

YMCA Southeastern North Carolina Employee Handbook



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Welcome from CEO

Welcome to the YMCA of Southeastern NC!

We're glad you are here. Everyone who is involved with the YMCA is considered a valuable part of our family. This includes our members, participants in our many programs, volunteers who donate their time and talents, those who support the YMCA throughout the community, and of course, each person on our staff team. Whatever your responsibilities are within the Y, your job is important as we work together to build strong kids, strong families and strong communities.

In joining the YMCA family, you are joining an association that cares about people. We are committed to consistently attracting, developing, motivating and retaining the most talented and competent staff. We are looking to you to practice, instill and model – in spirit, mind and body – the YMCA core areas of focus: Youth Development – to nurture the potential of every child and teen; Healthy Living – to improve the nation's health and well-being; and Social Responsibility – to give back and provide support to our community.

If you have questions about the information in this handbook, please ask for clarification. Your supervisor can answer most questions, or you can contact the HR department.

We've asked you to join the YMCA staff because you possess wonderful gifts and talents...I hope you will use them to the fullest each day you work with the YMCA.

Again, welcome. We wish you the best!

Dick Jones
President and CEO

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100. INTRODUCTION

About This Handbook

This Employee Handbook is designed to answer some of the questions employees may have concerning this Y and its policies. It is for informational purposes only. The contents of the YMCA of SENC Employee Handbook are not an employment contract or agreement: rather, they represent a general outline or guideline of our human resources policies, benefits and expectations and are subject to modification, revocation, suspension, termination or change, in whole or in part, with or without notice, at the sole discretion of the Y.

Nothing contained in this handbook, or any other handbook, employment applications, memoranda and other materials given to employees in connection with their employment, whether singly or combined, shall create an express or implied contract concerning any terms or conditions of employment, shall create a guarantee of assurance of employment or shall create any right to an employment-related benefit or procedure.

Employment at the YMCA is “at will,” which means that either the employee or the Y may terminate the employment relationship at any time, for any or no reason. No one except the Chief Executive Officer of the Y is authorized to enter into binding employment contracts, and such contracts will be recognized only if they are in writing and signed by both the employee and the Chief Executive Officer.

This handbook supersedes and replaces all previously existing personnel policies, handbooks, manuals, guidelines, correspondence, rules and oral or written representations previously given or advised by the YMCA. Employees are required, as a condition of their employment, to read this Employee Handbook and sign the Acknowledgement Form provided to them. Y management will interpret and amend these guidelines as necessary and communicate changes accordingly.

If you have any questions regarding your employment, please discuss them with your supervisor or the Human Resources Department.

Again, welcome to the Y. We're glad you're here!

At-Will Language

Your employment with the YMCA is voluntary and you are free to resign at any time. Similarly, the YMCA is free to end the employment relationship at any time, with or without cause, and with or without prior notice. While we hope our relationship will be long and mutually beneficial, it's important to recognize that neither you nor the YMCA has entered into any contract of employment for any specific period of time. No representative of the YMCA has the authority to make any representations inconsistent with this policy. The at-will nature of your employment may be changed only by a written agreement signed by you and the CEO of the YMCA.

Strengthening Our Work through the Diversity of Our People

The Y is made up of people of all ages and from every walk of life working side by side to strengthen communities. Together, we work to ensure that every individual—of any gender, income, faith, race, sexual orientation, gender identity or

cultural background—has the opportunity to live life to the fullest. We share the values of caring, honesty, respect and responsibility—everything we do stems from these.

We know that the key to effectively nurturing the potential of children, improving the nation's health and well-being and supporting our neighbors is a passionate, experienced and diverse staff, along with volunteers and members who value what everyone brings to the table. Working in 10,000 U.S. communities and more than 120 countries worldwide makes strong diversity and inclusion practices paramount for the Y.

Believing we all benefit from the unique talents of our diverse staff; we encourage all Y employees to form and participate in active groups with other employees who share similar interests or backgrounds. Employee Resource Groups give our employees opportunities to contribute, learn, network and share experiences as they progress in their careers. Employee Resource Groups provide invaluable input and insight to address challenges in our communities. Go to the Y Exchange website for more information. (yexchange.org – under New Account select 'click here to register'. Complete appropriate fields to request access to your YMCA #4622. Once your request has been approved, you will receive an email notification, granting you access to Y Exchange.)

The Y offers professional development and training programs that steward staff through a range of opportunities that build 21st-Century leadership competence and help them obtain the experience they need to lead YMCAs in all our communities.

Diversity and inclusion practices at the Y foster a high-performing learning environment where staff and volunteers are engaged and valued and where they are encouraged to collaborate, generate ideas and contribute at the highest level. We are passionate about our cause and know that our ability to achieve it begins with reflecting and partnering with all people and communities. YMCA staff, members, volunteers, and program participants are to invited to participate by gender identity and expression.

How We Started and Where We're Headed

The Y was founded in London, England, in 1844 as the Young Men's Christian Association to help young men develop character and avoid the unhealthy social conditions of the times. The Y Movement reached the United States by 1851. By the early 1900s, the Y began serving boys and older men in addition to young men. After World War I, women and girls became an active part of the Y Movement, and in the 1960s and 1970s, families became a major focus. Today, more than half of all YMCA members and staff are women and girls.

Today, the Y engages more than 10,000 neighborhoods across the U.S. As the nation's leading nonprofit committed to helping people and communities learn, grow and thrive, our contributions are both far-reaching and intimate—from influencing our nation's culture during times of profound social change to the individual support we provide an adult learning to read. By nurturing the potential of every child and teen, improving the nation's health and well-being and

supporting and serving our neighbors, the Y ensures that everyone has the opportunity to become healthier and more confident, connected and secure.

1887 The Young Men's Christian Association established the first YMCA in the state of North Carolina in Wilmington, NC. Within the first year, the YMCA secured rooms in the Bank of New Hanover building to provide reading rooms, classes and meeting space for local young men and boys.

