

YMCA OF THE ROCKIES VOLUNTEER HANDBOOK

January 1, 2021



TABLE OF CONTENTS

About the Volunteer Handbook.....	3
Mission Statement.....	4
Vision Statement.....	4
Code of Conduct and Core Values.....	4
Outreach and Inclusion Statement.....	4
I. VOLUNTEER SERVICE.....	5
Ia. Equal Employment Opportunity (EEO).....	5
Ib. Sexual Harassment.....	5
Ic. Other Unlawful Harassment.....	6
Id. Complaint Procedure.....	6
Problem Resolution.....	7
Ie. Employee Classification and Status.....	7
If. Employment of Relatives.....	8
Ig. Honesty.....	8
Ih. Discourteous Behavior.....	9
II. HOURS FOR VOLUNTEERING.....	9
IIa. Volunteer Service Hour Tracking.....	10
III. VOLUNTEER BENEFITS.....	10
IIIa. YMCA Membership Opportunities.....	10
IIIb. Volunteer Activities.....	10
IIIc. Employee Lodging Discount Night Policy.....	10
IV. COMMUNICATION AND SAFETY.....	11
IVa. Personnel Records.....	11
IVb. Conflicts of Interest.....	11
IVc. Discipline.....	11
IVd. Safety.....	12
IVe. Volunteer Accident Insurance.....	13
IVf. Vehicles / Parking On Grounds.....	13
IVg. Approved Driver Status.....	13
IVh. Non-Violence.....	13
IVi. Firearms / Weapons / Flammables.....	14
IVj. Smoking / Tobacco / Vaping.....	14
V. ADDITIONAL INFORMATION OF IMPORTANCE.....	14
Va. Drug and Alcohol Policy.....	14
Vb. Child Abuse Prevention.....	14
Vc. Appearance, Attire and Hygiene.....	15
Vd. Criminal Background Check.....	16
Ve. Bulletin Boards.....	16
Vf. Proprietary and/or Confidential Information.....	16
Vg. Lost and Found.....	16
Vh. Communications Systems Policy.....	16
Vi. Data Disposal Policy.....	20
VI. Acknowledgement of Receipt of Volunteer Handbook.....	21

ABOUT THE VOLUNTEER HANDBOOK

THIS HANDBOOK IS DESIGNED TO ACQUAINT VOLUNTEERS WITH THE YMCA OF THE ROCKIES AND PROVIDE SOME INFORMATION ABOUT VOLUNTEERING HERE. THE HANDBOOK IS NOT ALL-INCLUSIVE, BUT IS INTENDED TO PROVIDE VOLUNTEERS WITH A SUMMARY OF SOME OF THE ASSOCIATION'S GUIDELINES. THIS EDITION REPLACES ALL PREVIOUSLY ISSUED EDITIONS.

VOLUNTEERS WITH YMCA OF THE ROCKIES ARE AT-WILL. VOLUNTEERS HAVE THE RIGHT TO END THEIR VOLUNTEER RELATIONSHIP WITH THE COMPANY, WITH OR WITHOUT ADVANCE NOTICE FOR ANY REASON. THE COMPANY HAS THE SAME RIGHT. THE LANGUAGE USED IN THIS HANDBOOK AND ANY VERBAL STATEMENTS MADE BY MANAGEMENT ARE NOT INTENDED TO CONSTITUTE A CONTRACT OR EMPLOYMENT, EITHER EXPRESS OR IMPLIED, NOR ARE THEY A GUARANTEE OF SERVING AS A VOLUNTEER FOR A SPECIFIC DURATION.

NO REPRESENTATIVE OF YMCA OF THE ROCKIES, OTHER THAN THE PRESIDENT OF THE COMPANY, HAS THE AUTHORITY TO ENTER INTO AN AGREEMENT OF EMPLOYMENT FOR ANY SPECIFIC PERIOD, AND SUCH AGREEMENT MUST BE IN WRITING, SIGNED BY THE PRESIDENT AND THE EMPLOYEE.

THE VOLUNTEER HANDBOOK CANNOT ANTICIPATE EVERY CIRCUMSTANCE OR QUESTION. AFTER READING THIS HANDBOOK, VOLUNTEERS WHO HAVE QUESTIONS SHOULD TALK WITH THEIR IMMEDIATE SUPERVISOR OR THE HUMAN RESOURCES DEPARTMENT. IN ADDITION, THE NEED MAY ARISE TO CHANGE THE GUIDELINES DESCRIBED IN THE HANDBOOK. EXCEPT FOR THE AT-WILL NATURE OF VOLUNTEER SERVICE, THE ASSOCIATION THEREFORE RESERVES THE RIGHT TO INTERPRET THEM OR TO CHANGE THEM WITHOUT PRIOR NOTICE.

THE TERM "ASSOCIATION" IN THIS HANDBOOK REFERS TO THE YMCA OF THE ROCKIES AT LARGE AND ENCOMPASSES THE EXECUTIVE OFFICE, ESTES PARK CENTER, SNOW MOUNTAIN RANCH AND CAMP CHIEF OURAY. ALL POLICIES CONTAINED WITHIN THIS HANDBOOK APPLY TO ON-GROUNDS HOUSING AND VOLUNTEER SERVICE.

MISSION STATEMENT

The YMCA of the Rockies puts Christian principles into practice through programs, staff and facilities in an environment that builds healthy spirit, mind and body for all. We will accomplish this by:

- Serving conferences of a religious, educational or recreational nature.
- Providing unifying experiences for families.
- Offering traditional summer camping experiences for boys and girls.
- Serving our staff with leadership opportunities and productive work experiences.

