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WHY VOLUNTEER?

Because one person **CAN** make a difference...

Dear YWCA Volunteer,

Welcome to our corps of YWCA service volunteers and interns! Since 2009, the YWCA has engaged over 2,000 volunteers in all program areas, including child development and after-school programs, health and wellness initiatives, racial/social justice and financial education programs, and in office and administrative support services. At any given time, the Agency works with over 200 volunteers comprised of community members, AmeriCorps VISTA volunteers, Board committees, student interns, and foster grandparents. Collectively, our volunteers contribute more than 28,000 hours of service each year to the YWCA!

Every day, volunteers across the YWCA work to help those in need, gain work experience and professional skills, and support our Agency’s mission of eliminating racism and empowering women. Volunteers and interns achieve a sense of satisfaction and accomplishment through their service with us.

We appreciate and recognize your willingness to serve and work alongside our staff, participants, and members. Together we can help this Agency meet the needs of our community.

Thank you for your contributions to the YWCA!

Sincerely,

Benjamin Fresquez
Volunteer Services Director

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**IMPORTANT NOTICE**

The YWCA reserves the right to modify, amend, add, or delete any statements, procedures, etc. made in this Handbook at any time for any reason, and portions of the Handbook may be re-written from time to time.

This Volunteer Handbook does not constitute an expressed or implied agreement for employment. No manager or representative of the YWCA has the authority to enter into any agreement of employment or to make any agreement contrary to the foregoing without written approval from the Human Resources Officer and the department administrator.

If you have questions or do not understand any information contained in this Handbook, contact the Volunteer Services Director for clarification at (915) 533-2311.
Mission and Imperative

Mission of the YWCA

The YWCA El Paso del Norte Region is dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom, and dignity for all.

Imperative

At the National Convention in 1970, it was voted that the YWCA of the USA would have one imperative:

“To thrust our collective power toward the elimination of racism wherever it exists and by any means necessary.”
Leadership Core Values

**Integrity** drives our commitment to quality services. Our commitment is to honest and forthright relationships with our members, participants, business partners, vendors, volunteers, and employees.

**Responsibility** makes us accountable for and accept the consequences of our behavior. We strive for excellence in everything we do. We will be responsible for adhering to the highest legal and ethical standards.

**Respect** requires us to recognize and appreciate our differences and create an environment based on trust, encouragement, teamwork and responsive communication among all staff, volunteers, and members.

**Community Outreach** mandates that we fully participate in activities to improve the quality of life for citizens of this region.

**Leadership Qualities**

**Earn and Give Respect** – A leader acknowledges the rights of individuals by listening to them, treating them with dignity, and valuing their worth, even when not agreeing with their particular beliefs or actions.

**Compassion** – A leader empathizes with others’ situations and circumstances while supporting them with an appropriate response.

**Recognize, Empower, and Inspire** – A leader recognizes abilities and potential in others, empowers them to enhance and utilize their knowledge and skills, and inspires confidence in their abilities.

**Strength of Character** – A leader remains true to her/his convictions when faced with opposition and is willing to do what s/he believes is right even if difficult, unpleasant, or mundane.

**Vision** – A leader has the foresight to predict and the fortitude to communicate a desired end, based on knowledge, intuition, perception, and clarity.

**Passion** – A leader has compelling enthusiasm for what s/he does.

**Integrity** – A leader lives by a standard of values and ethics that is above reproach.

**Accountability** – A leader makes commitments, follows through, and accepts responsibility for the outcome, good or bad.

**Embrace and Celebrate Diversity** – A leader has the courage and conviction to actively seek multiple perspectives and advocates that it is these differences that bring richness and value to life.
Racial Justice Core Values

**Respect**...the *LINK* that unites the YWCA Racial Justice and Leadership Core Values. Through RESPECT we welcome ACCEPTANCE;

**ACCEPTANCE**...with ACCEPTANCE of differences comes UNDERSTANDING of others;

**UNDERSTANDING**...through UNDERSTANDING, we begin to appreciate differences;

**APPRECIATION**...through APPRECIATION of differences brings unity and justice.

**Racial Justice Qualities**
Qualities that are components of the Core Values of Respect, Acceptance, Understanding, and Appreciation including, but are not limited to:

**Awareness** – heightening our own awareness of the benefits of diversity and justice, as well as encouraging awareness by others.

**Nurturance** – compassion and caring for all persons, regardless of their differences.

**Challenge to Racism** – role modeling justice and rejecting hate.

**Equity and Fairness** – ensuring equal treatment to all persons in all ways.

**Listening** – taking the time to listen to others and maintaining an open mind.

**Ally Building** – collaborating with others, including those who are different; collaborating with other individuals and organizations in programs or activities to enhance justice.

**Inclusiveness** – not excluding others because of their differences.

**Friendship** – offering the hand of friendship to each and every person.

**Diversity** – working for the respect, acceptance, understanding, and appreciation of differences.

**Racial Justice “We…the People” Initiative Objectives**

1. Identify and Challenge Racial Biases
2. Encourage Unlearning of Racism
3. Motivate Racial Understanding
4. Enhance Racial Acceptance and Appreciation
5. Inspire Building of Diverse Relationships
6. Foster Justice
7. Eliminate Hate

Strategies to achieve these objectives include Community Intake and Assessment, Education and Awareness, Advocacy, and Collaboration.
YWCA Leadership and Racial Justice Values

Respect

Vision: Eliminating Racism

Strategic Mindset

Mission: To promote justice and enhance the quality of life for all people through community leadership and community change.

