best as coworkers? What kind of people are you most interested in serving and why? Are there types of people you feel you'd be unable to work with?
- What are some of the skills, talents, and interests that you would enjoy sharing?
- What are some of the skills, talents, and interests that you would like to develop or learn more about?
- Do you have any reservations about working with youth of different racial and ethnic backgrounds?
- Are you interested in short-term or one-time volunteer opportunities, or in longer-term assignments (six months or more)?
- What else do I need to know about you in order to make a suitable volunteer assignment?

- How did you learn about this volunteer opportunity?
- Of all the community service organizations that involve volunteers, what attracted you to the YMCA?
- Tell me about yourself.
- What have you enjoyed most in previous volunteer assignments? What have you enjoyed least?
- What would you consider to be the ideal volunteer job for you?
- Are there some things you do not want to do as a volunteer?
- How much time would you like to share? Days or evenings? Weekends?
- What age group would you like to work with as a volunteer? Do you prefer a particular sex?
- What programs would you like to volunteer for?
- What things have you done that have given you the greatest satisfaction?
- What do you like to do in your spare time?
- What is your energy or activity level, and how would you describe your work habits?
- Thinking back, what are the most significant decisions you have made in your life, and how do you feel about them?
- What makes you really frustrated or angry — on the job or at home — and how do you deal with this frustration?
- Describe your temperament. What do you like best about yourself? If you could change one thing about yourself, what would that be and why?
Volunteer Reference Check Form

Applicant’s Name: _______________________________ Date: _____________
Position applied for: ____________________________________________
Reference name and Title: _________________________________________
Organization: _______________________________ Phone #: ___________
Supervisor’s Name: _______________________________

Section 1.01 Introduction:
I am (your name) from the YMCA and I recently interviewed (candidate’s name) for the position of (title). The job responsibilities are… He/she gave me your name as a reference and I was hoping you would tell me about his/her performance with your organization.

Section 1.02 Assuming the answer is yes, proceed:
1. What was/is your relationship with (candidate) in your organization? i.e. - Did he/she report directly to you or through another supervisor?
   ___________________________________________________________________
   ___________________________________________________________________

2. How long was/has the applicant been with your organization?
   ___________________________________________________________________

3. Could you describe the nature of the applicant’s responsibilities? ______________

4. What do you think the strongest competencies are for this individual? __________

5. Can you give me some examples of times when he/she had difficulty with his/her responsibilities? ______________________________________________________
   ___________________________________________________________________

6. Can you give me an example of a time when he/she had to resolve a conflict with someone else, whether a customer or a co-worker, etc. What was the outcome? ____
   ___________________________________________________________________

7. Strong service skills are very important in this position. Do you feel this applicant has strong service skills and if so, why? ________________________________
   ___________________________________________________________________

8. (If applicable)…Would you rehire/him her? ________________________________
   Thank you for your time. It will help us make the best decision.
Volunteer Selection and Placement

- Upon completion of the observation, the prospect and staff will determine if the placement is beneficial for both parties
- Review Job Descriptions, standards, expectations and review how the volunteer will be evaluated.
- If the prospect agrees to the terms and standards of the YMCA, the Supervisor and Volunteer sign the Volunteer Agreement Form. We now have a new volunteer!
- Promptly submit the Criminal Background Check. This is extremely important. Volunteers cannot work independently and require extra supervision until the Criminal Background Check is completed and cleared.
- Follow the same procedure for Fingerprinting that is required for paid staff. Fingerprinting takes place after the Criminal Background Check is cleared and the volunteer is offered the position.
- Schedule a mandatory orientation, which must be completed with the volunteer’s first 90 days with the YMCA. Provide the volunteer with all key information and necessary tools to succeed at your branch and the YMCA of Metropolitan DC such as:
  - Provide a copy of the Volunteer Handbook (currently in development), which will include the Volunteer Timesheet to log daily hours
  - Provide supplies the volunteer may need such as nametags, uniform, etc.
  - Introduce the new volunteer to other volunteers and staff.
  - Schedule required trainings and update the volunteer’s progress on his/her Process Checklist.
  - Schedule first day or service!
  - Send the welcome letter to the volunteer now that they are officially a part of the YMCA.
**Volunteer Form Outline**

Once staff has interviewed and selected a volunteer, the following pages should be completed in sequence and include:

- The **Volunteer Position Description Form** - complete after interview and observation

- The **Volunteer Agreement Form** - must be signed by the volunteer and his/her supervisor before the volunteer can begin his/her responsibilities at the Y.