VISION STATEMENT

That the spirit of the YMCA of the Rockies be enhanced and handed from generation to generation for the good of all people and for God's glory.

CODE OF CONDUCT AND CORE VALUES

At the YMCA of the Rockies, our employees shall practice the Core Values of:

- **CARING:** By loving others; by being tolerant and sensitive to the well-being of others; by helping others.
- **HONESTY:** By telling the truth; by acting in such a way that you are worthy of trust; by having integrity; by making sure your choices match your values.
- **RESPECT:** By treating others as you would have them treat you; by valuing the worth of every person, including yourself.
- **RESPONSIBILITY:** By doing what is right, what you ought to do; by being accountable for your behavior and your obligations.
- **FAITH:** By developing your relationship with God; by being a seeker of truth, by trusting God with your life; by seeking to honor God in all that we do; by treating all in a Christ-like manner.

Therefore, the personal habits and actions of our employees and volunteers should reflect the Mission and policies of the Association and should be in keeping with the Christian objectives of the YMCA.

OUTREACH AND INCLUSION STATEMENT

The YMCA of the Rockies will reach out to and welcome all people and organizations of good will and ensure that the rich gifts of diversity are reflected and respected at all levels.

I. VOLUNTEER SERVICE

Ia. EQUAL EMPLOYMENT OPPORTUNITY (EEO)

The YMCA of the Rockies is dedicated to the principles of equal employment opportunity in any term, condition or privilege of employment. We do not discriminate against applicants or employees on the basis of disability, race, color, sex, sexual orientation, religion, age 40 or over, national origin, gender identity, genetic information or any other status protected by state or local law. This prohibition includes unlawful harassment based on any of these protected classes. Unlawful harassment includes verbal or physical conduct, which has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment. This policy applies to all employees, including directors, managers, supervisors, co-workers, and non-employees such as applicants, guests and members, clients, vendors, consultants, concessionaires, etc.

The YMCA of the Rockies prohibits retaliation against any employee for filing a complaint under this policy or for assisting in a complaint investigation. If you believe there has been a violation of our EEO policy or retaliation standard, please follow the complaint procedure contained in section Ie.

Ib. SEXUAL HARASSMENT

Because sexual harassment raises issues that are to some extent unique in comparison to other harassment, the Association believes it warrants separate emphasis.

The Association strongly opposes sexual harassment and inappropriate sexual conduct. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when:

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

All volunteers are expected to conduct themselves in a professional and businesslike manner at all times. Inappropriate sexual conduct that could lead to a claim of sexual harassment is expressly prohibited by this policy. Any form of sexual harassment will not be tolerated and will subject an individual to disciplinary action, up to and including termination of volunteer service. Such conduct includes, but is not limited to, sexually implicit or explicit communications whether in:

- Written form, such as cartoons, posters, calendars, notes, letters, e-mails, electronic postings, text messages;
- Verbal form, such as comments, jokes, foul or obscene language of a sexual nature, gossiping or questions about another's sex life, or repeated unwanted requests for dates;
- Physical gestures and other nonverbal behavior, such as unwelcome touching, grabbing, fondling, kissing, massaging, and brushing up against another's body.

Ic. OTHER UNLAWFUL HARASSMENT

Our Association provides an environment free of unlawful and improper harassment. Other harassment is considered misconduct and will not be tolerated. It will subject an individual to disciplinary action, not excluding termination.

Other harassment is defined as unwelcome or unsolicited written, verbal, or physical conduct which a) is made a condition of employment; b) is used as a basis for employment decisions; or c) creates an intimidating, hostile or offensive workplace. Information collected in a harassment investigation will be kept as confidential as practicable. Examples of what may be harassment, depending on the circumstances, are:

- Written form, such as cartoons, posters, calendars, notes, letters, e-mails, electronic postings, text messages;
- Verbal form, such as comments, jokes, foul or obscene language, gossiping or questions about another's race, sex, sex life, religion, or ethnic heritage.
- Physical gestures and other nonverbal behavior, such as hitting, pushing or other aggressive physical conduct, or threats to take such action.
- Any form of bullying whether written, verbal or physical.

All volunteers are expected to conduct themselves in a professional and businesslike manner at all times. Inappropriate conduct that could lead to a claim of harassment is expressly prohibited by this policy.

Id. COMPLAINT PROCEDURE

If you believe there has been a violation of the EEO policy, sexual harassment policy, or other harassment policy based on the protected classes outlined above please use the following complaint procedure:

- The YMCA of the Rockies expects volunteers to make a timely complaint (3-5 days) to enable the Association to promptly investigate and correct any behavior that may be in violation of this policy.
- Report the incident to the Human Resources Director, Resident Camp Director (CCO), General Manager, or Vice Presidents who will promptly investigate the matter and take appropriate corrective action. Your complaint will be kept as confidential as practicable. If you feel you cannot go to any of these individuals with your complaint, you should report the incident to the President/CEO. If your complaint concerns the conduct of the President/CEO, you should report the issue to the Chair of the Board of Directors.

If the YMCA of the Rockies determines that either an employee or a volunteer's behavior is in violation of this policy, appropriate disciplinary action will be taken against the offending employee or volunteer, up to and including termination of employment or volunteer service. Results of investigations will be kept as confidential as practicable.