1891 Due to the growing number of members, the Wilmington YMCA opened their very own facility on the corner of Front and Grace Street. The building offered dormitories, classrooms, reading rooms and meeting space for the young men and boys in our area. The original building later became the Brunswick Hotel before it was torn down and is now a part of the Cotton Exchange.

1913 A new YMCA facility was built on the corner of Market and Third Street to serve as both a social and athletic center. The new facility included a swimming pool and gymnasium as Ys across the nation were beginning to shift their focus to "the improvement of the spiritual, mental, social and physical condition of young men."

1965 The YMCA opened its doors to their new building on Market Street. The two-story facility included a gymnasium, pool, lockers, kitchen, administrative offices, handball courts, meeting rooms, massage and steam rooms to provide a more functional family-type YMCA to the Wilmington community.

1991 The Y expanded its aquatic programming by adding an indoor 6-Lane Pool to the facility.

2015 A fire in the men's sauna forced the YMCA to temporarily close its doors and find new facilities to host programming. Later that year, the YMCA opened an "Express Y" facility to house its health and wellness programming while capital funds are raised for the renovation of the Market Street building.

2017 Our Midtown YMCA opened its doors thanks to a partnership between the Y and Temple Baptist Church, in an effort to renovate and expand their Activity Center into a full YMCA facility and expand our collective impact.

2019 Almost 4 years after the devastating fire, the Nir Family YMCA completed its renovation and reopened the new state-of-the-art facility. Over 1,000+ members came to the Grand Opening Celebration.

2022 Partnered with Sampson Regional Medical Center and the Anonymous Trust to open the Sampson County YMCA in Clinton, NC.

Global Reach

Since its founding, the Y has grown into one of the largest volunteer organizations in the world, serving more than 45 million people in 120 countries. Ys in the U.S. have played a key role in the growth and strength of our global organization and continue to partner with Ys around the world to address critical social issues. Collectively, we use the knowledge and resources of our global network to help

people reach their potential. From welcoming newcomers in the U.S. to working to prevent the spread of HIV/AIDS in Ethiopia, Ys have the expertise and commitment to strengthen communities and bring about positive change.

Our Cause Defines Us

At the Y, strengthening community is our cause. Every day, we work side by side with our neighbors to make sure that people of every age, income level and background have the opportunity to learn, grow and thrive. To fulfill this promise, the Y requires strong cause-driven leaders to effect lasting personal and social change in our organization's three areas of focus: youth development, healthy living, and social responsibility. At the Y, we strive to put the following values into practice in everything we do: caring, honesty, respect and responsibility.

Our Impact Is Felt Every Day

Driven by our mission—to put Christian principles into practice through programs that build healthy spirit, mind and body for all—our impact is felt when an individual makes a healthy choice, when a mentor inspires a child or when a community comes together for the common good.

Our Commitment Is to Social Good

YMCA of SENC is an independent 501(c)(3) tax-exempt organization under the IRS code, which means that donations to the Y are tax deductible. It is the goal of the Y to provide programs and services regardless of an individual's or family's financial ability to pay for participation. Every day, the Y brings together people of all ages and from all walks of life with a shared commitment to ensuring that everyone can live life to its fullest.

200. EMPLOYMENT PRACTICES

Discipline

The Y strives to use constructive progressive discipline processes that build and reinforce positive working relationships. This discipline process serves only as a guideline and the Y reserves the right to skip any or all steps in the process at the sole discretion of management.

Disciplinary action may include the following:

- *Verbal counseling
- *Written documentation
- *Suspension with or without pay
- *Immediate termination

Nothing in this policy is intended to alter the rights of the YMCA to terminate an employee at will, for any or no reason, and at any time.

Employment of Relatives

Employment of relatives has the potential to create real or perceived conflicts of interest. It may also result in perceived or actual favoritism or partiality toward an employee. Relatives of employees are not to be employed in a position that entails direct supervision where one relative reports to the other. Relatives may also not be employed to occupy a position in the same line of authority (i.e., chain of

command) where a relative can initiate or directly participate in an employment action. Relatives are defined as follows: parents, children, spouse, siblings or family members living in the same house, domestic partners, persons in romantic relationships with one another, and others who may not be related but who occupy equivalent roles. Any exception to this policy must be approved by the CEO or other designated member of management, who will determine whether the working relationship would create a conflict of interest or the appearance of favoritism.

If two employees become involved in a relationship after employment occurs, they must report it to their supervisor. Management reserves the right to transfer or ask for a resignation from either party.

Ending Employment

All employees of YMCA of SENC are employed "at will." In part, this means you may end your employment whenever you wish, although the Y requests that you provide a two-week notice to assist with scheduling and planning (a four-week notice is requested of directors). Similarly, the Y may terminate the employment of any employee at will; that is, at any time, with or without cause or notice, at its discretion.

Should you choose to resign, you will be asked to provide your resignation in writing to your supervisor, including your reason for leaving. We will need current email and mailing address so that your year-end tax information (Form W-2) and other correspondence can be sent to you. You are expected to return all Y-owned property, including keys, no later than your last day of work. If you are a part-time employee, you may be asked to have an exit interview with your supervisor. When a full-time employee leaves the YMCA, when possible, the Human Resources Director shall conduct an exit interview and his report shall be filed in the Human Resources office so that common suggestions for branch improvement can be easily identified.

Employee Complaints

The Y has an open communications policy and welcomes any suggestions, questions, or concerns about your job, your working conditions, or the treatment you are receiving as an employee. Your suggestions for improving the Y are always welcome. Your questions and concerns are also of interest to management.

To utilize the open communication policy regarding concerns, problems, or complaints, we ask that you communicate first to your supervisor, following the steps below. Note that your confidentiality will be maintained to the extent possible.

1. Bring your concern to the attention of your immediate supervisor, who will investigate and provide a solution or explanation. If the problem is not, or you believe cannot be, resolved with your supervisor, you may ask the next level of supervision to review the problem with all appropriate parties. It is preferable to put your concerns in writing.

