

# YWCA Enid Volunteer Manual

**eliminating racism**  
**empowering women**  
**ywca**

*Volunteers are the only human beings  
on the face of the earth who reflect this  
nation's compassion, unselfish caring,  
patience, and just plain love for one another.*

-Erma Bombeck

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# YWCA Enid – Volunteer Manual

## SECTION 1: Introduction to YWCA Enid

### I. Mission Statement

The YWCA is a women's membership movement nourished by roots in the Christian faith and sustained by the richness of many beliefs and values. Strengthened by diversity, the Association draws together members who strive to create opportunities for women's growth, leadership, and power in order to attain a common vision: *Peace, justice, freedom, and dignity for all people*. The Association will thrust its collective power toward the elimination of racism wherever it exists and by any means necessary.

### II. Information about YWCA Enid

YWCA Enid currently has four main programs: Crisis Center, Halfway House, Youth, and the Children's Learning Center

#### **a. Crisis Center**

The purpose of the Crisis Center program is to provide safe shelter, counseling, and support services for adult victims of domestic and sexual violence and their dependent children. The shelter has staff on duty 24-hours every day. They provide residents with crisis intervention, transportation, advocacy, parenting education, children's programming, referral to helpful agencies, food, clothing, personal care items, and assistance in obtaining permanent housing. Staff provide counseling, childcare, and monitored child visitations for non-custodial parents. My Sister's Closet provides clothing and household items for individuals in need.

The location of the shelter is confidential. If victims from counties other than Garfield need shelter, the Crisis Center staff will try to assist with transportation. The 24-hour crisis line can assist callers with crisis intervention, information, referrals and safety planning. The crisis line number is 580-234-7644 or 1-800-966-7644.

#### **b. Halfway House**

Reflections Halfway House program provides a safe and supportive setting for adult women who are recovering from chemical dependency. This program is for adult women who have dependent children and who have completed a certified treatment program. Program participants are asked to make a commitment of at least three months. Longer program participation is allowed for those who need more time to accomplish their goals.

Services provided through this program are residential accommodations, individual and group counseling, support groups, parenting education classes, and parent/child interaction groups. Group sessions address recovery and relapse prevention issues, daily living skills, co-dependency, domestic violence, sexual abuse, and relationship issues. There are educational institutions in Enid for continuing education through Autry Tech, GED educational services, Northwestern Oklahoma State University-Enid Campus, and Northern Oklahoma College-Enid Campus. There are also numerous social service agencies in this area. Reflections Halfway House is a state certified substance abuse halfway house program, and is certified by Oklahoma Department of Mental Health and Substance Abuse Services. Halfway House services are provided at no charge. For more information regarding this program, call 580-237-0470.

#### **c. Youth**

There are currently four youth events at the YWCA: Girl Power Rally, Stop Racism & Prejudice Youth Challenge, Children's Christmas Party, and the Children's Christmas Sale

**Girl Power Rally:** The goal of this annual rally is to empower girls in 4<sup>th</sup>-7<sup>th</sup> grade with the knowledge and self-confidence to stand up against peer pressure!

**Stop Racism & Prejudice Youth Program:** The goal of the program is to motivate young people grades 3 - 12 to lead and influence others to eliminate racism and prejudice. Teams complete one of twenty-one challenges utilizing multi-media or community outreach projects.

**Children's Christmas Party:** The annual Children's Christmas Party provides a party and gifts to approximately 100 children each year. Referrals are taken from Salvation Army and DHS. Each child also receives gifts, a goody bag, pizza and drinks. Other highlights of the party include games, prizes and a visit from Santa Claus. When available, there are drawings for bikes!

**Children's Christmas Sale:** The YWCA Children's Christmas Sale provides an opportunity for children ages 4 – 12 to shop for their families and friends. All items in the store are under \$3.00. Santa's helpers are available to help the children shop and wrap their gifts.

#### **d. Children's Learning Center**

The Children's Learning Center is a two-star daycare located at the YWCA. It is open Monday through Friday from 7:30 a.m. to 6:00 p.m. The program serves children ages 6 weeks to 12 years of age, and provides quality full day childcare as well as a half-day preschool program. Staff members are committed to working in partnership with parents to provide the best care possible for their children. The center provides age-appropriate curricula, well-trained staff and a loving and nurturing environment in which a child can grow and learn.