- A **YMCA Volunteer Welcome Letter** - send promptly to welcome the volunteer to your branch

- The **Individual Volunteer Time Sheet** - keep records of each volunteer’s time at your facility and/or at events

- The **Volunteer Record** - complete if the volunteer is assigned to different locations/special events.

- **One-Time Event** thank you letter (when appropriate)

- **General/Departmental** volunteer thank you letter (when appropriate)

**Before the volunteer begins working,**

**Your volunteer should have:**
- YMCA welcome letter
- Signed Volunteer Agreement Form
- Job Description
- Work Schedule
- Training dates
- Volunteer Handbook

**Office should have on file:**
- Original, signed volunteer agreement
- Copy of welcome letter
- Copy of Resume
- Copy of criminal Record Check
- Copy of Job Description
- Interest Survey
# Volunteer Position Description Form

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<th>Position Title</th>
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<tr>
<td>Department</td>
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<tr>
<td>Supervisor</td>
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<tr>
<td>Job Description/Event</td>
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## Responsibilities

**Article II. Tasks and Duties**

1) 
2) 
3) 

## Qualifications

1) 
2) 

## Training and Supervision

## Benefits

1) 
2) 
3) 

---

### Section 2.01 Specifics

**Time Commitment:** ___________________________

**Location:**

- YMCA Policy on Background Checks (if applicable): The YMCA makes an active effort to prevent child and sexual abuse. Even though we may know you well, we reserve the right to conduct background and reference checks on all volunteers.

---

**Volunteer Name** ___________________________ **Signature** ___________________________ **Date** ___________________________

**Parent Name** ___________________________ **Signature** ___________________________ **Date** ___________________________

(If volunteer under 18)
Volunteer Agreement Form

The YMCA agrees to accept the services of (name) ____________________________
beginning on (date) __________________and we commit to the following:

1. To provide adequate orientation, training and assistance to enable you to meet the responsibilities of your position.

2. To ensure diligent supervisory support and to provide feedback on your performance.

3. To be receptive to any feedback that may help us mutually accomplish our respective tasks more effectively.

4. To treat you as an equal partner with staff, jointly responsible for accomplishing the YMCA’s mission, values and service goals.

Volunteer

I, ________________________ agree to serve as a volunteer and commit to the following:

1. To perform my volunteer duties to the best of my ability.

2. To adhere to the policies and procedures of the YMCA including provisions dealing with conflict of interest.

3. To meet designated time and duty commitments. In the event I cannot fulfill my duties, I will provide adequate notice so that alternate arrangements can be made for coverage.

4. To act at all times as a member of the team responsible for accomplishing the mission, values and service goals of the YMCA.

5. I hereby consent to the use of my and/or my minor child(ren)’s or ward(s)’ name(s) and/or likeness(es) in such materials to be exhibited and used for advertising, trade purposes, solicitation of patronage, promotional purposes, or other similar purposes, even if my and/or my minor child(ren)’s or ward(s)’ name(s) and/or likeness(es) are an integral part of such photograph, videotape, television program, motion picture, tape recording, or other similar media.

Agreed by:

Volunteer: ________________________ Date: ____________________
Signature

Supervisor: ________________________ Date: ____________________
Signature
Sample Volunteer Welcome Letter

♦ On appropriate letterhead

Date

Dear (personalize):

Welcome to the YMCA and thank you for choosing to become a part of (----------------).  (---- -----------) is committed to practicing and demonstrating the core values of honesty, respect, caring and responsibility in all aspects of our association.

As a YMCA volunteer, you are a valuable member of our professional team. Our staff and volunteers are devoted to working together to strengthen the values of the YMCA through our common goal; the growth and development of individuals in spirit, mind and body and the overall betterment of our community.

Our “Get Involved!” volunteer program is designed to provide you with the tools and support to connect with the greater YMCA movement and your surrounding community, serve members of the community and respond to their changing needs and to lead and focus the collective efforts and strengths of the YMCA on important issues, opportunities and challenges.

Volunteers played an active role in the history of the YMCA of Metropolitan Washington. Without our volunteers, the YMCA would not be where it is today. Without your help and the assistance of all our volunteers, we would not be what we will become tomorrow.