2. If the problem is still not resolved, you may refer it to the Human Resource Department.

Equal Employment Opportunity

The YMCA of SENC provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, gender identity, genetic information, and all other protected categories in accordance with applicable federal, state and local laws. The YMCA of SENC complies with applicable federal, state, and local laws governing nondiscrimination in employment, including all terms and conditions of employment as well as recruitment, hiring, compensation, promotion, job assignments, transfers, demotions, training, leaves of absence, layoff, benefits, termination, and employer-sponsored activities, including social and recreational programs.

If you need workplace accommodations for your religious beliefs or for your disability, please speak with your supervisor. You should not presume the Y is aware of your need for an accommodation before you request it. The Y strives to create a respectful workplace and engaging in any act which illegally discriminates against another employee will not be tolerated. If you have related questions, complaints, or comments, you should contact the Human Resources Department.

Expense Reimbursement

The Y will reimburse reasonable expenses incurred by employees who travel on business or to Y sponsored and approved events provided such expenses are accounted for in a timely fashion within business office deadlines and established forms. For overnights, Supervisor approval must be attained in advance. Receipts for expenses must be turned in, otherwise reimbursement may be denied. Employees may keep for personal use any "frequent traveler" or similar "perk" rewards. When traveling, meal expenditures per diem may not exceed current state rates.

Mileage Reimbursement

When travel requires using an employee's personal vehicle to a location outside of the scope of regular travel to or from the employee's regular worksite location, the employee will be eligible for mileage reimbursement for the lesser of either the distance of actual travel between the employee's regular worksite and the meeting or training site or actual travel between the employee's place of residence and the meeting or training site. When transportation is offered by the YMCA, but the employee elects not to accept, the employee is not eligible for travel reimbursement.

Mileage must be submitted within 30 days on current travel expense form provided by the accounting department with appropriate verification (google maps detailing trip information if not an already approved YMCA work location) to be eligible for reimbursement. Any mileage or travel expense outside of the YMCA of SENC's general service area (ex. a driving distance more than 100 miles one-way, or an overnight stay requiring lodging, rental vehicle, airline travel) requires pre-approval from the employee's direct supervisor and/or Senior Leadership approval. Mileage reimbursement is an employee benefit only (not for independent contractors).

Individuals with Disabilities

The Y prohibits discrimination against employees and applicants with disabilities in all aspects of employment including, but not limited to, recruitment, hiring, compensation, promotion, job assignments, transfers, demotions, training, leaves of absence, layoffs, benefits, termination, and employer-sponsored activities, including social and recreational programs. The Y's commitment to this policy includes making reasonable accommodations to persons with disabilities, to enable them to perform the essential functions of their jobs, unless to do so poses an undue hardship on the Y or a direct threat to health or safety. The employee should make his/her supervisor aware of the need for an accommodation. The Y will work with each individual to define their job-related needs and to try to accommodate those needs. Employees may not refuse to work alongside co-workers who have disabilities.

A "reasonable accommodation" is any change or adjustment to a job, the work environment, or the way things usually are done, that enables a qualified individual with a disability to perform the essential functions of the job and that does not pose an undue hardship for the Y or create a direct threat to health or safety. Qualified individuals with disabilities are individuals with disabilities who have the required education, skills, and experience for the job and who can perform the essential functions of the job with or without reasonable accommodation. The term disability is defined by applicable law.

Frequently, when a qualified individual with a disability requests a reasonable accommodation, the appropriate accommodation is easily agreed upon. Although the Y will consult with the employee to understand his or her precise limitations and to learn the types of accommodations the employee feels would be most effective, the ultimate decision as to whether a particular accommodation will be made rests with the Y. If more than one accommodation will enable the individual to perform the job, the Y reserves the right to choose which accommodation it will make.

Recruitment and Placement

The Y selects employees who:

- *meet high standards of character, education, and qualifications;
- *will effectively advance the cause, mission, and objectives of the Y; and
- *demonstrate the capacity for personal and professional growth.

In recognition of the mission and charitable purpose of the Y, employees are expected to possess a collaborative, cooperative spirit and uphold the good will of the organization. The Y supports and participates in an open application process and usually advertises vacancies. The Y strives to select the most qualified person for the job. Employees are encouraged to apply for open positions.

All individuals seeking employment will complete the appropriate employment application and consent forms and must consent to a criminal background check, a reference check, and all other requirements.

Remaining Union-Free/Interacting Directly with Employees

It is the policy of the YMCA of SENC that the Y can better carry out its mission and serve the needs of each participant by interacting directly with its employees, not indirectly through a union. The Y strives for good and effective direct communication with employees that emphasizes their worth and their valued contribution to the mission and the movement as they work each day to build better communities. To this end, the Y encourages its employees to work directly with one another to solve problems, in keeping with the spirit of the four core values of caring, honesty, respect, and responsibility. The Y recognizes that employees have the lawful right to fair wages and good working conditions and considers meeting the needs of employees essential to fulfilling its mission.

300. WORKING HOURS, PAY, CLASSIFICATION AND RECORDS

Changes in Personal Information

You are responsible for notifying HR department immediately of changes to your name, address, phone numbers, email address, marital status, dependents, emergency contact information, and/or beneficiary designation.

Direct Deposit of Paychecks

Direct deposit of your pay is required for all employees. With direct deposit, many banks offer waivers/reductions on account fees and other bank services.

Employment Classifications

The Y uses the following categories for its payroll system:

A. Nonexempt and exempt employees

1. Nonexempt employees are paid on an hourly basis and are eligible for overtime pay at the rate of 1½ times the normal hourly rate for hours worked in excess of 40 per week. Sick leave, holiday, and vacation time do not constitute hours worked with regard to PTO.

2. Exempt employees are paid a salary for meeting agreed-upon management criteria and are not eligible for overtime pay.

B. Full-time and part-time employees

1. Full-time employees consistently work at least 30 hours per week in a position that is not seasonal in nature.

2. Part-time employees work less than 30 hours per week in a position that is not seasonal in nature.

3. Part-time Plus employees work at least 23 hours per week and less than 30 hours per week in a position that is not seasonal in nature.

4. Seasonal employees usually work for a period not to exceed six months out of a twelve-month period. Seasonal staff members are not considered full time, although they often work a full schedule during the season. Employees must be in good standing at the end of a season in order to return the following year.

