



**FOR YOUTH DEVELOPMENT  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

# **YMCA of Metropolitan Denver Volunteer Guide**

## **Aurora Family YMCA**

6295 S. Main St. Aurora CO 80016 B-104

## **Arvada - Susan M. Duncan Family YMCA**

6350 Eldridge Street, Arvada, CO 80004

## **Downtown Denver YMCA**

25 East 16th Avenue Unit B, Denver, CO 80202

## **Glendale Sports Center**

4500 E. Kentucky Ave., Glendale, CO 80246

## **Littleton Family YMCA**

11 W. Dry Creek Court, Littleton, CO 80120

## **Southwest Family YMCA**

5181 W. Kenyon Ave., Denver, CO

## **University Hills - Schlessman Family YMCA**

3901 E. Yale Ave., Denver, CO 80210

And all our Community Programs!

*Our Mission: To put Christian principles into practice through programs that build healthy spirit, mind and body for all.*



FOR YOUTH DEVELOPMENT  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

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

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 as a whole. Our commitment to you includes the following:

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

This Volunteer Guide will introduce you to the YMCA of Metropolitan Denver, our mission, history, guidelines and policies. We hope you find this to be a valuable resource that will assist you in your volunteer duties.

## HISTORY

THE START OF SOMETHING GOOD- In the late 1800s, Denver was an emerging city on the wild frontier. People were coming west in search of better living and new meaning. To bring these people together, a group of 13 men and 3 women gathered to form a chapter of the international YMCA. Presided over by the first chairman, Henry Tuggy, they formed the Denver Y, in 1875, welcoming young men to a place of education, friendships, physical activity, and community resources.

**Over 140 years later, all the good continues!**

HERE FOR ALL- In this new city, the Y created a foundation of caring, honesty, respect, and responsibility that people could count on, and build from. The Denver Y provided a home for people looking for companionship and connections, and a support system of community and friendships. As the Y grew throughout the years, more people were drawn to these values. Membership expanded, and men – and women – of all denominations were soon welcomed.

**Today, we have added innovation as a fifth value to continue to grow as a place that is welcoming to all, where everyone can find a support to lean on, and a foundation to build from.**

HERE FOR COMMUNITY- From the beginning, the YMCA has provided a way for people to be a part of – and do their part for – our community. In 1884, the Y began reaching out to the city's homeless young men, who had come west in search of fortune. In times of war, the downtown Y served as a dormitory for thousands of enlisted GIs. And through the years, the Y has brought together people as leaders, volunteers, and advocates in support of health and wellness, community outreach, and youth development.

**Lifestyle medicine, uplifting communities, and developing a new generation of changemakers is what the YMCA continues to be about today.**

HERE FOR HEALTH- Since 1875, people have come to the Y to raise their spirits, and their heart rates. The YMCA has always been a leader in recognizing and promoting physical activity as it relates to overall wellness of spirit, mind, and body. Fitness has been nurtured here, and sports have been created here. The inventor of basketball, James Naismith, joined the physical education staff of the Y in 1896 and introduced the sport to Denver. And, softball was codified into a "proper" sport in 1926 when two members of the Denver Y's athletic staff created a set of rules and a declaration of principles.

**Today, the Denver Y focuses on all 8 dimensions of wellness: physical, intellectual, emotional, spiritual, environmental, financial, occupational, and social.**

**Whether in a group or on their own – at any age and at any stage – people have found ways to live healthier at the YMCA.**

HERE FOR KIDS- For so many people growing up in Denver, childhood days and summers were spent at the YMCA. From diving in and learning to swim, to running faster, to reaching further, kids through the decades have found fun, friends, and encouragement to play and be active at the Denver Y.

**As the association expanded, programming was added in youth sports, childcare, summer camps, and youth leadership. And through all these programs and activities, kids have been guided to see new possibilities, build good character, and do great things.**

HERE FOR DENVER- As Denver grew, the Y grew too. Through the years, we broke new ground wherever communities needed a support to lean on, and a foundation to build from. Today, at five wellness centers and multiple program centers, schools, and community facilities throughout Denver, we reach over 68,000 individuals, seniors, and children with programs and activities for healthy living, youth development, and social responsibility.

**The Y is going strong, and because of the Y, our community is stronger.**

HERE FOR GOOD- Now, over 140 years later, the YMCA of Metropolitan Denver continues to be a gathering place for today's families and a foundation of values for the next generation. And going forward, through ever-expanding partnerships and outreach, we continue to create new opportunities for health, education, and community – leading the way and welcoming all, throughout the city and beyond.