Operational Excellence

Resource Management

Respect

YWCA Team"
YWCA History and Milestones

The Young Women’s Christian Association began in London, England in 1855 as a residential center for young women moving to the cities. In 1858, the movement spread to the U.S., first in Boston as a residence that expanded to offer skills training and recreation, and then grew rapidly throughout the country. The YWCA El Paso del Norte Region received its charter in 1909.

1909 The newly chartered YWCA in El Paso, Texas began as a residential center, offering educational and recreational programming, including a Women’s Employment Bureau, Lunch Room for working women, Traveler’s Aid, Business and Professional Women’s Club, Girl Reserves, and a Hospitality House for Mexican immigrants.

1969 The YWCA moved from the old Franklin Street building to the new facility on Brown Street – now the Joyce Jaynes Branch.

1980 & 1987 Capital Campaign fund drives in these years enabled the YWCA to complete its goal to own facilities in each of the five geographical areas of the city, plus a building for administrative offices and a camp.

1996 Hueco Conference & Recreation Center was donated to the YWCA by the El Paso Natural Gas Company.

1999 The YWCA celebrated its 90th anniversary and undertook one of the largest Capital Campaign fund drives ever in El Paso, with a goal of $9,000,000 to enable it to continue its tradition of service to the women and families of El Paso into the 2000s.

2000 The YWCA began renovations on its existing branches and construction of Independence House, a joint effort with the Women’s Junior League of El Paso.

2002 The YWCA began offering teen and school-age programs and services in Deming, New Mexico. Curriculum was developed and the facilitation of the Momentum Community Leadership Institute for area women began. Developed five 21st Century Community Learning Centers in enrichment educational programs in collaboration with school districts. Racial Justice Committee collaborated with the Holocaust Museum and Study Center to sponsor community 9/11 commemoration event featuring Morris Dees.

2003 Myrna J. Deckert retired as Chief Executive Officer of the YWCA in August after 39 years with the YWCA. Cindy Nance is named new Chief Executive Officer. KidFit, an initiative with the Paso Del Norte Health Foundation was developed to enrich after-school programs.


2006 Dr. Sandra Braham named new Chief Executive Officer of the YWCA.

2009 The YWCA El Paso del Norte Region celebrates its 100th Anniversary.
The YWCA is a voice for women and a force for social change. The supporters of the YWCA El Paso del Norte Region are part of a legacy of courageous and innovative leaders. While much has been accomplished, much remains to be done.

How can you help? By becoming a member of the YWCA, the largest women's organization in El Paso, the nation and the world! Your membership provides a direct benefit to the families in our region.

Since 1909, the YWCA El Paso del Norte Region has provided an empowering environment where women from all walks of life come together to access the tools they need to make their voices heard and to claim their individual and collective power.

**membership benefits**

Your YWCA membership is recognized at any YWCA location in the country and abroad. Members have the opportunity to participate in all YWCA programs throughout the year.

Members and associates have the opportunity to participate in YWCA programs throughout the year, at reduced rates. You will also receive full access, for one month,

A YWCA membership gives you the opportunity to develop your leadership skills by participating in the YWCA community programs and serving on committees. Members will receive periodic updates on initiatives supported by the YWCA, as well as invitations to special events.

**membership / rates**

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<th>Annual Membership Rates</th>
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<td>Individual</td>
<td>$50</td>
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<tr>
<td>Family</td>
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<tr>
<td>Teen (Unaccompanied)</td>
<td>$20</td>
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*register for or renew your ywca membership & receive full access free for one month*

For more information, call or visit your nearest YWCA branch today!
YWCA Branch Locations

Joyce Whitfield Jaynes Branch (Central)
1600 Brown St.
El Paso, TX 79902
P. (915) 533-7475
F. (915) 838-3544

Hours of Operation:
Monday - Friday 5:30a.m. to 8:00p.m.
Closed Saturday and Sunday

Dorothy Woodley Hunt Branch (Lower Valley)
115 Davis
El Paso, TX 79915
P. (915) 859-0276
F. (915) 859-8605

Hours of Operation:
Monday - Friday 5:30a.m. to 8:00p.m.
Closed Saturday and Sunday

Katharine White Harvey (West)
313 Bartlett Drive
El Paso, TX 79912
P. (915) 584-4007
F. (915) 584-7366

Hours of Operation:
Monday - Friday 5:30a.m. to 8:00p.m.
Saturday 8:00a.m. to 2:00p.m., Closed Sunday

Shirley Leavell Branch (East)
10712 Sam Snead Drive
El Paso, TX 79935
P. (915) 593-1289
F. (915) 590-1879

Hours of Operation:
Monday - Friday 5:30a.m. to 8:00p.m.
Saturday 8:00a.m. to 2:00p.m., Closed Sunday

Myrna J. Deckert Branch (Northeast)
9135 Stahala Drive
El Paso, TX 79924
P. (915) 757-0306
F. (915) 757-0507

Hours of Operation:
Monday - Friday 5:30a.m. to 8:00p.m.
Closed Saturday and Sunday
YWCA CDCs & Other Locations

