

**YWCA OF  
SEATTLE | KING | SNOHOMISH**

**VOLUNTEER HANDBOOK**

eliminating racism  
empowering women  
**ywca**  
Seattle | King | Snohomish

**YWCA**  
**IS ON A**  
**MISSION**

## **ABOUT THIS HANDBOOK**

Welcome to YWCA of Seattle | King | Snohomish! Thank you for joining our team of over 1,000 dedicated YWCA volunteers.

This volunteer handbook was created to give you some essential information about our mission of eliminating racism and empowering women, policies, and expectations of YWCA of Seattle | King | Snohomish. We have organized this handbook by topic to help you easily find the information you need. We encourage you to talk to your supervisor and/or the Volunteer Services Department if you have any questions about the contents of this guide.

It is important to recognize that no handbook can cover all information and situations. The information contained in the handbook serves only to outline our major employment policies. It is not intended to be all-inclusive.

YWCA of Seattle | King | Snohomish reserves the right to modify the policies in this handbook without prior notice. The policies described in this handbook replace all prior policies, handbooks, or policy guidance provided. Please read through this handbook carefully and keep it on hand for your use.

Thank you for giving your time and talents to help us eliminate racism and empower women. We hope that you find volunteering with YWCA of Seattle | King | Snohomish a positive and rewarding experience.

- YWCA Volunteer Services Department

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# YWCA OF SEATTLE | KING | SNOHOMISH

## OUR MISSION

YWCA's mission is to advance the quality of life for women of all ages, races and faiths, and their families. In support of this mission, YWCA provides services to meet critical needs, promote self-sufficiency, reduce violence, eliminate racism and achieve equal opportunities for all people.

## OUR VISION

We believe that, working together, we can create a community where:

- All women and families have a safe and stable place to live
- All adults are economically empowered
- All children and youth develop the skills they need to succeed in life
- All people live in dignity - free from violence, racism and discrimination

## OUR CONNECTION

Together with YWCA USA and YWCA's across the country, we are dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all.

## OUR WORK

- Provide essential, effective services to women, children, youth, and families
- Advocate public policies that advance the quality of life for women and their families
- Engage the community in solution to problems affecting women and families

## OUR VALUES

*Because we are*

### **Mission-driven & Client-centered**

We:

- keep the well-being of clients our highest priority
- expect cultural competency and respect for diversity
- use best practices
- develop innovative programs

*Because we strive to be an*

### **Excellent Employer**

We:

- offer competitive salaries and benefits
- promote work/life balance
- provide opportunities for professional development
- invite staff comments and suggestions in policy decisions

*Because we strive to be a*

### **Committed Community Partner**

We are:

- responsive to community needs
- accountable for the quality of our services
- good stewards of community gifts and involvement
- reliable partners in coalitions and collaborations with other organizations

## OUR PERFORMANCE STANDARDS

### **Customer Service**

We treat our customers with courtesy and respect, and react with urgency and sensitivity to their important concerns.

### **Social Justice**

Collectively and individually, we work to eliminate the effects of racism, sexism and other oppressions and help our clients achieve equitable outcomes in the areas we serve.

### **Teamwork**

*We value individual excellence in the achievement of organizational goals and work effectively as a team for the benefit of the YWCA and our stakeholders.*

### **Communication**

We communicate openly, honestly and accurately with our internal and external stakeholders. We listen respectfully, solicit feedback and are open to the suggestions and solutions of others.

### **Integrity**

We are ethical and trustworthy in our business practices and interactions with each other.

### **Accountability**

We are accountable to each other and our communities, and we seek to continuously improve the quality of our services. We are transparent in sharing information with stakeholders and the public.

## OUR MISSION AND HISTORY

YWCA of Seattle | King | Snohomish is on a mission to eliminate racism, empower women, stand up for social justice, help families, and strengthen communities. In support of this mission, YWCA provides services to meet critical needs promote self-sufficiency and achieve equal opportunities for all people.

For more than 120 years, YWCA has created and adapted programs and services to meet the evolving needs of women and families. In 1894, a group of 28 women headed by Mrs. Rees P. Daniels became aware that young women, often new to Seattle, needed safe, community-oriented meeting space and low-cost meals. With these needs in mind, YWCA was incorporated in 1904 and began offering a wide variety of social, educational and recreational programs and classes. In its early years, YWCA provided vocational education and public meeting areas for Seattle's African-American community, and offered shelter to San Francisco earthquake refugees. Around-the-clock recreational activities, a city-wide room registry, child care and additional services for families soon followed. More recently, YWCA's services have grown to include expanded housing and shelter programs, domestic violence advocacy, employment services, child care programs and youth services.