Together we are the YMCA.

Yours truly,

Appropriate Staff Name
YMCA Individual Volunteer Time Sheet

Your hours count!

Name

Address | City | State | Zip Code

Month

Please use a separate line for each program or service area.

Please return to ________________ by the ____ of the month.

<table>
<thead>
<tr>
<th>Date</th>
<th>Program, Department, or Service Area</th>
<th>Position, Activity, or Assignment</th>
<th>Time In</th>
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<th>Total Hours</th>
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Total hours this month

Educational Improvement of volunteer (training, certifications, etc.)

Date ________ Type ______________________

Date ________ Type ______________________

What kind of training would you like to receive? ________________________________

________________________________________________________________________

Optional: Highlights or success stories this month _______________________________

________________________________________________________________________

Suggestions or ideas for improving the program, YMCA, your assignment, etc. ________

________________________________________________________________________

Other notes can be written on the back of this form.
Volunteer Record

YMCA OF METROPOLITAN WASHINGTON

1112 16th Street, NW
7th Floor
Washington, DC  20036
202-232-6700
Fax: 202-797-4486
www.ymcawashdc.org

Program Name: _______________________________________

Name: ______________________________________________

Codes
1 Committee or Board 2 Swim Meets 3 Office or Clerical 4 Special Events 5 Fundraising 6 Other

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SAMPLE THANK YOU LETTER (Single Event)

Date: ____/____/____

Volunteer’s Name
123 Volunteer Road
Washington, D.C. 22036

Dear (Volunteer),

Thank you very much for contributing to the “Get Involved!” volunteer program at the YMCA of [Metropolitan Washington]. We believe that your commitment to YMCA mission and values makes you an essential partner in our effort to build strong kids, strong families, and strong communities. We truly appreciate your service.

Your [be as specific as possible about the volunteer’s accomplishments. For example, service as an Activity Leader at the 2005 Annual YMCA Thingamajig] made a difference in our organization. [Explain what the particular event did, e.g., The Thingamajig brought in over 3500 future engineers, scientists, architects, and inventors, and allowed the children to develop their creative side.] We are grateful for all of the ways in which you contribute.

The YMCA is always looking for volunteers. Please contact [Ed Fones at efones@ymcadc.org] for additional service opportunities. Without our volunteers, the YMCA would not be where it is today and without your help, we would not be what we will become tomorrow.

Sincerely,

Your Name
Your Title
Volunteer’s Name  
123 Volunteer Road  
Washington, D.C. 22036

Dear (Volunteer),

Thank you very much for all that you have contributed to [the “Get Involved!” volunteer program] at the YMCA of Metropolitan Washington. We believe that your commitment to the YMCA mission and values makes you an essential partner in the effort to build strong kids, strong families, and strong communities. We truly appreciate your service.

The following paragraph should be completed by the volunteer’s supervisor or another staff/member the volunteer works closely with. He/she should include specific volunteer hours, special success stories and contributions and add as much personalized detail to the letter as possible.

Your [be as specific as possible about their accomplishments, e.g. assistance at the reception desk and the time you’ve spent teaching swim classes] have made a difference in our organization. Your time and talent have allowed us to continue programs like [the fitness center, swim class].

We are grateful for all of the ways in which you contribute. Without our volunteers, the YMCA would not be where it is today, and we would not be what we will become tomorrow.

Sincerely,

Your Name

Your Title
Volunteer Development and Training

The YMCA of Metropolitan Washington recognizes that volunteers at all levels need opportunities for growth and development. Both the YMCA and the volunteers share the responsibility for identifying and implementing such opportunities.

Procedures:

- YMCA sponsored training events are typically provided at reduced or no cost to the volunteer.
- Non-YMCA sponsored training events shall normally be the responsibility of the volunteer. Any shared responsibility for such events shall be approved prior to the event, within the approved budget and subject to the availability of funds.
- All volunteers must participate in an orientation during his/her first 90 days at the YMCA and attend training events specific to his or her assignment and responsibility.
- It is the volunteer’s responsibility to provide accurate record of participation, training and certification to his or her supervisors.