Child Development Centers

Angela Guevara CDC
500 Rubin Drive
(915) 833-5500

Kastrin
9135 Stahala Drive
(915) 757-0306

Arteaga
212 Lisbon Street
(915) 772-7598

Mabee
10712 Sam Snead
(915) 593-1289

Betty Moore MacGuire
313 Bartlett Drive
(915) 584-4007

Mavis H. Escobar
115 Davis Drive
(915) 859-4007

Carlisle
2114 Magoffin Avenue
(915) 533-3125

Patricia M. Rogers
1600 Brown Street
(915) 533-7475

EPCC Transmountain
9570 Gateway North
(915) 831-5832

School-Age Parent Center
El Paso Independent School District

EPCC Valle Verde
919 Hunter Drive
(915) 831-2123

Sherman
425 Jaffe Place
(915) 542-0162

Housing Programs

Independence House
Undisclosed location
(915) 533-7475

Administration

Administration Offices
201 East Main Street
(915) 533-2311

Transitional Living Center
Undisclosed location
(915) 566-2762

Other

Senior Housing
115 Davis Street
(915) 859-0276

Mary Ann Dodson Camp
4400 Boy Scout Lane
(915) 533-2311
YWCA Programs

The YWCA El Paso del Norte Region transforms the lives of women, girls and their families, helping them reach their full potential by delivering innovative affordable programs and promoting equal opportunities for all.

About the YWCA
It's the volunteers, the board members, donors and the community we serve. It's the summer camp employees, counselors, after-school staff, and the membership. It is the child development employee who teaches, nurtures and helps a child grow into a healthy adult. It's you, it's me. We are the YWCA.

The YWCA is all the people who make it their goal to make other people's lives better - through much needed services and programs for women, girls and their families. It is the empowerment and building of community one family at a time. Every year, the lives of more than 62,000 people in 17 counties of west Texas and southern New Mexico are touched by the YWCA El Paso del Norte Region.

Through a holistic approach, our services and program promote the well-being of women and their families in order to provide opportunities for women to help themselves and each other. The YWCA creates a unique environment where women and girls form all walks of life come together to develop life skills, to make their voices heard, and to claim their individual and collective power.

Our programs answer the need for services and economic empowerment of women and girls, therefore creating lasting change in their lives.
INVESTING IN CHILDREN AND FAMILIES

Child Development
The YWCA offers high-quality, affordable part-time and full-day care at local child development centers and elementary schools for newborns to children 12 years old. Children enjoy developmental curriculum, physical activity, and nutritious food. Full day summer activities are offered at the Mary Ann Dodson Camp with swimming, field trips, movies, and sports.

Health and Wellness
Believing that healthy bodies promote productive lives, the YWCA offers health and fitness programs in its branches. With indoor and outdoor pools, exercise rooms, and gyms, the YWCA provides a complete fitness and recreational program. The well-rounded curriculum for all ages includes aerobics, weight conditioning, gymnastics, dance, music, and aquatics.

STRENGTHENING FAMILIES IN TRANSITION

Upper Rio Grande @ Work Child Care Services (CCS)
Child Care Services (CCS) is funded through the Upper Rio Grande Workforce Development Board. The department assists low income working families and military families in paying for child care and provides training and other resources for clients and child care providers in six counties.

Consumer Credit Counseling Services (CCCS)
Consumer Credit Counseling Services (CCCS) provides money management, education, and housing counseling services to families. Through debt management programs, families in financial crisis are assisted by working with creditors. First Time Homebuyer programs develop prospective home buyers for community purchase programs. CCCS and its counselors are accredited and certified. The CCCS and housing counseling programs are also provided in Las Cruces, New Mexico.

Transitional Living Center (TLC)
Homeless women and their children live here and work to obtain the education, job skills and jobs to become self-sufficient through life skills training and case management to build a foundation for independence. Children receive tutoring, referrals for needed services, and enrichment programs. The center operates around the clock.
Independence House
Independence House offers apartments, case management and mentoring to help women and their families gain education, training and life skills to break the cycle of family violence and move into unsubsidized housing by the end of the two-year program.

Teen Leadership
The YWCA Teen Leadership program provides youth with life management skills, social and leadership development opportunities, community engagement opportunities, college and career planning workshops, financial management seminars, field trips, camp activities, where teens can get together for fun, learning, and personal enrichment.

BUILDING OUR COMMUNITY

Racial Justice Initiative
The “We...the People” Initiative incorporates the core values of Respect, Acceptance, Understanding and Appreciation of Difference. Through the YWCA Racial Justice Committee, volunteers are offered opportunities to collaborate on projects that further the Racial Justice Initiative. Through the Racial Justice Facilitator Training, volunteers are provided the tools and skills needed to effectively facilitate racial justice curriculum modules to people of all ages.

Community Leadership Initiatives
*Momentum Leadership Institutes* are offered to community women, teen girls, staff members, businesses and organizations, incorporating the YWCA’s Leadership Core Values of Respect, Responsibility, Integrity, and Community Outreach. Other Leadership programs for women are also conducted throughout the year.

Women’s Benefit Luncheon
Over the past 18 years, the YWCA has relied on the assistance of volunteers to organize and coordinate the Women’s Benefit Luncheon, our signature fund raising event. In 2011, a team of more than 100 volunteers from all walks of life worked to raise nearly $450,000 to support local YWCA programs.
Volunteering at the YWCA

The YWCA encourages opportunities for volunteers and interns to be involved as an integral part of our community; to use their gifts, abilities, and time to benefit the YWCA in support of its mission and to enhance program quality; to demonstrate our commitment to inclusion, empowerment and equality; and to provide personal and professional growth.