Currently, YWCA provides ongoing services to nearly 20,000 people annually, providing a diverse array of effective programs at more than 30 locations throughout King and Snohomish counties. Our continuum of programs is designed to comprehensively meet the emerging needs of our community and effectively support today's women, children and families.

- Safe and Stable Housing to meet the basic survival needs of homeless women, children and families, and to provide a foundation that helps people break the cycle of homelessness and poverty
- Economic Empowerment to help all adults gain independence through employment and life skills training
- Success in Life to promote the healthy development of youth and children, to encourage young women's leadership and pre-employment skills
- Live in Dignity to promote sound physical and mental health and provide women and families with access to necessary medical services; and, to prevent domestic violence through education, outreach and advocacy and help victims of domestic violence recover and rebuild their lives; and, to create public education programs that encourage every individual to take action toward a more socially just and equitable society

We welcome the skills and experience you bring to your volunteer engagement with YWCA. And, we look forward to productively building our shared history together!

## **VOLUNTEER ETHICS & CODE OF CONDUCT**

YWCA is dedicated to providing the highest quality services to our community. The agency is committed to creating an environment that advances the quality of life for women of all ages, races, and faiths and their families. In alignment with YWCA's vision and mission, this code of conduct outlines expectations for interactions between YWCA staff, volunteers, clients, and members of the community.

### **PERSONAL CONDUCT**

Volunteers will treat clients, staff, volunteers, and members of the community with respect, and work to create an atmosphere free from harassment and intimidation by other staff, volunteers, clients, vendors or third parties. Volunteers are expected to read and follow YWCA policies and procedures, and act in a manner that reflects positively on YWCA in the greater community.

### **VOLUNTEER PERFORMANCE STANDARDS**

We appreciate all the time and talents that dedicated YWCA volunteers donate to the agency. While we do recognize that our volunteers are unpaid, integral community members who help our agency operate, we do hold our volunteers to performance standards to ensure we are providing the best services to our clients.

Volunteers are expected to fulfill their volunteer roles with the highest standards of integrity and professionalism, including:

- Using volunteer time efficiently and productively and accurately recording service hours in volunteer logs in paper or online via their volunteer profiles.
- Protecting the privacy of clients, volunteers, donors, residents, and staff. All personal information must be handled discretely at all times, and on a need-to-know basis.
- Being responsible for agency computer systems, equipment, facilities, furniture and vehicles and respectful of property belonging to clients, fellow volunteers, and/or employees.
- Representing YWCA in a professional and positive manner in the community and distributing only agency-approved literature and other materials when doing so.
- Handling all accounting, donations, and financial and reporting transactions with honesty and integrity.

### **SOLICITATION**

Solicitation by non-staff or staff members for any reason on company property is not allowed.

### **DRUG AND ALCOHOL USE**

YWCA is committed to Drug Free Workplace Act of 1988. YWCA prohibits staff and volunteers to use, be under the influence of, possess, distribute, manufacture or to dispense illegal or unauthorized

controlled substances, marijuana, or alcoholic beverages while on duty, at YWCA worksites or representing YWCA. The only exception is for those few occasions where YWCA permits reasonable consumption of alcohol at YWCA-sponsored parties or similar events.

If YWCA has reasonable cause to believe a staff person or volunteer is violating agency policy, the staff person or volunteer may be required to submit to a test for alcohol, illegal drugs and unauthorized controlled substances. Failure to submit to such testing or a violation of this policy may result in disciplinary action, up to and including immediate termination.

YWCA also reserves the right to inspect and/or search all YWCA property as well as any volunteer or staff person's personal property on YWCA premises for alcohol, controlled substances, illegal drugs or related paraphernalia.

Volunteers who violate this policy face disciplinary action, including termination.

### **VOLUNTEER'S CODE OF CONDUCT**

- All clients must be treated with patience and respect. If you are experiencing difficulty with a client, please call on your supervisor or program staff to assist.
- Be courteous, friendly and cooperative.
- You must follow the expectations set by your supervisor and yourself at the start of your volunteer service with YWCA. Feel free to check in with your supervisor if you ever feel you are unclear about your duties.
- Any injury, accident, or incident where you might have experienced harm while volunteering must be reported to YWCA staff and the Volunteer Services Department. Staff will provide you with an incident form to complete.
- Please let us know if you have any restrictions that would prevent you from lifting or if you are unable to stand for more than one hour.
- If you are asked to perform a task or have a volunteer situation that is uncomfortable for you, please talk with the Volunteer Services Department.

The following behaviors are not permitted. Individuals who exhibit any of these behaviors will be asked to leave and will not be allowed to volunteer in the future.