Hours of Work and Work Week

Supervisors generally prepare and communicate work schedules to their staff in advance of the workweek. Requests for schedule modifications must be made to the

supervisor as early as possible. The YMCA workweek begins on Sunday and ends on Saturday.

Overtime

If you are in a nonexempt position, you will be paid at a rate of 1½ times your regular hourly wage for any hours worked in excess of 40 per week. Hours paid out of benefit time (sick, vacation, bereavement, holiday, etc.) do not count as hours worked in determining overtime pay. You will be paid for all hours worked. You must obtain approval from your supervisor prior to working overtime hours. Working overtime hours without first getting supervisor approval may lead to disciplinary action.

Pay Practices

You will be paid on the 15th (for time worked between the 16th and 31st of the prior month) and the 30th (for time worked between the 1st and 15th of the current month.) It is your responsibility to accurately record your hours worked in compliance with the current timekeeping practice established. It is your responsibility to ensure your supervisor has a complete record of your time by the payroll deadline.

You will be notified of your gross pay, withholdings and net pay via the current payroll software, which you will receive the evening before payday. If the 15th or the 30th falls on a weekend you will be paid on the Friday prior to that weekend.

Payment during Severe Weather or Disasters

The Y will make every effort to maintain normal operations during periods of severe weather or natural or human-made disasters. When the Y delays opening, or closes its operations, the following pay practices will be followed:

- Exempt employees will be paid for the day;
- Non-exempt employees will be paid only for time actually worked on that day.

In the event a Y location remains closed for more than one day, employees may use paid time off (PTO) or vacation. Exempt employees may not be docked pay when their work location is closed; however, they may be required to work at another location or work from home.

Employees who miss work when their work location is open will not be paid for missed work time unless they utilize their accrued paid time off. Exempt employees must use whole days of paid time off. If none are available, their salary will be docked for the whole day if no work was performed.

Reporting Time

Payroll and time records for all employees will be maintained to meet federal and state regulations and Y policies. Nonexempt employees are required to record time completely and correctly on a daily basis in the provided timekeeping software. You are responsible for preparing accurate, timely records of your working hours so that accurate payment can be made to you. Missed punches must be reported within the pay period they were worked. All nonexempt employees are given a 5 minute grace

period to punch in and out for their scheduled shift. Employees who consistently abuse this grace period or do not abide by the timekeeping guidelines will be subject to disciplinary action.

Employees are responsible for ensuring accurate payment is made by reviewing each notice of payment and contacting their supervisors of any concerns in a timely manner. Failure to properly record time worked and absences may be considered misconduct, which could lead to disciplinary action up to and including termination of employment. See addendum for specific guidance around timekeeping for market-driven positions in the Y.

Volunteerism

The YMCA of Southeastern North Carolina is a volunteer-driven organization, and all staff are encouraged to volunteer and give back in areas that are not their primary work role. There are many seasonal activities and special events held outside of traditional work hours and their success is heavily dependent on volunteer support. Full-time staff are expected to volunteer for at least 2 major events annually and will be given ample time to sign-up and plan for their volunteer service. Exempt staff will not be compensated additionally for their volunteer hours dedicated to these special events. This is a part of our culture of service and giving back to our community. Non-exempt Full-Time and Part Time Plus staff will be compensated at their normal rate of pay if desired for their scheduled support for these special events, but should arrange for those work hours within their work week and not go into overtime. Part-time staff are encouraged to volunteer for special events and will not be paid for volunteer service since it is truly optional.

400. EMPLOYEE HANDBOOK CODE OF CONDUCT

Background Checks

Every Y employee is subject to a background check prior to being hired. If anything shows up on the report, Human Resources must sign off on it, regardless of the nature of the infraction. The Y performs background checks on all current staff every year. If a new hire will be driving a Y vehicle of any type, an MVR will also be requested. MVR checks are performed every year.

Arrest or Criminal Conviction of a Staff Member

An employee is required to report an *arrest* to the YMCA, when the employee's position at the YMCA involves activities with children under 16 years old, developmentally disabled people or vulnerable adults. *All employees are required to report any criminal conviction to the YMCA, regardless of their position.* The report of arrest or conviction should be made promptly, within five days of when the arrest or conviction occurred. The report should be made in writing to the HR Department and include the exact charge or conviction, the location or court and the date of the arrest or conviction. Failure to report arrests or convictions as required is considered misconduct. Notwithstanding the foregoing, this reporting requirement shall not apply to minor traffic infractions by persons whose job duties do not include the operation of a motor vehicle.

Attendance and Tardiness

At the Y, regular attendance is required of all employees and is an important part of your job performance. You are expected to be at your work site and ready to work at the start of your assigned hours, and to remain at your job until the end of your assigned work hours, except for approved breaks and lunch. The North Carolina Wage and Hour Act (WHA) does not require mandatory rest breaks or meal breaks for employees 16 years of age or older. The WHA requires breaks only for youths under 16 years of age. Youths under 16 years of age have to be given at least a 30-minute break after 5 hours, and no break of less than 30 minutes shall be deemed to interrupt a continuous period of work. Again, there are no required rest breaks or meal breaks at all for employees 16 years of age or older.

Attendance will be monitored on an ongoing basis and will be included as part of an employee's performance review.

There are times when an unscheduled absence is unavoidable. If you need to be absent from work, you must contact your supervisor (not a coworker or front desk staff) as soon as possible, and no later than two hours prior to the start of your scheduled shift. Your supervisor may require you to take initial responsibility for locating a substitute to cover your shift.

Failure to observe scheduled working hours disrupts Y operations and places an unfair burden on fellow staff members. Unexcused, repeated tardiness or absences and/or failure to personally notify your supervisor of an absence can result in disciplinary action up to and including termination. If you are absent for three consecutive workdays without contacting your supervisor, you may be considered to have voluntarily resigned your position.

Confidentiality

In the course of their job duties with the Y, many employees have access to confidential information and records including: registration, membership, medical, personnel, fundraising, planning, financial, and business records. Y staff members have a duty to keep information confidential. Staff members are not allowed to share passwords or login information with others. The misuse, unauthorized access to, or mishandling of confidential information will result in disciplinary action, up to and including termination of employment.

