



2026 VOLUNTEER HANDBOOK

Disclaimer

The policies in this Volunteer Policy Handbook (“Volunteer Handbook” or “Handbook”) are not intended as a contract of service and do not constitute one. The YMCA of the Black Hills (the “YMCA” or “Y”) may change, delete, suspend, or discontinue any policy or benefit described herein at any time with or without prior notice, to the extent permitted by law. Volunteers at the YMCA of the Black Hills serve of their own free will and are not employees, and therefore are not entitled to wages, benefits, or compensation for their services.

This Volunteer Handbook supersedes all previously issued policies, whether written or oral, policy manuals, and volunteer handbooks. In the event there is a conflict in this Volunteer Handbook to applicable law, the YMCA will follow the applicable law.

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Section 1.00 Who We Are

1.01 Welcome from the CEO

The YMCA of the Black Hills is a special place to volunteer. We serve over 23,000 people each year and you have a chance to transform the lives of the members and program participants we serve. YOU are the key to our success. Whether you have just joined our team or have been at the YMCA for a while, we are confident you will find our agency a dynamic and rewarding place in which to volunteer. We look forward to a productive and successful partnership. We consider the volunteers of the YMCA to be one of our most valuable resources. Thank you for joining our YMCA team. We welcome you and look forward to working with you as we advance the YMCA's mission in the communities we serve.

Keiz Larson YMCA CEO

1.02 National Mission of the YMCA

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

1.03 The YMCA's Cause

At the Y, strengthening the community is our cause. We believe positive, lasting, personal, and social change can only come about when we all work together to invest in our kids, our health, and our neighbors.

The YMCA's cause is our mission in action – a promise to do everything in our movement's considerable power to enrich the common good and make life better for individuals, families, and our community.

Every day, we work side-by-side with our neighbors to make sure everyone, regardless of age, income, or background has the opportunity to learn, grow, and thrive. We believe in order to bring about meaningful change in individuals and our community, we must be focused and accountable.

1.04 The YMCA's 3 Pillars

We focus our work on three key areas that are fundamental to strengthening the community:

Youth Development

We believe the values and skills learned early on are vital building blocks for life. Because of the YMCA, more young people in neighborhoods and around the nation are taking a greater interest in learning and making smarter life choices. At the YMCA, children and teens learn values and positive behaviors, and can explore unique talents and interests, helping them realize their potential. That makes for confident kids today and contributing and engaged adults tomorrow.

Healthy Living

Being healthy is about maintaining a balanced spirit, mind, and body. The Y is a place where you can work toward balance by challenging yourself to learn a new skill or hobby, fostering connections with friends through our lifelong learning programs, or bringing your loved ones closer together through our many family-centered activities. At the YMCA, it is not about the activity you choose as much as it is about the benefits of living healthier on the inside as well as the outside.

Social Responsibility

At the YMCA, we are a cause-driven organization committed to providing support to our neighbors and opportunities for kids, adults, and families to give, join in, or advocate in the name of stronger communities.

1.05 The YMCA's 4 Core Values

Caring: Showing a sincere concern for others.

Honesty: Being truthful in what you say and do.

Respect: Follow the "Golden Rule".

Responsibility: Being responsible for your actions.

1.06 The YMCA's 5 Voice Attributes:

Nurturing: We care for, support, and help people develop through encouragement.

Genuine: We are honest and open in our relationships with others.

Hopeful: We are optimistic about future outcomes.

Determined: We devote full strength and concentrated attention to our work.

Welcoming: We accept people eagerly, warmly, hospitably, and as equals.

1.07 Code of Conduct

The YMCA of the Black Hills is committed to providing a safe, welcoming, and positive environment for all individuals, including staff, volunteers, members, consumers, youth, and third-party participants. Everyone engaged in YMCA facilities, programs, activities, or events is expected to behave in a mature, responsible, and respectful manner that upholds the YMCA mission and core values.

Core Expectations

All individuals must:

- ❖ Demonstrate the YMCA core values of Caring, Honesty, Respect, and Responsibility.
- ❖ Treat all people with dignity and respect, regardless of race, culture, faith, ability, gender, sexual orientation, age, economic background, or any other protected characteristic.
- ❖ Use respectful, positive language and behavior, free from profanity, vulgarity, harassment, intimidation, bullying, or abusive conduct.
- ❖ Contribute to a healthy, safe, and inclusive environment for all.
- ❖ Respect YMCA property and facilities, using equipment and spaces responsibly.
- ❖ Follow all YMCA policies and procedures, including those related to safety, supervision, technology, and program participation.

Safety and Conduct Standards

To maintain a safe environment:

- ❖ Violence, threats, bullying, hazing, abuse, or mistreatment of any kind—physical, verbal, emotional, sexual, or digital—are strictly prohibited.
- ❖ Weapons or items that may be used as weapons are not permitted on YMCA property, grounds, or during YMCA-sponsored activities, unless they are for specific program use or by law enforcement.
- ❖ Alcohol, illegal drugs, tobacco, vaping products, and misuse of substances are prohibited on YMCA premises and during programs.
- ❖ Appropriate attire and behavior are required at all times.
- ❖ Public displays of sexual affection or sexually explicit behavior are not permitted.

- ❖ Disruptive, unsafe, or destructive behavior is not allowed.

Youth & Vulnerable Populations

All individuals share responsibility for protecting children and vulnerable persons:

- ❖ Serve as positive role models, recognizing the influence actions and words have on youth.
- ❖ Use only positive guidance techniques and avoid frightening, humiliating, or inappropriate discipline.
- ❖ Avoid unapproved one-on-one interactions that compromise safety or supervision standards.
- ❖ Comply with YMCA electronic communication and device policies.

Reporting & Accountability

Anyone who observes unsafe, inappropriate, or concerning behavior must report it to YMCA leadership.

- ❖ The YMCA maintains zero tolerance for abuse and takes all reports seriously.
- ❖ Violations of this Code may result in disciplinary action, including suspension, termination, dismissal from programs, removal from facilities, or involvement of guardians or authorities, as appropriate.

Acknowledgment

Participation in YMCA facilities, programs, or activities signifies agreement to follow this Universal Code of Conduct and all applicable YMCA policies. The YMCA reserves the right to enforce these standards to protect the safety and well-being of the entire YMCA community.

Section 2.00 Volunteer Classifications and Commitment Expectations

2.01 Low Access & High Access Volunteers

Low Access Volunteers typically interact with members only in line-of-sight of an employee and only infrequently. Such volunteers might be a parent/guardian who is helping at a one-time event, or someone who only works with adults, not consumers or members. Low Access Volunteers may not be known by the members in the program or to other volunteers and employees. Low Access Volunteers have limited access to members and have few opportunities to develop relationships with members over time. Examples of Low Access Volunteers include parents/guardians who assist at a program where their child is a participant, a volunteer who works strictly with adults outside of the organization's property, or a volunteer who helps with business activities and does not interact with members.

