

*"To make life a little better for people less fortunate than you. That's what I think a meaningful life is. One lives not just for oneself, but for one's community." Ruth Bader Ginsburg*



**jcc**  
midWestchester

*discover / connect / grow*

# **VOLUNTEER MANUAL**

## **INTRODUCTION**

For those of you who are just beginning your volunteer journey with JCC of Mid-Westchester (JCCMW), let us extend a warm and sincere welcome. We deeply appreciate your contributions and hope you will enjoy your time volunteering at the J! For those of you who have been volunteering with us over the years, "thank you" for your hard work and dedication. We hope you will remain with us for many years to come.

The JCCMW has established an outstanding reputation for quality programs and services. We take pride in our accomplishments to date and recognize that each volunteer is a contributor to our success. We want you to know that you are an important part of our continued growth and we hope you find satisfaction and take pride in your service here. Your commitment to our community is admirable and we appreciate your dedication.

We ask that you read the Manual carefully, and refer to it if questions arise. If you have any questions about the contents of the manual, please speak with the Community Engagement Director, Mara Roberge ([robergem@jccmw.org](mailto:robergem@jccmw.org) or 914-725-7300 x825).

We look forward to working with you and welcome to our volunteer family!

## **ABOUT JCCMW**

The JCCMW and its subsidiaries and affiliates are nonprofit organizations dedicating to enriching the community by providing cultural, social, educational, and recreational/fitness programs and by promoting connections to Jewish identity, traditions, heritage and culture for participants of all ages. We have served the greater Westchester community since 1955 and is located in Scarsdale, NY. The JCCMW sees over 15,000 people pass through its doors each year creating a dynamic, engaging community center. We offer scholarships to those people in need and the JCCMW facilities are open to everyone in the community without regard to religion, gender, ethnicity or race. The JCCMW's vision is to continue to provide quality programming and to increase offerings to support the Westchester community, cultivated an active center with opportunities for learning, fitness, and socializing while enhancing Jewish connections. Activities within the building occur 52 weeks a year and 7 days a week.

### **THE VALUE OF VOLUNTEERS**

As a volunteer with JCCMW, you will be contributing your talents and time to make possible a variety of programs for our community. All volunteers must committing within a special needs enrichment program must commit to the entire session of program dates of their selected program. In return for your service, you will have the satisfaction of helping our community and can have all volunteer hours approved for any school/club requirements. Your Supervising Director can provide letters of reference or recommendation at your request.

### **VOLUNTEER SUPPORT SYSTEMS**

Volunteers at the JCCMW have 2 main support systems, your immediate Supervising Director of the program or event you are volunteering in and Mara Roberge, our Community Engagement Director who oversees all volunteer engagement at JCCMW. Some programs may also have a Volunteer Coordinator as your first point person for volunteering. Should you have a question, comment, idea, or want to request a change in volunteer placement, the Supervising Director will do their best to accommodate you.

### **OTHER POTENTIALLY REQUIRED VOLUNTEER DOCUMENTS: Peanut-free Awareness Form, Volunteer Commitment Schedule, Volunteer Contract, Social Media/Photo/Video Waiver & Emergency Contact Form**

### **CONFIDENTIAL INFORMATION**

While volunteering at JCCMW and especially in the Special Needs Enrichment Services department, you may have access to, receive, and/or develop information that is confidential and proprietary in nature. Each volunteer is expected to safeguard confidential organizational, departmental or participant related information.

JCCMW requires volunteers to refrain from sharing confidential information with anyone not employed by JCCMW. Volunteers are not to converse or discuss any participant related sensitive information with each other, parents, friends, or anyone outside of their Group Leaders or Director. Except to the extent consistent with the need to fulfill a volunteer's role, no one is permitted to remove or make copies of any agency records, reports or documents without prior approval of the Executive Director. Confidential information should also never be left visible on a desk or computer screen when a volunteer or employee is not present.

### **WHISTLEBLOWER POLICY**

The objectives of the Whistleblower Policy are to encourage and enable Protected Persons (directors, officers, employees and volunteers) without fear of retaliation, to raise concerns regarding suspected unethical and/or illegal conduct or practices on a

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confidential and, if desired anonymous basis so that JCCMW can address and correct inappropriate conduct and actions. It is the responsibility of all Protected Persons to report in good faith any concerns they may have regarding actual or suspected activities which may be illegal or in violation of JCCMW's policies with respect to, without limitation, fraud, theft, embezzlement, account or auditing irregularities, bribery, kickbacks, and misuse of JCCMW's assets, as well as any violations or suspected violations of high business and person ethical standards.

