



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

APPROPRIATE TOUCH

I understand that the following guidelines are matters of safety and must be followed. These guidelines provide real-life guidance that teaches staff and volunteers how to create a safe environment with appropriate touch, instead of prohibiting all touch

When appropriate touch is open, observable and rare, we're able to create a safer environment where child sexual abuse is less likely to happen.

Please read the following guidelines and discussion any questions, concerns, or comments with the Community Engagement Manager.

Appropriate & Inappropriate Physical Contact:

The Kearney Family YMCA's physical contact policy promotes a positive, nurturing environment while protecting youth and staff. The Kearney Family YMCA encourages appropriate physical contact with youth and prohibits inappropriate displays of physical contact. Any inappropriate physical contact by staff or volunteers towards youth in the organization's programs and facility will result in disciplinary action, up to and including termination of employment or volunteer services.

Appropriate Physical Interactions

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

Inappropriate Physical Interactions

- Full-frontal hugs
- Kisses
- Showing affection in isolated areas
- Lap sitting
- Wrestling
- Piggyback rides
- Tickling
- Allowing a youth to cling to an employee or volunteer's leg
- Any type of massage given by or to a youth
- Any form of affection that is unwanted by the youth, staff, or volunteer
- Compliments related to physique or body development
- Touching bottom, chest, or genital areas

Volunteer Signature	Date		
Community Engagement Manager Signature	Date		

Community Engagement Manager keeps original. Copy provided to volunteer after signed.



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VOLUNTEER EXPECTATIONS

Expectations:

- Excellent customer service and assisting members is the primary responsibility and our expectation of all associates.
- Meet and greet members (by name) and visitors in a positive and professional manner as a representative of the YMCA.
- Arrive on duty 10-15 minutes before your shift and be ready to work.
- Attend meetings and complete required trainings within 90 days.
- Complete assigned duties at a reasonable time and in an acceptable manner. Take direction from all managers/directors as necessary.
- Report all problems or concerns verbally and in writing to your supervisor and/or management team as soon as possible if not immediately.
- Have a positive attitude.
- **All membership information is confidential. Do NOT give out phone numbers, addresses, or any other information.** You may take the person’s phone number and let the member/staff know, but do not give any information out.
- **Parking:** Park on the outside perimeter of the parking lot or south side of the building.
- **Time Clock:** You will need to clock in and clock out for each of your shifts. If you are working in more than one department, you will need to make a note of the department next to the shift worked. This is especially important when working any after hour’s events.
- **Time Cards:** These are pulled on the 5th and the 20th of each month. Please have your hours figured and totaled on these dates or the last day you work before these dates.
- **Uniforms:** Please come ready to work. Your name tag is a part of your uniform and needs to be worn. Refer to “Dress for Success” to answer questions on what is acceptable attire for working the Service Desk. In the Family Center, long hair needs to be pulled back and no open toe shoes are allowed.
- **Emergency Procedures:** There is a notebook in place in both departments. Please take time during one of your shifts to read through this and become familiar with our procedures.
- **Ill or Emergency Absence:** If you are ill or have an emergency and are scheduled to work, you **NEED** to speak to your supervisor personally. If they are not available, speak to the Community Engagement Manager. No voice mails, no emails, and no paper messages.
- **Electronic Devices:** Cell phones, text messaging, iPods, internet access for personal use (games, Facebook, etc.) is **not allowed**. If it is an emergency and you need to use your cell phone, speak with your supervisor first. Management team members are allowed to use cell phones to communicate with their department staff or as they see appropriate.
- **Emergency Absence:** Staff will make **every attempt possible to cover** his or her shift **before** they leave for the day. This is the scheduled staff member’s **RESPONSIBILITY**. If staff finds that they are unable to make the calls to cover their shift, they must call their supervisor before leaving their area. There are no exceptions to this.
- **No Show:** All attempts must be made to reach that staff member by staff on duty. This includes leaving voice mails with date and time called. Staff in place must remain until a staff member relieves them from their department. You may place calls to other staff trained in that department to cover the shift. You may place calls to other staff trained in that department to cover the shift. If staff needs to leave because of emergency, that staff members will need to call their supervisor. In any event, your supervisor needs to be notified of the situation.

Volunteer Signature	Date		
Community Engagement Manager Signature	Date		

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