High-Access Volunteers typically interact often or over an extended period with consumers. Such volunteers may be readily known to members under their supervision and to other volunteers and employees in the program. They may also supervise members with or without an employee present. High-Access Volunteers may carry a substantial amount of responsibility in a program serving members and such volunteers may have opportunities to develop relationships with members over time. Examples of High-Access Volunteers include a volunteer program instructor, a regularly scheduled volunteer coach, or a mentor for a member.

1.08 Membership Privileges

Volunteers may receive a single adult membership and program privileges, whenever participation does not exclude other members or add directly to the cost of the activity based upon an agreed upon commitment with their Director and approved by leadership.

Section 3.00 Training

3.01 Volunteer Training Standards

All high-access volunteers are required to complete association trainings within 60 days of start date unless supervisory approval is given for an extension due to unavailability of training or extenuating circumstances. Orientation training includes OSHA training (blood borne pathogens, hazardous communication, and safety), YMCA Mission and History (one time), MAGIC (annual), Child Abuse Prevention (annual) and area specific training within individual departments.

Refresher trainings are held annually. High-access volunteers missing the refresher trainings will be required to attend the next scheduled onboarding level 1 training. Continuation of volunteer service is subject to meeting and maintaining level 1 standards. Human Resources registers new volunteers upon commencement of their service for level 1 onboarding sessions.

Additionally, the YMCA of the Black Hills requires that all high-access volunteers are trained on the following foundational abuse prevention topics prior to having access to consumers and annually thereafter:

- The YMCA's policies related to preventing and responding to abuse;
- How to maintain appropriate boundaries with consumers;
- Definitions of abuse;
- Facts about sexual abuse;
- How abuse happens in organizations;
- Information about sexual grooming;
- How to manage high-risk activities (i.e., bathroom and locker room activities, diapering and toileting, transportation, camps, etc.);
- How to prevent false allegations;
- How to recognize and respond to suspicious or inappropriate behaviors and policy violations; and
- How to recognize and respond to suspicions or allegations of abuse.

The YMCA also requires that high-access volunteers are trained in how to recognize and respond to boundary violations and allegations or incidents of adult to consumer abuse, including:

- High-risk circumstances for boundary violations;
- How to recognize red-flag behaviors and boundary violations;
- How to respond to boundary or policy violations;
- Mandatory reporting requirements; and
- How to respond if a consumer discloses abuse.

The YMCA also requires that high-access volunteers are trained on effective monitoring and supervision practices for managing consumers and high-risk activities, including:

- Overview of the high-access volunteer's role in abuse prevention and monitoring;
- Supervision strategies that can reduce risk;
- Identifying and managing high-risk activities and circumstances;
- Examples of consumer-to-consumer sexual abuse;
- Characteristics of consumers more likely to act out sexually;
- Characteristics of consumers more likely to be abused by another member;
- Steps for preventing inappropriate behavior or sexual activity between consumers; and
- How to respond to incidents of inappropriate behavior or sexual activity between consumers.

The YMCA keeps documentation of training records for all volunteers. Failure to complete required training will result in disciplinary actions up to and including termination of service.

Section 4.00 Workplace Rules & Expectations

4.01 Dress Code – Appearance

The appearance of each volunteer is important to our image at the YMCA. Being a positive role model exemplifies the core values of honesty, respect, responsibility, and caring. How we look communicates something about us. Each department has its own guidelines to support the Y mission, and your supervisor will inform you of the proper attire in your departmental orientation.

However, the YMCA's general policy for all volunteers is as follows:

- ❖ Y logoed tops are required as part of the volunteer uniform and worn on the outside if layering.
- ❖ All volunteers must wear their name tag or lanyard with name tag while volunteering (exceptions allowed for group fitness volunteers). Pins are considered a safety hazard and are not permitted as part of the dress code.
- ❖ All clothing shall be of the proper color and style, well-fitted, clean, neatly pressed, in good repair, not faded or torn, and worn appropriately to cover areas meant to be covered.
- ❖ Volunteers must practice good grooming and personal hygiene practices.
- ❖ Piercings and other jewelry may be worn in moderation and if they are not a safety hazard to the volunteer in their work.
- ❖ Tattoos are allowed unless they display slogans or images that are demeaning or feature profanity or other messages that do not promote or enhance a safe and productive workplace.
- ❖ Shoes must be worn at all times, except for aquatic and infant care staff and volunteers. Open-toed shoes may be worn with prior departmental approval dependent on safety requirements.
- ❖ YMCA hats/caps may be worn facing forward. Bandanas may be worn when working outside or within the aquatic areas.
- ❖ Blue jeans and large Y-logoed shirts and sweatshirts are generally not to be worn but may be worn on Fridays.

Other Exceptions

During special theme dress up days, participating volunteers must still wear a name tag/lanyard to allow members to easily identify YMCA volunteers.

Religious or Cultural Exceptions

If the dress code required for your position conflicts with a sincerely held religious belief, the YMCA will provide you reasonable accommodation unless doing so will impose an undue hardship on the YMCA or compromise safety standards. You should bring any questions, concerns, or complaints about these dress requirements, or requests for reasonable accommodation, to your supervisor.

Special Situations

On occasion, volunteers may obtain approval or will be notified when they may wear clothing other than as outlined above – such as a cleaning project or a special event.

Violations

All volunteers are expected to exercise good judgment in their apparel and grooming habits. The YMCA reserves the right to send a volunteer home with the expectation they will return dressed appropriately.

4.02 Bulletin Boards, Solicitation, Gratuities, Gifts

Bulletin boards throughout our buildings are to be used to post compliance information about working at the YMCA. Notices of events or changes which may affect volunteers, departments, or the entire facility may be placed on bulletin boards or posted. Management will approve all items prior to posting.

Pamphlets, brochures, literature, and posters for products may only be in a break room or volunteer common area. At any given time, volunteers should be mindful of soliciting and are not obligated to buy anything that is advertised.

“Gratuities” and “gifts” for the purposes of this include money or items of value exchanged between YMCA employees or volunteers and members, guests, consumers, families, or vendors. This policy governs both the acceptance of gifts by employees or volunteers and the giving of gifts to consumers. All gratuities and gifts that are given to volunteers must be reported to the volunteer’s supervisor, who in turn will report it to the CEO. Edible, perishable gifts that are given are to be made available for all volunteers within the work area to share.

