



VOLUNTEERS

Welcome

eliminating racism
empowering women

ywca

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LIVE UNITED



Tulsa Area United Way
Partner Agency

YWCA Tulsa Volunteer Handbook

Table of Contents

Welcome and Purpose 2

YWCA Tulsa Overview 3

 History 3

 Mission Statement 3

 Core Values 3

 What We Do! 5

Locations 6

Volunteer Policies 7

Volunteer Rights and Responsibilities 11

Volunteer Opportunities for Individuals 12

Health and Wellness 12

Development 12

Immigrant and Refugee Services 12

Community Engagement 13

Public Relations and Brand Awareness 13

Welcome and Purpose

Dear Volunteer,

We are thrilled to have you volunteer at YWCA Tulsa. Our mission is to eliminate racism and empower women and promote peace, justice, freedom and dignity for all! We could not do that without the help of our faithful volunteers. As you embark on this volunteer journey, know that we will be here to support you every step of the way and we value your commitment to partner with us in our efforts complete our mission. We sincerely hope that you find your work with us fulfilling and realize the impact that you are making within the Tulsa community.

This manual will provide you with a brief history of YWCA Tulsa and also outline the policies and procedures associated with volunteering with us. We hope that you will take the time to read it and familiarize yourself with our organization. Once again, thank you for your time; we are so glad to have you join our mission.

YWCA Tulsa Staff

YWCA Tulsa Overview

History

Since its founding in 1914, YWCA Tulsa has continually adapted to the challenges of an evolving society and continued to serve the needs of women, their families and the community of Tulsa. In its earliest years, YWCA Tulsa offered inexpensive meals, lodging and occupational training to young women working to better their lives in a vibrant, growing city. In 1921, YWCA Tulsa opened a center in north Tulsa to provide housing, food and job training for young African American women left homeless by the Race Massacre. In the 1930s, we helped hundreds of women and their families survive the ravages of the Great Depression. In more recent years, the YWCA has guided women through times of crisis, helped newcomers to America find their way in a bewildering new culture, and provided a variety of opportunities to help the young, the old and the physically disadvantaged reach their full potential.

Today, the YWCA focuses on services for the immigrants and refugees in our community, as well as on providing services through our two community centers. This year, YWCA Tulsa will serve more than 13,000 Tulsans through services provided through our community centers.

YWCA Tulsa is a proud member association of [YWCA USA](#). Read the [history of our national movement](#) found on our website.

Mission Statement

YWCA Tulsa is on a mission to eliminate racism, empower women, and promote peace, freedom, dignity and justice for all. We focus on eliminating barriers for and investing in the success of women, girls and people of color.

Core Values

Our core values are the heart of our culture.

Community

We center people in our program design; we engage the Community in our decisions, and we partner with others to achieve the greatest impact. We believe in:

- Collaboration and shared leadership
- Partnering with others to increase impact
- And Finding answers within the community

Advocacy

We are committed to creating space for voices to be heard. We will:

- Amplify the voices of [women/BIPOC, under-represented communities]
- Ensure spaces where all can have a voice
- Model representation & diverse leadership

Respect

We care about each other and treat each other with dignity and value. We believe that authentic, respectful relationships lead to learning and growth. We:

- Encourage
- Challenge
- And Support Each Other

Equity & Inclusion

We build diverse, welcoming, and inclusive spaces both within our walls and in the world. We welcome:

- Your full self
- Your creativity and ideas
- Your experiences

- And Your perspective.

Empowerment

We empower each other [and the community/those we serve] to have a voice and create change. We:

- Develop leaders
- Blaze new territory,
- and have the courage to act on our principles. We are strong alone and fearless together.

Excellence

We set and achieve ambitious goals. We are:

- Transparent
- Accountable
- Strategic
- Innovative As we seek ways to constantly learn and improve.

What We Do!

More than 13,000 people are served in some way each year at YWCA Tulsa.

Health Equity and Wellness

YWCA Tulsa addresses race and gender health disparities by empowering individuals through health education and accessibility to facilities and programs to pursue health and a better quality of life.