Mandatory Volunteer Training Events:

- Individual Orientation with Supervisor to supplement observation and gain additional information on training, rules and responsibilities.
- Association Volunteer Orientation. (Note: This event will be co-coordinated by the Human Resources Department, with assistance from division staff responsible for volunteers. The orientation plan allows for a minimum of 2 orientations per year, is standardized for the Metro Region and focused on the general principles and practices of the YMCA.)
- Training is required to maintain certifications.

Remember:

- Mandatory training and orientations are noted on the Volunteer Process Checklist
- Other training and educational improvements are tracked on Individual Monthly Time Sheets.
Volunteer Supervision and Evaluation

The YMCA of Metropolitan Washington believes in the partnership between volunteers and staff. Due to the importance of this valuable relationship, all volunteers will be assigned a supervisory link with a YMCA staff member and should expect to have regular communication with staff.

Encourage volunteers to share concerns with his or her immediate supervisor. When used together, an open-door policy and a procedure to assess written concerns can foster an environment in which volunteers and supervisors can have open communication.

Keep in Mind:

- **Communication.** Make sure that volunteers feel welcome to share opinions and ideas. Additionally, the volunteer-staff relationship is enhanced when the volunteer is required and encouraged to contact the manager if any issues should arise.
- Due to safety issues and the YMCA’s standards of productivity and expectations for feedback, you should monitor volunteers with the same principles in mind as you would while monitoring any other employee.
- Keep in mind that employees and volunteers need:
  - Well-defined goals, support, feedback, recognition, clear instructions and encouragement. Managers can meet these needs by supervising and evaluating each employee/volunteer.

- A volunteer must be evaluated and receive feedback on his or her performance at a **minimum** of once a year for long-term projects or at completion of the assignment for short-term projects. (Evaluation will vary depending on the volunteer’s role and responsibilities, i.e. fitness volunteers may receive evaluations more regularly.) **Remember to ask the volunteer to evaluate his or her time at the YMCA so you can also improve your performance as a supervisor.**
- Use your judgment regarding the frequency of evaluations. The volunteer’s schedule will dictate what is appropriate (session, month, season.) For example, a baseball coach may be evaluated every season rather than every month.
- Volunteers should receive copies of all formal evaluations. Make updates to any agreements if necessary.
- Provide ongoing, informal recognition of small tasks. For example, take the time to say, “Thanks, we really appreciate all the time you take to come in and help out.” **Remember to always communicate with the volunteers!**
- Deal with mistakes or disagreements the first time they arise. By making corrections, you send the message that you think the volunteer can improve, which will hopefully eliminate the problematic behavior in a timely manner. If left unaddressed, the behavior will most likely get worse.
- When working with a volunteer, keep in mind that the volunteer’s time is valuable and precious. The volunteer is not always on site and may not have the same
information as employees. So, take sure all possible measures to maximize the volunteer’s time and impact at the Y.

To maximize volunteer impact:

- Prepare tasks in advance or notify the volunteer to come in another time.
- Give the volunteer the tools necessary to complete tasks ahead of time.
- Provide access to a supervisory member so that the volunteer can alert the staff if he/she needs assistance or does not have the knowledge/resources to complete the task alone.

Remember to ask a volunteer who is leaving the association to fill out an Exit Questionnaire to get additional feedback about his or her experience. A sample exit questionnaire is located on page 34.

A sample Volunteer Evaluation Form is located on the following page.
YMCA of Metropolitan Washington
Volunteer Evaluation Form

Volunteer’s Name: _________________________________
Job Title: _________________________________________
Branch: __________________________________________
Supervisor’s Name: ________________________________
Evaluation for period beginning date: _____/_____/_______ and ending _____/_____/____

Rate the volunteer’s performance on the following scale:
Needs Improvement
Satisfactory
Excellent

Core Competencies:
* List major duties of the volunteer’s position.
1) 3) 
2) 4) 

Core Competencies: 

Supervisor’s rating: ________________________________

Job Behaviors:
• Quality of work
• Quantity of work
• Judgment
• Work attitude
• Relationships with members/employees
• Respect for others
• Punctuality
• Attendance
• Safety

Job Behaviors: 

Supervisor’s rating: ________________________________

Staff Development: Volunteer attends one training event (per _) and develops learning plan.

Staff Development: 

Supervisor’s rating: ________________________________

Association Leadership: Volunteer supports 1 special event at the branch.

