



## INTRODUCTION

Volunteers are the face of the Gray Ducks and expected to maintain professional helping relationships with the youth. The personal safety and health of each volunteer is of primary importance.

We will take all reasonable steps needed for personal safety and health. The recreation center includes the needed facilities and equipment to enable volunteers to effectively and comfortably perform their duties.

However, a safe working environment is everyone's responsibility. All volunteers must follow take this training to ensure the safety of our volunteers and youth while maintaining the viability Gray Ducks .

Everything volunteers do may directly or indirectly reflect on the Gray Ducks.

## WHY WE TRAIN

It can be hard to balance between being protective of youth and being so protective that the positive parts of programs are lost.

Understanding and following these policies should help you:

1. Get to know the people, program and rules.
2. Find that balance between over- and under-reacting.
3. Deal with situations you may come across during your volunteer experience.

## TYPES OF BOUNDARIES

Boundaries are limits in relationships to protect the volunteers and youth we serve. We will focus on these three:

1. **Personal boundaries:** Physical, emotional and mental limits we establish to protect ourselves from being used or violated by others.
2. **Physical boundaries:** Limits on your personal space, body and privacy. These define who, how, when and where people can touch you.
3. **Property/financial boundaries:** Limits around property including your time, money, lending or borrowing things such as money, your cars, clothes, food, time, favors and more.

Boundary policies apply to Gray Ducks volunteers, families and friends.

## PERSONAL BOUNDARIES

Personal boundaries allow us to separate who we are, and what we think and feel, from the thoughts and feelings of others.

1. Describe yourself to the youth as a volunteer, not as a friend.
2. Remember your role (professional vs. personal) and your purpose is to be helpful and safe.
3. Be aware of side conversations. You do not want the youth, volunteers to hear anything that might breach our expectations.

## PERSONAL BOUNDARIES CONT.

4. Never be alone with the youth or other volunteers in a closed-door setting.
5. Do not use your cell phone, have personal conversations, or check personal email in the presence of youth.
6. Do not give advice or share opinions unless related to activities.
7. Do not confide in or disclose personal information or stories to clients.

## PERSONAL BOUNDARIES CONT.

6. Do not give clients your phone number, address or other contact information.
7. Do not give clients the contact/personal information of anyone else.

If any situation feels uncomfortable or causes concern, discuss it with the program director.

## VERBAL COMMUNICATION

- | APPROPRIATE:   | INAPPROPRIATE/HARMFUL  |
|--|--|
| <ul style="list-style-type: none"> <li>• Positive reinforcement for good work/behavior</li> <li>• Praise.</li> </ul> | <ul style="list-style-type: none"> <li>• Degrading comments</li> <li>• Risqué jokes</li> <li>• Sexually provocative comments or conversations about prostitution or sexual references</li> <li>• Talk about your social life, especially related to tobacco products, alcohol or marijuana.</li> </ul> |

## PHYSICAL BOUNDARIES

- | APPROPRIATE:  | INAPPROPRIATE/HARMFUL  |
|---|--|
| <ul style="list-style-type: none"> <li>• High fives</li> </ul> <p>NOTE: Gray Ducks supports a no touch policy beyond the use of high fives.</p> | <p>Examples include:</p> <ul style="list-style-type: none"> <li>• Giving gifts</li> <li>• Intimate/romantic/sexual contact</li> <li>• Looking for time alone with youth</li> <li>• Patting the buttocks</li> <li>• Showing pornography or involving youth in pornographic activities</li> <li>• Showing favoritism.</li> </ul> |

Acknowledge, praise and encourage positive behaviors!

## ONE - ON - ONE INTERACTIONS

Our policy to limit one-on-one interactions between youth and adults.

This means having at least two adults present at all times with youth.

The goal is to prevent the isolation of one adult and one youth, a situation that elevates the risk for child sexual abuse.

This is sometimes known as the "Rule of Three."

There are no exceptions.

## MATERIAL BOUNDARIES

Some of the youth we serve may be vulnerable to exploitation. Volunteers and youth do not:

1. Borrow or lend money to anyone involved with Gray Ducks.
2. Get involved in banking transactions.
3. Accept money or gifts.
4. Benefit financially from any relationship established in the course of your volunteering.
5. Receive personal banking information, credit cards or PIN numbers.
6. Borrow or lend clothes or other personal property.