The YMCA of the Rockies prohibits retaliation against an employee or a volunteer for filing a complaint under this policy or for assisting in a complaint investigation. If you perceive retaliation for making a complaint or your participation in an investigation, please follow the complaint procedure outlined above. The situation will be promptly investigated.

While complaints with regard to violations of the EEO policy, sexual harassment policy or other harassment policy warrant employees to report the incident to the Human Resources Director, Resident Camp Director, General Manager, or Vice Presidents, other problems, concerns, and issues (classified as other than

harassment) should be addressed by following the YMCA of the Rockies' "problem resolution" procedure as outlined below.

Problem Resolution

No matter how good our basic communication system may be, problems and complaints (other than those relating to violations of the YMCA of the Rockies EEO, Sexual Harassment, or Other Harassment Policies) sometimes arise. To assure consideration is given to your individual problem, we encourage you to use the following procedure:

1. Discuss the situation with your Supervisor within 3-5 days, or at least in a timely basis.
2. If a resolution is not reached with your Supervisor or if it is inappropriate to go to your Supervisor, discuss the situation with your Manager. If a resolution is not reached with your Manager or if it is inappropriate to go to your Manager, discuss the situation with your Department Director.
3. If the situation is not resolved, communicate the problem directly to The Human Resources Office and/or the General Manager. (The Human Resources Office and the General Manager will ask for your problem to also be communicated in writing.)
4. Should further resolution be required, volunteers may submit a written complaint to the President/CEO, who will review and make the final determination.

In order to come to a resolution, it may be necessary for Supervisors, Directors, and the Human Resources Office to mediate resolution between you and other involved parties. Confidentiality is not guaranteed.

le. EMPLOYEE CLASSIFICATION AND STATUS

This handbook has been developed for our volunteers. For administrative purposes, the Association classifies employees and volunteers as follows:

Year-round/Benefited Employee – an employee who is normally scheduled to work at least 40 hours per week and is eligible for YMCA of the Rockies benefits as outlined in the Employee Handbook.

Part-time Employee – an employee who is normally scheduled to work less than a 36-hour work week. Part time employees are eligible for participation in some YMCA of the Rockies benefits as described in the Seasonal Employee Handbook.

Seasonal Employee – an employee who is hired in a job established for a temporary period or for a specific assignment or group of assignments. Seasonal employees are eligible for participation in some YMCA of the Rockies benefits as described in the Seasonal Employee Handbook.

Volunteer – a person who performs services without the expectation of monetary compensation. Volunteers are not employees and are only eligible for participation in some YMCA of the Rockies benefits as described in the Volunteer Handbook.

Resident Camp Employee – an employee who is hired only for the summer season by the Resident Camp Director and is considered an exempt employee.

Exempt Employee – an employee who may work more than 40 hours in a work week, but is not eligible for overtime pay.

Non-exempt Employee – an employee eligible for overtime pay. Non-exempt employees are eligible for paid overtime at one and one-half (1 ½) times their regular rate of pay for all hours worked in excess of 40 hours per workweek or 12 hours per workday.

The above does not constitute a guarantee of work or status for any period of time. Direct any questions regarding your volunteer classification to the Human Resources Department.

If. EMPLOYMENT OF RELATIVES

The YMCA of the Rockies wishes to give any qualified applicant the opportunity for employment or volunteering with us whether related to present employees or volunteers, or not.

However, certain situations are avoided, such as:

- Relatives who would be in a position to supervise another relative as a year round/benefited employee;
- Relatives, who would audit, verify, receive or are entrusted with money handled by the other relative.

Under special circumstances, and when it is to the obvious benefit of the YMCA of the Rockies, management may place part time, seasonal employees and volunteers under the supervision of another employee who is a relative.

Ig. HONESTY

Volunteers are expected to safeguard and avoid misuse of the funds, records, tangible assets, intellectual property, and other property of YMCA of the Rockies. Volunteers are also expected to conduct the business affairs of YMCA of the Rockies in a manner that complies with applicable state, federal and local laws.

Volunteers are prohibited from engaging in any activity that may involve theft, misappropriation, or other misuse of Association property, or violation of law, including but not limited to the following:

- Theft or unauthorized use of Association funds, equipment, supplies, and other tangible property, and data, software, and other intellectual property;
- Misuse of Association cash, credit cards, checks, and other financial instruments to purchase personal items or divert Association funds to personal use or to unauthorized third parties;
- Falsification of Association time or payroll records, expense reimbursement reports, and other Association forms, reports, and records;
- Misappropriation of Association data, trade secrets, copyrighted material and other intellectual property for personal use or unauthorized use by third parties;
- Conducting Association business affairs in violation of local, state and federal laws;
- Intentional misstatements in Association financial statements, tax or information returns, or other financial reports and records, including the intentional misstatement of the results of operations.

Volunteers are encouraged to report immediately any known or suspected violation of this policy. Such reporting provides Association with the opportunity to evaluate the known or suspected policy violation and to take action as necessary to protect Association property, funds, and other interests. In some circumstances, the Association may report the matter to law enforcement authorities.

The following Association employees are designated to take reports concerning violations of this policy (employees may report to any of these persons):

President/CEO
Vice Presidents/CFO
General Managers
Department Directors

Reports may be made orally or in writing, and may be made anonymously.

Retaliation against an innocent employee or volunteer, who reports a known or suspected violation of this policy, or who cooperates in an investigation by YMCA of the Rockies or law enforcement authorities of a violation of this policy, is prohibited. Any employee or volunteer who feels that he or she, or another Association employee has been subjected to such retaliation should report the matter immediately according to one of the procedures noted above. An employee or volunteer who mistakenly reports a violation of this policy, but who does so in good faith, will not be subject to disciplinary action or other adverse personnel action.