- Offensive or derogatory comments or jokes, including epithets or slurs
- Yelling, intimidation or threats
- Pushing, hitting or any physical contact with a client, staff or other volunteer
- Questioning a client's right to food distribution or preventing a client from receiving food

## **YWCA'S COMMITMENT TO OUR VOLUNTEERS**

We are committed to equal opportunity volunteerism. We coordinate a diverse community of volunteers from varied backgrounds and social identities, including, but not limited to: people of color, immigrant communities, people of all faiths and spirituality, people living with disabilities, lesbian/gay/bisexual/transgender communities, and people of diverse ages.

We are committed to working together towards creating a safe, supportive, and caring volunteer experience where we can learn from each other and grow in service to our communities.

If needed, YWCA of Seattle | King | Snohomish will provide a document confirming volunteer hours as community service.

## **CURRENT VOLUNTEER POSITION DESCRIPTIONS AND INTERNSHIPS**

Please visit [www.YWCAworks.org/volunteer](http://www.YWCAworks.org/volunteer) for an updated list on current volunteer needs.

Application *must* be done online.

## **TYPES OF VOLUNTEERS**

All volunteers, regardless of type, must follow the Volunteer Services policies and procedures listed below. Depending the volunteer position, some volunteer tasks can be completed remotely, which still count toward volunteer/intern/service learner hours.

### **ONGOING, REGULAR VOLUNTEERS**

Ongoing, regular volunteers can assist with office work, provide supervised services to clients, and enhance the overall productivity and atmosphere at program sites. Ongoing volunteers usually volunteer a minimum of 3-5 months due to the training, relationship-building, and supervision required by these volunteer positions. Ongoing, regular volunteers can volunteer up to **15 hours per volunteer position**.

### **ONE-TIME VOLUNTEERS**

One-time volunteers can help with event set-up, low-barrier volunteer positions such as assisting at food banks and serving meals at shelters, or sorting and organizing donations. This is usually the first touch volunteers have with the agency.

### **COURT-ORDERED COMMUNITY SERVICE VOLUNTEERS**

YWCA of Seattle | King | Snohomish welcomes individuals needing to complete mandated court-ordered community service hours to volunteer with the agency. Court-ordered volunteers must first complete an intake and placement process with Volunteer Services, and then complete a background check. Court-ordered volunteers should make sure to send court paperwork to Volunteer Services in order to complete the intake process.

## **INTERN**

An internship is work-related learning for individuals who wish to have hands-on work experience in a certain occupational field. Unpaid interns through Volunteer Services *must* be receiving educational credit to be eligible for a YWCA unpaid internship. Interns generally work up to 20 hours per week for at least 6 months, although this can vary depending on the internship requirements.

Interns should provide Volunteer Services with clear internship documentation and requirements from the educational institution in order to move forward with the process.

Practicum agreements do not automatically indicate intern placement has been approved. Interns must still go through the Volunteer Intake Process.

Contact Volunteer Services directly for hours verification, if needed.

## **SERVICE LEARNERS**

Service learners are students at the middle school, high school, or college level who must perform volunteer service to meet a class requirement. Service learners usually volunteer for at least 3 months with the agency, and must limit their hours to no more than 15 hours per week per volunteer position.

Practicum agreements do not automatically indicate volunteer placement has been approved. Service learners must still go through the Volunteer Intake Process.

Contact Volunteer Services directly for hours verification, if needed.

## **GROUP**

Group volunteers are collective groups of individuals volunteering together during one project. These volunteers are usually part of an organization, school, service group, or corporation. YWCA sites can generally accommodate 5-10 group volunteers per project; occasionally, larger sites and projects can work with up to 20 volunteers at a time per project.

# **VOLUNTEER POLICIES AND PROCEDURES**

## **VOLUNTEER PROFILE AND APPLICATION**

The first step to becoming a YWCA volunteer is to create an online profile. Once you have a profile, you can then apply for available volunteer positions via our website: [www.YWCAworks.org/volunteer](http://www.YWCAworks.org/volunteer).

To apply for a volunteer position, all you have to do is click the **Apply** button at the bottom of the volunteer position description and make sure you log onto your profile. After you click **Apply**, Volunteer Services will be notified and staff will contact you for an initial phone screen.

Please note that most volunteer positions **do not** require a resume and cover letter. Read through the volunteer position description to see if a resume and cover letter are required documents before sending them in to Volunteer Services.

### How to Create a Volunteer Profile

1. Visit YWCA's volunteer page: [www.YWCAworks.org/volunteer](http://www.YWCAworks.org/volunteer) using Internet Explorer, Safari, or Firefox. Please note that the website will not display correctly in Google Chrome.
2. Click **Create Volunteer Profile** on the right-hand side bar.
3. Enter your information in the fields listed on the form.
4. Click the **Create Volunteer Profile** button at the bottom of the form.
5. Your profile is now complete. Volunteer Services will only contact you for a phone screen after you have applied an ongoing volunteer position description.

