



## **Bainbridge Youth Services (BYS) Volunteer Training & Handbook**

### **Introduction**

Thank you for your interest in becoming a volunteer with Bainbridge Youth Services (BYS). Volunteers play a crucial role in providing enriching experiences for the youth we serve. This handbook serves as a guide to ensure that our volunteers understand their roles, responsibilities, and the expectations we have for maintaining a safe and supportive environment for our youth, their families, and the community.

### **Mission**

The mission is to promote the mental health and wellness of youth and their families through support, education, and resources.

### **Inclusion Statement**

BYS is fully committed to providing services that affirm all individuals' dignity, worth, and value. We believe in creating an atmosphere of openness, trust, respect, and safety where diverse attitudes, beliefs and values can be explored and discussed. We seek to understand and honor individual differences, including but not limited to experiences related to: race, ethnicity, national origin, religious and spiritual beliefs, gender, gender identity, physical and mental abilities, and socio-economic status.

### **Programs**

Completely free confidential counseling, peer tutoring, and work opportunities are three of the main services BYS offers. Our youth and parent counseling service, in addition to our parent peer support groups, help promote mental health in the community. While the peer tutoring program offers academic support and provides volunteer opportunities for youth seeking community services hours. BYS also offers volunteer opportunities through our service club and youth advisory board. Lastly the BYS Jobs Board offers youth working opportunities, with paid and volunteer jobs.

## **Volunteer**

A volunteer is an individual who freely offers their time, skills, and services to support an organization or cause without expecting financial compensation. Volunteers contribute their efforts to various activities, projects, or programs, helping organizations fulfill their missions and make a positive impact on their communities.

Volunteers serve at the discretion of the organization and may be discontinued from their roles at any time, without prior notice or justification. Volunteering is a privilege, not a right. BYS may decide to discontinue any volunteer's participation at any time.

## **Volunteer Clearance Process**

To ensure the safety of our youth and compliance with Washington State Law (RCW 43.43.830), all volunteers must complete the following steps.

If you filled out the volunteer form on the BYS Website:

- Read the BYS Volunteer Handbook (a link is provided on the BYS website)
- Complete Online Application: Fill out the online application. Ensure that all questions are answered truthfully and completely.
- Submit Photo ID: Please upload a copy of your valid driver's license or state identification card to the online application.
- Agree to a background check.

## **Volunteers Opportunities**

Types of volunteers opportunities

- Board member: A board member is a dedicated volunteer serving a two-year term, providing strategic guidance, financial oversight, and community advocacy to enhance youth well-being.
- Committee member: A committee member is a volunteer who supports specific initiatives by providing guidance, and hands-on assistance to further the organization's mission.
- On Call: is a volunteer who provides occasional support for specific tasks, offering their time and skills as needed to help further the organization's mission.
- Events: An event volunteer assists with planning, setup, execution, and cleanup of events, ensuring a positive and organized experience for participants while supporting the organization's mission.
- Staff and Youth Support: A volunteer supporting staff and youth provides direct assistance with programs, administrative tasks, helping to create a supportive and welcoming environment for young people.

## **BYS Volunteer Contact Information**

Email: [volunteer@askbys.org](mailto:volunteer@askbys.org)

Phone Number: 206-842-9675

## **Volunteer Rules and Requirements**

As a volunteer with BYS, you agree to adhere to the following rules and requirements:

- Stay home if feeling sick and/or recently tested positive for COVID-19.
- Follow BYS policies and procedures.
- Comply with and follow all directives of staff and the board of directors.
- Ask for an explanation of your specific responsibilities, and ask for help when needed.
- Respect the confidentiality of youth, their families, and staff.
- Be reliable, prompt, and dependable; notify staff 24 hours in advance if unable to keep scheduled opportunities.
- Be a positive role model, accepting each person and encouraging the best interactions.
- Be a good listener, patient, flexible, and non-judgmental; allow youth to make mistakes.
- Reinforce youth successes.
- Remain calm and collected in frustrating or stressful situations.
- Overcome setbacks or disappointments.
- Respect culture, religion, and lifestyle diversity, and conform to federal and state laws prohibiting discrimination based on race, color, national origin (including language), sex, sexual orientation (including gender expression or identity), creed, religion, age, veteran or military status, disability, or the use of a trained dog guide/service animal.
- Support, but not replace, the role of parents or guardians.

## **Volunteers will not engage in the following while volunteering**

- Share information about youth, except with appropriate staff personnel.
- Recommend or recruit youth for non-BYS sponsored activities.
- Express, promote or share personal agendas (e.g., religious or political).
- Initiate social activities with youth or make contact outside of BYS, including but not limited to contact by phone, mail, email, or any social networks.
- Have inappropriate physical contact with youth, or make comments or innuendos that are sexual, or could be construed as sexual.
- Use cell phones or cameras to photograph or make videos of youth or staff unless under direct staff supervision.
- Violate policies or procedures or the directives of staff or board members.
- Engage in any illegal activity.
- Miss scheduled meetings/appointments unless impossible to keep, and then will give as much notice as possible.

## **Confidentiality**

BYS operates various initiatives aimed at positively impacting the lives of young individuals. Throughout your engagement with BYS, you may gain access to confidential information vital to our operations.