Employees or volunteers who violate this policy may be subject to disciplinary action, dismissal or other corrective action at the discretion of the Association.

Ih. DISCOURTEOUS BEHAVIOR

Any discourteous behavior toward guests or staff is unacceptable and may be grounds for immediate dismissal.

Employees are expected to treat each other, staff, and guests in a professional manner. Discourteous or offensive behavior directed toward staff or guests will not be tolerated. Examples of such behavior include, but are not limited to:

- Bullying or berating others
- Physical or verbal intimidation, such as shouting or angry outbursts directed toward others
- Derogatory verbal or physical behavior, such as name-calling
- Directing profanity toward others
- Behavior that has the effect of humiliating others
- Mobbing
- Other unprofessional or inappropriate behavior

Discourteous or offensive behavior also includes written or electronic communication, as well as group behavior (e.g. "mobbing") which has a negative impact on the workplace and/or on others.

II. HOURS FOR VOLUNTEERING

Volunteers, who live on site in YMCA housing and take their meals in the commons, will volunteer 24 hours a week during the off-season and 28 hours during peak-seasons. Those volunteers, who do not live on site, are required to volunteer 8 hours per week. A minimum of 4 weeks is required for first time volunteers.

IIa. VOLUNTEER SERVICE HOUR TRACKING

Volunteers are required to track their time through the Association's automated time and attendance system. It is the volunteer's responsibility to clock in and clock out for their scheduled hours and report any errors or missed punches to their supervisor immediately. Falsification of hours or any attempt to misuse, alter, or deceive the Association's time and attendance system, or management, will not be tolerated.

III. VOLUNTEER BENEFITS

IIIa. YMCA MEMBERSHIP OPPORTUNITIES

All volunteers receive a YMCA of the Rockies Membership for the duration of their volunteer service period. See your immediate supervisor, or inquire at the Human Resources office, for details about additional benefits.

IIIb. VOLUNTEER ACTIVITIES

Many functions are planned for seasonal staff by employees of the Human Resources Department and the Chaplain's Department. Volunteers are welcome to participate in these activities and a list of weekly events and on-line registration is available. Volunteers also often organize group activities on their own.

IIIc. EMPLOYEE LODGING DISCOUNT POLICY

All seasonal staff and volunteers may make lodging reservations at either center for a significantly reduced rate. As long as there is availability, the reservation will not be displacing other guests and servicing the reservation will not incur overtime wage expense for the Association, seasonal staff and volunteers may stay in lodge rooms at either center for \$25 per room per night.

All seasonal staff and volunteers are awarded 1 discount night per month of their work agreement.

Employees do not need to stay in accommodations for immediate family members defined as spouse, domestic partner, children, parents (in-laws), brothers and sisters (in-laws), grandparents (in-laws), grandchildren, aunts, uncles, nieces and nephews. Any guest age 17 and under must be accompanied by an adult (18 or older). The employee must stay in any room reserved in their name if occupied by non-family members as defined above.

Lodging reservation requests are made through the Human Resources Office.

An employee who travels to the "other" center for YMCA work purposes must make reservations directly with the Family Reservations Manager or the Inventory Coordinator, both working in CRO. Reservations for work will not apply towards the number of discount nights.

All employee housing policies apply when using a lodge room at the YMCA of the Rockies, including but not limited to the Drug and Alcohol Policy and the Cohabitation Policy.

IV. COMMUNICATION AND SAFETY

IVa. PERSONNEL RECORDS

YMCA of the Rockies keeps a personnel file as a record of your volunteer service. It is important for this record to be up-to-date and complete. This enables us to reach you in an emergency, track your years of service and properly maintain other relevant information.

If you want to look at your file or discuss it with someone, please contact Human Resources. Your personnel file is the property of the YMCA of the Rockies.

IVb. CONFLICTS OF INTEREST

A conflict of interest may be defined as an interest that might affect, or might reasonably appear likely to affect, the judgment or conduct of a volunteer of the YMCA. As a volunteer you must serve without creating any conflict of interest, or the appearance of a conflict of interest. A conflict of interest can arise when a volunteer is involved in activity for personal gain, which for any reason is in conflict with YMCA of the Rockies' business interests.

Volunteers cannot solicit or compete with YMCA of the Rockies' service offerings. Outside work cannot be performed on YMCA of the Rockies' time. Volunteers cannot use YMCA of the Rockies' equipment, materials, resources, or "inside" information for outside work. Volunteers should not solicit business or clients or perform outside work on YMCA of the Rockies' premises. Volunteers and their immediate family may not be involved in and/or operate any private and/or other business that might interfere or appear to interfere with YMCA of the Rockies interests.

Gifts, Loans and Entertainment

In regards to relations with donors or vendors (actual or potential), a volunteer, or member of his/her immediate family, may not:

- Accept loans, other than from a bank at market interest rate and market terms,
- Accept personal gifts, other than gifts of nominal value, provided such gifts are not given with intent to obtain or retain business or to obtain a business advantage, and
- Make or accept "kickbacks" of any kind.

At no time should gifts of money or travel be accepted. Any personal purchases with a YMCA vendor must be charged to the volunteer, independent of the YMCA vendor account.

Participating in business-related functions, such as lunches or dinners is a normal and permissible business practice. However, a volunteer should exercise care to insure that such functions are necessary and that their value and frequency are not excessive.