Association Leadership: 

Supervisor’s rating: ________________________________

OVERALL PERFORMANCE RATING: __________________________

Feedback:
Supervisor’s Comments:
__________________________________________________________________________

Volunteer’s Suggestions for Supervisor: 
__________________________________________________________________________
EXIT QUESTIONNAIRE

We are always striving to improve our volunteer program. As one of our volunteers, we would appreciate your help in identifying areas in which we can improve. Please answer the following questions honestly and completely— all of the information collected from this survey will be kept strictly confidential, but will be utilized to ensure that others who volunteer will receive the best possible experience.

Name (optional) __________________________ Date __________

How long did you volunteer with us? ______________________

Volunteer position/s held:
1. __________________________
2. __________________________
3. __________________________

Why are you leaving? (Check all that apply and give details wherever possible)

☐ Job accomplished
☐ Moving to new location
☐ Didn’t like the job I was given
☐ Didn’t feel welcome
☐ Other time commitments
☐ Need a change
☐ Didn’t feel well utilized
☐ Other ______________

Comments:_________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________

What did you like best about volunteering with the YMCA? _____________________________
________________________________________________________________________________
________________________________________________________________________________

What changes or improvements would you make to the YMCA’s volunteer program?
________________________________________________________________________________

Overall, how would you rate your experience in volunteering with us?

Poor 1 2 3 4 5 6 7 Great
How would you rate your overall performance as a volunteer at the YMCA?

Poor 1 2 3 4 5 6 7 Great
How would you rate your contributions to the YMCA?

Poor 1 2 3 4 5 6 7 Great

Thank you for your time. Please return this form to your Supervisor.
Volunteer Recognition Program

At the YMCA, volunteers are essential partners in sharing our commitment to the YMCA mission and values. With our volunteers, we are dedicated to building strong kids, strong families and strong communities.

A Volunteer Recognition Program was established to recognize the time, skills and commitment volunteers bring to the Association of the YMCA. This program will be administered through each Branch and Program Center that benefits from active volunteers, including program, policy and fundraising volunteers.

Goal:

Implement programs to recognize and clearly define volunteer involvement at each branch and encourage increased levels of volunteer participation.

The “Get Involved!” Program is the YMCA’s volunteer campaign. The theme of the program is “connect, serve, lead,” which is designed to develop the characteristics the YMCA seeks to develop in all volunteers. The goal of the program is for the volunteer to:

• Connect with the greater YMCA movement and his or her community to address social issues and concerns
• Serve members and the community and respond to their changing needs
• Lead and focus the collective efforts and strengths of the YMCA on important issues, opportunities and challenges.

• Periodically profile volunteers on the YMCA web site
• Develop local recognition programs for recognizing volunteers.
• At the branch level, utilize board displays to highlight a local volunteer who makes an exceptionally positive impact at the YMCA.

Procedure

✓ Each branch or Program Center is responsible for creating and maintaining updated volunteer records, including length of service. Additionally, managers should forward these records to the Volunteer Leadership Director for the Association by accessing and updating their branch information in the Volunteer Database.

• The Communications Department of the Association, with the support of the Volunteer Leadership Director, creates volunteer recognition certificates and coordinates Association-wide events.

• The Association’s Volunteer and Leadership Director and Purchasing Director will be responsible for purchasing gifts.
Recognition and Service Awards:

- Active volunteers who have reached a service milestone of 5 or 20 years will be recognized with a special gift similar to the procedure for employee milestones.
- Every five years, the volunteer will be recognized with a plaque.
- Invite eligible volunteers and family members to attend an annual Association Volunteer Appreciation Day at Camp Letts in conjunction with National Volunteer Week in April.
- Invite all volunteers to attend the Association’s Annual General Meeting.
- Exceptional service milestones (15 years of service or more) will be formally recognized at the Annual General Meeting.
- The President and CEO will send a congratulatory letter to each recipient, which will arrive as close as possible to the volunteer’s actual anniversary date.
- Milestone anniversaries are acknowledged in the Association newsletter.
- Invite volunteers to attend an annual Volunteer Event, hosted by the Branches and Program Centers.

Yearly Recognition Awards:

Volunteers contribute to the success of the YMCA and are an essential part of the staff-volunteer partnership. Each year, the YMCA recognizes volunteers for exceptional performance and dedication. The Association is committed to the recognition of outstanding performance by volunteers in the areas of leadership, coaching, and development.