Confidential information encompasses a broad spectrum of data, including financial details, business strategies, client records, and intellectual property, among others. Any information disclosed by BYS or accessed during your involvement with us falls under this category. Without explicit consent, you must refrain from disclosing or sharing any confidential information with third parties, except as required for fulfilling your duties. You are permitted to utilize Confidential information solely to carry out tasks assigned by BYS. Any alternative use of such information necessitates prior written consent from BYS.

Maintaining confidentiality extends to your conduct within BYS premises. Avoid discussing or sharing sensitive information in common areas where unauthorized individuals may overhear. Do not disclose to others the identities of individuals present in the building.

## **Sexual Abuse and Misconduct Prevention Policy**

Bainbridge Youth Services (BYS) prohibits and has zero tolerance for sexual abuse or misconduct in the workplace or during any organization-related activity. BYS provides procedures for employees, volunteers, board members, or any other victims of sexual abuse or misconduct to report such acts. Those reasonably suspected or believed to have committed sexual abuse or misconduct will be appropriately disciplined, up to and including termination of employment, as well as criminally prosecuted. No employee, volunteer, board member, or other person, regardless of his or her title or position, has the authority to commit or allow sexual abuse or misconduct.

## **Definitions and Examples**

The following definitions or examples of sexual abuse, misconduct, or harassment may apply to any and/or all of the following persons - employees, volunteers, or other third parties.

- Sexual abuse or misconduct may include, but is not limited to:
- Child sexual abuse - any sexual activity, involvement, or attempt of sexual contact with a person who is a minor (under 18 years old) where consent is not or cannot be given
- Grooming - any actions by an adult to win a minor's trust and/or the trust of a minor's guardian(s) or 'gatekeeper' to manipulate a minor into sexual activity and to keep the minor from disclosing the abuse
- Sexual activity with another who is legally incompetent or otherwise unable to give consent

- Physical assaults or violence, such as rape, sexual battery, abuse, molestation, or any attempt to commit such acts
- Unwanted and intentional physical conduct that is sexual, such as touching, pinching, patting, brushing, massaging someone's neck or shoulders, and/or pulling against another's body or clothes
- Material such as pornographic or sexually explicit images, posters, calendars, or objects
- Unwelcome and inappropriate sexual activities, advances, comments, innuendoes, bullying, jokes, gestures, electronic communications or messages (e.g., email, text, social media, voicemail), exploitation, exposure, leering, stalking, or invasion of sexual privacy
- A sexually hostile environment is characterized as comments or conduct that unreasonably interferes with one's work performance or ability to do the job or creates an intimidating, hostile, or offensive environment
- Direct or implied threats that submission to sexual advances will be a condition of employment or affiliation with the organization

## **Reporting Procedure**

Immediately report suspected sexual abuse or misconduct to the Executive Director. It is not required to directly confront the person who is the source of the report, question, or complaint before notifying any of the individuals listed. BYS will take every reasonable measure to ensure that those named in the misconduct complaint or are too closely associated with those involved in the complaint will not be part of the investigative team.

## **Anti-retaliation and False Allegations**

BYS prohibits retaliation made against any employee, volunteer, board member, or other person who lodges a good faith complaint of sexual abuse or misconduct or who participates in any related investigation. Making knowingly false or malicious accusations of sexual abuse or misconduct can have serious consequences for those who are wrongly accused. BYS prohibits making false or malicious sexual misconduct allegations and deliberately providing false information during an investigation. Anyone who violates this rule is subject to disciplinary action, up to and including termination of employment and criminal prosecution.

## **Investigation and Follow-up**

BYS will take all allegations of sexual abuse or misconduct seriously and will promptly, thoroughly, and equitably investigate whether misconduct has taken place. The organization may utilize an outside third party to conduct an investigation of misconduct. BYS will cooperate fully with any investigation conducted by law enforcement or other regulatory/protective services agencies. BYS will make every reasonable effort to keep the matter involved in the allegation as confidential as possible while still allowing for a prompt and thorough

investigation. The organization will provide resources to the victim to obtain counseling outside of BYS's services.

### **Reporting to Law Enforcement or Appropriate Child Protective Services**

BYS is committed to following the state and federal legal requirements for reporting allegations or incidents of sexual abuse or misconduct to appropriate law enforcement and child protective services organizations. It is the policy of BYS not to attempt to investigate or assess the validity or credibility of an allegation of sexual or physical abuse as a condition before reporting the allegation to proper law enforcement authorities or protective services organizations.

### **Employee and Worker Screening and Selection**

As part of its sexual abuse and misconduct prevention program, BYS is committed to maintaining a diligent screening program for prospective and existing employees, volunteers, and others who may have interaction with those employed by, associated with, or serviced by BYS. The organization may utilize a variety of methods of screening and selection, including but not limited to applications, personal interviews, criminal background checks through the Washington State Patrol Department, and personal and professional references.

### **Supervision of Youth**

To provide a safe environment for minors, BYS strives to have a minimum of two adult workers be in attendance with minors during organization-related activities. Due to the nature of BYS's confidential services, one-on-one interactions with minors will occur behind closed doors; however, at least one other trained staff member must be present on-site during those interactions.

### **Thank You**

Thank you for your dedication to supporting the youth in our community. If you have any questions or concerns, please contact BYS at [volunteer@askbys.org](mailto:volunteer@askbys.org).