**We are, and always will be, here for good!**

## OUR BRAND PROMISE

The Y is a powerful association of men, women and children of all ages and from all walks of life joined together by a shared passion: to strengthen the foundations of community. With a commitment to nurturing the potential of kids, promoting healthy living and fostering a sense of social responsibility, the Y ensures every individual has access to the essentials needed to learn, grow and thrive. Anchored in more than 10,000 neighborhoods around the country, the YMCA has the long-standing relationships and physical presence to not just promise but to deliver lasting personal and social change.

## OUR VALUES

Our core values unite us as a movement with a common cause. They are the shared beliefs and essential principles that guide our behavior, interactions with each other and decision-making.

### The five values of the Y:

**Respect:** We treat each other and those we serve as we hope to be treated ourselves

**Caring:** We show sincere concern for others and their well being

**Honesty:** We are truthful in what we say and what we do, and we do not make promises we do not intend to keep

**Responsibility:** We are good stewards of our resources and our actions, and accountable to those we serve

**Innovation:** We harness creativity and are solution minded and forward thinking



## VOLUNTEER GUIDE TABLE OF CONTENTS

Welcome	2
History	3
Brand Promise and Values	4
Philosophy & Rights	6
Benefits	
Diversity, Equity, and Inclusion	
Guidelines & Procedures	7
Volunteer Records	
Missing a Shift	
Tracking Volunteer Hours	
Change of Placement	
Training	
Dress Code and Personal Appearance	
Use of Supplies and Equipment	
Security of Personal Belongings	
Social Media	
Safety & Security Policy	8
Background Screening	
Arrest & Criminal Conviction of a Volunteer	
Prohibited Materials	
Solicitation/Distribution Policy	
Smoke-Free Workplace	
Substance Abuse	
Commitment to Abuse Prevention	
Injuries	
Medical Treatment	
Harassment Prevention and Reporting Policy	9-10
Code of Conduct for Web sites, Blogs and Other Social Networking Sites	11-12
Photo Release	13
Signature Page and Release from Liability	14

## PHILOSOPHY AND RIGHTS:

Volunteers are welcome in all programs and activities of the YMCA of Metropolitan Denver at varying levels of skill and decision-making. Volunteers will not, however, displace any paid employee from their position.

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 YMCA of Metropolitan Denver.

### **Volunteer Service**

The YMCA of Metropolitan Denver recognizes your right to discontinue your service at any time and for any reason. Whenever it is deemed to be in the best interest of the YMCA of Metropolitan Denver, we also reserve the right to discontinue the volunteer service relationship. Volunteers shall not be expected to receive any form of payment, including wages, membership, program services, food, clothing, shelter or other kinds of payment, for volunteer talents and services contributed to the YMCA.

### **Benefits**

Financial assistance is available to volunteers who may find it difficult to pay our standard membership and program fees. We provide subsidies based on income and individual need. Applications are available at member services.

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.

### **Diversity, Equity, and Inclusion**

The YMCA of Metropolitan Denver aims to fulfill its mission by providing an inclusive volunteer environment. We are a stronger organization for embracing all those who share a commitment to our mission. The Y is made up of people of all ages and from every walk of life working side by side to strengthen communities. Together we work to ensure everyone, regardless of gender, income, faith, sexual orientation or cultural background, has the opportunity to live life to its fullest. We share the values of caring, honesty, respect, responsibility, and innovation—everything we do stems from it.



## GUIDELINES AND PROCEDURES:

### **Volunteer Records**

In order to keep your volunteer records current, you should notify the Director of Volunteer Services of changes to your name, address, phone number, email address or emergency contact information. Volunteer records, including: applications, reference checks, and background checks are all kept confidential.

### **Missing a Shift**

If you are unable to make a scheduled volunteer time, please advise your department director. If you cannot reach your department director, please notify the Director of Volunteer Services.

### **Tracking of Volunteer Hours of Service**

In order to keep an accurate record of your volunteer time of service, we ask that you sign in and out each time you volunteer, through your Helping Habit account. If you have any questions about how to sign in and out using Helping Habit, reach out to Robyn, Director of Volunteer Services, at (720) 524-2707 or by email at RHills@denverymca.org.

### **Change of Placement**

Volunteers may request a change in placement anytime during their volunteer service. If a volunteer elects to be re-assigned, the volunteer must contact the Director of Volunteer Services and complete any additional required trainings for the new position.

### **Training**

Most YMCA opportunities require training, and some may also require an orientation. Whatever training is necessary for the desired opportunity, volunteers must complete the requirements before being considered an official YMCA volunteer.