Teachers prepare weekly lesson plans that are both age and developmentally appropriate. Daily activities may include: arts and crafts, circle time, dramatic play, music and movement, story time, outdoor activities and group activities. These activities meet the early childhood standards that have been adopted by nationally accredited centers. YWCA Children's Learning Center accepts enrollment at any time.

## SECTION 2: Volunteering at YWCA Enid

I. The value of volunteers. Volunteers have an important role in the provision of services at the YWCA. The development of present day services is due largely to the work of volunteers. Volunteer involvement continues to be crucial to the operation of all programs, and the organization's ability to provide services is enhanced significantly through the contributions of volunteers. Never doubt the significance of your contributions to the organization!

II. The role of volunteers. Volunteers will provide both program and administrative support. Recognizing that in today's climate volunteers increasingly expect to be included in meaningful work that is clearly focused on the organization's mission, the board and paid staff will endeavor to include volunteers in program work wherever possible. However, volunteer assistance will enhance and not replace paid staff work, nor will paid staff be asked to perform work that is part of their current job descriptions on a non-paid voluntary basis. Volunteers will be expected to perform in cooperation with the organization's staff and comply with organization guidelines at all times.

III. Volunteer Selection. Prospective volunteers are recruited from all segments of the community. YWCA Enid does not discriminate on the basis of race, color, national origin, sex, religion, or physical handicap. All prospective volunteers will be screened by the Volunteer Coordinator prior to assignment of volunteer duties. YWCA Enid does reserve the right to deny the opportunity to volunteer to any person at any time. *For program specific volunteer requirements, please see Section 3.*

IV. Court-ordered Community Service. Individuals can fulfill court-ordered community service requirements at the YWCA. Individuals must be at least 13 years of age to complete court-ordered community service. **Please note** that the YWCA staff always reserves the right to deny or discontinue working with any volunteer. Also, the YWCA is not able to work with those who have committed most felonies or any violent crimes. In that case, the court that ordered community service should be able to help you find placement.

Before you can begin community service with us, the Volunteer Coordinator will need a copy of the document(s) explaining the reason for the service, specifying what the original charge/offense was and the final decision of the court. This information will be kept confidential. We need to see the original and keep a copy of an official photo ID (such as a passport or driver's license), proof of current address and phone number. We provide time sheets to keep track of required hours and will also cooperate with any reasonable paperwork required by the court.

Those wishing to complete their community service at the YWCA will be restricted to certain activities within the facility. (*Please see Section 3*) All other rules within this manual will apply to all individuals completing court-ordered community service, and the Volunteer Coordinator reserves the right to subtract hours or discontinue an individual's work if their behavior is deemed inappropriate by staff.

Although your service to the YWCA is court-ordered, your help will still be appreciated!

#### V. Volunteer Requirements. *Please read carefully!*

1. Non-judgmental attitude. Everyone has their own set of values, however as a YWCA volunteer, you must be able to accept a person regardless of their situation or lifestyle, and not judge them with your socialized values.

2. Confidentiality. Volunteers may learn personal or sensitive information about the clients with whom they work. This information, as well as the identification of the clients, is to be held in strict confidence. A breach thereof will result in separation from the program. *Unauthorized disclosure of information is a federal criminal offense punishable by a fine or not more than five hundred dollars (\$500) in case of a first offense and not more than five thousand dollars (\$5,000) in the case of each subsequent.*

3. Good listening skills. A volunteer must be a good listener. You cannot tell a client what to do! You must provide options and allow them to make their own decisions.

4. Transportation. Must have access to dependable transportation.

5. Phone. Must have a telephone: land line or cell phone.

6. Communication. Must have good written and verbal skills and legible handwriting.

7. Dependability. As we are a 24-hour facility, and someone must be present at all times, reliability is crucial. If circumstances arise which prevent you from volunteering scheduled hours, 24-hour notice and/or other arrangements with another volunteer or staff should be made.

8. Attendance. As a volunteer, you must attend all training sessions. If you are a Crisis Center volunteer, attendance at Crisis Center meetings are strongly recommended.

VI. Volunteer Training. All volunteers will complete an orientation with the Volunteer Coordinator which will include a tour of the facility, review of volunteer requirements (Section 2:3), and an outline of the

program specific duties to which the volunteer will be assigned. The volunteer will meet with program directors if necessary. Crisis Center volunteers may require additional training. (See Section 3:1). Attendance is required at all training sessions.

