



FOR YOUTH DEVELOPMENT™
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

GIVING TIME AND TALENT

YMCA OF METROPOLITAN DALLAS
VOLUNTEER HANDBOOK





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As a YMCA volunteer, there is an infinite number of opportunities for you to help. Whether you work at the front desk greeting members and guests, serve as a role model for teens, or serve on a branch board, you are making an incredible difference. No matter how you help, you are creating a feeling of connection and enriching the lives of people in your community.

VOLUNTEER CODES OF CONDUCT

- Please read carefully through the code of conduct to understand our expectations of volunteers
- Pay special attention to Child Abuse Prevention rules:
 - a. Appropriate physical/verbal interactions
 - b. Not having contact with youth outside of the YMCA
 - c. Holding other adults/volunteer accountable to these rules
 - d. Reporting concerns, rule violations and suspect abuse

CHILD ABUSE PREVENTION TRAINING

- Child abuse prevention training is available to all volunteers and required of most YMCA volunteer positions. We want all volunteers to be informed and empowered to Know, See and Respond to child abuse.
- Visit: <http://website.PraesidiumInc.com/EnrollNow>
- Registration code: ydallas9622
- To print your certificate, click the orange "Print Certificate" button in the middle of the page.
- To return to training later go to <http://website.praesidiuminc.com/LoginNow>

EMERGENCY PROCEDURES

<https://www.ymcadallas.org/volunteer>

INCIDENT REPORTING

- Please report any injuries or incidents to YMCA staff so they may complete an incident report
- If you do not know who to report an injury/incident to, send information to riskmanagement@ymcadallas.org

CONCUSSION MANAGEMENT TRAINING

<https://headsup.cdc.gov/>



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CONCUSSION MANAGEMENT PLAN

YMCA of Metropolitan Dallas

HEADS UP CONCUSSION ACTION PLAN



IF YOU SUSPECT THAT AN ATHLETE HAS A CONCUSSION, YOU SHOULD TAKE THE FOLLOWING STEPS:

1. Remove the athlete from play.
2. Ensure that the athlete is evaluated by a health care professional experienced in evaluating for concussion. Do not try to judge the seriousness of the injury yourself.
3. Inform the athlete's parents or guardians about the possible concussion and give them the fact sheet on concussion.
4. Keep the athlete out of play the day of the injury. An athlete should only return to play with permission from a health care professional, who is experienced in evaluating for concussion.

In Case of Emergency, Call 911

▶ **“IT’S BETTER TO MISS ONE GAME THAN THE WHOLE SEASON.”**

CONCUSSION SIGNS AND SYMPTOMS

Athletes who experience one or more of the signs and symptoms listed below after a bump, blow, or jolt to the head or body may have a concussion.

SYMPTOMS REPORTED BY ATHLETE

- Headache or “pressure” in head
- Nausea or vomiting
- Balance problems or dizziness
- Double or blurry vision
- Sensitivity to light
- Sensitivity to noise
- Feeling sluggish, hazy, foggy, or groggy
- Concentration or memory problems
- Confusion
- Just not “feeling right” or is “feeling down”

SIGNS OBSERVED BY COACHING STAFF

- Appears dazed or stunned
- Is confused about assignment or position
- Forgets an instruction
- Is unsure of game, score, or opponent
- Moves clumsily
- Answers questions slowly
- Loses consciousness (even briefly)
- Shows mood, behavior, or personality changes
- Can’t recall events prior to hit or fall



JOIN THE CONVERSATION AT www.facebook.com/CDCHeadsUp

HEADS UP

TO LEARN MORE GO TO >> WWW.CDC.GOV/CONCUSSION

Content Source: CDC’s Heads Up Program. Created through a grant to the CDC Foundation from the National Operating Committee on Standards for Athletic Equipment (NOCSAE).