**\*Bloodborne and Hazmat training will be required for all ongoing volunteers who support with anything more than events.**

Volunteer positions that require additional trainings include:

Child Care Positions: Child Abuse Prevention and Mandated Reporter

Youth Sports: Safety and Emergency Action Training

Aquatics and Fitness Positions: CPR & First Aid

### **Dress Code and Personal Appearance**

Personal appearance, hygiene and appropriate attire are important to the image of the Y and to its participants, members and community contacts. In providing quality member service and ensuring that our members and program participants have good feelings about their Y experience, it is important that every volunteer is neat, clean, well-groomed, easily identifiable and professional in appearance at all times.

### **Use of Supplies and Equipment**

Supplies and equipment, including copy machines and postage meters, are for YMCA business use only.

### **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.

### **Social Media**

Families entrust their children to the YMCA of Metropolitan Denver's care for childcare, day camp, after school and many other youth programs. Our promise to these families is that we will provide a safe environment in which all participants are treated in a caring, honest, respectful and responsible way. While your free time is generally not subject to any restrictions by the company, the YMCA urges all volunteers not to post information regarding the YMCA, their jobs, or other employees, guests, customers, or volunteers which could detrimentally affect the YMCA's image, business, or its employees, guests, and volunteers.

\*see pages 11-12 for Social Media Code of Conduct\*

## SAFETY AND SECURITY POLICIES:

### **Background Screening**

Because the Y strives to provide a safe environment for children and youth, volunteers are required to authorize a background screening.

### **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 prior to any additional volunteering, whichever comes first. The report must be made in writing to the Director of Volunteer Services and the SVP of Human Resources. 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 conviction as required will be considered grounds for termination of volunteer services.

### **Prohibited Materials**

Prohibited materials including: weapons, explosives, alcohol and non-prescribed drugs or medications (these exclude over-the-counter medications such as aspirin, allergy medicine or flu/cold medicine), may not be brought into the workplace. Perishable items also should not be stored in desks, filing cabinets, lockers, offices or YMCA vehicles or left for prolonged periods.

The YMCA may use video cameras and other electronic security methods to monitor the access and use of YMCA offices and premises.

### **Solicitation/Distribution**

Persons not employed by the YMCA may not solicit, sell or distribute any literature on YMCA property for any purpose at any time nor come on YMCA property for such purposes without the permission of the administration. YMCA volunteers may not solicit other volunteers for gifts of any nature during either volunteer's scheduled time, unless permission is granted by the administration. Moreover, the circulation or passing of any petition or notice or other printed material among volunteers and/or employees in the YMCA is prohibited. Finally, volunteers may not post notices on official YMCA bulletin boards without the approval of the program executive.

### **Smoke-Free Workplace**

Smoking is prohibited on YMCA property and in YMCA facilities and vehicles.

### **Substance Abuse**

The YMCA is committed to a drug free workplace. Volunteers suspected of possessing or distributing illegal drugs will be reported to the proper law enforcement authorities. Should a volunteer be in the possession of an unlawful controlled-substance, that volunteer will be subject to disciplinary action, up to and including dismissal.

### **Commitment to Abuse Prevention**

If you become aware of any incident of suspected child abuse or inappropriate behavior with a minor or vulnerable adult by staff or other adults, YOU MUST REPORT THE INCIDENT TO YMCA LEADERSHIP IMMEDIATELY for investigation and so that reporting to the appropriate authorities can be made as required. To further protect participants and volunteers, we require that NO VOLUNTEER IS EVER LEFT ALONE WITH CHILDREN OR COUNTED TOWARDS RATIO.

### **Injuries**

If you become hurt or ill as a result of your volunteering at the YMCA of Metropolitan Denver, no matter how minor, please notify your supervisor immediately or as soon as practicable.

## HARASSMENT PREVENTION AND REPORTING POLICY:

Sexual Harassment in the workplace is unlawful and it is unlawful to retaliate against a volunteer for filing a complaint of sexual harassment or for cooperating in an investigation of a complaint. The YMCA subscribes to the following guidelines concerning sexual harassment and has adopted them as YMCA policy. Moreover, as part of the YMCA's overall nondiscrimination policy, all forms of harassment of others because of race, color, religion, gender, age (40 and over), national origin, marital status, veteran status, sexual orientation, mental or physical disability, genetic information, or any other basis are prohibited.

In particular, an atmosphere of tension created by discriminatory remarks or discriminatory animosity does not belong at our YMCA and will not be tolerated.