## VI. Facility Rules

**a. Work Hours.** Volunteers may work 1-30 hours per week. All volunteers are required to complete an individual time log for each week of work. (*See Section 4*)

**b. Personal Appearance.** Volunteers are expected to be professional and business-like in appearance and actions. Radical departure from conventional dress or personal grooming (including, but not limited to excessively long hair, untrimmed facial hair on males, excessive makeup, short dresses/skirts, tank/halter tops, short shorts and thong type footwear) is not permitted. Should a YWCA director decide that a volunteer is in violation of the dress code, the individual will be asked to go home and change. (*See Section 3 for specific dress code requirements for each program*)

**c. Facility & Supply Usage.** Volunteers will not directly or indirectly use or allow the use of property, equipment, or supplies belonging to the YWCA or located on YWCA property for any purpose other than YWCA business.

**d. Cell Phones.** Personal cell phone use must be kept to a minimum.

**e. Children.** Children under the age of 13 may not be in the office while the parent is participating in volunteer work or completing community service hours. Children over 13 must complete the Volunteer Application if they must be in the office during volunteer work (not allowed in Crisis Center facility).

**f. Expenses.** Volunteers shall be fully reimbursed for authorized expenses incurred in the course of conducting YWCA business.

**g. Smoking.** The YWCA is strongly committed to provide and maintain a healthful and safe work environment for all employees, volunteers, and clients. Therefore, no smoking is allowed on the property.

**h. Substance Abuse.** The YWCA employees and volunteers are entitled to a drug free work place. It is our policy to protect our customers, clients, volunteers and employees from an unsafe work environment caused by employee substance abuse. Employees must report to work in a condition fit for duty. Employees who report to work impaired by the use of drugs will be sent home.

**i. Internet.** Any Internet site paid for by the YWCA is to be used for business purposes and all communications should be for professional reasons.

**j. Weapons.** To maintain the safety and security of its employees and members, the Association prohibits all persons who enter YWCA property from carrying a weapon of any kind onto the property regardless of whether the person is licensed to carry the weapon or not.

**Violation of these rules is grounds for dismissal as a YWCA volunteer.**

## SECTION 3: Program Requirements

### I. Crisis Center Volunteers

**Age Requirement:** 18+

**Male/Female:** Either.

**Desired education level:** Any. A background in psychology and/or crisis intervention is preferred.

**Dress Code:** When working in the Crisis Center office, we require business casual attire. For support services (see 'Type of Activities' in this section), jeans, t-shirts and tennis shoes are acceptable.

**Additional training:** All Crisis Center volunteers must read the *Crisis Center Training Manual*. Volunteers involved in direct services with clients are required to complete the *Crisis Center Training* worksheet which includes 10 hours of additional training through videos, reading materials and one-one-one training with Crisis Center staff. Staff will work with the volunteer to complete the *Crisis Center Training* worksheet. Volunteers can also complete additional training to become Sexual Assault Response Advocates. Direct services volunteers

will receive a certificate upon completion of training, and will then be authorized to provide services to clients, under the supervision of Crisis Center staff.

**Type of Activities:**

Direct Services: Highly-trained volunteers have extensive contact with clients through Crisis Line coverage, child advocacy, and as a member of the Rape Response Team.

Support Services: Volunteers have limited contact with clients, but are valuable to the continued operation of the Crisis Center. This could include playground maintenance, beautification, and soliciting donations such as linens, toiletries, clothes and toys.

**Report to:** Crisis Center Staff or Volunteer Coordinator

II. My Sister's Closet (a program under the Crisis Center)

**Age Requirement:** 13+ (with the exception of school groups or local organizations that will have adult supervision)

**Male/Female:** Either

**Desired education level:** Any.

**Dress code:** Casual

**Additional training:** One-on-one training with My Sister's Closet staff

**Type of activities:** Sort and organize donations, clean, and assist My Sister's Closet staff as necessary.

**Ideal for:** Retired individuals or local civic organizations and schools looking for a short-term volunteer opportunity. Individuals ordered to community service also qualify.

**Report to:** My Sister's Closet staff or Volunteer Coordinator.

III. Youth

**Age Requirement:** 13+

**Male/Female:** Either

**Desired education level:** Any. Just a desire to enrich and inspire the lives of children!

**Dress code:** Casual

**Additional training:** One-on-one training with staff.

**Type of activities:** Assist with the Girl Power Rally, Stop Racism & Prejudice Youth Challenge, Children's Christmas Party, and the Children's Christmas Sale.