### **PERSONAL APPEARANCE**

While the JCCMW maintains a casual dress code, volunteers should be aware that their appearance reflects upon JCCMW and are expected to present a clean, neat appearance at all times when volunteering. Sneakers and comfortable clothing are encouraged when volunteering with special needs participants as it can be demanding and require quickness on your feet where sneakers are the safest and best option. . Clothing with profanity, nude, semi-nude pictures, sexually suggestive slogans, cartoons or drawings are not permitted. If the Director feels your attire and/or grooming is inappropriate, you may be asked to leave and return with a more appropriate appearance.

### **NON-HARASSMENT/SEXUAL HARASSMENT**

JCCMW is committed to having a safe environment that is free from discrimination, harassment and violence for our employees, volunteers, patrons and members. All of us have a responsibility to work together to create that environment. The following agency policies are vital to our commitment to rcreating a great place to work and volunteer.

#### **Non-Harassment**

To avoid any potentially inappropriate conduct in the workplace, it is JCCMW's policy to prohibit intentional and unintentional harassment of any individual by another person on the basis of any protected classification including, but not limited to, race, color, national origin, gender, disability, religion, marital status, sexual orientation, sexual identification or age.

Any volunteer who feels that they have been subjected to conduct which violates this policy should immediately report the matter to the Director. If they feel they cannot speak with the Director, they should address their concerns to the Assistant to the Executive Director of JCCMW. Every report of perceived harassment will be appropriately investigated and corrective action will be taken where needed. All complaints will be kept confidential to the extent possible, but confidentiality can not be guaranteed. In addition, JCCMW will not allow any form of retaliation against

individuals who report unwelcome conduct to management in good faith or who cooperate in the investigations of such reports in accordance with this policy.

### Sexual Harassment

Similarly, it is JCCMW's policy to prohibit harassment of any volunteer by any employee, other volunteer, patron or vendor on the basis of sex or gender.

While it is not easy to define precisely what types of conduct would constitute sexual harassment, examples of prohibited behavior include but are not limited to: Unwelcome sexual advances, requests for sexual favors, obscene gestures, displaying sexually graphic magazines, calendars or posters, sending sexually explicit emails and other verbal or physical conduct of a sexual nature, such as uninvited touching of a sexual nature or sexually related comments.

Depending on the circumstances, improper conduct also can include but is not limited to: Sexual joking, vulgar or offensive conversations or jokes, commenting about someone's physical appearance, conversations about your own or someone else's sex life and/or teasing because of gender which is sufficiently severe or pervasive to create an unprofessional and hostile working environment.

### SUBSTANCE ABUSE

To help ensure a safe, healthy and productive environment for our employees, volunteers, patrons and members as well as to ensure efficient operations, JCCMW has adopted a policy of maintaining a workplace free of drugs and alcohol. This policy applies to all employees and volunteers. The unlawful or unauthorized use, abuse, solicitation, theft, possession, transfer, purchase, sale or distribution of controlled substances, drug paraphernalia or alcohol by an individual anywhere on JCCMW premises, while on JCCMW business (on or off JCCMW premises) or while representing JCCMW is strictly prohibited.

### WORKPLACE VIOLENCE

We are strongly committed to providing a safe workplace. Threats, threatening or abusive language or any other acts of aggression or violence made toward or by any JCCMW volunteer will not be tolerated. For the purposes of this policy, a threat includes any verbal or physical harassment or abuse, any attempt at intimidating or instilling fear in others, menacing gestures, flashing of weapons, stalking or any other hostile, aggressive injurious and/or destructive action or speech undertaken for the purpose of intimidation. Weapons of any sort or any items that are used as weapons are not permitted on or off the JCCMW premises when representing JCCMW.

If you are the recipient of a threat made or witness a potential threat, please notify the Director or JCCMW Operations Team immediately.

### **SMOKE-FREE WORKSITE**

In compliance with the Westchester Smoke-free Worksite Clean Air Law, smoking is prohibited at all times in all areas of the JCC's premises including parking lots and private offices. Compliance with this policy is mandatory for all employees, volunteers and persons visiting JCCMW, with no exceptions.

### **VOLUNTEER APPLICATION, SCREENING AND ORIENTATION**

All prospective volunteers will be required to register through our daxko registration system for interest in volunteering. A formal zoom intake meeting will then be done with the Community Engagement Director to provide information on expectations, commitment requirements, provide answers to any questions and gather information to make the best possible volunteer match. This volunteer manual and a basic volunteer information form will be provided after the informational meeting. Once those steps are completed, the volunteer will be matched with the ideal volunteer opportunity at JCCMW. Additional paperwork and/or requirements may be necessary and will be provided by the Supervising Director in the program or department the volunteer is assigned to. Finally, volunteers will have a 4 week probationary period to determine if the volunteer is a good fit for the program and/or department they are volunteering in.