Mission
The YWCA Volunteer Mission maintains a qualified volunteer workforce by providing recruitment training, placement, effective involvement, continuing opportunities, management, recognition, and retention of these volunteers.

Some Traits of our Volunteers and Interns
- Possesses interest and skills
- Exhibits positive feelings about people
- Shows compassion for those in need
- Expresses deep concern and consistency in meeting responsibilities
- Has a sense of conviction
- Is able to give and take
- Practices patience
- Embraces the YWCA Purpose, Imperative, and Mission

The Volunteer Service and Internship Experience
The service volunteer may work with the YWCA to gain professional experience and skills, explore social issues for a class, participate in community service as an organizational requirement, or experience El Paso beyond school, work, or home. The connections and relationships built through volunteerism will differ based on each individual's time, commitment, interests, and experience.

The intern experience can be fulfilled with unpaid non-credit internship opportunities to gain experience in a field of interest. Internships are generally awarded to upper-division (university and high school) students and are completed for one semester or summer. YWCA interns usually commit between 10-15 hours of time each week to their assigned program. Interns are required to complete a special project by the end of their internship, usually a project that benefits or enhances the operations of their assigned program.

Volunteer Recognition
The YWCA thanks our many volunteers who serve each day and contribute to our program areas, committees, and Board of Directors. Volunteers are recognized in various ways throughout the year during special events and functions.

YWCA Volunteers are recognized upon completion of 50 hours, 100 hours, 500 hours, and 1,000 hours of service.
Standards for Volunteers

The YWCA is committed to providing high-quality programs and services to the El Paso community. We are dedicated to protecting the health, safety, and well-being of our members, participants, and staff. Volunteers must fit into a prescribed program and fulfill standards in keeping with the Agency’s mission. All volunteers are expected to conduct themselves in a professional manner at all times. Any violation of these standards may result in dismissal as a volunteer at the YWCA.

- Accept and embrace the YWCA purpose, Imperative, and Mission;
- Complete any and all paperwork required before being assigned a volunteer placement;
- Agree to a background criminal check;
- Attend a YWCA Volunteer Orientation session, if applicable;
- If assigned to a Child Development or School-Age/After-School program, must be at least 16 years old or have completed the second year of high school (any exception to this minimum age requirement must be approved by the Children’s Services Administrator or School-Age Administrator);
- If assigned to programs other than Child Development or School-Age/After-School, must be at least 14 years old or have completed the eighth year of school;
- If assigned to a Child Development or School-Age/After-School Program, obtain a statement from a physician that no communicable disease or tuberculosis is present (YWCA PE-63 Form – Physician’s Certification for Volunteers and Adult Risk Assessment);
- Possess a Food Handler’s certification if assigned in a kitchen or in food service;
- Maintain a current CPR/First Aid Certification if application for the volunteer service;
- Maintain current fitness certifications if serving as a volunteer fitness instructor;
- Cooperate in any investigation when asked;
- Volunteers will not be allowed to work in departments where immediate family members are currently working or whose children are in care in a child development or after-school program.
- Adhere to all YWCA policies and procedures and department rules and regulations.
Important Information for Volunteers

Assignment
Volunteers are assigned to a YWCA program or department and to one of the department supervisors. Training is given to volunteers and interns at their job site by a staff person.

Commitment to Service Hours
Volunteers are asked to communicate a service schedule with their site supervisors each week. If a volunteer is unable to report for service, they must immediately notify their site supervisor or the Volunteer Services office. Volunteers who do not show up for duty without notice may be dismissed from volunteering in their assigned program.

Dress
Volunteer appearance and attire are important parts of the overall image presented by the YWCA. Dress must be neat, clean, and appropriate for their respective assignment. The example of the department’s supervisor should be followed. YWCA staff members are authorized to send a volunteer home if they are dressed inappropriately.

Cell Phone Use
Personal phone calls are not normally permitted while volunteering, except for emergencies. Personal cell phones may not be used at the volunteer station.

Timesheets
YWCA staff will track volunteer hours using the Volunteer Timesheet. Volunteers should have their supervisor complete when they started and completed service each day. Timesheets are submitted to the Volunteer Services office at the beginning of every month. Volunteers are not permitted to leave a site with their timesheet; however, staff will provide a copy of the timesheet if requested by the volunteer.

Breaks
Breaks, including lunch breaks, if applicable, are scheduled with the assigned department supervisors and are taking in designated areas.

Parking
Parking is available at all locations. The handicap parking spaces and loading areas must be respected. Volunteers should park further away from the entrance as they will be in the building longer than most participants. Bicycles should be parked in designated areas and secured by a locked chain.

Solicitation
Sales or purchases of any non-authorized products or services at any YWCA location is prohibited. Volunteers may participate in YWCA ways and means projects.

No Smoking
The YWCA does not permit smoking in any facility.
Important YWCA Policies

**Freedom from Discrimination or Prejudice**
It is the intent of the YWCA that every aspect of Volunteer Services with the YWCA shall be free of discrimination or prejudice.

**Affirmative Action**
The YWCA fully endorses affirmative action. Our Affirmative Action Plan reflects our commitment to maintain a diverse workforce of individuals and volunteers that mirrors the make-up of our community. The YWCA acts affirmatively to make available opportunities without regard to age, race, gender, color, religion, national origin, citizenship, disability, veteran status or services in the armed forces. The Affirmative Action Plan is available for review during normal business hours in the Human Resources Office.