For the purposes of this policy, sexual harassment is defined as any type of sexually oriented conduct, whether intentional or not, that is unwelcome and has the purpose or effect of creating an environment that is hostile, offensive or coercive to a reasonable man or woman, as the case may be. The following are examples of conduct that, depending on the circumstances, may constitute sexual harassment:

- Unwelcome and unwanted sexual jokes, language, epithets, advances, or propositions in-person or electronically.
- Written or oral abuse of a sexual nature, sexually degrading or vulgar words to describe an individual.
- The display of sexually suggestive objects, pictures, posters, or cartoons.
- Unwelcome and unwanted comments about an individual's body, sexual prowess, or sexual deficiencies.
- Asking questions about sexual conduct.
- Unwelcome touching, leering, whistling, brushing against the body, or suggestive, insulting, or obscene comments or gestures.
- Demanding sexual favors.

## REPORTING POLICY:

If you believe that you have been the subject of sexual harassment or subjected to a hostile, offensive or coercive YMCA environment, or if you are not sure whether certain behavior is sexual harassment or whether it is actionable under this policy, you are strongly encouraged to immediately notify the person listed below so that the YMCA may have the opportunity to deal promptly with your complaint.

Sandy McClain  
Sr. Director HR Operations  
YMCA of Metropolitan Denver  
2625 S. Colorado Blvd.  
Denver, CO 80222  
Phone- 720 524 2728  
Email- smcclain@denverymca.org

An investigation of all complaints will be undertaken immediately, and all information will be handled with the highest degree of confidentiality possible under the circumstances and with due regard for the rights and wishes of all parties.

You may also contact:

Colorado Division of Civil Rights - Main Office  
1560 Broadway, Suite 1050  
Denver, CO 80202  
Phone- (303) 894-2997  
Toll-Free (English/Spanish)- (800) 262-4845

The United States Equal Opportunity Commission (EEOC)  
<https://www.eeoc.gov>

Harassment of any form will not be tolerated at the YMCA of Metropolitan Denver. Any volunteer who is found by the YMCA, after an investigation, to have harassed another person at the YMCA will be subject to appropriate discipline up to and including dismissal, depending upon the circumstances of the situation.

## The YMCA of Metropolitan Denver Code of Conduct for Personal Web sites, Blogs and Other Social Networking Sites

As a YMCA of Metropolitan Denver volunteer, it is your responsibility to deliver on the Y's promise and mission and to project and further the mission. This includes all dealings with the community; inside and outside the workplace, both on and off duty. It is the responsibility of any YMCA volunteer to avoid any inappropriate speech or behavior in the presence of our community members at all times. No one should have reason to be offended or embarrassed by a YMCA volunteer's speech, appearance or conduct.

The YMCA of Metropolitan Denver Code of Conduct and volunteer involvement policies noted in your Volunteer Guide detail the YMCA expectations and your responsibilities as a volunteer. However, the advent of personal web sites and blogs and other social networking (i.e. Facebook, Twitter) as well as other forms of technology have increased our exposure and the risks to our reputation. For this reason, the YMCA of Metropolitan Denver has developed these standards of behavior in electronic and virtual public forums.

Your YMCA telephone answering message, voicemail, personal website, email address, text messages, blog posts and Facebook interactions are all accessible to the community at large. Therefore, they must be consistent with the YMCA's mission and values.

Volunteers are responsible for their content of all text, audio, video or images that are placed or sent over the Internet. Fraudulent, abusive, profane, harassing or obscene messages are expressly prohibited. No messages with derogatory or inflammatory remarks about an individual's or group's race, religion, national origin, physical attributes or sexual orientation may be transmitted. Information transmitted should not violate or infringe upon the rights of others.

*If you choose to post on a personal website, or to participate in social media, (i.e. Facebook) chat rooms or blogs, the following guidelines must be followed:*

1. The YMCA of Metropolitan Denver Code of Conduct requires that the volunteer does not initiate outside contact with members or program participants. Under no circumstances should a volunteer encourage access or provide access information to his or her personal website or blog to a teen member or program participant under the age of (18) eighteen.
2. The use of photos, logos or images of the YMCA of Metropolitan Denver or its programs is prohibited. If you use the YMCA of Metropolitan Denver's name (including names of camps or other programs) in any such communication, it must be approved by an Executive Director prior to posting. You should be especially careful to support and certainly not harm or ridicule the YMCA of Metropolitan Denver's image or mission.

YMCA volunteers must uphold our organizations value of respect for the individual and avoid making defamatory statements about YMCA of Metropolitan Denver supervisors, employees, volunteers, members, participants, clients, partners, affiliates and others including competitors.

3. As a volunteer, you are prohibited from inviting YMCA of Metropolitan Denver youth (campers, program participants, members, etc. under the age of 18) to access your website and social media accounts.