Confidentiality of Medical Information

All medical information is sensitive. Employees are expected to treat medical information as confidential, whether it is related to employees, members, youth, volunteers, or donors and should not disclose it to others. If you are unsure whether someone needs to know, you should check with your supervisor before disclosing. Furthermore, medical information regarding Y participants may be subject to certain federal privacy rules.

The Y and its employees will respect and protect the privacy of medical information, medical records, and related information about participants who request or receive direct services from the Y. The Y safeguards all confidential information about

participants consistent with federal and state laws and regulations and Y policies. Questions about compliance should be directed to your supervisor.

Conflict of Interest

Employees should avoid any situation that involves or may involve a conflict between their personal interest and the interests of the Y. As in all other duties, employees dealing with members, vendors, contractors, competitors, or any person doing or seeking to do business with the Y are to act in the best interest of the Y. There are some instances when it is perfectly acceptable to work for the Y and for a competitor (ex: GroupX instructor). Please alert your supervisor if you work for a competitor of the Y.

All employees have a duty of loyalty to the Y, to further its cause and goals and, in general, to work on behalf of its best interests. In the event that an employee's actions or decisions could result in improving their own personal interest or monetary gain with a concurrent depreciation of the YMCA's interest, or otherwise affect the YMCA adversely, this creates a conflict of interest. Employees should make prompt and full disclosure in writing to the HR department of any potential situation which may involve a conflict of interest.

Examples of such conflicts include, but are not limited to, the following:

- * Ownership by employee or by a member of their family with a significant interest in any outside enterprise which does or seeks to do business with the Y, or competes with the Y
- * Staff employed with an outside enterprise that does or is seeking to do business with or is a competitor of the Y
- * Personal benefit from any Y transaction including sale, purchase, rent, lease of property services, or supplies
- * Any other arrangements or circumstances, including family or other personal relationships, which might dissuade the employee from acting in the best interest of the Y
- * Unauthorized use of materials, equipment, facilities, or other YMCA assets for personal purposes

In connection with any actual or possible conflict of interest, an employee must promptly disclose the existence of the financial interest to the HR department. (If the conflict involves the CEO, the CEO must disclose such to the board chair.) The HR department will determine the existence and nature of the conflict of interest and determine the appropriate course of action.

Dress Code and Uniforms

By dressing appropriately for our work and our positions and by modeling good personal hygiene, our employees help create a welcoming environment and favorable professional image of themselves and the Y. Our grooming and dress standards include the following:

All employees are expected to meet generally accepted standards of cleanliness and hygiene.

When attending business meetings with community members, business attire is advised.

All staff members must meet uniform and/or dress codes that may be required for their particular jobs.

All program staff should wear nametags or identifying clothing so that the members can easily recognize them as staff. See your supervisor for proper attire for your position.

All clothing should be neat, clean, and in good repair at all times. Clothing should not be distracting to others, expose undergarments, or present a safety hazard. Appropriate dress at the Y does not expose one's midriff or chest.

Facial hair must be neatly trimmed and clean at all times.

Tattoos-If tattoos have vulgar (foul) language or inappropriate depictions or illustrations, the Y will ask you to cover up those areas, prior to work.

Personal Hygiene and Grooming: Due to close contact with members, participants and fellow employees, the use of an antiperspirant or deodorant is encouraged; for the same reason the use of strong, heavy scents and fragrances is not permitted. If you choose to wear a scent or fragrance product, please be considerate of others and select light, mild scent. Beards and mustaches should be kept neatly trimmed. In consideration of others who may have allergies, wearing perfumes or other scented personal care products at work is strongly discouraged and may be prohibited.

Body piercing-Visible piercings in multiple parts of the body are not considered to be in the best interests of the YMCA. Small earrings and small nose earrings (studs) are acceptable forms of visible body piercing. It is also important to note that in some positions, earrings must meet safety requirements. If you have a tongue ring we require a clear ball to be placed on top. Employees will be asked to remove piercing that are not safe or follow guidelines above.

Undergarments-Employees are required to wear appropriate undergarments at all times. Patterns or colored undergarments that are visible when worn under light-colored clothing are not permitted.

Outer clothing-In keeping with the professionalism of the YMCA, all clothing should be clean and free tears and rips. Clothing should not be distracting to others, expose undergarments or present a safety hazard. Appropriate dress at the Y does not expose one's midriff or chest.

Hair style-appropriate hair styles are to be matched with the professional attire above.

All employees reporting to work in violation of these standards will be sent home without pay until dressed in accordance with the standards. Supervisors can answer

any questions about what is considered proper attire. Employees whose religious beliefs and practices require a change or modification (an accommodation) to these standards may submit a request to their supervisor.

Harassment Prevention

The Y takes all reasonable steps to prevent harassment from occurring. In addition to prohibiting other forms of discrimination, the Y prohibits harassment because of gender, gender identity, genetic characteristic or information, race, color, national origin, religion, disability, age, and any other basis protected by applicable federal, state, or local law. All such harassment is prohibited.

The Y protects employees from harassment by other employees, including supervisors, as well as volunteers, members/parents, vendors, or others doing business with the Y.

Harassment refers to actions that create an intimidating, offensive, or hostile working environment, and other acts that have the purpose or effect of unreasonably interfering with an individual's work performance, when harassing acts are based on a protected characteristic such as, but not limited to, race, color, sex, age, disability, religion, national origin, or genetic characteristics.

Sexual harassment includes, but is not limited to, unwelcome sexual advances; requests for sexual favors and/or other verbal or physical conduct of a sexual nature where submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or any such conduct that has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating or hostile environment. Specific examples of sexual harassment include, but are not limited to, vulgar remarks, pinching, jokes, teasing, and uninvited touching.

If you believe you have been harassed in violation of this policy, you should promptly report your concerns to the Human Resource Department. Your complaint will be investigated promptly, and confidentiality will be maintained to the greatest degree possible. It is the intention of the Y that any reporting employee or employee participating in the investigation of a harassment complaint will not be retaliated against in any way. If you feel that you have been retaliated against for reporting a claim, you should contact the CEO.