**Ideal for:** High school and college students interested in early childhood education, psychology or community studies. Retired individuals or local civic organizations and schools looking for a short-term volunteer opportunity.

**Report to:** Children Services Director or Volunteer Coordinator.

IV. Children's Learning Center

**Age Requirement:** 13+

**Male/Female:** Either

**Desired education level:** Any. A background in early childhood education is preferred.

**Dress code:** Casual or scrubs.

**Additional training:** The daycare staff will conduct additional training as necessary.

**Type of activities:** Interacting with children, organizing, cleaning, assisting staff with activities and any other duties as assigned by daycare staff.

**Ideal for:** College students in an education program and retired individuals. Individuals ordered to community service may also qualify (depending on violation and upon approval of Daycare Director).

**Report to:** Daycare Director, Assistant Daycare Director or Volunteer Coordinator

V. Office Assistant/Maintenance

**Age Requirement:** 13+

**Male/Female:** Either

**Desired education level:** Any.

**Dress code:** When working at the Front Desk, we require business casual attire. Casual attire is acceptable for all other activities.

**Additional training:** One-on-one training will be conducted by staff as needed.

**Type of activities:** Answering the main YWCA business line, assisting with general office duties, preparing for meetings, organizing supply room, cleaning kitchens, maintaining front flower beds and any other duties as assigned by staff.

**Ideal for:** Retired individuals, college internships, and individuals ordered to community service also qualify for any cleaning and maintenance work.

**Report to:** Executive Director, Front Desk, Head of Maintenance or Volunteer Coordinator

## VI. Special Events

**Age Requirement:** 13+ (with the exception of school groups or local organizations that will have adult supervision)

**Male/Female:** Either

**Desired education level:** Any.

**Dress code:** Casual or business attire, depending on event.

**Additional training:** One-on-one training will be conducted by staff as needed.

**Type of activities:** Distributing posters and flyers, assisting staff with preparation and clean-up, and contributing to the overall event.

**Ideal for:** College internships (along with office assistant work) or local civic organizations or schools looking for a short-term volunteer opportunity.

**Report to:** Executive Director, Front Desk or Volunteer Coordinator

**NOTE:** If there is a specific project which an individual or group would like to complete for the YWCA, please contact the Volunteer Coordinator for more information.

## SECTION 4: Forms

### I. Volunteer Records & Logs

**a. Confidentiality of Records.** The Association shall maintain confidential records for each volunteer. The Association will strive both to protect the volunteer's right to privacy and to support the YWCA's need to collect and use volunteer information. Each volunteer's file will contain only volunteer-related information, including that required by law. Staff members are responsible for the provision of up-to-date data and for the notification of subsequent changes to the Volunteer Coordinator such as completion of training. Verification of all training sessions must be kept in the volunteer's file.

**b. Confidentiality of YWCA clients.** All volunteers are required to sign a Confidentiality Agreement to protect clients within the facility. Please note: *Unauthorized disclosure of information is a federal criminal offense punishable by a fine or not more than five hundred dollars (\$500) in case of a first offense and not more than five thousand dollars (\$5,000) in the case of each subsequent.*

**c. Time Log.** Volunteers are required to utilize an individual time log for each week of service which includes sign-in and sign-out times and the activity. The time log folder will be kept at the front desk.

**d. Training.** Volunteers must log any training hours and indicate type of training. Crisis Center volunteers will complete the *Crisis Center Training* worksheet during training, and a copy, along with copies of certificates earned, will be kept in the volunteer's file.

II. Notice Regarding Background Check. Due to the sensitive and confidential nature of many of the YWCA programs, all volunteers are subject to a criminal history background check.

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### III. Acknowledgement

I acknowledge receipt of the NOTICE REGARDING BACKGROUND CHECK (“the NOTICE”), and certify that I have read and understand the NOTICE and this Authorization. I hereby authorize YWCA Enid to obtain background information about me from an outside agency for purposes of evaluating any aspect of my application to volunteer at YWCA Enid.

I have read and understood the terms and conditions described in the YWCA Volunteer Manual and agree, on behalf of myself, to be bound by these terms and conditions. I have executed this agreement voluntarily.

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**Signature of Volunteer**

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**Date**

**Please return to Volunteer Coordinator  
along with Volunteer Application. Thank you!**