Volunteers will not solicit gifts or money from members, guests, or family members. Violation of these rules may be cause for disciplinary action, up to and including termination of service.

This organization strongly encourages employees and volunteers to refrain from exchanging gifts with consumers. However, gifts to consumers may be given under the following circumstances:

- ❖ Gift requests must be submitted to a supervisor and/or a designated administrator prior to being purchased;
- ❖ The supervisor and/or designated administrator will determine a cost limit regarding how much can be spent on the gift; and,
- ❖ Parents/guardians of the consumers must be notified about the gift item and why the consumers are receiving the gift.
- ❖ Employees and volunteers are prohibited from giving gifts to individual consumers except when the gift is authorized by a supervisor or designated administrator and given to all consumers (i.e., celebration of special events/holidays or group recognition).
- ❖ Require employees and volunteers to communicate that the gift is given on behalf of the organization not the individual employee or volunteer.

Sometimes it may be difficult to refuse gifts from consumers or their families. In many cultures, people give gifts to reflect their appreciation for people or services. To be respectful of consumers and their families, the organization makes reasonable allowances for acts of gratitude involving small gifts of appreciation from consumers and/or their families that have a monetary value not exceeding \$50. Employees and volunteers must disclose all such gifts to their immediate supervisor. Under no circumstances can staff accept money from consumers or their families as a gift. This gift acceptance policy should be included within materials given to parents/guardians and consumers; however, if a parent or consumer approaches an employee or volunteer with a gift that exceeds \$50, the employee or volunteer should politely decline the gift and refer to this particular policy. The employee or volunteer can also encourage the parent or consumer to speak with an immediate supervisor and/or a designated administrator if they have any questions. Artwork and letters of appreciation written by consumers for employees or volunteers may only be accepted if these items will be displayed in a public area at the organization. Employees and volunteers may not take consumer artwork or letters away from the organization whether to their personal homes or any other location.

4.03 Social Media

The Y recognizes the value of online social media tools for connecting with our patrons, including members, program participants, childcare families, employees, volunteers, partners, suppliers, and other persons conducting business with the organization. However, to ensure the YMCA maintains a values-oriented, positive, professional image, and to protect the safety and privacy of our patrons, all volunteers must abide by the following requirements when using social media for work or personal purposes.

Posting

All volunteers should recognize that they are personally responsible for the content they publish on their social media sites. At the Y, we require any volunteer actively posting on social media to:

- ❖ Preface your opinions about the Y or your volunteer duties with a disclaimer stating that your views do not

necessarily represent the Y's and are personal perspectives.

- ❖ Never share personal, proprietary, or confidential information about the Y or its patrons. Such information includes, but is not limited to, member information, trade secrets, financial information, and strategic business plans.
- ❖ Never share photos or videos of any YMCA program participants/members under the age of 18.
- ❖ Never share photos or videos of YMCA program participants/members without written consent. Volunteers must make their intentions very clear to the individuals in photos/videos when asking for permission to post. It is good practice to verbalize which platform(s) they plan to post on and what the context is.
- ❖ If an volunteer is aspiring to share photo(s)/video(s) with the Marketing Department to be used on the Y's branded social media pages or for other marketing purposes, an official photo consent form must be signed by all individuals in the photo(s)/video(s) (parent(s)/guardian(s) must sign for minors). Please reach out to the Marketing Department for further instruction regarding the form.
- ❖ Never post photos or videos taken in a locker room or bathroom.
- ❖ Abide by the Y's values and Code of Conduct expectations when posting. Never post anything inappropriate, threatening, harassing, bullying, or defamatory or that could contribute to a hostile work environment. Examples of inappropriate content include:
 - References / photos of alcohol or illicit substances
 - Photos with revealing clothing
 - Slanderous information about past, present, or future Y patrons

Other Engagement Expectations

In addition to policies around "posting", all volunteers must also abide by the following expectations when engaging on social media for their volunteer service or personal purposes:

- ❖ To maintain a unified and effective social media presence, only the CEO, Marketing Director, and/or approved individuals designated by the CEO or Marketing Director who have received proper training on YMCA social media practices and guidelines are authorized to create and/or manage YMCA social media pages.
- ❖ Sometimes, Y patrons may ask volunteers to become their "friend" on social media sites. This is allowed when the request is made by someone over the age of 18, but volunteers must remember they are representing the Y at all times and must refrain from posting inappropriate content.
- ❖ Unless specifically instructed, volunteers are not authorized, and therefore restricted, to speak on behalf of the Y. Volunteers may not publicly discuss members, products, employees, or any service-related matters, whether confidential or not, outside Y-authorized communications.
- ❖ Assure that you always use good judgement to help ensure that the Y's identity and reputation is never knowingly portrayed in an objectionable light. Think before you act and be civil to others and their opinions.

The world of social media is changing rapidly. If in doubt about anything related to the policies listed above or social media, in general, please reach out to the Marketing Department. The Y reserves the right to modify these policies at any time.

Failure to follow these guidelines could lead to morale issues in the workplace or detrimentally affect the Y's business. Violation of this policy may result in disciplinary action, up to and including termination of service.

There are additional policies and trainings in place for volunteers that are posting on behalf of the Y as a Marketing Department team member or designee. For more information about these accompanying measures, please reach out to the Marketing Department.

4.04 News and Media

To ensure the quality, consistency, and impact of information disseminated to media sources, all media inquiries

are to be handled by the Director of Marketing and Communications, regardless of who the media representative is, whom they represent, or how innocuous the request might be.

When the media requests information or a position statement, volunteers should indicate that all media requests are to be handled by the Director of Marketing and Communications and that they will call back shortly. Volunteers should ask for the name and contact information of the reporter, as well as specific information requested, and then alert the Director of Marketing and Communications. If they are unavailable, please pass along any inquiries to the CEO. Volunteers, other than the CEO and the Director of Marketing and Communications, may never respond to a media request on behalf of the YMCA unless otherwise elected or delegated.

Not following these guidelines may result in disciplinary action, up to and including termination of service.

4.05 Whistleblower Protection

The YMCA of the Black Hills Code of Ethics requires directors, officers, employees, and volunteers to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As representatives of the YMCA, honesty and Integrity must be practiced in fulfilling all responsibilities and complying with all applicable rules and regulations. The YMCA will investigate any suspected fraudulent or dishonest use or misuse of the YMCA's resources or property by employees, board members, consultants, or volunteers. Examples of such conduct include but are not limited to: Forgery or alteration of documents, unauthorized alteration or manipulation of computer files, fraudulent financial reporting, misappropriation, or misuse of YMCA resources, such as funds, supplies, or assets, authorizing or receiving compensation for goods not received or services not performed, or authorizing or receiving compensation for hours not worked.