If a harassment complaint is found to be valid, immediate and appropriate corrective action will be taken. An employee who has violated this policy will be subject to disciplinary action, up to and including termination. Any conduct prohibited by this policy is unacceptable in the workplace, and at any work-related setting outside the workplace, including business travel, business meetings, and Y-related social events. Off-duty conduct that violates this policy and affects the work environment is also prohibited.

If staff does not feel comfortable to return to work on their next shift, they must receive written approval from HR before any paid absences up to 3 days are allowed.

Misconduct

In order to provide a productive, caring work environment consistent with Y values, the Y does not tolerate misconduct. Some examples of misconduct include the following:

- Discrimination in violation of our equal opportunity policy
- Harassment
- Child abuse, molestation, or indecent exposure; having unapproved off-hours contact with children in Y programs or other violations of its child abuse prevention policies
- Mistreatment or neglect of members, guests, or participants
- Failure or refusal to carry out job assignments or to follow instructions as management requests
- Falsification of records, for example, employment, accounting, or financial records
- Failure to properly record time worked or to make a timely report of hours worked
- Conviction of a crime, if job related; failure to notify the Y of a conviction or an arrest if required to do so
- Theft or willful damage to Y property or to the property of others; the removal of property without permission from Y management
- Dishonesty in any form
- Abusive or profane language
- Unsafe behavior, for example, fighting or threatening another person
- Carrying or concealing weapons, devices, or objects that may be used as weapons
- Reporting to work/working while under the influence of drugs or alcohol during work time or on Y premises, or at Y program locations; possessing, distributing or manufacturing controlled substances
- Inefficient or substandard performance of an assigned duty or responsibility
- Absenteeism or tardiness in reporting to work or returning from breaks; absence without proper notification to supervisor; or unexcused absence
- Horseplay, unsafe or dangerous behavior, or unauthorized sleeping on the job
- Use of Y equipment or facilities for personal gain
- Violation of policies or of commonly accepted rules regarding responsible personal conduct

- Conduct that does not support the purpose and values of the Y

Social Media Policy

Social networks are online communities typically comprised of people with the same interests and/or activities. Social networks provide a means of communication through email, instant messaging, video, etc. Social network sites include, but are not limited to: Facebook, Instagram, Twitter, LinkedIn, YouTube, Flickr, Wikipedia, and many more.

Although some sites may offer privacy settings, you should be aware that the internet is a public domain. Please follow the standards below, regardless of privacy settings. You should be mindful that any comments, videos, pictures or other information that you post on the internet may be seen by members of the YMCA community and could reflect poorly upon your character or upon the YMCA.

General Guidelines

- You are personally responsible for content published on blogs and other forms of user-generated media sites (e.g. YouTube). Make sure this content reflects you and the YMCA in a positive light.
- Identify yourself when possible and, if relevant, your role at the YMCA when you discuss YMCA-related matters. Make it clear that you are speaking for yourself (by using first person) and not on behalf of the YMCA.
- When posting content to a personal social media site not related to the YMCA please add a content disclaimer such as, "Unless otherwise noted, the views expressed are mine alone and not those of my employer."
- Do not provide any confidential or private information of the YMCA, its employees, or its members and guests.
- Do not cite or reference members, guests, partners, employees, or suppliers without their prior written approval. A child (i.e., anyone who has not reached legal majority) cannot give approval.
- When posting pictures or videos of members or guests enrolled in YMCA programs or participating in activities at the YMCA, make sure all have consented, and pictures represent Y in a positive image. Do not post pictures of children in your programs.
- Do not use the YMCA logo or any other pictures affiliated with this YMCA or the National YMCA. This includes images of the YMCA logo on clothing in pictures or videos.
- Respect your audience. Do not use derogatory or obscene language, personal insults, or any language or behavior that would be otherwise unacceptable at the YMCA. Show proper respect for others' privacy and for topics that may be considered objectionable (such as politics and religion).

- Be aware of your online relationship with the YMCA. If you identify yourself as a YMCA employee, be sure your other profiles and content are consistent with how you wish to present yourself online.
- Do not pick fights. When you make a mistake be the first to correct it and notify other online users of your error with an editing comment.
- Add value. Make information worthwhile and interesting to keep the YMCA brand in a positive light.
- As staff, private electronic communication between staff and youth, including social networking as described above is prohibited. All communication between staff and youth must be transparent.
- Use good judgment. There are always consequences to the content you post. Proofread everything you post and if it seems questionable or makes you feel uncomfortable reread this policy or discuss the content with your manager.
- The above list is illustrative of the type of conduct that is not tolerated. This list is not all inclusive. Misconduct results in disciplinary action, up to and including termination of employment.

Political Activity

Encouraging participation in the political process in general, such as voting, is congruent with strengthening communities and promoting social responsibility. While the Y recognizes the importance and responsibility of staff to participate in the political process, in accordance with Section 501(c)(3) of the Internal Revenue Code, Ys are prohibited from directly or indirectly participating in or intervening in any political campaign on behalf of or in opposition to any candidate for public office or political cause.

No employee shall be compensated or reimbursed for personal political contribution; and efforts devoted to political activities must be outside of working hours. No employee may solicit for any campaign or cause during working hours or while on YMCA time, nor use Y resources to do so. Employees may not wear or post campaign/political paraphernalia on Y premises. It must also be made clear that any statements regarding public issues, candidates or office holders are the opinion of the individual, not the Y.

500. EMPLOYEE SAFETY

Alcohol and Drugs Prohibited

To protect youth, families, members and staff, the use, sale, manufacture or possession of alcohol or non-prescribed drugs is prohibited in any Y workplace including, but not limited to: Any Y facility; Property owned by the Y or used to run Y programs; YMCA rented, leased, or owned vehicles; or while conducting Y business.

The Y retains the right to conduct random drug tests at their discretion. This test will be paid for by the Y. If there is reasonable suspicion of drug use or if an employee has been involved in a workplace accident, he or she can be asked to take a drug test, or face termination.