In September of each year, each branch will be asked to submit recommendations of volunteers, as well as Corporations/Employers, for the following awards. Each year, one submission from each category will be selected to be recognized at the Association Annual Dinner.

- **The Chairman’s Award for Corporate Volunteer Leadership:**
  The success of the Association depends on the support of corporations/businesses that provide valuable resources that maintain the Y as it is today and improve the Y for tomorrow. Each year, the YMCA will select one corporation/business that is deemed exceptional for:

  1. Donating the time and resources of their staff
  2. Largest hourly volunteer contribution and/or
  3. Largest number of employees who volunteer throughout the association, be it through a variety of branches and events or a single project.

Separate corporate awards are given for:

- Corporation/Employer of the Year
- Rookie Corporation/Employer of the Year
➢ **Community Service Award:**
Each branch recognizes a volunteer who makes an impact in the surrounding community and exemplifies the qualities that are important to the branch.

➢ **Newcomer of the Year:**
This award recognizes a volunteer who is just beginning his or her Volunteer Career Path with the YMCA for contributing time, talent and treasures essential to the success of your branch.

➢ **Volunteer Family of the Year:**
This award recognizes a family that provided valuable volunteer time and skills in an effort to build Strong Kids, Strong Families and Strong Communities through YMCA programs and services.

➢ **President’s Award for Volunteer Leadership**

    **Volunteer of the Year**
An award bestowed on a volunteer who is an effective leader, displays and models competencies that are key to the success of the Association, and supports the mission of the YMCA.
Special Case Volunteers

Problematic Volunteers
Sometimes, the case of a problematic volunteer can be resolved by reassigning the volunteer to a different position or department. However, there are problematic behaviors that go beyond an issue with a particular task or department. Consult the following guidelines to determine what type of action is appropriate.

- How severe was the offense and did it endanger the safety of the children, participants, volunteers or employees?
- Was the act committed with blatant disregard and disrespect to the YMCA and/or its organizational policies?
- Was the volunteer informed of his or her unsatisfactory performance and given the opportunity to improve or change his/her behavior?
- Is this a recurring pattern of behavior?
- Was a staff complaint investigated if one was filed?

* If the answer is yes to one or more of these questions and reassignment is not an option due the severity of the offense, a volunteer CAN be fired.

The most important thing to keep in mind is the YMCA mission. A volunteer should not be a barrier to fulfilling that mission. Use your discretion when deciding what action to take with a problematic volunteer. Whether it is reassigning or terminating a volunteer, feel justified in your decision. Any volunteer may be suspended or dismissed by YMCA staff if he/she does not comply with YMCA policies. Please have written documentation of the offenses and discussions with the volunteer.

Treat the matter in the same manner as you would with a staff member.
During termination, treat all volunteers equally and with respect.

The manager must:
- Keep written documentation of specific offenses and meetings/warnings scheduled in an attempt to fix the problem.
- List the reasons for the separation. Records should include any disregard for the job description outlined in the Volunteer Agreement Form, volunteer policies, etc.
- Include an explanation of the YMCA’s rights as well as the volunteer’s rights in ending the relationship.
- Be direct, honest and to the point.
- Make it clear that the YMCA is serious about its objectives and services. Explain that the volunteer’s behaviors, actions, etc. do not coincide with the program and the belief’s the YMCA.
- A copy of the Volunteer Termination Form is located on the following page and should be completed as soon as the volunteer is terminated.
- Do not delay in resolving difficult situations. They will get worse when ignored!
**Volunteer Termination Form**

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<td>Last Date Worked:</td>
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<td>Reason for Termination/Leaving (be specific):</td>
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Would you recommend the above if another job/position was available in any of our Divisions? Why or why not?

Any documentation or correspondence regarding the termination of employment must be attached to this form.

Supervisor: _______________  Date: _______________

Comments:

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**Employees as Volunteers**

Are you asking our staff to “volunteer” for work? Are our non-exempt (hourly) employees asking you if they can volunteer? All employees can willingly volunteer, but define clear boundaries of expectations of pay so that employees do not feel coerced to work without pay.