**Anti Harassment Policy**
The YWCA has adopted a “zero tolerance” policy regarding unlawful harassment. Consistent with the Agency’s policy of equal employment opportunity, the Agency will not tolerate the harassment of any anyone on the basis of race, gender, religion, color, national origin, citizenship, age, disability, or veteran status. This Policy applies equally to everyone at the YWCA and may also include members, volunteers, vendors, and contractors.

A volunteer who believes she/he is being harassed on any of these bases should immediately contact the Volunteer Services Director. An investigation will be commenced immediately, and volunteers must cooperate fully with any such investigation. If, after investigation a complaint of harassment, it is found that harassment took place, or if any individual refuses to cooperate in such investigation, the offending person will be subject to immediate action as determined appropriate by the Agency.

The Agency expressly prohibits any form of retaliatory action against those who file a bona fide complaint under this policy or for assisting in a complaint investigation. If, after investigating any complaint of harassment or unlawful discrimination, the Agency finds that the complaint is not bona fide or was not made in good faith, or that false information regarding the complaint has been provided, immediate action as determined appropriate by the Agency may be taken with the individual who filed the complaint or who gave the false information.

Harassment is defined to include any derogatory treatment directed toward a volunteer in which her/his race, gender, religion, color, age, national origin, citizenship, disability, or veteran status is criticized. Sexual harassment is more broadly defined to include any unwelcome sexual advances, requests for sexual favors or other verbal or physical conduct of a sexual or otherwise offensive nature, (including sexual jokes, comments, pictures, etc.) made by one toward another, where:

1. Submission to the conduct is made either explicitly or implicitly a term or condition of employment;

2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting the individual; and/or
3. Such conduct is pervasive and has the purpose or effect of unreasonably creating an intimidating, hostile or offensive working environment.

Examples of the types of conduct expressly prohibited by this policy include, but are not limited to the following:

- Sexually suggestive touching
- Grabbing, groping, kissing or fondling
- Foul or obscene language
- Suggestive or sexually explicit posters, calendars, photographs, graffiti, cartoons
- Unwanted or offensive letters or poems
- Offensive e-mail or voice mail messages
- Sexually oriented or explicit remarks, including written or oral references to sexual conduct, gossip regarding one’s sex life, body, sexual activities, deficiencies or prowess
- Questions about one’s sex life or experiences
- Sexual assault or rape
- Any other conduct or behavior deemed inappropriate by the Agency

**Volunteer Incident Reporting**

If a volunteer is injured or involved in an incident, the YWCA Form PE-31 (8/02R) Participant-Volunteer Incident Report must be completed by a department supervisor who observes this incident, or the person to whom the volunteer reports the incident or accident to. **Volunteers should never complete this form.**

Incident Reports are only completed where the event occurred at a YWCA facility or property, or was under the program control of a YWCA employee. All accounts of the incident/injury must be recorded and required signatures obtained. In some cases written statements may be requested. If a copy of the form is requested by the volunteer, it can be provided once the department supervisor has reviewed and signed it.

**Criminal Background Checks**

Criminal background checks are conducted by the Agency on all volunteers once they have completed initial paperwork and prior to referral to the department they will be providing service to. These background checks may also be periodically done throughout the volunteer’s service with the YWCA, if applicable, in accordance with Texas Department of Protective & Regulatory Services (TDPRS) requirements.

Where a criminal background check reflects violations that would violate TDPRS regulations or standards, or are deemed unacceptable for the volunteer to begin or continue the assignment, the volunteer will be relieved from the assignment until resolved. The volunteer will be given an opportunity to clear any errors on their record, obtain a disposition letter from the court if the case is still open, or provide other relevant information as requested by the YWCA.

If in childcare, the decision as to whether the volunteer may continue service will be made by TDPRS and/or the Agency. The Department Administrator, in coordination with the Volunteer Services Director, will make the decision on an individual basis for volunteers in other assignments based on the seriousness, type, and the time since the incident occurred, where this volunteer is assigned, and the tasks to which a volunteer is assigned.
Sexual offender background checks may also be done on volunteers. The same procedures will be followed as with criminal background checks.

**Substance Abuse**

At the YWCA, we believe that our success depends on the physical and psychological well-being of our employees, volunteers, and participants. We promote a drug-free and alcohol-free environment and strictly prohibit the following by any individual:

- Manufacture, use, sale, purchase, transfer or possession of any illegal drug.
- Use or being under the influence of illegal and legal drugs
- The possession, use, or being under the influence of alcohol during service assignment. Abuse of alcohol includes the possession of open containers, use of or being under the influence of alcohol during the assignment, including lunch or rest breaks.
- Off-duty possession or use of drugs and/or alcohol to the extent such possession or use adversely relates to the YWCA’s legitimate interests or to the ability of the volunteer to safely and efficiently perform the service assignment.

If a volunteer is suspected of being under the influence of either drugs or alcohol, she/he will be required to submit to a drug test or may be relieved of their service assignment. Any volunteer involved in a motor vehicle accident while operating a YWCA vehicle or their own vehicle to do YWCA business will be drug tested. Any volunteer seriously injured while working will also be required to take a drug/alcohol test. If a volunteer reports an injury but declines immediate medical attention, an immediate drug/alcohol test may be required and/or the volunteer may be released from any service assignment. This determination will depend on the type of injury and/or circumstances involved. Volunteers who refuse to consent to an alcohol and/or drug test will be immediately relieved of their assignment.