Volunteers should notify the General Manager or President/CEO regarding any possible conflicts of interest.

IVc. DISCIPLINE

Good professional relationships make demands on everyone, and volunteers have responsibilities to YMCA of the Rockies, themselves and the people they volunteer with.

As a volunteer you must comply with Association expectations for volunteer service, performance and conduct. Failure to do so may result in disciplinary action ranging anywhere from verbal counseling to termination of service.

Management will decide in its judgment which of these actions would most effectively address volunteer performance or conduct. The fact that the Association has or has not utilized any of these actions does not set any precedent and should not be relied upon in future disciplinary situations by any volunteer.

IVd. SAFETY

YMCA of the Rockies' goal is to provide a safe and healthy work, volunteer and living environment. The biggest single factor in insuring your safety while volunteering, and in housing, is you. It is your responsibility, to yourself and those working in your area, to practice safe work habits. Report any unsafe practices and/or conditions to your supervisor, safety officer or Human Resources so corrective action can be taken.

In some areas, safety glasses, safety shoes, and ear protection are required. Be sure to read the safety regulations, as you are responsible for knowing their content. Failure to follow safety rules or use appropriate safety devices may result in injury as well as disciplinary action.

Report all accidents no matter how minor, to your supervisor immediately. We want volunteers to receive prompt medical treatment from our designated medical provider(s). Treatment for injuries occurring while volunteering must be obtained from our designated provider(s) or else the supplemental volunteer accidental insurance may be voided. Prompt reporting of the accident will help us to take steps to reduce the possibility of future accidents.

All non-volunteer related illnesses and injuries are the financial responsibility of the volunteer and the volunteer's personal health care insurance.

Remember, safety rules are only as effective as volunteers make them. Safety is a cooperative endeavor and must be kept constantly in mind by all of us. Exercise common sense and good judgment in all that you do on the job. Then, we all can enjoy an excellent safety record.

The Association has a safety program, which all volunteers are required to be familiar with. If you have specific questions regarding workplace safety, contact your supervisor, a safety officer or Human Resources.

Any illegal activities will be referred to the Sheriff's Department.

In the event of an incident with a guest, please contact your supervisor or Security for assistance in completing a Report of Incident form.

In the event of an emergency, call 911.

IVe. VOLUNTEER ACCIDENT INSURANCE

YMCA of the Rockies carries a separate insurance policy to cover the supplemental cost of a volunteer-related injury or illness. This insurance policy is supplemental and secondary to the volunteer's primary health insurance policy.

Any volunteer who is involved in a volunteer-related incident, which results in personal injury or illness, must report the incident in writing to the volunteer's supervisor, manager or department director immediately and no later than three (3) days from the date of the injury or illness.

If medical attention is needed, a volunteer is required to be seen by one of their Center's designated medical providers. Please be aware that a drug test will be required with all volunteer-related injuries. A doctor's release may be required prior to returning to volunteer.

All non-volunteer related illnesses and injuries are the financial responsibility of the volunteer and the volunteer's personal health care insurance.

IVf. VEHICLES / PARKING ON GROUNDS

Volunteers and employees should always give our members and guests the privilege of parking closest to the facilities. YMCA of the Rockies is not liable for any damage, theft or personal injury involving volunteer's vehicles. Protect your property by locking your vehicle. Volunteers are personally responsible for any damages or injury resulting from the operation of their vehicle.

You are expected to drive safely. Driving on YMCA of the Rockies property is a privilege. Speed limits are enforced on YMCA of the Rockies property. Using your personal vehicle on Association grounds requires valid registration, a valid driver's license and current auto insurance. You must register your vehicle with the HR Office upon arrival and check-in.

Operating a personal vehicle without proper authorization on YMCA of the Rockies property may be grounds for disciplinary action up to and including termination of volunteer service.

IVg. APPROVED DRIVER STATUS

If you are a volunteer who operates an Association vehicle, you must be an approved driver and have proper authorization by the Human Resources Department. To be eligible to become an approved driver to operate Association vehicles, a volunteer must have a current U.S. driver's license of the appropriate class for the type of vehicle to be operated, have an acceptable driving record in accordance with the guidelines set by our insurance carrier and as determined by the Association, pass the YMCA of the Rockies' written and behind the wheel driving tests, and complete the required forms.

Note: DMV re-verification of your driving record may be conducted at any time during employment.

IVh. NON-VIOLENCE

We believe volunteers and employees should operate in an environment without intimidation, threats or violence. Any action which, in management's opinion, is inappropriate to the workplace will not be tolerated. Such behaviors may include, but are not limited to, physical and/or verbal intimidating, threatening or violent conduct, vandalism, sabotage, arson (including fireworks.)

Use or possession of weapons and/or carrying weapons onto Association property is prohibited, regardless of whether the volunteer possesses a concealed weapon permit. Exception to this is only allowed through the Year-Round Employee Housing Agreement.

Volunteers should immediately report any such occurrences to their supervisor or to the Human Resources Department. We will investigate complaints. When volunteers are found to have engaged in the above conduct, management will take action which it believes is appropriate.

Volunteers should dial 911 if they believe there is an imminent threat to the safety and health of themselves, employees, or members at the YMCA of the Rockies.

IVi. FIREARMS / WEAPONS / FLAMMABLES

The use or possession of any firearm, ammunition, large "hunting" type knives, fireworks, or other flammables, explosives, archery equipment or weapons on YMCA property is strictly prohibited (unless you have written pre-approval by the General Manager to possess such items on property) and will result in immediate dismissal and eviction from the property. The burning of candles, oil lamps, incense or other flammables in YMCA staff and volunteer housing facilities is prohibited.