- Two fitness centers
- Aquatics classes
- Group Fitness Classes
- Youth swim teams and lessons
- Personal Training

Immigrant and Refugee Services

YWCA Tulsa's Immigrant and Refugee program has served thousands of people from all over the world for more than 30 years. Accredited by the Department of Justice, YWCA Tulsa takes a leading role in supporting immigrants and refugees to overcome barriers so they can access opportunities to become self-sufficient and give back to their new home in America.

- Legal and Immigration Services
- English classes
- Employment Guidance
- Refugee Assistance
- Interpretation and Translation
- Youth Education

Development Department

In 1921, YWCA Tulsa opened a center in north Tulsa to provide assistance to women left homeless by the Tulsa Race Massacre. Despite the closing of that facility, ever since then, we have embraced the idea of eliminating racism and prejudice.

- Pinnacle Awards
- Carmela Hill Legacy Fund

Administrative Department

YWCA Tulsa is part of the oldest and largest women's movement in history. From our original services for women and girls to our programs that build self-reliance, YWCA Tulsa's commitment to women's empowerment is woven through all of our work.

- Stand Against Racism Campaign
- Wish Upon a Star
- Back to School Drive

Locations



East Community Center

8145 East 17th Street

Tulsa, OK 74112

- Fitness Center
- Immigrant and Refugee Services

Patti Johnson Wilson Center

1910 S. Lewis Avenue

Tulsa, OK 74104

- Fitness Center
- Women's Empowerment
- Racial Justice



Volunteer Policies

Equal Volunteer Opportunity

YWCA Tulsa is committed to providing equal volunteer opportunities and equal access to services, programs and activities to all volunteers and applicants for volunteering. Accordingly, all terms and conditions of volunteering will be carried out without regard to race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, gender expression, genetic information, marital status, or status as a covered veteran, and/or any other legally protected status. YWCA Tulsa will not tolerate acts deemed to constitute discrimination or harassment with regard to race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, gender expression, genetic information, marital status, status as a covered veteran, and/or any other legally protected status.

Age Requirement

It is the policy of YWCA Tulsa to engage volunteers of various ages in meaningful volunteer work. As such, we allow volunteers of all ages to offer to serve with us. Following are the eligibility requirements by age group:

- Volunteers under the age of 14
 - Must complete all volunteer responsibilities while under supervision of parent or legal guardian
- Volunteers between the ages of 15 years and 17 years
 - Must complete all volunteer responsibilities while under the supervision of a YWCA Staff person
 - May not serve in a volunteer capacity for more than 4 hours in one day without a valid worker permit
- Volunteers 18 years of age and older
 - Background check may be required

Confidentiality Agreement

YWCA Tulsa considers certain information to be confidential and/or proprietary. Such information should not be accessed or communicated without proper authorization from your supervisor. Access to client, financial, donor, or medical information may not be used for personal use. Do not remove any confidential information from the organization's office without specific authorization to do so. All volunteers are required to sign a confidentiality agreement prior to beginning their volunteer service.

Media Conduct

Please be careful not to represent yourself as a spokesperson or representative for YWCA Tulsa under any circumstances without prior approval. Only the Director of the Community Engagement Department or the Chief Executive Officer serve as spokespeople for YWCA Tulsa. If contacted by media, please refer them to Tatianna Hemphill, the Community Relations Coordinator.

Anti-Harassment Policy

Volunteering should be an enjoyable experience. Harassment is not only illegal, but it also creates uncomfortable conditions and unpleasant experiences for everyone involved. Any volunteer who feels harassed should speak to his/her volunteer supervisor or the Community Relations Coordinator in attempt to reach a solution.

Drug and Alcohol-Free Policy

It is the policy of YWCA Tulsa to prohibit volunteers from using, concealing, selling, transporting, distributing, or possessing illegal drugs or other controlled substances while on duty or on YWCA Tulsa's property. Subject to the terms of this Program, it is a violation of YWCA Tulsa's policy to be under the influence of alcohol, unauthorized prescription drugs, or illegal drugs or to engage in the illegal use of other controlled substances while on duty or on YWCA Tulsa's property.

