

**THE YMCA OF THE TREASURE COAST
POLICY AND PROCEDURE**

Subject: VOLUNTEER CODE OF CONDUCT	
Policy/Procedure No:	
Adoption Date: <i>AUGUST 28, 2002</i>	Revision Date:
Approved by: John M. Lass, President/CEO	Signature: <i>John M. Lass</i>
Distribution: All Volunteers	

1.0 PURPOSE

To establish appropriate volunteer behavior.

2.0 GENERAL POLICY

The Association has set standards that are to govern the behavior of its volunteers. The Association's volunteers will role model appropriate behavior at all times.

For the purpose of this policy, the term "client" will refer to:

- Association members
- Program participants
- Open skate participants

3.0 PROCEDURE

A. Professionalism

1. Volunteers are expected to conduct themselves in a manner that will not reflect adversely on the YMCA or the principles on which the YMCA is founded.
2. Any activity, which involves Association clients, will be conducted in accordance with Association policies and procedures.
3. Volunteers will not use tobacco products, alcohol, illegal drugs, or drugs that interfere with performance at any time when working with clients or families. Nor will volunteers consume alcoholic beverages, illegal drugs or drugs that interfere with performance while performing volunteer service. Volunteers will not come onto YMCA property or into any YMCA office or program activity when they have been consuming alcoholic beverages, illegal drugs, or drugs that interfere with performance. When wearing YMCA labeled clothing, volunteers will not use alcohol or illegal drugs.
4. Anything that resembles drug, tobacco, or alcohol paraphernalia will not be visible to clients at any time, i.e., beer cans, cigarette packs, etc.
5. Volunteers are prohibited from possessing or bringing firearms, weapons, or explosives onto YMCA property or into any YMCA office or to any program activity.
6. Volunteers are not permitted to bring any sole (1) client under the age of 18 to their homes, relative's or friends' homes for any reason without specific senior management approval.
7. Volunteers will not tell obscene, discriminatory or offensive jokes or engage in offensive conversations in the presence of other volunteers, staff, or clients.
8. Volunteers will not swear, or make sexual innuendoes at any time.

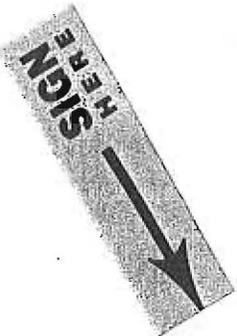
B. Harassment

1. The YMCA does not authorize and will not tolerate any form of harassment of or by any volunteer, based on race, sex, religion, color, national origin, age, or disability.
2. The term "harassment" includes, but is not limited to, offensive language, jokes, or other verbal, graphic, or physical conduct relating to a client's race, sex, religion, color, national origin, age, or disability which would make a reasonable person experiencing such harassment uncomfortable.

C. Direct Contact With Children and Clients – Code of Conduct

Children are defined as age 17 and under

1. Whenever possible, space yourself in a way that staff can see you. Volunteers should not be alone with a single child where others cannot observe them.
2. Volunteers shall never leave a child unsupervised. Should a situation should arise, a staff member should be notified.
3. Volunteers shall not abuse children, including:
 - a) Physical abuse – strike, spank, slap, shake
 - b) Verbal abuse – humiliate, degrade, threaten, yelling
 - c) Sexual abuse – inappropriate touch or verbal exchange
 - d) Mental abuse – shaming, withholding love, cruelty
 - e) Neglect – withholding food, water, basic care, etc.
4. Volunteers must use positive techniques of guidance, including redirection, positive reinforcement and encouragement rather than competition, comparison, and criticism. Volunteers will have age appropriate expectations and set up guidelines and environments that minimize the need for discipline. Physical restraint is used only by staff in pre-determined situations necessary to protect the child or other children from harm, and is only administered in a prescribed manner and must be documented in writing.
5. Volunteers will respond to children with respect and consideration and treat all children equally regardless of gender, race, religion, culture, etc.
6. Volunteers will respect children's rights not to be touched in ways that make them feel uncomfortable, and their right to say no. Other than diapering and gymnastics spotting techniques, children are not to be touched on areas of their bodies that would be covered by a bathing suit. Do not touch children if it isn't necessary. Use side hugs. Lap sitting, carrying (unless necessary due to injury) and piggyback rides are not permitted. Don't let children hang on you. Let children dress themselves if they can.
7. Volunteers will portray a positive role model for youth by maintaining an attitude of respect, loyalty, patience, courtesy, tact, and maturity.
8. The Association asks all volunteers to help us achieve our mission to embed character development and the Association's core values – caring, honesty, respect, and responsibility – into our culture at every opportunity.
9. Volunteers must appear clean, neat, and appropriately dressed.



I agree with the guidelines set forth.

Name

Date