Volunteers who test positive for alcohol and/or drugs will be permanently relieved of any service assignments to the YWCA.

Any volunteer who observes or has personal knowledge that another individual is in violation of this policy has an obligation to make a good faith report to the Volunteer Services Director. The volunteer will refrain from discussing the matter with anyone except the Volunteer Services Director or other designated YWCA employee.

In the event a volunteer is convicted of any drug or alcohol related crime, that individual must notify the Volunteer Services Director immediately after the conviction. If the volunteer does not do so, the individual will be relieved of the service assignment. The YWCA will normally refer any violators of this policy to law enforcement authorities.
Crisis Management

The foremost objective of the YWCA during a time of crisis is to show organizational concern and to reinforce confidence in the YWCA and its leadership. To achieve this objective, the Agency will be forthright in dealing with a crisis and will cooperate with all authorities to the fullest extent possible through the YWCA designated spokesperson. Examples of a crisis include, but are not limited to:

- Drowning or near drowning
- Suspected child abuse
- Bomb threat
- Serious medical emergency/trauma or death
- Natural disaster such as loss of power to wide areas, tornado, etc.
- Fire
- Poisoning
- Missing or stolen child

At time of notification from a facility, the Senior Staff is responsible to respond to the crisis site if necessary and to contact the CEO or designate. The CEO will establish a command center and call together designated Senior Staff to form a Crisis Team. Administrators of programs, Safety Manager, and Public Outreach and Development Administrator and Director will immediately go to the emergency/incident site. The CEO will immediately notify the Board President.

The Crisis Team determines what information is given to the news media, families, staff, and other individuals requesting information. The Crisis Team determines frequency of media updates and controls all photos/videos of the incident site. Any volunteer who receives media inquiries will politely defer comments to the Public Outreach and Development Director.

Under no circumstances may a volunteer, other than the Public Outreach and Development Director or authorized spokesperson, respond to inquiries from the media. This is important for several reasons, including the fact that the volunteer does not represent herself/himself at this point, does not know all the details of the incident, and is not authorized or qualified to make statements or comments to the media.

The Crisis Team is responsible that families of any affected participant/staff are notified in a timely manner. The Crisis Team is responsible to set up and maintain a command/briefing center.

After the crisis has passed, affected Department Administrators will fully document the event. In the event of an internal investigation, it will be conducted in concert with the Human Resources Officer. Within one week following the crisis, the Crisis Team will meet to analyze actions taken during the emergency and to update policies and procedures as necessary.

Workplace Violence and Weapons

It is the policy of the YWCA expressly to prohibit any acts or threats of violence by any employee/volunteer or former employee/volunteer against any other employee/volunteer in or about the Agency’s facilities or elsewhere at any time. The YWCA will not condone any acts or threats of violence against its employees, members, visitors, or volunteers by any individual on the Agency’s premises at any time or while they are engaged in business with or on behalf of the YWCA, on or off the Agency’s premises.
Safety Guidelines

Always perform your job in such a way that you do not endanger yourself or those with whom you work. Obeying the following basic rules will ensure safe working conditions.

- Know your job and how to perform it safely. If you have any concerns or questions, please ask your supervisor.
- If you operate any machinery or equipment, you must be trained first. Maintain all equipment in good working order. If broken, notify your supervisor.
- Avoid "horseplay" and practical jokes as they can result in accidents.
- Do not carry bulky items that block your view of the steps going up or down. Keep one hand free to grip the rail.
- Clean up or report all dirt, trash, boxes, etc. that may be on the floors or on the stairs.
- Obey maximum capacity notices in elevator, if elevator stalls push alarm button to summon help. Remain calm.
- Do not operate anything electrical in or near water.
- Report all accidents and/or near accidents to your supervisor.

Fire Safety

Fire Prevention
- Use only portable heating devices that are in good condition and approved by your supervisor. Read and follow the manufacturer's instructions.
- Store flammable and quick burning materials in proper containers and only in designated locations away from heat.
- Report immediately to your supervisor all equipment that sparks, shocks, or smells like it is burning when you turn it on.

IF A FIRE OCCURS, ACTIONS MUST BE TAKEN TO PREVENT IT FROM CAUSING INJURY TO YOU, YOUR FELLOW VOLUNTEERS, YWCA STAFF, OR OUR PARTICIPANTS.

- You must REACT positively:
  R - Remain calm and encourage others to remain calm
  E - Evacuate everyone to outside the building- walk not run
  A - Advise the Fire Department if needed
  C - Confine the fire by shutting the doors as you leave
  T - Tell YWCA Maintenance staff
• Save people first – never endanger yourself to fight a fire

• Know the location of the fire pull stations and fire extinguishers where you work.

• To use a Fire Extinguisher - REMEMBER PASS:
  P - Pull the pin: Unlocks operating lever
  A - Aim low: Point nozzle at the base of the fire 10-20 feet away
  S - Squeeze the lever above the handle – it discharges with force for 30 seconds
  S - Sweep from side to side, moving towards the fire until flames go out

  **IF EXTINGUISHER DOES NOT EXTINGUISH FLAMES AT ONCE, LEAVE THE AREA IMMEDIATELY. NEVER EXPOSE YOURSELF TO INJURY BY FIRE.**

Evacuation

• Know in advance the nearest exits and fire evacuation plan.

• If a fire/hazard blocks that exit find the most direct, safest route out of the building.

• DO NOT USE AN ELEVATOR DURING A FIRE.