Personal financial involvement or pressure to return an item or will most likely strain the relationship and affect the work of Gray Ducks.

## WHY BOUNDARIES CAN BE HARD

Boundaries are learned. If your boundaries weren't valued as a child, you probably didn't learn you had boundaries.

It can be hard to set boundaries because you:

- Believe setting boundaries threatens your relationships
- Don't feel you have rights
- Might feel powerless
- Never learned to have healthy boundaries or
- Put others' needs and feelings first.

Any kind of abuse violates personal boundaries. In some cases, boundary violations affect a youth's ability to mature into an independent responsible adult.

## SETTING EFFECTIVE BOUNDARIES

People often say they set a boundary, but it didn't help.

There's an art to setting boundaries. If it's done in anger or by nagging, you won't be heard.

Boundaries are not meant to punish, but are for well-being and protection.

1. Be assertive, calm, firm and courteous.
2. If that doesn't work, you may need to communicate consequences to encourage compliance. However, never threaten a consequence if you are not prepared to carry it out.

## FIRST RESPONSE

Volunteers need to be prepared to respond immediately to:

- Inappropriate or harmful behavior
- Potential risk situations and
- Potential boundary violations.

Volunteers should first:

1. Attempt to redirect inappropriate behaviors to promote positive behaviors.
2. Briefly explain why the behavior is inappropriate.

All volunteers are responsible to monitor behavior and interactions during events.

## REPORTING REQUIREMENTS

### Who must report

Gray Ducks requires all volunteers to report suspicions of child abuse and neglect observed during events.

### What do you report

1. Inappropriate or harmful behavior.
2. Infractions of child sexual abuse prevention policies.
3. Evidence or allegations of child sexual abuse.

Report any incident that involves a youth, visitor or volunteer that is not consistent with normal routine immediately to the program director.

## WHEN TO REPORT

If there is reasonable suspicion of child abuse, neglect or an allegation has been made, a formal report needs to be made to an outside agency.

Report any suspected misconduct involving the youth minors immediately or when safely possible to the following:

1. Program Director at (651)-226-6286 or [director@grayducks.org](mailto:director@grayducks.org)
2. Child Protective Services:
  - Hennepin County - 612-348-3552
  - Ramsey County - 651-266-4500 / After hours: 651-291-6795
3. Local police department.

Note: If the Child is in immediate danger, call 911.

## NOT SURE?

IF in doubt, speak with the program director.

The Gray Ducks director is professionally and legally accountable to ensure that all cases of abuse are reported to the proper authorities.

Report allegations and suspicions to very few people inside the organization before authorities are contacted. This expedites the process and minimizes the number of times a youth has to repeat allegations.

## EMERGENCY PROCEDURES

First aid kits are available in the Scheffer Recreation Center. Ask the rec center staff if you need one.

If a health emergency occurs, get a hold of the program director who will evaluate the situation and call 911 if needed.

In case of weather emergencies, the director will take charge.

If the Scheffer Recreation Center is closed, there are no Gray Ducks activities.

## VOLUNTEER CODE OF CONDUCT

1. Perform your duties to the best of your ability.
2. Honor confidentiality.
3. Deal with conflicts or difficulties as outlined in training materials.
4. Respect the property of Gray Ducks.
5. Be courteous, friendly and cooperative.
6. Offer constructive feedback about our organization in an appropriate manner.
7. Follow through on commitments .
8. Demonstrate respect for the direction and decisions of Gray Ducks.
9. Treat coworkers, youth and members of the public fairly and without discrimination.

## STANDARD OF APPEARANCE

Your behavior and appearance reflects on our reputation.

- Clothes cannot be torn, frayed, dirty or have logos
- Clothes cannot portray or glorify substance use, sex or religion
- Clothes cannot reveal any part of the cleavage, midriff or buttock
- Clothes need to be comfortable for the hot outdoor weather
- Nametags are required whenever you are present in your volunteer capacity.

## BREAKS

Snacks and water are available at all events.

There is no smoking at any Gray Ducks events.

Volunteers are forbidden to smoke or use or possess alcohol or illegal drugs at any time during their volunteer time with Gray Ducks.

Volunteers are also forbidden to engage in any sale or other transaction involving illegal drugs on the agency's premises.