### BECOMING A YWCA VOLUNTEER

The volunteer intake process differs depending on the type of volunteer position:

#### Ongoing Volunteer Positions and Internships

After you have applied for an ongoing position or internship, you must complete the following:

1. Phone Screen with Volunteer Services: Volunteer Services will contact you *after* you have applied to a volunteer position online.
2. Onsite Staff Interview: Volunteers and interns must interview at the volunteer site with their staff supervisors to determine if the position will be a good fit for both the volunteer or intern and the program.
3. Two Character References: Volunteers and interns must submit **two** character references, who can be friends, colleagues, fellow volunteers, interns, professors or teachers—anyone who is **not** an immediate family member. References must submit recommendation forms, which are provided by Volunteer Services, to [volunteer@YWCAworks.org](mailto:volunteer@YWCAworks.org).
4. Criminal History Check: Volunteers must submit background check authorization forms, which are distributed by Volunteer Services, and pass a criminal history check. Please see Criminal Offenses that Prohibit an Individual from Volunteer with YWCA for a list of unapproved criminal offenses that may cause an individual to fail a background check.
5. YWCA Volunteer Orientation: Volunteers should attend a YWCA Volunteer Orientation within 30 days of their start date. Sign up can be found on [www.YWCAworks.org/volunteer](http://www.YWCAworks.org/volunteer).

Once you have completed the ongoing volunteer intake process, you will receive a **“Congratulations”** notification email from Volunteer Services. **DO NOT START VOLUNTEERING** unless you have received a “congratulations” email stating that you have completed and passed the background check.

## One-Time Event Volunteer Positions

One-time events are a low-barrier way to get engaged with YWCA. To register for a one-time event, please do the following:

1. Visit [www.YWCAworks.org/volunteer](http://www.YWCAworks.org/volunteer).
2. Click the **One-Time Events** button on the left-hand side bar.
3. Scroll down the list of volunteer positions and click the project of your choice.
4. At the bottom of the project description, click the **Register** button. You will be asked to create a Volunteer Profile or to log in.
5. After you have created a profile or logged in, you can then complete your registration. You will receive an automatic email confirmation from Volunteer Services.

If you volunteer in a one-time position that requires you to work with children, you will be contacted by Volunteer Services to complete a background check authorization form. You must receive a “Congratulations” email from Volunteer Services that states you have passed the background check before you can volunteer at the event.

## Volunteer Paperwork

After volunteers have completed the intake or registration process, they must complete the following paperwork:

- Informed Consent and Release of Liability Form – ALL volunteers
- Informed Consent and Release of Liability Form (under age 18) – ALL volunteers under age 18. This form should be completed by a parent or guardian.
- Confidentiality form – Ongoing volunteers
- Client, Resident, Volunteer Relationships form – Ongoing volunteers

## ATTENDANCE AND ABSENTEEISM

Volunteers will report on time for scheduled work shifts. Consistent attendance and punctuality are an essential part of YWCA’s ability to operate successful programs.

We do understand that, from time to time, certain situations may arise that prevent you from completing your scheduled shifts. Please alert your supervisor and the Volunteer Services Department of any scheduled absences—such as vacation—as far in advance as possible so that an appropriate substitute may be found. In the event of an unscheduled absence—illness or emergency—please alert your supervisor as soon as possible, preferably 24 hours before your scheduled shift begins.

Punctual and regular attendance is an essential responsibility of each volunteer at YWCA. Any tardiness or absence causes problems for fellow volunteers and clients. When a volunteer is absent, others must perform their work. No matter how skilled a volunteer, if they do not have a good attendance record, their contributions to the smooth functioning of YWCA programs are diminished. The purpose of this policy is to promote the efficient operation of YWCA and minimize unscheduled absences.

Any volunteer who fails to report to their shift without notification to his or her supervisor three shifts or more will be considered to have voluntarily terminated their position.

Volunteers must sign in at the beginning of their shift and sign out at the end of their shift. We ask you to take breaks when you need them, just let a staff person know.

## **VOLUNTEER AGE LIMIT POLICY**

The official minimum age requirement for volunteers is 12 years old. Specific age limits are listed in volunteer position and project descriptions, so we recommend that volunteers read through these documents before signing up to volunteer.

All YWCA volunteers under age 16 are required to have a parent or guardian volunteer with them. Certain projects are open to teens and teams of parents and their children. However, when considering a volunteer project, it is best to keep context in mind. Many of the services we offer might expose children to situations that they are not emotionally and psychologically prepared to handle.

Children and teens should be able to independently complete the tasks listed in the position description in order to volunteer. No matter how “mature” they may seem for their age group, infants and toddlers are *rarely* fit to volunteer in a YWCA volunteer position.