Smoking/Tobacco Use

For the health, comfort, and safety of our employees, clients and guests, smoking and the use of tobacco products, including electronic cigarette (or e-cigarette), personal vaporizer (PV), or electronic nicotine delivery system (ENDS), is not allowed on YWCA Tulsa properties, temporary locations, or at YWCA Tulsa events.

Partisanship

While working on behalf of YWCA Tulsa, volunteers must never present partisan information (supporting or endorsing political parties or candidates for office) in accordance with our organization's 501(c)(3) status.

Use of Vehicles

It is the policy of YWCA Tulsa that volunteers are prohibited from transporting clients or members in personal vehicles.

Financial (Reimbursement Policy)

In certain situations, volunteers may be eligible for reimbursement of actual out of pocket expenses. Such expenses must be pre-approved by the Director of the Community Engagement Department.

Other Resources (printing, computers, etc.)

All volunteers shall take reasonably necessary measures to safeguard all office equipment, computer equipment, and information resources of YWCA Tulsa against any illegal or unauthorized use or damage. You are responsible for the safekeeping and proper use of any equipment provided to you for your use during service.

General Use of Organization Property

Office supplies—including stationary, paper, postage, pens, copiers, color printers, or otherwise—are not intended for personal use. All personal correspondence should be sent to and from your home address. Office phones may not be used for non-emergency personal calls or personal long-distance calls.

Dress, Grooming, and Personal Hygiene

Volunteers maintain high standards of neatness, cleanliness, and personal hygiene. All volunteer staff must arrive for duty in neat and clean clothing that is appropriate for the position and the occasion. Volunteers should be aware that they act as role models for the people receiving support and as representatives for the organization.

Appropriate Interaction

Because your conduct affects many more people than just yourself, we expect you to act in a professional manner whenever you are on YWCA Tulsa property, conducting organization business, or representing the organization at business or social functions.

Although it is impossible to give an exhaustive list of everything that professional conduct means, it does, at a minimum, include the following.

- Refraining from rude, offensive, or outrageous behavior
- Refraining from ridicule and hostile jokes
- Treating fellow volunteers, members, clients, and vendors with patience, respect, and consideration
- Being courteous and helpful to others, and
- Communicating openly with supervisors, managers, and fellow volunteers.

Attendance Policy

Because their work is so valuable to the achievement of the organization's mission, dependability is important among our volunteers. Volunteers are reliable and punctual. When expecting to be absent from a scheduled duty, volunteers inform their staff supervisor as far in advance as possible so that alternate arrangements may be made. Frequent absenteeism results in a review of the volunteer's work assignment or term of service.

Training

It is the policy of YWCA Tulsa to provide adequate training to all volunteers on a continual basis. Each volunteer is required to undergo initial training that is suitable to their volunteer placement and also attend any required trainings throughout the year. YWCA Tulsa commits to providing adequate notice of trainings and also to provide relevant and beneficial training to all volunteers. It is the job of the assigned supervisor to schedule and plan these trainings. Other paid staff will support these trainings when necessary and beneficial.

Supervision

Every volunteer will have a clearly identified supervisor who will be responsible for support and direction. The supervisor will be responsible for the management and guidance of the work of the volunteer and shall be available to the volunteer for assistance and consultation.

Recognition

It is the policy of YWCA Tulsa that all volunteers be recognized as important to our organization. We desire to cultivate a culture of appreciation and recognition for the volunteers that give of their time, talents, and effort.

Volunteer Feedback

YWCA Tulsa values the opinions of our volunteers. Along with informal discussions, volunteers will be provided the opportunity to submit formal feedback in the form of semi-annual surveys. Though not required, volunteers are strongly encouraged to provide feedback and suggestions to improve the volunteer program.

Grievance Procedures

Volunteers are expected to act professionally and in accordance with their position descriptions. Should a volunteer have a grievance concerning their work environment, they should report it promptly to the YWCA Tulsa Employee Supervising the Volunteer Event. Every effort will be made to achieve speedy and effective resolution, and all complaints will be treated confidentially (Confidentiality may not be guaranteed for complaints involving sexual harassment or child abuse).