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GENERAL CODE OF CONDUCT

1. I will abide by YMCA Behavior Standards
https://www.ymcadallas.org/membership/membership_policies/
2. I will abide by the standards of conduct set forth by the YMCA consistent with the mission and core values of the YMCA including portraying a good role model by maintaining a positive attitude of respect, patience, encouragement, integrity, courtesy, and maturity.
3. I will treat program participants of all races, religions, cultures, and backgrounds with the same respect and consideration.
4. I will appear clean, neat, and appropriately dressed.
5. I will not smoke, vape, or use tobacco products on YMCA property or during YMCA events and activities.
6. I will not use, possess or be under the influence of alcohol or illegal drugs on YMCA property or during YMCA events and activities.
7. I will not use profanity, inappropriate jokes/gestures, intimate displays of affection towards others, sharing intimate details of one's personal life, offensive mannerisms (e.g., throwing things, flailing movements, foot stomping) and/or any other kind of harassment in the presence of children, parents, staff, and other volunteers.
8. I will use positive techniques of guidance, including redirection, positive reinforcement and encouragement, rather than competition, comparison and criticism. Volunteers will abstain from humiliating or frightening types of disciplinary actions.
9. I will not accept monetary or expensive gifts.
10. With regard to my personal use of online media I will use sound judgement and follow these guidelines:
 - a. If I use the YMCA's name (including names of camps or other programs) in any such communication, I will be especially careful to support and certainly not to harm or ridicule the YMCA's image or mission.
 - b. I will uphold the YMCA's value of respect for the individual and avoid making defamatory statements about YMCA employees, members/participants, volunteers, clients, partners, affiliates and others, including competitors.
 - c. I will make it clear to the readers that the views expressed are mine alone and that they do not necessarily reflect the views of the YMCA.
 - d. I will not initiate outside contact with members or program participants.
 - e. For the protection of myself and safety of children in the YMCA, I will not engage in contact (whether initiated by me or the minor) with any minor program participant or member online.



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CHILD ABUSE PREVENTION CODE OF CONDUCT

- I will not abuse children in any manner, this includes physical (such as striking, spanking, shaking, or slapping), verbal (such as humiliating, degrading, threatening), sexual (such as inappropriate touch or verbal exchange), mental (such as shaming or cruelty), or neglect (such as withholding food, water, basic care).
- I will ensure adequate supervision of child to child interaction and will monitor and address any concerning youth behaviors I observe or any bullying between youth.
- I will adhere to YMCA policies and best practices regarding appropriate physical, verbal, and electronic interactions with and about YMCA youth:

Appropriate	Inappropriate
<ul style="list-style-type: none"> • Side hugs, pats on the back, handshakes, high-fives, praise, encouragement, and hand holding when escorting very young children. • Small treats/gifts for the whole group/team. • Communicating official program-related information to youth/teens via YMCA approved and monitored services or via youth's parent/guardian. 	<ul style="list-style-type: none"> • Tickling, wrestling, lap-sitting, rubbing, or massaging, piggy back rides, full body contact hugs. • Giving individual gifts, isolated affection, or telling secrets. • Discussing personal information or complimenting a child's physique or body development. • Sexual or illicit topics, bullying/degrading. • Communicating directly with youth/teens in person, electronically, telephonically.