Volunteers under age 18 must have an Informed Consent and Release of Liability form completed by a parent or guardian before volunteering.

## **COURT-ORDERED COMMUNITY SERVICE**

YWCA of Seattle | King | Snohomish welcomes individuals who need to complete court-ordered community service to volunteer with the agency. These individuals must first contact the Volunteer Services Department at [volunteer@YWCAworks.org](mailto:volunteer@YWCAworks.org) or 206.490.4376 **before** signing up to volunteer within a YWCA program.

Court-ordered community service individuals must complete a phone screen with Volunteer Services, pass a background check, and submit copies of their court paperwork listing the offense, hours needed, and deadline to complete hours before volunteer service can be approved.

## **CRIMINAL OFFENSES THAT PROHIBIT AN INDIVIDUAL FROM VOLUNTEERING**

YWCA of Seattle | King | Snohomish prioritizes the safety of its clients, residents, staff, and volunteers. Individuals with the following offenses are prohibited from volunteering with the agency:

- **Serious Violent Offenses** *as defined by [RCW 9.94A.030\(41\)](#)*
  - Murder in the first degree
  - Homicide by abuse
  - Murder in the second degree
  - Manslaughter in the first degree
  - Assault in the first degree
  - Kidnapping in the first degree
  - See link (above) for complete list
- **Sex Offenses** *as defined by [RCW 9A.44](#)*

- Rape in the first, second, and third degrees
- Rape of a child in the first, second, and third degrees
- Child molestation in the first, second, and third degrees
- Sexual misconduct with a minor in the first and second degrees
- Indecent liberties
- Sexually violating human remains
- Voyeurism
- Custodial misconduct in the first and second degrees
- Criminal trespass against children
- Patronizing a prostitute *as defined by RCW 9A.88.110*
- See link (above) for complete list
- **Arson (1st or 2nd Degree)** *as defined in RCW 9A.48.020 and 030*
- **Domestic Violence Offenses** *as defined in RCW 9.94A.030(42)*
- **Criminal Solicitation** *as defined in RCW 9A.28.030*
- **Convictions of methamphetamine and/or drug production**
- **Robbery (1st or 2nd Degree)** *as defined in RCW 9A.56.190, 200, and 210*
- **Person has been denied access previously**

## LOGGING VOLUNTEER HOURS

The Volunteer Services Department tracks all volunteer hours to gain key insight into the needs of our community. Volunteer hours quantify the success of our programs, provides a “snapshot” of what is being accomplished, and provides opportunities for the agency to obtain critical funding through grants, sponsorships, and donations that enable YWCA to provide much-needed services to our clients.

### One-Time Volunteer Positions – Logging Hours

When you arrive to volunteer, please sign in on the sign-in sheet provided by YWCA staff. This sign-in sheet is then sent to Volunteer Services so that the hours can be logged.

All volunteers should also *sign out* when they complete their volunteer shift!

### Ongoing, Individual Volunteer Positions – Logging Hours

These types of volunteer positions require a little extra effort of volunteers, but this small amount of effort pays off in a big way! Volunteers can log their hours online by doing the following:

1. Go to the YWCA Cervis website [here](#), or by googling “YWCA Cervis” and clicking the first link
2. Go to the Get Involved tab and click the Volunteer box.
3. Type in your email address and password
4. Click on the box at the bottom Login to CERVIS
5. Once you are logged-in, click on Record/Update Service Project Activity from the menu options
6. Select your service project from the drop down menu (if you do not see the correct service project, please contact us!)
7. Enter date, hours, and a short note to describe what you did
8. Click on Record Service Project Activity
9. Congratulations! You have logged your volunteer hours! If you volunteer multiple days a week, feel free to combine all your hours for one week and enter it on the Friday of that week.

We recommend that you log hours on a weekly basis, and on a monthly basis at the least. Please make sure your hours are updated so that Volunteer Services can ensure it is pulling the most accurate, up-to-date information for our programs and partners.

**Please note:** Volunteers can only enter up to **24 hours** per dated entry. Keep this in mind when you determine how frequently you will log hours.

### **Court-Ordered Community Service Individuals – Logging Hours**

When individuals must complete court-ordered community hours in compliance with their sentencing, these volunteers must utilize YWCA Community Service Timesheet to log their hours. After their hours are logged, the court-ordered individual must have their staff supervisor sign and date the timesheet, and the individual must sign and date the timesheet him or herself. The completed timesheet must be sent to Volunteer Services to be approved in order for YWCA to produce an Hours Verification Letter that is then sent to the Court.

### **ENDING YOUR VOLUNTEER SERVICE**

You may resign from your volunteer service with the organization at any time; however, we hope that you will honor the minimum time commitment agreed upon with your supervisor! We request that you notify your supervisor and the Volunteer Services Department ideally two weeks prior to your departure and request that you complete the Exit Interview process.