Change of Placement

If you wish to seek a change in your volunteer position or placement, please contact the Community Relations Coordinator. Assignment to a new volunteer position may require additional screening, background checks, training, and application acceptance.

Discontinuation of Volunteer Service

If you wish to leave your volunteer service for any reason, please contact your Supervisor so that appropriate arrangements can be made. As a volunteer, you have the right to terminate your volunteer service for any reason. YWCA Tulsa reserves the same right.

What to do in an Emergency

In the event of a fire alarm, do not assume it is a false alarm or a test. As good preparation for fire emergencies, you should acquaint yourself with the emergency exits to be used in case an evacuation is necessary.

In a fire emergency, all clients and staff are to exit out the nearest door of the facility and meet in the parking lot along with the other staff and clients; a head count will be taken at that time by the highest level of leader present or someone appointed as a safety leader.

In a weather emergency or a lockdown situation all clients and staff are to move to the middle of the facility until the highest level of leader present has cleared all threats.

End of Volunteer Time Celebrations

After the completion of a volunteer's time duration or period, season etc. each department Director should oversee a completion dinner, brunch, or small gathering to celebrate and thank volunteers for their hard work and time. The small gathering will include a certificate of completion signed by our CEO, and Department Director. The planning of these events needs to be organized and communicated with the Community Relations Coordinator.

Volunteer Bash

Annually, the YWCA Tulsa will throw a large event meant for volunteers to mingle, socialize, and gather. This event will be planned by the Community Relations Coordinator.

Background Check

Background checks will vary depending on the project and may include criminal history, credit history, driving record, drug testing or any other screenings related to the assignment.

Once the Community Relations Coordinator receives satisfactory results from all required background checks and tests, individuals will be provided with a final volunteer opportunity.

All background checks are conducted in conformity with the Federal Fair Credit Reporting Act, the Americans with Disabilities Act, and state and federal privacy and Anti-discrimination laws. Reports are kept confidential and are only viewed by individuals involved in the selection process. If information obtained in a background check would lead YWCA Tulsa to deny volunteer opportunity, a copy of the report will be provided to the individual, that will have the opportunity to dispute the report's accuracy.

A criminal conviction does not automatically bar an individual from volunteering as YWCA Tulsa will look carefully at the facts and circumstances of each situation.

Covid-19 Procedures and Protocols

Masks and social distancing are highly recommended for all volunteer events. Please report to Community Relations Coordinator for project or event specific instructions.

Volunteer Rights and Responsibilities

YWCA Tulsa realizes that your time is valuable, and we want to ensure that you have the best volunteer experience possible. To help achieve that goal, we outline here your rights and responsibilities as a volunteer for our organizations.

As a volunteer, you have the right to:

- Receive accurate information about YWCA Tulsa
- Receive a clear, comprehensive job description
- Be carefully interviewed and appropriately assigned
- Receive training
- Do meaningful and satisfying work
- Be seen as belonging, through inclusion at meetings, social functions, etc.
- Be seen as a person and to be supported in your role
- Be safe on the job
- Have choices and feel comfortable about saying “no” to any job you feel you are unable or unwilling to do
- Not be exploited
- Be consulted on matters that directly and indirectly affect you and your work
- Receive feedback on your work
- Receive recognition for your contribution
- Have your personal information be kept confidential
- Be trusted with confidential information if it is necessary in order to do your job

As a volunteer, you are expected to:

- Be reliable and punctual
- Be trustworthy
- Respect confidentiality
- Respect the rights of the people that you work with
- Have a non-judgmental and inclusive approach
- Carry out the specified job description
- Give feedback (i.e. participate in evaluations when asked)
- Be accountable and accept feedback
- Be committed to our mission of eliminating racism, empowering women, and promoting peace, justice, freedom and dignity for all.
- Avoid overextending yourself
- Acknowledge and respect decisions made by the staff or YWCA Tulsa
- Address areas of conflict with the Community Relations Coordinator
- Participate in all necessary training
- Ask for support when it is needed
- Stay safe on the job
- Follow the policies and procedures of each site or location