An employee may not report to work under the influence of alcohol or non-prescribed drugs. Additionally, alcoholic beverages and non-prescribed drugs are not permitted in Y facilities or on Y property and Y funds may not be used to purchase alcohol. Employees using prescription drugs that may affect their job responsibilities (example, the use of drugs that induce feelings of sleepiness) should discuss the restrictions with their supervisor prior to their shift.

Treatment programs may be available for all full-time staff currently enrolled in a Y medical plan. Treatment programs may help individuals deal with an alcohol and/or drug problem before the problem affects performance and becomes a disciplinary issue. Employees with concerns regarding their own or another person's use of drugs or alcohol are encouraged to seek and obtain assistance from the Human Resource Department.

All bus drivers and others with commercial driver's licenses ("CDLs") are enrolled in a federally mandated drug and alcohol testing program, which includes random testing. Employees who test positive for the presence of alcohol or drugs are subject to disciplinary action, up to and including termination of employment.

Background Checks

All individuals seeking employment must consent to a criminal background check. Offers of employment are contingent on the results. Convictions will be evaluated on a case-by-case basis. Applicants who fail to fully disclose their criminal convictions as required will not be hired or will be terminated if hired.

Bloodborne Pathogens

The Y seeks to minimize the risk of exposure to blood-borne pathogens by periodically training employees who may encounter blood-borne pathogens in the course of their work. Your supervisor will orient you as to the locations of facility Blood Borne Pathogen Kits, First Aid Kits and AEDs. The Y subscribes to the concept of "universal precautions," which means that all employees are required to treat all human blood or other body fluids as if the substance were contagious (i.e., were contaminated by blood-borne pathogens). Universal precautions mean that you are expected to exercise work-practice controls and to use personal protective equipment, such as gloves, when necessary.

The Y has procedures for confidential medical evaluation and follow-up in the event an employee reports exposure to blood-borne pathogens. If an exposure incident occurs, immediately inform your supervisor. Each exposure must be documented on an incident report and submitted to your supervisor.

Building Security

Because security and safety are always a priority for the Y, employees are expected to follow all procedures for ensuring the security of our facility, including the grounds. Effective security requires proper identification of everyone present at the Y. In addition, members are expected to bring their membership cards, and guests are expected to provide picture identification.

After hours, no visitors or unauthorized persons are allowed in the building under any circumstances.

Child Abuse Prevention

It is the policy of the YMCA of Southeastern NC that all necessary measures will be taken to ensure a safe environment for all children and to ensure professional conduct of all staff and volunteers. This policy covers the required steps involved in the hiring, training and supervision of staff and volunteers; appropriate conduct related to the supervision of children; reporting procedures of suspected abuses responsibilities to parents and to appropriate authorities.

For more, please read the Abuse Prevention Policies & Procedures section in this handbook.

Chemical Hazard Communication

The Y is committed to offering a safe and healthy workplace. Employees are trained in hazard awareness to ensure they are fully informed and aware of any chemical hazards in the workplace.

In your work at the Y, you may come in contact with hazardous material that you need to know how to handle. The Y makes available MSDS (Material Safety Data Sheets) for all products used at the facility. Your supervisor or business office can tell you the location of the MSDS sheets.

The directions of the MSDS must be followed regarding the material. Protective equipment (gloves, masks, aprons, protective eyewear, etc.) must be used as directed on the MSDS sheets. Please ask your supervisor where this equipment is stored, and how to use it, if you have not already been trained. Any accidents pertaining to chemicals or hazardous materials should be reported immediately to your supervisor.

Employee Safety

Safety is one of our Y's fundamental responsibilities. For this reason, we are committed to maintaining a standard of excellence that ensures continual improvement in health and safety performance. All activities will meet or exceed the requirements of applicable health and safety laws and regulations and other requirements defined by the Y's standards and procedures.

Operation of Vehicles

Vehicles owned, operated, or under the control of the Y are to be used only for Y business purposes. No personal use is allowed. You may drive a Y vehicle only if you are properly trained, licensed, and authorized to do so. While driving, you are required to drive in a safe and reliable manner and adhere to state laws. When driving or riding in any Y vehicle or when driving your own vehicle on Y business, you and all passengers are required to use seat belts. Employees should never operate a vehicle under the influence of drugs or alcohol, including prescription and over-the-counter drugs that may affect their ability to safely operate a vehicle.

While driving children in a Y Vehicle you may not text or use any mobile device. You are expected to safely park before doing so. This applies to making or receiving calls, emails, texting etc.

If you need to contact someone, you are expected to safely park before doing so. This applies to making or receiving calls, texting, emailing, etc.

All violations received while operating a YMCA vehicle must be reported as soon as possible but no later than 24 hours after receipt of violation.

Smoke-Free Workplace

Because the Y is committed to promoting healthy living, all facilities, programs, vehicles and property are smoke-free. The Y prohibits smoking or vaping on the Y property and when involved in any YMCA activity.

Workplace Violence

The Y seeks to provide a safe, secure and violence-free environment for all. This applies to Y facilities and all other places where the Y provides programs and activities. The threat or occurrence of violence in the Y is in direct conflict with the Y's mission and values and will not be tolerated.

Examples of unacceptable behavior include the following:

- Acts of physical violence such as hitting, slapping, kicking or punching
- Acts that threaten physical violence
- Acts of intimidation, stalking, horseplay, verbal abuse or harassment
- Behavior indicating potential for violence, including throwing objects, brandishing weapons, or using any tool, supply, product or other item in a manner that implies it is a weapon
- Acts that endanger the safety of others
- Acts of destruction of property or any substantial threat to destroy property

If an employee is harmed or in fear of imminent harm, he or she should immediately contact law enforcement.

All employees are responsible for helping to maintain a violence-free environment and, therefore, are required to promptly and accurately report concerns, threats and incidents of violence, whether or not physical injury has occurred. Reports should be made to the HR Department. As a part of its investigation and corrective measures, the Y may need to coordinate its efforts with law enforcement agencies.