Volunteers are encouraged to report, in good faith, suspected fraudulent or dishonest conduct, pursuant to the following procedures.

Reporting Responsibility

It is the responsibility of all directors, officers, employees, and volunteers to comply with the code and to report violations or suspected violations in accordance with this Whistleblower Policy. Your concerns about possible fraudulent or dishonest use or misuse of resources or property should be reported to your direct supervisor. If, for any reason, you find it difficult to report your concerns to this person, you may report the concerns directly to the CEO or Human Resources.

Supervisors and managers are required to report suspected violations of the Code of Conduct to the YMCA CEO, who has specific and exclusive responsibility to investigate all reported violations. In the event suspected violations involve the YMCA CEO, supervisors and managers are required to report suspected violation of the Code of Conduct to the YMCA Board Treasurer.

Investigation

Upon receipt of a report of this nature, the YMCA will promptly and thoroughly investigate the allegations, including reviewing documentation and interviewing witnesses. The YMCA may further choose to engage independent persons, such as auditors and/or attorneys, for the investigation. Appropriate corrective action will be taken, if necessary, and findings will be communicated to the reporting person and their supervisor.

Whistleblower Protection

The YMCA will protect whistleblowers by the following means:

- ❖ The YMCA prohibits any retaliation against whistleblowers. Whistleblower complaints or reports will be handled with sensitivity, discretion, and confidentiality to the extent allowed by the circumstances and by the law. Generally, this means that whistleblower complaints or reports will only be shared with those who have a need to know so that the YMCA can conduct an effective investigation, determine what action to

take based on the results of any such investigation, and in appropriate cases, engage with law enforcement personnel.

- ❖ The accused individual is prohibited from retaliating against a whistleblower for informing management about an activity which that person believes, in good faith, to be fraudulent or dishonest by, for instance, threatening physical harm, terminating employment, assigning punitive work assignments, or impacting salary or fees. Whistleblowers who believe that they have been retaliated against may file a written complaint with Human Resources. Any complaint of retaliation will be promptly investigated and appropriate corrective measures, up to and including termination of employment, will be taken if allegations of retaliation are substantiated. This protection from retaliation is not intended to prohibit supervisors from taking action, including disciplinary action, in the usual scope of their duties and based on valid performance-related factors.
- ❖ Anyone making a report or complaint must act in good faith and must be cautious to avoid baseless allegations. Individuals making allegations with reckless disregard for their truth or falsity, or who know the allegations are false, may be subject to disciplinary action by the YMCA, up to and including termination of service.

4.06 Concerns - Grievances – Proper Process

The YMCA values open communication and believes volunteers have important insights and concerns that help strengthen our workplace. Volunteers are encouraged to share opinions, suggestions, questions, concerns, or grievances regarding our policies, personnel, and/or other matters impacting the organization.

Many concerns can be resolved quickly through open dialogue. When appropriate, volunteers are encouraged to address the issue directly with the individual involved. If that is not feasible or does not resolve the concern, the volunteer should speak with their immediate supervisor.

Volunteers may also seek perspective or support from Human Resources at any point in the process.

Formal Grievance Process

A formal grievance may be filed when:

- ❖ Conditions of service are at issue;
- ❖ Harassment or discrimination is alleged;
- ❖ A violation of law or YMCA policy is suspected;
- ❖ Retaliation is alleged; or
- ❖ A concern raised informally has not been resolved.

Step 1 – Written Complaint

To initiate the formal grievance process, the volunteer must submit a written complaint to their supervisor or Human Resources within 10 business days of the incident or of becoming aware of the issue. An official grievance form is available from Human Resources.

The written complaint should include, to the extent possible:

- ❖ Names of individuals involved
- ❖ Dates or timeframe of the conduct
- ❖ Any known witnesses
- ❖ A summary of the concern, including relevant behaviors, policy or legal violations, direct quotes (if available), and documentation
- ❖ The resolution sought

Step 2 – Initial Review and Response

The supervisor or Human Resources will meet with the volunteer to discuss the grievance and will conduct a

timely, thorough, and objective investigation. All volunteers are expected to cooperate. A written response, including brief findings and any corrective action, will be provided to the volunteer within 15 business days of the meeting.

Step 3 – Appeal

If the volunteer is not satisfied with the Step 2 response, they may submit a written appeal to the CEO within 10 business days. The CEO (or designee) will meet with the volunteer and any relevant parties, conduct further review as needed, and issue a written response within 15 business days.

- ❖ If the grievance involves the CEO, the volunteer may submit the written appeal to the appropriate YMCA branch Board Treasurer, who will serve as the final decision-maker.

The decision of the CEO (or designee) or Board Treasurer (as applicable) is final.

Investigation and Confidentiality

Supervisors, Human Resources, and other leaders involved in the grievance process will maintain confidentiality to the extent permitted by law, and will ensure that all investigations are impartial, objective, and timely.

Retaliation Prohibited

The YMCA strictly prohibits retaliation against any volunteer for reporting a concern, filing a grievance, or participating in an investigation. Any suspected retaliation must be reported immediately to a supervisor, the CEO, or Human Resources. Retaliation will be investigated and may result in disciplinary action, up to and including termination.

4.07 Fraud

The YMCA is committed to preventing fraud and corruption from occurring and to developing an anti-fraud culture. The YMCA of the Black Hills will promote consistent organizational behavior that will aid in the detection and prevention of fraud against the YMCA.

Fraud includes, but is not limited to, the following:

- ❖ Dishonest or deceitful acts
- ❖ Forgery or alteration of documents or accounts
- ❖ Misappropriation of funds, supplies or other assets
- ❖ Impropriety in the handling or reporting of money or financial transactions
- ❖ Improperly profiting from an official position
- ❖ Disclosure of official activities or information for personal advantage
- ❖ Accepting or seeking value from third parties by virtue of official position or duties
- ❖ Theft or misuse of property, assets, facilities, or services for personal benefit
- ❖ Bribery and corruption
- ❖ Embezzlement
- ❖ False representation
- ❖ Concealment of material facts
- ❖ Collusion
- ❖ False accounting and/or making fraudulent statements to personally gain or gain for another; for example, falsely claiming overtime, travel, sick leave, or other special leave (with or without pay)

The YMCA and its volunteers will comply with the following expectations, policies, and principles:

- ❖ YMCA volunteers must have, and be seen to have, the highest standards of honesty, propriety, and integrity in the exercise of their duties.
- ❖ Volunteers must not defraud the YMCA, other YMCA employees, YMCA members, guests, volunteers, or YMCA contractors, in any way.