Volunteer Opportunities for Individuals

Health and Wellness

- **Garden Volunteer**
We need volunteers to assist with the upkeep of the garden. Cleaning beds, educating other volunteers on gardening, maintaining water levels and intake, bug and pest control, and distribution.
- **Swim Team Assistant**
We need volunteers to assist in supervising practices and cheering kids on as they achieve their aquatic goals! Our swim team is made up of children of all ages.
- **Swim Lesson Assistant**
People of all ages participate in swim lessons at YWCA Tulsa. From infant to adult, there is a swimming group lesson for everyone. We need assistants for our kid lessons
- **Los Pecesitos**
Help our “Little Fish” learn to swim over the summer! We need participants to help monitor swim lessons and assist with graduation at the end of each session.

Development

- **Administrative Support**
Help with the paperwork, data entry, writing thank you letters, and follow-up needs of any programming, or events.

Immigrant and Refugee Services

- **Transportation Volunteer**
Our clients often need assistance when they go to appointments at offices around the Tulsa area. Our advocates will meet the clients there and assist them through their appointments. Staff will be available by phone for support.
- **Front Desk Support**
Answer phones, greet people as they arrive, provide new clients with intake forms and answer basic questions. Great opportunity for bilingual individuals.
- **Legal Team Administrative Support**
Assist with updating files, entering data in the database, making copies, and other general office duties.
- **Citizenship Workshop Attendant**
Volunteers to assist with citizenship and other workshops. Various roles: greet and direct clients, copy documents, translate documents, or fill out forms to be reviewed by the legal team.
- **Adult and Youth Tutors**
Tutors work with students in our English and Citizenship classes.
- **English Tutor**
Assist refugees and immigrants in learning functional English
- **U.S. Citizenship (History/Civics) Tutor**
Work with legal permanent residents as they prepare for the U.S citizenship exam (in our citizenship classes) can include assistance with U.S. History, Civics, and English speaking, reading and writing skills.
- **Translator/Interpreter**
We have people from many nations that receive our services so we need help with translation and interpretation. Most common languages include: Burmese, Zomi, Spanish, Russian, Farsi, Hmong, and Arabic. However, all languages are welcome as needs change.
- **Intern**
Intern with our Immigrant and Refugee Services department to help provide quality direct services that promote self-sufficiency for immigrant and refugees from all over the world.

Community Engagement

- **Administrative Assistant**

From hanging posters to stuffing packets to sending mailers, our Community Engagement Department needs lots of help! If you have a desire to help behind the scenes in our communication and fundraising efforts this position is for you!

- **Volunteer Assistant**

We are looking for volunteers who can serve as assistants to our Community Relations Coordinator. This may include seeing volunteers and assisting them in the completion of their volunteer application. This may also include maintaining and organizing the current list of volunteers, and communicating with their supervisors in the desired departments.

- **Events and Programming**

We have many large events throughout the year that require the help of hundreds of day-of volunteers! Sign up to help make these events run smoothly. This could include passing out free food, monitoring a vendor table, greeting community members and educating them about our programming. For example, Stand Against Racism, Juneteenth, Black Wall Street Legacy Fest. We are looking for dedicated individuals, passionate about the community.

YWCA Tulsa Public Relations and Brand Awareness

- **Mission Mover – Brand Ambassadors**

We need volunteers to be trained to act as representatives for the YWCA Tulsa at various booths and events. You would answer questions about programs and opportunities with the YWCA Tulsa.

Annual Volunteer Celebrations

Annually, the Community Relations Coordinator will plan and execute an event meant solely to celebrate our volunteers. It will be an event with food, possibly games, and social activities. This annual event will be open to the public, all employees, volunteers, and volunteer interest. It will also be an opportunity to connect with the public and provide information about all the YWCA Tulsa has to offer.

Volunteer Completion Celebration and Certificates

As each volunteer concludes their work with the YWCA Tulsa, the Department responsible and working with that volunteer will provide an end of term gathering. This small gathering will be planned by said Department and will include a care package and certificate of completion. Any and all questions regarding your end of term completion gathering should be directed to your direct supervisor.