IVj. SMOKING / TOBACCO / VAPING

It is our objective to provide a smoke and tobacco-free environment. Smoking and tobacco use within all Association buildings and vehicles is prohibited. Volunteers may smoke in the designated smoking areas. However, smoking is prohibited in all other areas.

V. ADDITIONAL INFORMATION OF IMPORTANCE

Va. DRUG AND ALCOHOL POLICY

YMCA of the Rockies is committed to a safe, healthy and productive work environment for all employees, free from the effects of illegal or non-prescribed drugs and alcoholic beverages.

Use of drugs and alcohol alters employee and volunteer judgment resulting in increased safety risks, employee injuries, and faulty decision-making. Therefore, the possession, distribution, manufacture, cultivation, use, or sale of drugs or controlled substances or alcohol on Association premises or during Association time is strictly prohibited. Furthermore, working after the use of alcohol, a controlled substance or abuse of any other substance is prohibited.

The acquisition or physical presence of a medical marijuana authorization card does not alter or affect this policy in any way.

Testing is an important element in the Association's efforts to ensure a safe and productive work environment. The Association has issued a separate statement of this drug/alcohol policy, which all employees and volunteers are required to sign and comply with. Please refer to this separate statement, Human Resources or your supervisor if you have specific questions.

Vb. CHILD ABUSE PREVENTION

Due to the serious nature of child abuse and/or neglect, the YMCA of the Rockies responds quickly to any report of neglect or abuse of any child within our care. All volunteers should be responsible role models

and be conscious of their actions around minors. You should always attempt to be with another adult when you are with a minor that is in your care. Volunteers are not to invite guests under the age of 18 into volunteer housing. Please review the YMCA of the Rockies Code of Conduct Policy with the Human Resources Director should you have questions.

Vc. APPEARANCE, ATTIRE AND HYGIENE

YMCA of the Rockies believes an employee's dress and grooming should be appropriate to the work situation and guest expectations and should create a favorable image for the Association. Departures from what the Association considers appropriate dress or personal grooming are not permitted, regardless of the nature of the job performed. The personal appearance of employees is typically governed by the following standards:

1. As an employee you are expected to dress in a manner normally acceptable in business establishments. Seasonal staff and volunteers are required to wear YMCA staff shirts while on duty. YMCA staff shirts are preferred for year-round staff.
2. While on the clock, staff are not permitted to have clothing or accessories with visible slogans, messaging or advertising not specifically connected to YMCA of the Rockies.
3. Hair should be clean and neatly trimmed or arranged as defined by the Association. Hair must never be at a length that would create a safety hazard for an employee and long hair may be asked to be pulled back.
4. Sideburns, mustaches and beards should be neatly trimmed. Eccentric styles of facial hair are not permitted.
5. Jewelry requiring body piercing is prohibited, or may not be visible, except for simple earrings, small nose studs or rings and clear tongue rings (as long as they do not interfere with effective communication). Ear gauges may not be larger than ¼" and must be plugged with a solid colored ear plug. All other facial piercings are prohibited.
6. Tattoos deemed inappropriate or excessive by the Association must not be visible.
7. Appropriate shoes will depend on each department separately.
8. Shorts may be allowed in some departments, but need to be mid-thigh or longer.
9. Name badges are considered a member service. All employees are required to wear their name badge while on duty or while eating in the employee dining room.
10. Employees seeking an exception from any of the above standards should speak with their Human Resources Director.

If volunteers report for work improperly dressed or groomed in the Association's opinion, their supervisor may instruct them to return home or to their on-grounds housing to change clothes and may take appropriate disciplinary action.

Vd. CRIMINAL BACKGROUND CHECK

Due to the nature of our services, all volunteers will be subject to a thorough criminal background investigation prior to volunteering. Any volunteer with a criminal background, which is unacceptable in the opinion of management, may be terminated. Criminal background investigations may be conducted at any time during employment.

Ve. BULLETIN BOARDS

YMCA of the Rockies bulletin boards (in staff housing or in the workplace) are reserved for business purposes only. As a volunteer you are prohibited from using these bulletin boards for personal use.

Vf. PROPRIETARY AND/OR CONFIDENTIAL INFORMATION

As a volunteer of the Association you may have access to proprietary and/or confidential information about YMCA of the Rockies' guests and groups, campers, lodging or housing, and staff members. This information has contributed to advantages not shared by our competition. Disclosure of any such information such as records, mailing lists, trade secrets, etc. to anyone outside the Association might seriously damage our competitive position. Therefore, such disclosure is strictly prohibited. To do so without management approval will not be tolerated.

Vg. LOST AND FOUND

All lost and found items must be turned in to your Supervisor or designated area as soon as possible. Failure to do so is not tolerated.

Vh. COMMUNICATIONS SYSTEMS POLICY

Systems

The YMCA of the Rockies' communication systems are powerful business tools intended for employees to use in performing their jobs.

Therefore, all documents and files are the property of the Association. All information regarding access to the Association's computer resources, such as user identifications, access codes, and passwords are confidential Association information and may not be disclosed to non-authorized or non-Association personnel.

All computer files, documents, and software created or stored on the Association's computer systems are subject to review and inspection at any time. In this regard, employees should not assume that any such information is confidential, including e-mail, text and voice mail messages either sent or received.