Hazardous Chemicals Communications Program

Objective
The objective of this program is to set forth policies and procedures concerning Hazardous Communications to enhance the safety and well being of YWCA volunteers. This program is also designed to provide for compliance with the Occupational Safety and Health Administration’s (OSHA) Hazard Communications Program requirements 1910.1200.

Assignment of Responsibility
The Safety Manager is responsible to ensure development, implementation, and monitoring of this program.

Program
The following topics are included as part of the program to ensure both compliance with the OSHA Hazardous Communications Standard and the safety of our volunteers.

1. Hazardous Chemical List
2. Material Safety Data Sheets (MSDS)
3. Labeling
4. Training
5. Storage
6. Non-Routine Task
7. Program Compliance

• Know the facts about the chemicals you are using! Consult the MSDS sheets (Material Safety Data Sheets) located at the front desk or in the offices at each work site.

• Read and follow all the warning signs and instructions on the label of each chemical. DO NOT MIX CHEMICALS (Especially caustic cleaners and chlorine or ammonia products!).
• Wear Personal Protective Equipment if the chemical label or MSDS sheet requires it. (Gloves, eye protection, respirator mask)

• Work in well ventilated areas.

• Clean up all spills immediately and dispose of all rags etc. properly.

• Do not eat, drink, or smoke around any hazardous materials.

• Wash hands and other exposed areas thoroughly with soap and water immediately following use.

• All chemicals must be labeled and stored away from food products, open flames, etc. Do not store chemicals that can cause a toxic reaction together.

• Do not store any chemicals in the childcare areas or in an area that a child can access.

• **IF YOU EXPERIENCE ANY ADVERSE EFFECT FROM ANY MATERIALS YOU ENCOUNTER, YOU SHOULD NOTIFY YOUR SUPERVISOR AND SEEK MEDICAL HELP IMMEDIATELY.**

**Blood Borne Pathogens Standard**

OSHA’s Blood Borne Pathogens Standard is designed to protect anyone whose job might expose him or her to blood borne disease and infectious materials. These safety guidelines must be followed when giving first aid, or in any situation where exposure to bodily fluids containing blood and bacteria is possible. (OSHA Reg. 29CFR 1910.1030)

**Universal Precautions:**

a. Personal Protective Equipment (PPE) such as gloves, CPR masks, etc. will be available at each work site and must be used during first aid procedures, cleanup of potentially infectious or hazardous materials, and diaper changes where open sores or blood in urine or feces is present. The PPE is located in the First Aid Kit, which must be easily accessible and taken on field trips and other outings.

b. A good selection of gloves is maintained at the workplace and in all First Aid kits. Proper gloves are an essential protection against blood borne pathogens, potentially infectious materials, and bacteria. Wear gloves any time there is a possibility of contact with blood borne pathogens, potentially infectious materials containing blood, hazardous materials, or contaminated items and surfaces. If exposure to large amounts of blood is possible, wear gloves fitting tightly around the wrist to provide the greatest protection.

c. Volunteers must wash their hands with soap and water before and immediately following diaper changes, contact with blood or other potentially infectious materials, and after removal of the gloves or other PPE. Wash hands thoroughly, including between the fingers and to the wrists for at least 10-15 seconds.
d. Appropriate gloves must be worn in ALL instances where first aid is required and bodily fluids containing blood are present. Gloves may be used, at the staff members discretion, when changing diapers or for clean up when blood borne pathogens are not visible. Gloves are to be worn only once and must be properly discarded after each use.

e. All Contaminated Waste (i.e. dirty diapers, bloody bandages, feminine napkins, etc.) must be properly discarded in a separate container. To transfer or dispose of materials that contain blood or other potentially infectious materials, use closeable, puncture resistant fluorescent orange or red containers labeled “Bio-hazard” or “Hazardous Waste”. Blood or feces stained clothes (childcare) must be placed in a plastic bag and sent home with the parents. Soiled clothes will not be sorted or washed in childcare areas.

f. If body fluids (i.e. vomit, puddle of blood, feces) are present on the floor or other surface, it must be cleaned up using appropriate fitting gloves and bleach water (one part bleach to ten parts water) and allowed to sit for 3 minutes. Gloves, rags and other items used to clean up the contaminated area must be discarded immediately.

g. If potentially infectious items such as needles, condoms, broken glass, etc., are found at the work site (play ground), they must be picked up and disposed of using a dustpan, shovel, or tongs. They must be placed in a closeable, puncture resistant fluorescent orange or red container labeled “Bio-hazard” or “Hazardous Waste”.

ALL HUMAN BITES MUST BE REPORTED TO THE SAFETY MANAGER. Volunteers who have an open bite wound or are exposed to blood or other bodily fluids will be referred to an approved medical provider for evaluation. Volunteers will be offered blood tests and vaccinations for HBV and HIV as appropriate.

Back Safety and Lifting

BEFORE YOU LIFT – ASK YOURSELF:

✓ Can I lift it alone?
✓ Do I need a dolly or hand truck?
✓ Is it too awkward for one person to handle, or should I ask a co-worker for help?
✓ Is a path cleared to my destination? Any pinch points or narrow doorways?
✓ Can I push the load? (Pushing heavy objects strains the back and causes poor visibility and lack of control of the load.)

Ask for assistance from a staff member when lifting heavy objects.

Office Safety

• Keep aisles, hallways, and floor spaces clear of boxes, extension cords, and trip hazards.

• All floors must be free of spills and all carpets/mats must be placed flat and without frayed edges.