### **VOLUNTEER STANDARD OF APPEARANCE**

Dress appropriately for your duties—you can determine this with your supervisor. For example, physical work requires clothing that is comfortable and durable. Some volunteer positions will require you to wear closed-toe shoes for your safety. Gloves (provided) must be worn if in direct contact with food. Please alert the Volunteer Services Department and your supervisor if you are allergic to food handling materials (such as latex in gloves) if it might affect your ability to perform your volunteer duties.

### **SAFETY**

Volunteers will perform their work in a responsible and safe manner, in compliance with the YWCA Volunteer Handbook. We all share in the responsibility of making our organization a safe place to work. Please note that this handbook gives general safety information; specific safety policies are unique to each building site, and supervisors will go over this information with volunteers during their initial orientation onsite.

### **VOLUNTEER IDENTIFICATION**

All volunteers and interns must wear YWCA ID badges (without photo), which will be made available onsite, when completing their shift. The ID badge is required to be work in plain view while at any YWCA location.

Volunteers and interns are required to return all ID badges to their designated area when finishing their shifts.

### **SMOKING POLICY**

In order to provide our staff and volunteers a healthy, pleasant, and safe working environment, smoking is not allowed in any YWCA worksites. If you wish to smoke, you may do so in designated outside areas during your break times.

### **ON-THE-JOB SAFETY**

YWCA is committed to volunteer safety. We all share in the responsibility of making our organization a safe place to work. You can help ensure your own safety and that of your fellow staff members by:

- Becoming aware of the hazards associated with your type of work, and making sure you know how to work safely
- Learning and following the safety protocols specific to your program
- Reporting potentially unsafe acts or conditions to your supervisor immediately
- Working in accordance with safe practices and habits
- Driving safely when operating vehicles as part of your job duties
- Practicing safe lifting techniques, even when your lifting duties seem light or are routine
- Wearing protective clothing or devices when required

Should any accident or injury occur on the job, notify your supervisor immediately. Your supervisor will give you an incident form to fill out as soon as possible, but in no case later than 24 hours following the incident. Please return the form to your supervisor, who will then let Volunteer Services know.

### **Emergency Evacuation Procedures**

In the event of an emergency (fire, earthquake, active shooter, etc.), each YWCA facility has its own emergency evacuation procedures. Please check in with your supervisors regarding the procedures specific to your site.

### **Workplace Hazards**

As part of our commitment to your safety and wellbeing, YWCA has developed a program designed to fully inform you about any hazardous chemicals present in your work area. If you volunteer in an area in which hazardous chemicals are used, you will be given further information. Similarly, if you volunteer in a position where you come into contact with human bodily fluids, you will be given information regarding performing your volunteer job safely.

## **Lifting Instructions**

The State Department of Labor and Industries has furnished the following:

- Size up the load first. Do not attempt to lift it alone if there is any doubt in your mind about your ability to do so.
- Make sure that your footing is secure. Get a good balance. This means keep your feet fairly well apart, about 8 to 12 inches.
- Place your feet close to the base of the object to be lifted. This is important, because it prevents your back muscles from taking all of the load.
- Bend your knees and squat. Don't stoop. Keep your back straight and as nearly vertical as possible. If necessary, spread your knees or lower one knee to get closer to the object.
- Now start pushing up with your legs, thereby using your strongest set of muscles. Keep the load close to your body as you come up.
- Lift the object to the carrying position. If it is necessary to change direction when you are in the upright position, be careful not to twist your body. Turn your body with changes in your foot position.
- If you deposit the load on a bench or table, place the load on the edge, making the table take part of the load. Then push forward with the arms, or if necessary with part of the body, in a forward motion.
- When putting the load down to the floor surface from a waist-high carrying position, bend your knees and, with a straight back and with the load close to your body, lower the load with your arm and leg muscles.

## **Food Handling Safety**

Safe steps in food handling and storage are essential to prevent food-borne illness. You can't see, smell, or taste harmful bacteria that may cause illness.

- Always wear gloves when in contact with food.
- Never cross-contaminate, for example, touching meat and then fruits and vegetables.
- Cover your mouth and nose when you sneeze or cough.
- Cough or sneeze into a tissue and then throw it away. If you don't have a tissue, cough or sneeze into your upper sleeve or elbow, not your hands.
- Clean your hands often.