- ❖ The YMCA will investigate all instances of suspected fraud, impropriety, or dishonest conduct by employees and volunteers.
- ❖ The YMCA has developed and will maintain effective controls to prevent fraud.
- ❖ The YMCA will cooperate fully with any external investigating body.
- ❖ The YMCA will always seek to recover funds lost through fraud.
- ❖ All acts of fraud will be reported to the YMCA's Auditors.
- ❖ The YMCA will ensure that if fraud occurs, a vigorous and prompt investigation takes place.
- ❖ The YMCA will take appropriate action – including dismissal and/or criminal prosecution – against any volunteer defrauding (or attempting to defraud) the YMCA, other YMCA employees, YMCA members, volunteers, or contractors, where justified.
- ❖ The YMCA will review systems and procedures to prevent fraud.
- ❖ The YMCA will investigate whether there has been a failure in supervision and take appropriate disciplinary action, up to and including termination, where supervisory failures occurred.
- ❖ The YMCA will record and report all discovered cases of fraud.

Section 5.00 Safety & Compliance

5.01 Unlawful Discrimination and Harassment

It is the policy of the YMCA of the Black Hills that all employees, volunteers, interns, applicants, members, and guests are entitled to an environment that is free of any type of discrimination, harassment, bias, and prejudice. Accordingly, discrimination and harassment based on any protected class is prohibited. This includes the following areas:

- ❖ Race
- ❖ Color
- ❖ Creed
- ❖ Ancestry
- ❖ National origin
- ❖ Citizenship
- ❖ Sex (including pregnancy, childbirth, and related disabilities)
- ❖ Sexual orientation (including actual or perceived sexual orientation)
- ❖ Gender identity or gender expression
- ❖ Age
- ❖ Physical or mental disability
- ❖ Pregnancy
- ❖ Genetic information
- ❖ Veteran or military status
- ❖ Marital or familial status
- ❖ Public assistance status
- ❖ Membership or activity in local commission
- ❖ Participation in lawful activities off the YMCA's premises during nonworking hours which is not in direct conflict with the essential business interests of the YMCA
- ❖ Or any other class protected under federal, state, or local law

This policy applies to all applicable employees, volunteers, and independent contractors, and prohibits harassment and discrimination whether engaged in by fellow employees, volunteers, a supervisor or manager, or someone doing business with the YMCA.

The following behaviors constitute harassment and are therefore unacceptable and prohibited, even if not unlawful in and of themselves.

Verbal:

- ❖ Insults, using a person as a butt of jokes, abusive or offensive remarks, shouting at another, or other verbal abuse, including sexual comments, or making threats verbally, in writing, by email, by voice mail or in social media platforms.
- ❖ Dehumanizing other people by hurtful, insulting, or humiliating name-calling or other "hate words", including slurs or nicknames related to a protected class.
- ❖ Profanity towards another or made anywhere in the workplace.
- ❖ Slandering, rumors, or gossip, ridiculing or criticizing a person or his/her family.
- ❖ Derogatory comments about an individual's membership in a protected class.
- ❖ Jokes that have the purpose or effect of stereotyping, demeaning, or making fun of any protected class.
- ❖ Subtle or blatant suggestions for sexual activity.
- ❖ Demanding sexual favors, including those accompanied by implied or overt threats concerning one's volunteer service (Quid Pro Quo).

Visual:

- ❖ Visual messages that are degrading to or reflect negatively upon protected classes.
- ❖ Verbal or non-verbal innuendo that relates to or reflects negatively upon any protected classes.
- ❖ Visual harassment (i.e. derogatory posters, cartoons, or drawings) of a sexual nature and viewed to be offensive.

Physical:

- ❖ Pushing, shoving, kicking, poking, tripping, assaulting, punching, slapping, or any other forms of physical assault or threat of physical assault; displaying or brandishing a gun or knife; or damaging a person's work area or property.
- ❖ Patting, pinching or unnecessary touching of a sexual nature, and viewed to be offensive.

Other:

- ❖ Gestures: non-verbal threats or obscene gestures, glances which can convey threatening messages.
- ❖ Public humiliation in any form.

Procedures for Dealing with Unlawful Harassment

If you are the target of unlawful, unwanted harassment, respond to the problem, make your feelings absolutely clear to the harasser, and request that the conduct stop, if you feel comfortable doing so.

If you are not comfortable with confronting the offender, or if they do not stop when requested, inform your supervisor and/or human resources immediately.

If the suspected harassment involves your supervisor, you are to inform the CEO directly.

It is the volunteer's responsibility to bring such concerns to the immediate supervisor or CEO.

What Will Be Done

All claims of harassment will be examined impartially and promptly investigated. The investigation will include interviews with the volunteer making the charges, the alleged harasser, and appropriate witnesses. Each volunteer has a responsibility to answer all questions honestly and completely during any harassment investigation.

To the extent possible, the confidentiality of all involved will be protected against unnecessary disclosure.

After an investigation of the allegations, a determination will be made. If the facts support the allegations or violations and it is determined that the actions constitute a violation of this policy, coaching and/or disciplinary action, up to and including termination of service, will occur.

The YMCA prohibits retaliation against any individual who reports or complains about discrimination or harassment in good faith or participates in an investigation of such reports or complaints. Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action, up to and including termination of service.

It must be noted that when an allegation of harassment is made, the intention of the alleged perpetrator is irrelevant, and will not be given consideration when determining coaching and/or discipline, including termination of service.

False accusations of harassment can also result in disciplinary action, up to and including termination of service. If you have a question about whether conduct is permissible under this policy, you should discuss it with your supervisor or Human Resources.

Sexual or other forms of harassment of a volunteer by any YMCA employee, supervisor, manager, member, vendor, volunteer, or supplier will not be tolerated.

5.02 Workplace Violence and Bullying

It is the policy of the YMCA of the Black Hills to provide a safe and secure work environment; one that is free of violence, threats, intimidation, and harassment. Threats, threatening behaviors, or acts of violence against YMCA employees, volunteers, members, guests, or other individuals while on YMCA premises, or in connection with one's service with the YMCA will not be tolerated.

The YMCA has adopted a "Zero-Tolerance" policy on violence, which means that no form of violence will be tolerated. Any volunteer who engages in such behavior on YMCA premises may be removed from the premises and may be asked to remain off the premises pending the outcome of an investigation. The volunteer will be suspended until the investigation is complete.