- I will not solicit contact with program participants outside of YMCA sanctioned program times, this includes but is not limited to mentoring the child outside of the program, unsanctioned coaching sessions, babysitting, offering rides, etc. *Incidental contact with YMCA program participants due to neighborhood relationships, carpools, or child friendships, etc. are part of any community, however volunteers should ensure their own child and/or the child's parent, or guardian is present in these circumstances.*
- I will not possess, obtain, view, download, distribute, etc. any sexually oriented, offensive/objectionable, or inappropriate materials while on duty or during YMCA activities.
- I will not take and/or share photographs/videos of YMCA program participants under the age of 18 unless I am given express permission of the Executive Director. Any permitted photos/videos must align with mission, spirit and values of the YMCA for advancing the YMCA cause.
- I will use reasonable judgment to avoid being in a one-on-one situation with a child where they cannot be observed by others. If an emergency requires or I find myself in a one-on-one situation with a child I will take immediate action to protect myself and the child including, but not limited to, the following steps:
 - i. I will attempt to eliminate being one-on-one by moving into the view of others, asking a person to stay with me, or calling a Y staff person to be on the phone with me until another person is present.
 - ii. I will avoid physical touch unless it is an emergency or necessary to protect the child from harm.
 - iii. I will avoid conversations regarding personal matters with the child.
 - iv. I will document and immediately report the details of the situation to my supervisor and will note any unusual incidents, disclosures, etc.
- If working with children, volunteers should never leave a child involved with their program unsupervised.
- The YMCA reserves the right to investigate any situation or behavior that is concerning in any manner or inconsistent with the YMCA Child Abuse Prevention rules.
- I will be aware of and report to the YMCA any signs of sexual, physical, or emotional abuse, or neglect.
- I will monitor the actions of other staff, volunteers and adults and will bring any behavior that is concerning in any manner or inconsistent with the YMCA Child Abuse Prevention standards to the attention of someone in authority at YMCA or report the concern anonymously to the YMCA Values Line at [888-475-8376](tel:888-475-8376).
- I will immediately report any suspicion or allegation of abuse or neglect to Child Protective Services [800-252-5400](tel:800-252-5400). I understand by law I am a mandated reporter.
- I will fully and unconditionally cooperate with all internal and third-party investigations.
- I understand the YMCA will pursue the prosecution of child abuse to the full extent of Texas state laws. Any person accused or reported will be placed on temporary suspension pending the outcome of the investigation.



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COACHES CODE OF CONDUCT-YOUTH SPORTS

The YMCA believes that youth sports should offer competitive fun in a values-oriented, healthy and fair play environment. All YMCA volunteer and contracted representatives are expected to follow this code of conduct and ensure that behavior is consistent with the YMCA mission and values at all times.

I WILL:

- Provide a playing environment for my players that is safe from physical and emotional harm
- Do my best to be knowledgeable of the rules and fundamentals of the game and teach them to my players
- Complete required child abuse prevention training and attend a YMCA Coaches meeting to familiarize myself with YMCA policies, procedures and emergency response plans
- Treat each player as an individual, keeping in mind the wide range of physical and emotional development within the same age group
- Treat all children equally without respect to gender, race, religion, culture, or ability
- Be a positive role model by maintaining an attitude of respect, loyalty, patience, courtesy, tact, and maturity
- Place the emotional and physical well-being of my players ahead of any personal or parental desires to win
- Lead by example, demonstrating fair play and sportsmanship in my on- and off- field actions
- Help reinforce the mission and core values of the YMCA (caring, honesty, respect and responsibility) through my coaching and interactions with others
- Ensure my team recites the Sports Pledge before each game and shake hands with the opposing team after each game.
- Use coaching techniques that are appropriate for all the ages and skill levels present
- Seek and encourage parental participation at practices, games, and any other activities
- Respectfully control the behavior of players and parents by asking them to leave the field or sidelines should they become unruly or create an atmosphere that is not appropriate for the development of good sportsmanship
- Ensure that behavior issues and/or disputes are handled calmly
- I will encourage the use of and honor the 48 hour calming down period and I will engage YMCA staff to resolve any behavior issues with other coaches, parents, participants, officials or spectators in accordance with the YMCA's disciplinary policies and procedures.
- Refrain from the use of tobacco, alcohol, and drugs at all youth sports practices, games, and other events and I will remind others to do the same
- As a coach, know, abide share and monitor others for compliance of the following YMCA's Child Abuse Prevention standards.
- Utilize positive guidance techniques
- Refrain from profanity, inappropriate jokes, and sharing of intimate details of my personnel life

I WILL NOT:

- Subject any child to neglect or to mental, verbal, physical, or sexual abuse
- Leave any child unsupervised
- Be alone with any child where we cannot be observed by others
- Transport any children in my vehicle (unless my own child is involved in a neighborhood carpool)
- Attempt to contact or foster a relationship outside of the YMCA program with any child
- Give any child gifts or special favors
- Hold extra or special practices that are not sanctioned by the YMCA.

The above code of conduct has been established for the safety and wellbeing of each participant. Failure to adhere to this code of conduct could result in termination of program privileges at all branches.