- When available, wash your hands with soap and warm water, then rub your hands vigorously together and scrub all skin surfaces. Wash for 15 to 20 seconds. It is the soap combined with the scrubbing action that helps dislodge and remove germs. When soap and water are not available, alcohol-based disposable hand wipes or gel sanitizers may be used. If using a gel, rub the gel in your hands until they are dry. The gel doesn't need water to work; the alcohol in the gel kills germs that cause colds and the flu.
- Avoid touching your eyes, nose or mouth.
- Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose or mouth. Germs can live for a long time (some can live for two hours or more) on surfaces like doorknobs, desks and tables.
- Stay home when you are sick and check with a health care provider when needed.
- When you are sick or have flu symptoms, stay home, get plenty of rest and check with a health care provider as needed. Remember: keeping your distance from others may protect them from getting sick. Common symptoms of the flu include:
  - Fever (usually high)
  - Headache
  - Extreme tiredness
  - Cough
  - Sore throat
  - Runny or stuffy nose
  - Muscle aches
  - Nausea, vomiting and diarrhea

## **DRIVER SAFETY POLICY**

The safety and well-being of our volunteers is of critical importance to the organization. We therefore each have a responsibility to not only protect ourselves when on the road but also do our part to protect those around us. Volunteers who are required to drive on company business at any time will be expected to consistently follow all the procedures below. Please note that volunteer drivers go through a specific intake process that differs from volunteers who are *not* required to drive to do their duties.

- All volunteers are expected to wear seat belts at all times while in a moving vehicle being used for YWCA of Seattle | King | Snohomish business, whether they are the driver or a passenger.

- Use of handheld cell phones, whether personal or business-owned, while behind the wheel of a moving vehicle being used on YWCA of Seattle | King | Snohomish business is strictly prohibited.
- Although use of cell phones under any circumstances is strongly discouraged while driving, the use of hands-free technology may be warranted in unusual or emergency circumstances.
- Engaging in other distracting activities including, but not limited to, eating, putting on makeup, reading or changing radio stations or music, is also strongly discouraged while driving, even when in slow-moving traffic.
- Use of alcohol, drugs or other substances, including certain over-the-counter cold or allergy medications that in any way impair driving ability, is prohibited.
- All volunteers are expected to follow all driving laws and safety rules such as adherence to posted speed limits and directional signs, use of turn signals and avoidance of confrontational or offensive behavior while driving.
- Volunteers should never allow anyone to ride in any part of the vehicle not specifically intended for passenger use and/or any seat that does not include a working seat belt.
- Volunteers must promptly report any accidents to local law enforcement as well as to the Volunteer Services Department.
- Volunteers are also expected to report any moving or parking violations received while driving on company business and/or in company vehicles.
- Failure to adhere to these procedures may result in corrective action.

## **CONFLICT RESOLUTION AND CORRECTIVE ACTION**

YWCA of Seattle | King | Snohomish values building relationships with our volunteers, and in the event of conflict, we hope that we are able to find a suitable solution for all parties involved. When corrective action is needed, it is essential that this decision is not a surprise to neither staff nor volunteers. Transparent communication and clear expectations are essential to ensure all staff and volunteers are on the same page during volunteer service.

### **PROBLEM-SOLVING PROCEDURE**

When a group of people work and volunteer together, problems may arise. It is important to all of us that such problems are solved as quickly as possible. Occasionally, however, it may be necessary to investigate certain problems in greater detail. Our problem-solving procedure provides you with the

opportunity to have a review of any problem, dispute or misunderstanding that arises during the course of your volunteering.

- If there are conflicts between clients and volunteers, please alert a staff member to assist with conflict resolution.
- In situations where differences arise between volunteers or volunteers and staff, it is advised to first try to resolve these differences amongst the parties involved. Please do utilize your supervisor to assist, if needed.
- If a third party is needed, the Volunteer Services Manager is to be informed and involved. Under no circumstances shall differences be made public or involve other members of the organization.
- If the grievance is in regard to the Volunteer Services Manager, the Chief Human Resources Officer should be contacted.

## **GRIEVANCES**

It is the hope of YWCA that all volunteers enjoy their experience with us. It is our goal to constantly review our procedures, programs and actions in order to assure the best customer service for our volunteers. In order to do so, it is important that opportunities be available for volunteers to express their thoughts and feelings about how we conduct ourselves. And while it our desire for all our volunteers to have a great time, we understand that sometimes this does not happen. It is important for volunteers to have a safe, confidential way of communicating grievances and concerns while in the service of YWCA.

Volunteers can find a Grievance Form on our website: [www.YWCAworks.org/volunteer](http://www.YWCAworks.org/volunteer) under the Volunteer Forms tab. Please feel free to print this form, complete it, and send to you the appropriate recipient (contact info is on the form).

## **CORRECTIVE ACTION AND PROGRESSIVE DISCIPLINE**

The following guidelines may be used in some instances at the sole discretion of YWCA of Seattle | King | Snohomish:

Step 1: Oral warning with documentation in the personnel file.

Step 2: Written warning to individual and copy to personnel file.