If the investigation substantiates that an volunteer violated this policy, the YMCA will respond appropriately – which could include disciplinary action, up to and including termination of service, and may include the involvement of law enforcement officials and criminal prosecution. All YMCA volunteers who have been involved in, witnessed, or learned of any inappropriate, alarming, threatening, or violent behaviors occurring on YMCA's premises in connection with one's service with the YMCA are responsible for promptly reporting such behavior to their supervisor, who in turn will inform Human Resources. If the conduct involves your supervisor, you may go directly to Human Resources.

Workplace Bullying

The YMCA defines workplace bullying as repeated inappropriate behavior, either direct or indirect, whether verbal, physical, or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of service. Examples of workplace bullying include:

Verbal Bullying: slandering, ridiculing, or maligning a person or his/her family; persistent name calling which is hurtful, insulting, or humiliating; using a person as butt of jokes; abusive and offensive remarks.

Physical Bullying: pushing; shoving; kicking; poking; tripping; assaulting or threatening physical assault; damaging a person's work area or property.

Gesture Bullying: non-verbal threatening gestures or glances which can convey threatening messages.

Exclusion: socially or physically excluding or disregarding a person in work-related activities.

This type of behavior violates the YMCA's mission, values, and cause. The YMCA will not tolerate bullying behavior. In the event an volunteer believes he/she is being subjected to, or has witnessed, workplace bullying, please contact Human Resources. Volunteers found in violation of this policy will receive coaching and/or discipline, up to and including termination of service. Bullying may be intentional or unintentional. However, it must be noted that where an allegation of bullying is made, the intention of the alleged bully is irrelevant, and will not be given consideration when determining coaching, discipline, or termination of service.

5.03 Substance Abuse

The YMCA seeks to promote the health, safety, and productivity of the YMCA volunteers, protect the integrity of the YMCA, and safeguard the public interest through a substance-free workplace. Volunteers are expected to report for service mentally and physically fit for duty. It is a condition of volunteer service at the YMCA that volunteers be, and remain free of, illegal drugs, controlled substances, and alcohol while volunteering and/or while performing volunteer functions related to service at the YMCA. This policy applies to all volunteers of the YMCA and establishes rules and procedures for drug and alcohol testing in the workplace. Testing will not be performed unless a signed acknowledgement form has been obtained from the volunteer.

Policy violations that will result in immediate termination of service and ineligibility for rehire include:

- ❖ Using, possessing, buying, selling, manufacturing, or dispensing an illegal drug, drug paraphernalia, or alcohol while volunteering.

- ❖ Using prescription drugs illegally while volunteering.
- ❖ Failure to submit to or cooperate with testing procedures.

Volunteers are to report to their supervisors the use of physician-prescribed or over-the-counter medications that might affect performance or safety. Supervisors may temporarily restrict or modify service assignments accordingly.

Volunteers who have substance abuse problems will be required to seek treatment and rehabilitation with a Substance Abuse professional at the volunteer's expense in order to maintain service with the YMCA.

Any illegal drugs or drug paraphernalia will be turned over to an appropriate law enforcement agency and may result in criminal prosecution.

Everyone's Responsibility

Everyone shares responsibility for maintaining a safe environment, and volunteers should report any concerns to their supervisor or Human Resources immediately. If a volunteer suspects that anyone working or providing services for the YMCA is under the influence or in possession of drugs or alcohol, they are mandated to contact their supervisor or Human Resources immediately.

Information on "Medical Cannabis" (or "Medical Marijuana") and the Compassionate Care Act

Under certain circumstances in South Dakota, medical marijuana, or medical cannabis, can be prescribed legally. An volunteer may present verification of enrollment in a cannabis patient registry or that they are a valid cardholder for medical marijuana as part of an explanation that a drug test was confirmed positive. No individual will be discriminated against or penalized because of the individual's status on the patient registry or for the patient's positive test. However, medical cannabis use does not permit an volunteer to:

- ❖ Use, possess, distribute, or consume cannabis on YMCA property;
- ❖ Be impaired, under the influence, or unable to safely perform service duties while volunteering; or
- ❖ Engage in cannabis use during volunteer hours, including breaks, rest periods, or meal periods.

These prohibitions apply regardless of cardholder status.

Safety-Sensitive Positions

Volunteers enrolled in the medical cannabis patient registry may not work in safety-sensitive positions, which are roles where impairment could result in significant risk of harm to children, members, coworkers, or the volunteer. At the YMCA, safety-sensitive positions include, but are not limited to:

- ❖ Aquatics (e.g., lifeguards, swim instructors)
- ❖ Childcare and youth programming roles
- ❖ Maintenance and facilities operations
- ❖ Transportation and driving roles

The YMCA may reassign an volunteer to non-safety-sensitive duties if such a position is available and if the volunteer is otherwise qualified to perform the essential functions of that position.

5.04 Criminal Background Checks

The YMCA is committed to providing a safe environment for its members, children, guests, employees, and volunteers. This organization requires a background check for each volunteer at the following intervals:

- ❖ Upon hire or rehire;
- ❖ Return from seasonal absence or furlough longer than six months; and
- ❖ Once every two years, or more frequently if required by local, state, or federal law.

All applicants, 18 years of age or older, who have been conditionally offered a volunteer opportunity with the YMCA will be required to submit to a background check through the YMCA's third-party vendor. All offers of

volunteer opportunity are contingent upon the results of the background check. The volunteer may begin service with the YMCA prior to the receipt of the background or fingerprinted check; however, the volunteer may not work with consumers in any capacity until receipt and review of the background check is completed and found to be satisfactory. Reports are kept confidential and are only viewed by individuals in Human Resources and if necessary, those involved in the hiring process.

Depending on the type of position in which the person would be volunteering, the background check may include any or all of the following: a criminal background check, sex offender check, motor vehicle check, and/or credit check. If a background check fails the YMCA's requirements, Human Resources will contact the volunteer reminding them that their offer of volunteer opportunity was contingent on their background check and that, upon receipt and review of the background check, the YMCA's decision to hire them is now pending.

Upon receipt of a background check report, Human Resources will review all information disclosed. For positions within licensed childcare programs, the YMCA follows the State of South Dakota's disqualifying crime list and all corresponding licensing rules.

For non-licensed childcare and all other YMCA programs, the YMCA uses the State of South Dakota's disqualifying crimes list as a guide; however, the YMCA retains discretion to make determinations based on the totality of information and organizational risk-management standards. Documentation of criminal conviction reviews and related decisions will be retained, either as an adverse action letter for rejected candidates or in the personnel file of accepted candidates.

Criminal Background Standards

- ❖ Any sex-related criminal offense conviction
- ❖ Any crime of violence conviction within the last 5 years
- ❖ Any theft-related offense within the last 4 years
- ❖ Any drug and alcohol-related offense within the last 5 years
- ❖ Failure to disclose any criminal arrest or conviction
- ❖ An active warrant, indictment or pending criminal prosecution
- ❖ Listing any false personal information on their volunteer application.