No one may solicit, promote, or advertise any outside organization, political interest, product or service through the use of Association communication tools at any time.

Upon termination of employment, access to Association files and email accounts will not be allowed and all communication tools will be returned to the Association.

Minors

As an employee you may not give out your personal email addresses, phone numbers or links to personal social media sites to program participants, members or guests under the age of 18, whether parental permission is given or not. You may not initiate contact with program participants, members or guests under the age of 18 through any means unless authorized as a part of your job. If a program participant, member or guest under the age of 18 finds your personal social media site and requests to be linked as a friend, you must respectfully deny the request and block them from further contact and inform your department director. You may not have contact with program participants, members or guests under the age of 18 during the "off-season" until the individual is at least 18 years of age, e.g. non-summer months for camp participants. An employee may communicate with minor employees as well as minors with whom they had a relationship prior to the minor being a program participant, member or guest of the Association, e.g. family, friend, or neighbor.

Personal Use of the Internet

Some employees need to access information through the Internet in order to do their job. Use of the Internet, including wireless access, is for business purposes during the time employees are working. Personal use of the Internet should not be on business time, but rather before or after work or during breaks or a meal period. Regardless, the Association prohibits the display, transmittal, or downloading of material that is in violation of Association guidelines or otherwise is offensive, pornographic, obscene, profane, discriminatory, harassing, insulting, derogatory or otherwise unlawful at any time.

Software and Copyright

The Association fully supports copyright laws. Employees may not copy or use any software, images, music or other intellectual property (such as books or videos) unless the employee has the legal right to do so. Employees must comply with all licenses regulating the use of any software and may not disseminate or copy any such software without authorization.

Unauthorized Use

Employees may not attempt to gain access to another employee's personal file of e-mail messages or send a message under someone else's name without the latter's express permission.

Employees are strictly prohibited from using the Association's communication systems in ways that management deems to be inappropriate.

Under no circumstances, may the Association network and computing resources be used for any of the following purposes:

- Damaging the integrity or disrupting the use of the Association information resources or communication systems
- Using the Association resources to conduct outside business ventures
- Disclosing confidential or restricted information to unauthorized personnel
- Performing illegal activities, including gambling
- Downloading and/or using software that has no business purpose, such as games
- Using the Association resources as a conduit for unauthorized access to other computer systems, including access to credit card data
- Seeking employment outside the Association

The activities mentioned above are illustrative and not intended to be all inclusive. If you have any question whether your behavior would constitute unauthorized use, contact your immediate supervisor before engaging in such conduct.

Email

Electronic mail is to be used for business purposes. While personal email is permitted, it is to be kept to a minimum. Personal electronic mail should be brief and sent or received as seldom as possible.

The Association prohibits the display, transmittal, or downloading of material that is offensive, pornographic, obscene, profane, discriminatory, harassing, insulting, derogatory or otherwise unlawful at any time.

Employees are prohibited from unauthorized use of encryption keys or the passwords of other employees to gain access to anyone else's email messages.

Management may monitor email from time to time.

Telephones / Cell Phones / Portable Electronic Devices

Employee work hours are valuable and should be used for business. Excessive personal phone calls and texts can significantly disrupt business operations. Employees should use their breaks for personal phone calls and texts unless it is an emergency.

Portable electronic devices with cameras should not be used in a way that violates Association guidelines, i.e. confidential information, swimming pool pictures and EEO/sexual harassment.

Texting on a cell phone while on-the-job is not permitted when operating a vehicle. Cell phones issued by YMCA of the Rockies cannot be used to text while driving at any time. Drivers must be parked when dialing out on a cell phone.

The Association telephone lines should not be used for personal long distance calls.

Voice Mail

The Association voice mail system is intended for transmitting business-related information. Although the Association does not monitor voice messages as a routine matter, the Association reserves the right to access and disclose all messages sent over the voice mail systems for any purpose. Employees must use judgment and discretion in their personal use of voice mail and must keep such use to a minimum.

Social Media

Social media refers to web-based media technology through which people communicate, share and network in an online environment. Social media can take many different forms. It includes social networking sites (i.e., Facebook, Instagram and LinkedIn); blogs; micro-blogs (i.e., Twitter); online discussion groups; instant messaging; text messaging; multimedia sharing for videos (i.e., YouTube), pictures (i.e., Flickr), audio and presentations; collaborative media such as wikis and bookmarks; sites for sharing social news, opinions and reviews; social bookmarking sites; event monitoring; game sharing; and many others.

The Association permits employees' use of social media on Association equipment. Use of social media is for business purposes during the time employees are working. Personal use of social media should not be on business time, but rather before or after work or during breaks or a meal period.

When you use social media, use good judgment. We request that you be respectful of the Association, our employees, our customers, our partners and affiliates, and others. Avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparages our employees, customers, partners and affiliates, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment. Regardless, you are responsible for your postings.

All postings on social media on behalf of the Association must be sent by authorized employees only. Departments who wish to use social media must be authorized by the Marketing and Communications Department prior to commencement. Authorization or denial of a social media account is strictly at the discretion of the Marketing & Communications department. Unauthorized social media accounts will be mandated to be deleted. When posting for official YMCA business, you may not post a picture of or information about any YMCA participant who is a minor (under the age of 18) without a parent's or guardian's written permission and you may not post a picture of or information about any adult YMCA participant without their permission.

Personal Social Media Accounts

All employees and volunteers are responsible for any content that appears on their personal social networking sites as it relates to YMCA of the Rockies. Make sure this content places you and the Y in a positive light, and respects copyright laws and YMCA of the Rockies policies.