Step 3: Transfer/Termination/Dismissal

These guidelines are based on cumulative infractions, regardless of whether the infraction is of the same general nature as a previous warning. The use of these progressive discipline practices is no way alters the fact that your volunteering with YWCA of Seattle | King | Snohomish is “at will.”

In the event that a volunteer commits an infraction or behaves in a way that is determined to put staff, clients, and other volunteers in danger, the corrective action process may immediately move to Step 3. This will be determined at the discretion of the supervisor and Volunteer Services Department.

## **DISMISSAL**

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed, attempts to reconcile the situation will be made depending on the severity of the situation. Such attempts may include a meeting between staff, supervisor, and volunteer involved, the Volunteer Services Manager and, if appropriate, the Chief Human Resources Officer. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of YWCA of Seattle | King | Snohomish.

## **DIGNITY IN THE WORKPLACE/SEXUAL HARRASSMENT**

At YWCA we firmly believe that staff and volunteers have the right to work in an atmosphere free from harassment and intimidation by other staff, clients, volunteers, vendors or any other third parties. We want to provide a pleasant, productive place to work, where people treat each other with consideration and respect. In particular, harassment, or abusing the dignity of anyone on the basis of their age, ancestry, color, creed, gender, marital status, national origin, political ideology, race, religion, sexual orientation, veteran status or the presence of a physical, mental or sensory disability through verbal slurs or other derogatory or objectionable conduct, is cause for disciplinary action.

Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature constitute a form of sex discrimination known as sexual harassment when:

- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating a hostile or offensive work environment.
- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment.
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions.

Sexual harassment can include verbal behaviors such as unwanted sexual comments, suggestions, jokes, pressure for sexual favors or foul or crude language; non-verbal behavior such as suggestive looks or leering or the display of sexually oriented or explicit materials; and physical behavior such as pats or squeezes, obscene gestures or brushing against someone's body.

### **Volunteer and/or Staff Responsibility**

Any staff person or volunteer who is aware of any instances of harassment should report the alleged act immediately to their supervisor, the Volunteer Services Department, the Chief Executive Officer, the Chief Human Resources Officer, or to any other YWCA supervisor you feel comfortable talking to. Any supervisors who get a complaint need to bring the matter immediately to the Chief Human

Resources Officer or Chief Executive Officer. No staff person or volunteer will suffer retaliation for reporting instances of harassment. All complaints will be investigated as confidentially as possible, and the appropriate parties will be notified of the findings. Any staff person or volunteer who has been found to have harassed another staff person or volunteer will be subject to disciplinary action, up to and including termination.

## **CONFIDENTIALITY AGREEMENT**

Client information is confidential. No client information or proprietary information will be shared outside of YWCA of Seattle | King | Snohomish. You will be asked to sign a Confidentiality Agreement. By signing this document you acknowledge that you agree to refrain from the unauthorized use or disclosure of any proprietary or client information.

### **VOLUNTEER PERSONNEL FILES**

Your personnel file is confidential and consists of written documents retained by the Volunteer Services Department. The volunteer's personnel file can be only reviewed by the volunteer, the Volunteer Services Department, the Chief Human Resources Officer, and the Chief Executive Officer.

This file contains basic contact information and records about your volunteer service with YWCA of Seattle | King | Snohomish.

## **INFORMED CONSENT FOR VOLUNTARY INVOLVEMENT AND RELEASE OF LIABILITY**

All volunteers must sign Informed Consent for Voluntary Involvement and Release of Liability waivers that state that the volunteer releases and forever discharges and holds harmless YWCA, its staff, clients, volunteers, successors, assignees, and agents from any and all liability, claims, and demands of whatever kind or nature which may arise during or as a result of their voluntary involvement with YWCA. The individual also releases YWCA from any liability in respond to bodily injury, personal injury, illness, death, or property damage that may result from their voluntary involvement with YWCA.

Liability waiver forms can be found in the Volunteer Forms section of our website: [www.YWCAworks.org/volunteer](http://www.YWCAworks.org/volunteer). Volunteers can also ask the Volunteer Services Department for a form to sign.

## **YWCA VOLUNTEER SERVICES STAFF CONTACT LIST**

The following staff members work with YWCA volunteers throughout the agency.

### **VOLUNTEER SERVICES DEPARTMENT**

Gwen Hosea-Mimms

**Manager Volunteer Service**

206.461.3214

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Kendyl Hardy

**Volunteer Coordinator**

206.490.4366

[khardy@YWCAworks.org](mailto:khardy@YWCAworks.org)

### **HUMAN RESOURCES**

Irwin Batara

**Chief Human Resources Officer**

206.461.4461

[ibatara@YWCAworks.org](mailto:ibatara@YWCAworks.org)