For positions outside of licensed childcare, the YMCA may conduct an individualized assessment when a criminal history is identified. This assessment considers factors including, but not limited to:

- ❖ The nature, seriousness, and circumstances of the offense(s).
- ❖ The relationship between the offense(s) and the duties of the position.
- ❖ The number of offenses and whether they show a pattern of behavior.
- ❖ The time elapsed since the offense(s).
- ❖ Evidence of rehabilitation, training, counseling, or positive volunteer history.
- ❖ Organizational risk, participant safety, and alignment with Praesidium standards.

All employees or volunteers who work or substitute in any YMCA licensed childcare program are subject to the same background standards as required by the State of South Dakota.

Credit Checks

If a credit check is necessary, applicants will be provided with a copy of the background check report, a summary of their rights under the Fair Credit Reporting Act, and a copy of this policy. They are granted 5 days to dispute any information in the report. If they do not dispute the information, the conditional offer of volunteer opportunity will be rescinded, and they will receive a final letter – Adverse Action – from the YMCA informing them of this decision. The YMCA will comply with all other requirements of the Fair Credit Reporting Act or other applicable laws with respect to obtaining background information on volunteers or applicants.

Fingerprinting – Licensed Childcare Programs

Anyone 16 years of age or older, who has been conditionally offered the opportunity to serve with the YMCA in one of its licensed childcare programs is required by the State of South Dakota to submit to a fingerprinted background check.

The State of South Dakota has established the following background checks for any volunteer working in a licensed childcare facility:

- ❖ A search of the Sex Offender Registry
- ❖ A South Dakota criminal record fingerprint check
- ❖ A Federal Bureau of Investigation (FBI) criminal record fingerprint check
- ❖ A National Crime Information Center (NCIC) sex offender registry check.

5.05 Offenses That Prohibit Individuals from Volunteering in a Child Care Setting

South Dakota Codified Laws (SDCL) and Administrative Rules of South Dakota (ARSD) prohibit certain persons from becoming a licensed or registered childcare provider if they have a conviction for the following offenses:

- ❖ a crime that would indicate harmful behavior toward children;
- ❖ a crime of violence as defined by SDCL 22-1-2;
- ❖ child abuse pursuant to chapter 26-10;
- ❖ a sex offense pursuant to chapter 22-22, 22-24A;
- ❖ or 22-22A-3;
- ❖ felony spousal abuse;
- ❖ a felony physical assault or battery within the preceding five years, and any other felony;
- ❖ or any person whose name appears on the central registry for child abuse and neglect. This includes similar statutes from other states.

The volunteer may begin service with the YMCA prior to the receipt of the background or fingerprinted check; however, the volunteer may not work unsupervised in the licensed childcare program until receipt and review of the background check from the state is completed and found to be satisfactory.

Individuals who are found guilty of, pled guilty to, or pled no contest to the following crimes will not be permitted to work at the YMCA in a licensed childcare department: Murder, Manslaughter, Negligent Homicide, Assisting in the commission of suicide, kidnapping, felonious restraint, unlawful imprisonment, removal child from state in violation of custody decree, use of a minor in a sexual performance, promoting or directing an obscene sexual performance by a minor, promoting a sexual performance by a minor, possession of certain material prohibited, trafficking an individual forced labor, sexual servitude, patronizing a victim of sexual servitude, patronizing a minor for commercial sexual activity, forced or coerced abortion, simple assault, assault, domestic violence, aggravated assault, reckless, endangerment, terrorizing, criminal coercion, harassment, stalking, assault or homicide while fleeing peace officer, gross sexual imposition, continuous sexual abuse of a child, sexual imposition, corruption or solicitation of minors, luring minors by computer or other electronic means, sexual abuse of wards, sexual assault, arson, robbery, burglary, promoting prostitution, facilitating prostitution, child procurement, abuse of child, or neglect of child. South Dakota may, however, determine if the individual has been sufficiently rehabilitated of certain misdemeanor crimes.

5.06 Arrest or Criminal Conviction of a Volunteer

All volunteers are required to promptly report to the YMCA when they have been convicted of a crime regardless of their position within the YMCA.

The report of arrest or criminal conviction must be made promptly within five days of the arrest or conviction. The volunteer should report the arrest or conviction in writing to the CEO and include the exact charge or conviction, the location or court where the proceedings are taking place, and the date of the arrest or conviction. Failure to report arrests or convictions as required by this policy is considered misconduct and may result in

disciplinary action, up to and including termination of service. The YMCA will consider and evaluate an volunteer's report of arrest or conviction on an individual basis.

5.07 Accidents and Injuries

If you are injured or if you have had contact with another person's blood through non-intact skin while volunteering, report the injury to your supervisor immediately. Even if you believe your injury is not serious enough to seek medical treatment, it is still important that you report the accident to your supervisor within 24 hours of your service-related injury.

All volunteers are required to attend safety trainings within 60 days of hire and annual refresher trainings.

Accidents by Participants and/or Volunteers

The YMCA of the Black Hills does not carry accident insurance. DO NOT tell an injured participant that we cover medical costs/expenses.

Complete an accident report for your supervisor immediately when a participant, volunteer or employee is injured.

5.08 Computers, Phones, Postal Mail, Photographs/Video

Computers

The YMCA provides certain volunteers with certain electronic computer devices including computers/laptops/tablets as well as electronic communication resources, such as email and internet services. These technologies and services are intended to be used for business purposes only and are meant to assist volunteers in completing volunteer responsibilities as effectively as possible. These policies are in place to protect the volunteers and the YMCA's networks and equipment, to reduce unsolicited commercial email, and to prohibit unlawful activity of YMCA volunteers when using this network or equipment.

- ❖ Personal Use: Volunteers are responsible for exercising good judgment regarding the reasonableness of personal use of YMCA electronic devices and electronic communications resources. Excessive personal use of the computer, email, and internet services is prohibited.
- ❖ Privacy: Users should be aware that any data they create, receive, or maintain on the YMCA's resources, including emails, text messages, and voicemail, remains the property of the YMCA, even if personal in nature. Volunteers have no reasonable expectation of privacy when using the YMCA's resources. For security and network maintenance purposes, authorized individuals within the YMCA may monitor equipment, systems, and network traffic at any time. The YMCA reserves the right to audit networks and systems periodically for any business purpose. All volunteers consent to this right of the YMCA as a condition of their service.
- ❖ Passwords: Passwords must remain secure and authorized users are expressly prohibited from sharing accounts unless authorized to do so by the Technology Director/Technology Security Company or authorized designee. Authorized users are responsible for the security of their passwords and accounts. Do not reveal your account password to others or allow others the use of your account, unless directed otherwise by the Technology Director/Technology Security Company. All computers should be secured with a password-protected screen saver with the automatic activation feature set at 10 minutes or less, or by logging off when the system will be unattended.

