Follow Up Email - No Opportunities at Present

Email Title: Western YMCA Volunteer - No Opportunities at Present

Dear Volunteer,

Thank you for your interest in volunteering at the Western Family YMCA. At this time we do not have any volunteer opportunities to provide, but we will keep your application on file for a year. If something becomes available in the following weeks or months, in one of your areas of interest, we will reach out to you and check with your availability to volunteer.

Thank you, again, for your interest in serving your community through the Y.

Sincerely,

The Volunteer Coordinator Team

Follow Up Email #1 - Background Check

Email Title: Western YMCA Volunteer Process – Step 2 of 4

Dear Volunteer,

Thank you for applying to be a volunteer with the YMCA of Delaware. We are delighted for you to become a part of our organization.

The next step is for you to complete your background check. The background check is provided at no cost to you and should only take a few moments of your time to fill out.

* To complete your background check click [**HERE**](https://ymcade.quickleasepro.com/apply/applicant/new/21?_ref=fc9bf7a41f9b8b1e6a9658a068af68f21fce2279e7787860843e1c30181d757c) and select the branch where you wish to volunteer.
* A YMCA representative will contact you shortly after the check is complete.

Thank you, again, for your interest in volunteering with the YMCA of Delaware.

Sincerely,

The Volunteer Coordinator Team

Follow Up Email #2 - Smarter NOW Online Training

Email Title: Western YMCA Volunteer Process – Step 3 of 4

Dear Volunteer,

Thank you for completing the background check, to become a volunteer with the YMCA of Delaware.

We now need you to complete the safety course, provided by Philadelphia Insurance Companies ***Smarter NOW*** web-based training system. You will receive a separate email, in the next 24 hours that will contain information and instructions for accessing the online training video, entitled *Identifying and Preventing Child Abuse*.

If you have any trouble logging into the Smarter NOW website, please feel free to contact us.

Sincerely,

The Volunteer Coordinator Team

SAMPLE OF SMARTER NOW EMAIL

YMCA Volunteer Training

YMCA of Delaware Required Volunteer Training

Dear Volunteer,

Thank you for completing the steps to become a volunteer with the YMCA of Delaware.  We now need you to complete the 20 minute online training course:

Volunteers Training: Identifying and Preventing Child Abuse.

**REGISTRATION:**

**Quick Start Steps**

**1. Go to the Otis login page http://osmanager4.com/logindynamic.aspx. Be sure to bookmark this page for later use. Use the following temporary login ID and password to log in below:**

**2. On your initial log in you will be prompted to change your password for increased security.**

**3. After you successfully change your password, you will be directed to the home, or dashboard, page for your training portal.**

**Once you are logged in, you might take a little time to navigate through the portal and become familiar with the layout. Most of the common questions you may have are answered within the help section of the portal.**

**If you need any assistance, call 1-877-440-6049 Monday through Friday, 8:00 a.m. to 8:00 p.m., EST.**

**Sincerely,**

**Shanna Slavin**

**Office Manager**

**Western Family YMCA**

Follow Up Email #3 - Getting a Photo Taken and Reporting for Duty

Email Title: Western YMCA Volunteer Process – Step 4 of 4

Dear Volunteer,

You’ve worked hard to complete all the steps to becoming a volunteer with the YMCA of Delaware. Now all you have to do is get your picture taken for your volunteer badge.

When you next visit the Western Y, please stop by our Member Service desk and make sure we have an updated photo of you in our system. We’ll use this picture to print out a name badge that we require you wear whenever you are volunteering for us.

Thank you so much for your efforts, and welcome to the YMCA volunteer team!

Sincerely,

The Volunteer Coordinator Team

Follow Up Email #3 - Reporting for Duty [already has usable photo in Protivity]

Email Title: Western YMCA Volunteer Process – Step 4 of 4

Dear Volunteer,

Thank you for working diligently to complete all the steps to become a volunteer with the YMCA of Delaware. Now all you have to do is pick up your personalized volunteer badge!

We’ve used your membership account picture to print out a volunteer badge that we require you wear whenever you are volunteering for us. The next time you visit the Western Y, please stop by our Member Service desk and ask for your badge.

Thank you so much for your efforts, and welcome to the YMCA volunteer team!

Sincerely,

The Volunteer Coordinator Team

Follow Up Email - Underage

Email Title: Western YMCA Volunteer - No Volunteer Opportunities

Dear Volunteer,

Thank you for your interest in volunteering at the Western Family YMCA. At this time we do not have any volunteer opportunities to provide for your age group. We require our volunteers be at least 16 years old. If you would like to try back in a couple of years, we would welcome you to apply again, then.

We appreciate your interest in serving your community through the Y.

Sincerely,

The Volunteer Coordinator Team

Follow Up Email #1 - Under 18 Years Old : Smarter NOW Online Training

Email Title: Western YMCA Volunteer Process – Step 2 of 3

Dear Volunteer,

Thank you for applying to be a volunteer with the YMCA of Delaware. We are delighted for you to become a part of our organization.

There are two more steps we will need you to complete before we can plug you into some volunteer opportunities. The next step, however, is for you to complete the safety course, provided by Philadelphia Insurance Companies ***Smarter NOW*** web-based training system.

You will receive a separate email, in the next 24 hours that will contain information and instructions for accessing the online training video, entitled *Identifying and Preventing Child Abuse*.

If you have any trouble logging into the Smarter NOW website, please feel free to contact us.

And now, while you complete the online training, we will follow up with the two references you provided in your application.

Sincerely,

The Volunteer Coordinator Team

Follow Up Email #2 - Under 18 : Getting a Photo Taken Reporting for Duty

Email Title: Western YMCA Volunteer Process – Step 3 of 3

Dear Volunteer,

You’ve worked hard to complete all the steps to becoming a volunteer with the YMCA of Delaware. Now all you have to do is get your picture taken for your volunteer badge.

When you next visit the Western Y, please stop by our Member Service desk and make sure we have an updated photo of you in our system. We’ll use this picture to print out a name badge that we require you wear whenever you are volunteering for us.

Thank you so much for your efforts, and welcome to the YMCA volunteer team!

Sincerely,

The Volunteer Coordinator Team

Follow Up Email #3 - Under 18: Reporting for Duty [already has usable photo]

Email Title: Western YMCA Volunteer Process – Step 3 of 3

Dear Volunteer,

Thank you for working diligently to complete all the steps to become a volunteer with the YMCA of Delaware. Now all you have to do is pick up your personalized volunteer badge!

We’ve used your membership account picture to print out a volunteer badge that we require you wear whenever you are volunteering for us. The next time you visit the Western Y, please stop by our Member Service desk and ask for your badge.

Thank you so much for your efforts, and welcome to the YMCA volunteer team!

Sincerely,

The Volunteer Coordinator Team

General Notes

The online child abuse prevention training is required for all Level 1 & Level 2 volunteers.

While the applicant is completing the Smarter NOW training, the department supervisor should be completing the two reference checks. (This saves some time, and takes place after we know the applicant is a valid volunteer.)