Here are five simple guidelines that all managers and supervisors should follow before soliciting an hourly employee to volunteer, or non-exempt employee volunteers to assist at a YMCA of Metro Washington event:

1. **Determine if the hourly employee is performing any of his/her regular job functions while volunteering**
2. **Confirm that volunteers perform the volunteer work.**
3. **Confirm that Non-exempt staff performs the staff work.**
4. **Remember that solicitation for volunteers may be misinterpreted**
5. **Consult with Human Resources.**

Many of our non-exempt employees participate during in our annual Sustaining Campaign. The YMCA relies heavily on volunteer efforts, particularly to make phone calls and to staff fundraising events. The YMCA relies on volunteer support for the success of the campaign.

- Non-exempt employees can volunteer if you follow the Department of Labor guidelines below.

**Employees and the Department of Labor**

In the absence of any statutory or regulatory exemption, the Department of Labor utilizes statutory precedent to formulate an exemption for the employees of charitable entities who wish to perform volunteer work for their nonprofit employers. The Department has drafted a set of six criterion that will qualify employees of nonprofit organizations for an FLSA exemption. Volunteer status will be granted under the following circumstances:

1. The services are entirely voluntary, with no coercion by the employer, no promise of advancement, and no penalty for not volunteering
2. The activities are predominantly for the employee's own benefit
3. The employee does not replace another employee or impair the employment opportunities of others by performing work which would otherwise be performed by regular employees
4. The employee serves without contemplation of pay
5. The activity does not take place during the employee's regular working hours or scheduled overtime hours
6. The volunteer time is insubstantial in relation to the employee's regular hours

In addition, although not specified within the aforementioned criteria, the Department of Labor requires that nonprofit employee volunteers offer their uncompensated services in
activities distinct from their normal employment duties. Thus, the following would constitute permissible volunteer opportunities for the employees of a nonprofit public broadcasting television station:

- An administrative assistant or janitor volunteers to work as a member of the production crew
- A secretary or bookkeeper offers to do some announcing and air work.

This is a current discussion taking place with many YMCA throughout the country. Please keep these guidelines in mind when staff would like to volunteer.

If the criteria above are consistent with the volunteer experience of a staff member, complete the Waiver for Employee to Volunteer Form on the following page.
Waiver for Employee to Volunteer

**Note:** Do not use this waiver when employees volunteer to help with fundraising or to work on a fundraising event. In a number of states, the Department of Labor has indicated that it is the job of every employee of a non-profit organization to raise money for the organization/cause. Thus, employees must be paid for the time they spend on fundraising activities. Consult your local attorney as to the applicable law in your state on this issue.

I, _________________________, am employed at _____________________ YMCA as a __________________________. I wish to volunteer to do the following work at my YMCA:

___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

I understand that this is a volunteer opportunity and is totally separate from my job, and I will never claim that I am entitled to wages, overtime, or any other compensation relating to this volunteer work.

Signature: ____________________________ Date _____/_____/_____
Court Appointed Volunteers

YMCAAs across the country frequently utilize volunteers who have been sentenced by the courts to perform community service. While this is an acceptable practice, there are several issues that the YMCA should think about prior to permitting a volunteer to begin working at the YMCA. Court systems vary by state, so make sure to speak with your local representatives. An applicant is permitted to volunteer and complete court ordered community service for the YMCA based on certain criteria. The applicant’s conviction history must show no evidence of:

1. Violence (aggravated assault, armed robbery, etc.)
2. Sexual abuse or assault
3. Murder/attempted murder
4. Child endangerment or any other child related conviction, or
5. Convictions that the YMCA feels should disqualify the applicant.

If the applicant’s record does not show any of the items above, the volunteer selection process should be similar to standard YMCA procedure.

Prior to starting community service work for the YMCA, the applicant should:

- Produce an ID and any court papers that detail the nature of his or her offense.
- Answer the following additional interview questions. Note these additional items on the back of the Process Checklist to keep all volunteer records together.
  - Do you feel uncomfortable working in certain assignments the YMCA may place you?
  - Is there any reason why the YMCA should not place you in a certain position?
  - How do I get in touch with your Court Contact? (Title, Telephone, etc.)
- Be certain the applicant receives a copy of his/her job description and expectations of conduct.
- Court Appointed Volunteers do not have to be fingerprinted because fingerprints are already on file.
- Court Appointed Volunteers require additional supervision and staff should make an extra effort to protect the interests of the YMCA and its members and participants.