4. Any personal website, blog or social media Facebook interaction should not contain commentary that violates the YMCA of Metropolitan Denver's policies on harassment or discrimination.
5. You are solely responsible for any legal liability arising from or relating to the content from your personal website and/or blog.
6. If you are a group site administrator, you are strictly forbidden from sharing your administrative login and password. If you have been found to violate this policy, disciplinary action will be taken up to and including dismissal.
7. Any reference to the YMCA of Metropolitan Denver must include a disclaimer stating that the views expressed are yours alone and that they do not necessarily reflect the views of the YMCA of Metropolitan Denver.
8. Media inquiries- if a member of the media contacts you about any YMCA of Metropolitan Denver post or discussion thread, you are to forward that media inquiry to the Program Director or appropriate YMCA of Metropolitan Denver designee.
9. YMCA volunteers should promote the core values of caring, honesty, respect, responsibility, and innovation in their speech and behavior at the YMCA of Metropolitan Denver, with the community and in any public forum.
10. Any information that is confidential or proprietary to the YMCA of Metropolitan Denver should not be disclosed to any third party. Additionally, you are strictly forbidden from posting copyrighted material or any intellectual property that belongs to another organization or to someone else.
11. Unless specifically authorized by the YMCA of Metropolitan Denver, time spent participating in the above mentioned computer activities must not interfere with your volunteer duties.

The YMCA of Metropolitan Denver does not intend to interfere with any volunteer's private life, but publicly observable communications, actions or words are not private. All YMCA volunteers must use good judgment and discretion. If you want your use of technology to be private, do not allow it to be seen in the electronic public forum. If you or your words are public, make sure they are not contradicting with your role at the YMCA and they are reflective of the mission and values of our association.



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

**YMCA PHOTO/AUDIO VISUAL/NARRATIVE RELEASE**

**this is an optional document and does not require a signature to be eligible for volunteering**

I am 18 years of age or older and, if not, my parent or legal guardian has also provided their consent by signing below.

**Consent & License.** For my participation in activities to be conducted by the National Council of Young Men’s Christian Associations of the United States of America (“YMCA of the USA”) or any of its chartered member associations in the United States (collectively “the Y”), and collaborating third parties, I consent, now and for all time, to the making, reproduction, editing, broadcasting or rebroadcasting of:

- video film or footage of me,
- sound track recordings of me
- photo reproductions of me
- any narrative account of my experience

My consent includes a perpetual license to the Y and collaborating third-parties for the use of the above materials for publication, display, sale or exhibition in promotions, advertising, education and commercial uses. Use includes reproductions in any form and media currently existing or later conceived, adaptations and/or revisions, throughout the world in perpetuity.

I understand and agree there may be no additional compensation for this license, and I will not make any claim for payment of any kind from the Y or collaborating third-parties. I may, or may not be, identified in such licensed uses; however, my name will not be used to endorse any particular products or services.

**Ownership, Confidentiality, and Shared Use.** With respect to any of the above uses, I further agree:

- All works shall belong to YMCA of the USA;
- The Y has no duty of confidentiality regarding any licensed uses;
- YMCA of the USA shall exclusively own all known or later existing rights to the uses throughout the world;
- The Y and collaborating third-parties may use any video film, footage, sound track recordings and photo reproductions of me and/or my narrative account for any purpose without additional compensation to me.

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

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 Printed Name: \_\_\_\_\_ Age: \_\_\_\_\_  
 Address: \_\_\_\_\_

I am the parent or legal guardian of (child’s name). I hereby consent and grant the licenses detailed in the foregoing on behalf of my minor child.

Signature of parent or legal guardian: \_\_\_\_\_  
 Printed name: \_\_\_\_\_

# YMCA of Metropolitan Denver Volunteer Guide Signature Page

## Release from Liability

BY SIGNING THIS FORM, I RELEASE THE YMCA OF METROPOLITAN DENVER, ITS AGENTS, DIRECTORS, CONSULTANTS, AND EMPLOYEES FROM ALL LIABILITY BASED ON ANY DAMAGE, LOSS, OR INJURY, WHETHER IT IS THE RESULT OF ORDINARY NEGLIGENCE OR OTHERWISE CAUSED TO ME FROM PARTICIPATION AS A VOLUNTEER.

I have read and I understand all of the provisions contained in this Volunteer Guide and I have been provided with copies of all documents to keep for my own reference.

\_\_\_\_\_  
Volunteer – Name (please print)

\_\_\_\_\_  
Volunteer – Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent Signature (if volunteer is under age 18)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor – Signature    YMCA Department    Date

\_\_\_\_\_  
Director of Volunteer Services – Signature    Date