Computer Software

Installing or distributing any software products without prior approval from the Technology Provider is strictly prohibited.

Business Phones

YMCA business phones are to be limited to official YMCA business or emergencies only. If it is discovered that

an volunteer is using a YMCA telephone for personal reasons beyond a reasonable amount, disciplinary action may occur, up to and including termination of service. If an volunteer is using a YMCA telephone for personal reasons and is charging long distance fees to the YMCA, they will be required to reimburse the YMCA for any long-distance charges associated with that infraction.

Personal Cell Phones

With the exception of approved breaks, lunch periods, and emergencies, YMCA volunteers should limit the use of personal cell phones for personal business during working time. Some departments may totally prohibit the use of, or carrying of, a personal cell phone during working time. Volunteers are required to follow their departmental policy and failure to do so may result in disciplinary action. Smart phones may be used to access emails and calendars, but the YMCA reserves the right to revoke such privileges if misuse is suspected. Synchronizing data should only be performed at the end user's risk and the YMCA is not responsible for any lost data that may occur as a result of an improper or incomplete synchronization event. The YMCA of the Black Hills does provide cell phone stipends for personal cell phones on an individual basis dependent upon YMCA usage. Follow up with your direct supervisor for additional information on personal cell phone stipends.

Postal Mail/Package Delivery

Volunteers may not use the YMCA address to receive personal mail without prior supervisor approval. YMCA stationery may only be used for official YMCA business.

Photographs and Video

If requested to take photos or video of members or participants in any program by the Marketing department or your supervisor, you must first obtain consent from the member or participant to do so. If the individual that you're requested to take photos or videos of is under age 18, you must obtain their parent or guardian's consent. If you are unable to obtain consent, you must ensure that any photograph or video that you're taking does not show their face and/or is far enough away that anyone could not determine who they are. You may utilize your personal camera or phone for this purpose with supervisor approval, however, after taking the photograph/video and sending it to the person requesting it, you must assure that you permanently delete it from your device.

Other Personal Equipment

Any equipment or devices that are connected to the YMCA networks must be approved by the Technology Director/Technology Use Agreement Policy. Approval will be withheld unless there is an active anti-virus program running on the equipment or device with current anti-virus definitions. This anti-virus software is available from the Technology Director/Technology Support Company.

Other Prohibited Activities

- ❖ Effecting disruptions to, or interfering with, computers or the network.
- ❖ Using any form of network monitoring which will intercept data not specifically intended for the volunteer unless this activity is a part of the volunteer's normal service responsibilities.
- ❖ Circumventing user authentication or security of any host, network, or account.
- ❖ Providing information about, or lists of, YMCA employees, members, or potential members to any third party without authorization to do so.
- ❖ Unauthorized use or forging of email header information.
- ❖ Connecting to the Internet or sending email through an anonymous proxy server or similar conveyance designed to obfuscate the user's identity.
- ❖ Using any YMCA technology to view, listen to, or communicate, access, display, produce, possess, or distribute offensive, defamatory, disruptive, or pornographic content at any time.

5.09 Company Property Accountability

Volunteers are responsible for the care and security of all company property assigned to them. This includes nametags, equipment, tools, devices, and any other assets. If company property is damaged, lost, or stolen due to negligence, carelessness, or unauthorized use, the volunteer may be held financially responsible. Volunteers must report any damage, loss, or theft of company property immediately to their supervisor. Incidents will be reviewed to determine the cause. If negligence is found, the volunteer may be required to cover repair or replacement costs.

Upon termination of service, whether voluntary or involuntary, the volunteer is required to return all company property in their possession.

5.10 Confidentiality

You may have access to information in the process of performing your work at the YMCA that could be considered confidential regarding the members, parents, children, YMCA employees, and YMCA business information and transactions, such as scholarship information and financial information. Misuse or unauthorized disclosure of confidential information, not otherwise available to persons or firms outside of the YMCA, is cause for disciplinary action, up to and including termination of service. If a volunteer is aware of or is witness to a situation involving a violation of this policy, they should contact their supervisor with their concerns. If inquiries regarding confidential information are made from outside the YMCA, particularly from the press, you should not answer, but direct all such questions and inquiries to the CEO. Violation of this policy can constitute grounds for coaching and/or discipline, up to and including termination of service.

Volunteer Handbook Acknowledgment

All volunteers shall confirm that they have read and agree to comply with the YMCA's policies, Code of Conduct, and youth protection standards by signing this acknowledgment upon initiation of volunteer service and annually thereafter. The signed acknowledgement form will be kept in personnel files or in electronic personnel files.

I acknowledge that I have received access to, or a printed copy of, the Volunteer Handbook for the YMCA of the Black Hills. I understand that this handbook provides important information about the YMCA's mission, values, expectations, and policies related to volunteer service.

By signing below, I agree to the following:

- ❖ I understand that it is my responsibility to read and become familiar with the contents of the Volunteer Handbook.
- ❖ I will seek clarification from my supervisor or Human Resources if I have questions regarding any policy or procedure.
- ❖ I agree to comply with all policies and expectations outlined in the handbook, as well as any additional policies or procedures communicated to me during my service.
- ❖ I understand that the policies in the Volunteer Handbook may be changed, modified, or discontinued at any time, with or without notice, at the sole discretion of the YMCA. I understand that I may be provided updated versions or policy notifications as changes occur.
 - I understand that my status as a volunteer does not create an employment relationship with the YMCA. I acknowledge that I will not receive wages, benefits, or compensation for my volunteer service unless otherwise stated in writing by the YMCA.
 - I understand my legal and ethical responsibility to report any suspected abuse, policy violations, or safety concerns immediately.
- ❖ I agree to cooperate fully with any investigation conducted by the YMCA, including providing truthful information, participating in interviews, and sharing relevant facts to the best of my knowledge.
- ❖ I understand that failure or refusal to cooperate with an investigation may result in disciplinary action, up to and including the end of my volunteer service.
 - I understand that my failure to follow YMCA policies or safety practices may result in the end of my volunteer service.
 - I understand I am required to comply with all YMCA policies, including those outlined in separate documents such as the Youth Safety Manual / Child Abuse Prevention Policies.

I acknowledge that compliance with those policies is a condition of my volunteer service.

Volunteer Signature

Date

Volunteer Name (Print)