Violators will be subject to immediate dismissal. In addition, any volunteer under the influence of alcohol or drugs on the site or arrested on a drug-related matter outside of working a shift will be subject to immediate dismissal.

## CONFIDENTIALITY

Volunteers are responsible to maintain the confidentiality of all personal information to which they are exposed while serving as a volunteer.

Information, both verbal and written, about the youth and volunteers is to be kept confidential at all times and not to be discussed with anyone other than the program director.

## MEDIA POLICY

Please share our mission and "Like Us" and "Follow Us" on Facebook/Gray Ducks.

Do not post photos, names or confidential information of youth or other volunteers on a website or social media site.

Do not use Gray Ducks events to distribute printed materials not related to Gray Ducks. No solicitation of any kind is allowed at Gray Ducks events.

If you are approached by the media to give a statement about Gray Ducks or your experience there, tell the media they need to talk with the director and walk them over to meet him.

## PERSONAL INFORMATION

Personal information includes but is not limited to:

- Last name, names of parents or legal guardians
- Address
- Full date of birth, financial information and Social security number
- Phone number, email address, all social media profiles (Facebook, Snapchat, Twitter, Instagram, LinkedIn and more)
- Personal or family history, history of abuse, neglect and criminal activity.

## RACIAL HARASSMENT

Racial harassment is offensive and can create a hostile environment. Racial harassment is not tolerated. This includes includes, but is not limited to:

- Distribution of materials that are degrading of any race or national origin
- Derogatory gestures or facial expressions of a racial nature
- Jokes that belittle or mock a race or national origin
- Slurs or epithets about of a racial nature
- Verbal abuse about a race or national origin.

Any volunteer who believes that the actions or words of a youth or fellow volunteer constitute unwelcome harassment of a racial nature must report the incident as soon as possible to the program director.

## SEXUAL HARASSMENT

Sexual harassment is also prohibited. Such conduct may include, but is not limited to:

- Graphic or suggestive comments about an individual's dress or body
- Sexually degrading words to describe an individual
- Sexual flirtations, touching, advances or propositions
- Verbal abuse of a sexual nature, including jokes or stories with a sexual theme or language
- Other similar offensive conduct.

## SEXUAL HARASSMENT CONTINUED

Volunteers must report any suspected sexual misconduct involving a youth immediately, or when safely possible to the program director, Child Protective Services and the local police department.

- Program Director (651)-226-6286; director@grayducks.org
- Ramsey County Child protective services  
Business hours: 651-266-450  
After hours: 651-291-6795; Fax: 651-266-3715
- Hennepin County Child Protective Services 612-348-3552.

If the Child is in immediate danger, call 911.

## TRANSPORTATION

Volunteers are not allowed to transport clients.

If there is a SIGNIFICANT risk to a youth's personal safety AND no other options are reasonable, Gray Ducks volunteers may order an Uber ride or taxi for the youth. Gray Ducks will reimburse the cost.

Notify the Gray Ducks director immediately in the case of such an event.

In the event of a health emergency, the staff should call 911.

## HOURS OF OPERATION

League events begin 15 minutes before and end 15 minutes after the activity is finished.

We expect volunteers to be punctual and dependable.

Please provide as much notice as possible if you are unable to volunteer as scheduled or when you will be late for a shift.

Notify director@grayducks.org.

## GRIEVANCE POLICY

Just as we want to hear your ideas and suggestions, we also need to know when differences arise between you and other volunteers.

You have the right to grieve an action!

1. You should try to resolve the matter with the other involved party.
2. If that doesn't work, notify the director who will listen to the grievance and suggest one or more solutions.
3. If you and the involved party are aren't able to agree to a solution, you may ask to meet with the governing board.

You have the right to meet with the board within 14 days and the right to confidentiality about the grievance.

Under no circumstances should you make the differences public or involve other members of the organization.

## RESOURCES

- [Gray Ducks Facebook site](https://www.facebook.com/GrayducksMN/)  
(<https://www.facebook.com/GrayducksMN/>)
- [Gray Ducks website \(GrayDucks.org\)](http://GrayDucks.org)
- [Volunteer policies and procedures](#)
- [Volunteer application](#)
- [Program director email \(director@grayducks.org\)](mailto:director@grayducks.org)