### **BENEFITS OF VOLUNTEERING**

In return for your volunteer service, you will have the satisfaction of helping our special needs participants and programs to succeed, the opportunity to connect with staff, volunteers, patrons, and the deep appreciation of the JCCMW staff and leadership. In addition, the JCCMW will provide recognition to volunteers at key milestones of their volunteering career. The Director is available to write letters of recommendation for volunteers and/or sign volunteer time logs.

### **EXPECTATIONS AND PROCEDURES**

The JCCMW hopes that the volunteer experience will be a beneficial one both for the volunteer and for the JCCMW itself. With this in mind, the JCCMW engages in two different feedback processes. This includes general feedback about the organization, as well as specific feedback on training, support and tasks given to the volunteers. In addition, the JCCMW has a process for providing feedback to the volunteers on an ongoing basis including areas where they are excelling as well as areas where they may still need some development. It is the JCCMW's hope that through both of these processes, both volunteers and the organization will become stronger and more effective.

### **Rules of Conduct**

JCCMW endeavors to maintain a positive environment for staff and volunteers. Each employee and volunteer plays a role in fostering this environment. We expect all employees and volunteers to conduct themselves with commitment, kindness, and integrity and perform all the tasks with excellence.

Because everyone may not have the same idea about proper conduct, it is necessary to adopt and enforce rules all can follow. The following are examples of some but not all conduct which may lead to a volunteer's being asked to discontinue their service with the JCCMW:

- 1. Excessive absenteeism or tardiness.**
2. Falsifying information, documents or records and/or providing misleading information about oneself to the JCCMW.
3. Stealing, removing, improper use/care or defacing JCCMW, patron, employee or other volunteers' property.
4. Willful or careless destruction or damage to the JCCMW assets/equipment or possessions of another individual at the JCCMW.
5. Violating the substance abuse, workplace violence, harassment or non-harassment policies.
6. Loitering, sleeping or not working during volunteer service time.
7. Any other violation of JCCMW policy

### **Absence or Late Arrivals**

There will of course be times when absences and tardiness will happen. In such cases, please notify the Director and/or Volunteer Coordinator via email as early as possible but not later than the day before your service is required. In the case of an emergency, text the Director and/or Volunteer Coordinator the day of the program if you will not be able to be there for your designated service time.

### **Inclement Weather**

When excessive rain, snow, other inclement weather, a power failure or other extenuating circumstances occurs, JCCMW may be required to shut down the building. In such cases before showing up for your volunteer shift, please contact the Director and/or Volunteer Coordinator to identify if the building is open and if the program is running that day. You can also check JCCMW's website.

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### **Communication**

All communication regarding positive and challenging experiences must be relayed directly to the Director. Any assignment change requests must be emailed to the Director to be considered. All absences, tardiness, etc. must be relayed to the Director and/or Volunteer Coordinator via email at least 24 hours in advance and preferably as early as possible. For illness or emergencies within less than 24 hours of the volunteer shift, you must text the Director and/or Volunteer Coordinator to ensure coverage is handled in your absence.

### **Volunteer Parking**

JCCMW has designated the far area of the rear parking lot for employee parking. All other parking areas such as the parking spaces in the front parking lot are for visitors and patrons only. Please park as far in the rear parking lot as possible. JCCMW does not assume any liability for any loss or damages you may sustain.

### **Personal Visits & Telephone Usage**

We welcome your friends and relatives to learn about your volunteer work with JCCMW. However, we request that you provide requests for visitors in advance to the Director and the Director will approve/deny the request based on the challenges that may arise from visitation during a programming time period. Personal calls, texts, posts, pictures, videos and social media use may not be done during your volunteering time.

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We want to thank you again for giving of yourself and your time as a volunteer with JCCMW. We hope that your experience as a volunteer here is an enjoyable and meaningful one.

This manual is intended to give you a broad summary of things you should know regarding your volunteer experience at JCC of Mid-Westchester. The information in this Manual is general in nature and, should questions arise, you should feel free to speak with the Community Engagement Director or your Supervising Director/Volunteer Coordinator for additional details.

Family & Community Engagement Director      Mara Roberge  
[robergem@jccmw.org](mailto:robergem@jccmw.org)  
914-725-7300 x825

I understand that the information and policies described in this Manual are subject to change at the sole discretion of JCCMW at any time.

I understand that my signature below indicates that I have received a copy of JCCMW's Volunteer Manual and that I have read and understand the contents of the Manual.

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Volunteer Name (printed)

\_\_\_\_\_  
Date

A signed original copy must be given to the Community Engagement Director for their records. Additional program and/or department documents MUST be received to complete volunteer application process.

**POTENTIAL ADDITIONAL REQUIRED FORMS: Peanut Awareness Form, Photo/Video/ Social Media Waiver, Volunteer Commitment Schedule, Emergency Form & Volunteer Contract**