On official YMCA social networking sites and on personal social networking sites:

- Always identify your affiliation with the Y when your posting expresses opinions, beliefs, findings, or experiences concerning the Y.
- If you have not been specifically authorized to speak on behalf of YMCA of the Rockies, you should make it clear that the views expressed are yours alone and do not reflect the views of the YMCA. If that is not obvious from your comments, you should specifically state, "The views expressed in this post are my own. They have not been reviewed or approved by YMCA of the Rockies."
- Do not speak on behalf of YMCA of the Rockies. All messaging on behalf of YMCA of the Rockies must go through the Marketing & Communications department.
- Do not include any content that could be viewed as violating YMCA workplace policies against unlawful discrimination or harassment.
- Do not include any content that could be viewed as unlawfully defamatory or disparaging of YMCA business, members, volunteers or employees.
- Do not use the YMCA logo, trademark or proprietary graphics, proprietary photographs or proprietary video of YMCA's premises without the Marketing and Communications department's prior written approval.
- Do not use YMCA-sponsored sites to solicit for or promote personal businesses or any other organization, including but not limited to outside business ventures, charities, political campaigns, religious groups, or other membership organizations.
- Do not use any personal social media account or site to conduct any business for YMCA of the Rockies.
- While non-business use of social media by an employee is considered personal communication, photographs of program participant minors shall not be posted electronically.

The Association routinely monitors social media sites that reference the Association. Employees should not assume confidentiality.

You must comply with all applicable laws including copyright and fair use laws. You may not disclose any sensitive, proprietary, confidential, or financial information about the Association. This does not include information regarding your wages or the terms and conditions of your employment. Further detail is provided in the "Confidential Information" section of this handbook.

Social media is not the appropriate place to make complaints or negative comments about the Association regarding alleged discrimination, unlawful harassment, or safety issues. Complaints to the Association must be made consistent with the complaint process in this handbook so that the Association can address them.

Nothing in this guideline is meant to impede or restrict any rights protected by state or federal laws, including your right to discuss the terms and conditions of your employment.

Media Contact

Information placed on social media sites such as YouTube, may generate media coverage. If a member of the media contacts you about a YMCA-related posting or requests Association information of any kind, refer them to a representative of the Marketing and Communications Department or your General Manager.

Vi. DATA DISPOSAL POLICY

During the course of your employment, YMCA of the Rockies will collect certain information that is classified as "personal identifying information," or PII, under applicable laws. Such information may include, but is not limited to:

- Your first and last name or initials;
- Username(s) and password(s);
- Social security number;
- Driver license or other identification card number;
- Medical documentation;
- And more.

The YMCA may keep these records in paper and/or electronic format.

ACKNOWLEDGMENT OF RECEIPT OF VOLUNTEER HANDBOOK

I ACKNOWLEDGE THAT I HAVE RECEIVED A COPY OF THE YMCA OF THE ROCKIES VOLUNTEER HANDBOOK DATED JANUARY 1, 2021. I UNDERSTAND THAT I AM TO BECOME FAMILIAR WITH THE CONTENTS OF THE HANDBOOK, AS IT OUTLINES ASSOCIATION GUIDELINES. IF I HAVE QUESTIONS, I UNDERSTAND THAT I SHOULD TALK TO MY SUPERVISOR AND/OR THE HUMAN RESOURCES DEPARTMENT.

FURTHERMORE, I UNDERSTAND THAT:

- VOLUNTEERING WITH YMCA OF THE ROCKIES IS AT-WILL. I HAVE THE RIGHT TO END MY VOLUNTEER RELATIONSHIP WITH THE ORGANIZATION, WITH OR WITHOUT ADVANCE NOTICE FOR ANY REASON. THE ORGANIZATION HAS THE SAME RIGHT.
- THE LANGUAGE USED IN THIS HANDBOOK AND ANY VERBAL STATEMENTS OF MANAGEMENT ARE NOT INTENDED TO CONSTITUTE A CONTRACT OF EMPLOYMENT, EITHER EXPRESS OR IMPLIED, NOR ARE THEY A GUARANTEE OF SERVING AS A VOLUNTEER FOR A SPECIFIC DURATION.
- THE HANDBOOK IS NOT ALL-INCLUSIVE, BUT IS INTENDED TO PROVIDE ME WITH A SUMMARY OF SOME OF THE ORGANIZATION'S GUIDELINES.
- THIS EDITION REPLACES ALL PREVIOUSLY ISSUED HANDBOOKS.
- THE NEED MAY ARISE TO CHANGE THE GUIDELINES DESCRIBED IN THE HANDBOOK, EXCEPT FOR THE AT-WILL NATURE OF VOLUNTEERING. THE ORGANIZATION THEREFORE RESERVES THE RIGHT TO INTERPRET THEM OR TO CHANGE THEM WITHOUT PRIOR NOTICE.
- NO REPRESENTATIVE OF YMCA OF THE ROCKIES, OTHER THAN THE PRESIDENT OF THE ASSOCIATION, HAS THE AUTHORITY TO ENTER INTO AN AGREEMENT OF EMPLOYMENT FOR ANY SPECIFIED PERIOD, AND SUCH AGREEMENT MUST BE IN WRITING, SIGNED BY THE PRESIDENT AND MYSELF. WE HAVE NOT ENTERED INTO SUCH AN AGREEMENT.

PRINTED NAME _____

SIGNATURE _____ DATE _____