• Approach closed doors with caution, open doors slowly. Do not open doors by kicking or pushing with your feet (small children may be on the other side of the door).
• Make sure all office equipment is in working condition. DO NOT attempt to repair broken equipment yourself.

• All cords must be in good condition, extension cords must be three prong (grounded) and surge protectors mounted three (3) inches above the floor.

• Periodically inspect all chairs, desk, and other office equipment for safety hazards. Report hazards to your supervisor.

• Do not tilt chairs while sitting in them. DO NOT use a chair as a step stool.

• Keep drawers of desks/filing cabinets closed when not in use.

• Do not open the top 2 drawers at the same time.

• Get help or use a dolly when you try to move boxes, desk etc. Notify your supervisor if it is too heavy to move alone.

• Properly store items in cabinets, on shelves etc. Heavier items stored on the bottom. Sharp objects stored in a closed container.

**Building/Housekeeping/Maintenance Safety**

• Avoid mopping, stay on the dry portion of the floor and leave a dry walkway to avoid slips and falls. Use caution when mopping floors.

• Always place a wet floor sign out BEFORE you mop a floor.

• Schedule mopping times when the traffic is at its lightest.

• Be sure that all walk ways, stair wells, floor areas are free of slip and trip hazards such as vacuums, cords, mop buckets, trash bags etc.

• Know all the chemicals that you are using. Read the labels and MSDS sheets before using them.

• Staff must wear gloves and eye protection while cleaning with chemicals.

• Use buffing equipment only if you have been trained how to use it.

• Read and follow the BACK SAFETY AND LIFTING PROCEDURES and HAZARDOUS COMMUNICATIONS PROGRAM regarding chemicals in this book.

• Pick up broken glass with a brush and dustpan. When emptying garbage cans pull out bag from top and avoid touching sides or bottom of bag.
Childcare Program Safety Guidelines

General Safety in Childcare Areas

- All rooms must be free of slip/trip hazards such as food, toys, cots (when not in use), etc.

- Craft materials, games, and toys must be properly stored off the floor. Children must be monitored while using scissors, glue etc.

- Do not move shelves, play centers, book cases etc. Ask for help and use proper lifting procedures.

- Children must be kept out of the kitchen and storage areas.

- All broken cots, equipment, tables, chairs, and toys must be removed from the premises or stored away from the children.

- When lifting toddlers or infants, proper lifting procedures must be followed.

- When lifting or setting down an infant, position yourself outside of crib facing the child. Do not twist your back while lifting the child.

- All playground equipment must be in good shape without screws sticking out, the steps up and slides in working condition. There must not be any missing or broken pieces. Swings, bridges etc. must be in tact.

- All electrical outlets in childcare areas must be covered with outlet covers.

- The playground area must be checked before the children are allowed to play. All broken bottles and trash, etc. must be disposed of.

- Children are not allowed to be in trees, or on posts, rock walls etc.

- In the After-School programs, the children are not allowed to use the playground equipment unless it is on YWCA property or a sponsored field trip.

- At school sites, only employees are allowed to move tables or other furniture.

- An employee or parent must accompany children leaving the program area

Inappropriate Behavior with Children

Inappropriate behavior with children by volunteers in any form is strictly prohibited. Allegations or observations of inappropriate touching, abuse, or sexual behavior toward any child will be followed by suspension pending an immediate dismissal from assignment, filing of criminal charges and reporting of the behavior to regulatory authorities. Suspected child abuse must be reported. The TDFPS Abuse Hotline is 1-800-252-5400.
Interactions with Parents and Guardians
Volunteers in child care areas will interact with parents and children on a regular basis. Sometimes parents or guardians get upset with a staff member for various valid or invalid reasons. In these circumstances, you must remember to act in a courteous, professional and mature manner. Stay to the issue at hand, do not allow yourself to react negatively or in an angry manner and refer the individual to the department supervisor, or school/daycare staff immediately.

After-School Programs
Volunteers who are assigned to an After-School program must be alert and protect the welfare of the children at all times. The school accepts no responsibility or liability for any injury of a child in the program during the times that the YWCA is operating its program.

Here are some examples of Don’ts:
- Don’t allow children to play on the outside gym equipment.
- Don’t allow children to slide in socks on the gym floor.
- Don’t allow children to play with wooden/metal bats.
- Don’t allow children to climb on stages or tables.
- Don’t allow children to bring expensive items into the program site.
- Don’t become a competitor.
- Don’t yell, act rough with, or hit any child under any circumstances.
- Don’t permit any child to hit or injure another child.
- Don’t confiscate any personal belongs (i.e., electronic toys, DS, PSP, MP3, etc.) Make a report and notify parents of allowable personal belongings.

Here are examples of Do’s:
- Do organize activities for the children.
- Do control the children.
- Do interact with the children.
- Do check with the office for any child who is regularly scheduled but does not show up.
- Do report any missing child immediately. Know the 30 Minutes “Missing Child Procedure.”
- Do confiscate any dangerous or illegal items such as knives, drugs, etc. Make a report and notify parents and supervisor. The supervisor will notify the YWCA Safety Manager and appropriate authorities.

These safety policies and practices are not all-inclusive.

Safety questions or concerns should be brought to the attention of the department supervisor, or the Volunteer Services Director, or the YWCA Safety Manager at 533-2311.

REMEMBER THAT SAFETY IS EVERYONE’S RESPONSIBILITY!