Reports of incidents of violence, threatened violence or violations of this policy will be promptly investigated and, following that investigation, appropriate corrective measures will be taken. Depending on the circumstances, interim corrective measures may be taken before the investigation is completed. Reasonable measures will be taken to preserve the confidentiality of persons reporting possible violations of this policy. The Y prohibits retaliation against anyone who makes a report.

Workplace Searches

The Y provides its employees with the use of various properties and facilities for their convenience, and which are necessary in the performance of their work. The Y

owns and at all times retains full title and control, including the right of inspection, over such properties, vehicles or facilities.

To the extent allowed by law, the Y reserves the right to inspect all Y furniture and furnishings such as desks, filing cabinets, lockers and drawers. Whenever necessary, the Y will conduct the inspection in the presence of the employee working at that particular location. However, in emergencies or other circumstances determined by management, the Y reserves the right to conduct an inspection without the presence of the employee involved. A refusal to permit a search requested by Y management may result in disciplinary action, up to and including termination of employment.

Whistleblower

The Y is committed to the highest ethical standards and to providing the best possible working conditions. Y employees are encouraged to report orally or in writing to their immediate supervisor (or an alternate line of authority as described below) any evidence of activity by a Y department, employee, member, or board member that may constitute

- Instances of fraud,
- Unethical business conduct,
- Violations of state or federal law, or
- Substantial and specific danger to an employee's or the public's health and safety.

Any Y employee who in "good faith" reports such incidents as described above, will be protected from threats of retaliation, discharge, or other types of discrimination including, but not limited to, loss of compensation or terms and conditions of employment that are directly related to the disclosure of such reports. In addition, no employee may be adversely affected because s/he refused to carry out a directive that, in fact, constitutes fraud or is a violation of state or federal law.

Any employee who wants to report evidence of alleged improper activity, as described above, should contact his/her supervisor or the supervisor's manager. If the employee is not satisfied with the supervisor's or manager's response, or is uncomfortable for any reason addressing such concerns to their supervisor or their supervisor's manager, the employee is encouraged to email their report to a member of the Y's executive management team (i.e., CEO, Finance Director, Human Resources Department, etc.) or Y Board Chair. Reports should be submitted to the YESS Risk Management portal or "Know See Respond" hotline.

Employees are encouraged to provide as much specific information as possible, including names, dates, places, events that took place, and the employee's perception of why the incident(s) may be a violation. Violations or suspected violations may be submitted on a confidential basis by the employee or may be submitted anonymously.

The employee submitting the report is encouraged to include an address and telephone number where s/he may be contacted. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation. The employee will receive a reply in compliance with the law.

Employees with concerns that are unrelated to fraud, unethical business conduct, or possible legal violations or that do not pose substantial and specific danger to anyone should use regular channels for making a complaint, as described under Employee Complaints in section 200.

Retaliation against any individual who makes such a bona fide report is prohibited.

600. COMMUNICATION

Cell Phone Assignment/Reimbursement

The Y will consider assigning a Y-owned cell phone when your job requires you to be accessible outside of scheduled or normal working hours. Y-provided cell phones are intended for official YMCA business and, therefore, the Y expects you to exercise prudent judgment in keeping personal calls to a minimum. When an employee leaves employment or changes positions, the Y cell phone is to be returned to the Y immediately.

Reimbursement of Personal Cell Phone Costs

In cases when the Y determines that a cell phone is needed but usage is expected to be low, your personal cell phone may be used and the Y will provide a modest monthly amount to reimburse you for the business-related portion of your monthly cell phone costs. In such situations, you should understand that your personal phone number may be published for business use. Reimbursements will end when an employee changes jobs or leaves employment. See the YMCA of SENC's Mobile Device Agreement for more details.

Electronic Communication Systems

The Y provides a variety of electronic communication systems for use in carrying out its business, including telephones, cellular phones, voicemail, e-mail, computer stations, networks and other devices. The purpose of these systems is to facilitate operations and business communication. All information and communications transmitted by, received from, or stored in these systems are the property of the Y and the Y reserves the right to access all of these systems at any time without advance notice. An employee's improper use of Y electronic communication systems can waste time and resources, cause embarrassment for both the Y and its employees, and create potential legal liability.

Employees should have no expectation of privacy or confidentiality with respect to use of the Y's electronic communication systems. Employees may not use the Y's systems to conduct personal business or non-work-related tasks, and employees should not maintain personal files on the Y's electronic communication systems. The Y maintains the right to monitor and access its electronic communications systems including, but not limited to, all messages and communications sent or

received on the systems, and all files or documents on the systems, at any time without notice to employees.

Employees who use Y computers to perform their job functions may not install software or additional hardware onto such computers or the Y network without first receiving the express written authorization to do so from the HR department.

The electronic communication systems may not be used to create any offensive, profane, threatening, discriminatory, or disruptive messages, communications or materials. This includes, for example, messages, communications, or materials that are sexually oriented, racially derogatory, those that depict pornography or nudity, or any other content that could reasonably be construed as offensive to other employees.

The electronic communication systems may not be used to send or receive copyrighted materials, trade secrets, proprietary information, financial information, or similar materials without prior authorization from a member of management.

Employees may not use a code, access a file, or retrieve any stored information, unless authorized to do so. Employees should not attempt to gain access to another employee's messages, files, or other electronic information without the employee's permission or permission from a supervisor.

Media Relations

Communication with members of the media is managed through the Administration Department, which manages contacts with all media, including television, radio, newspapers, and other publications.

Personal Phone Calls and Texting

If your position involves providing direct service to members and/or participants, you are not permitted to use your personal mobile communication device(s) while working. If you have an emergency situation that requires you to use your mobile device, you must notify your supervisor before taking or making the call or text so that you can be relieved from your duties to attend to the situation. Phones are to be silenced or on vibrate while working.

When driving a Y vehicle, you cannot text or use your mobile device. You are expected to safely park before doing so. This applies to making, receiving calls, emails, texting etc.

Social Media

The Y recognizes the value of social media and other online communication tools for business purposes, such as connecting with members, staff, donors, and volunteers. In order to protect the Y, all employees are expected to behave in a manner consistent with the Y's values of caring, honesty, respect and responsibility and to abide by this policy when using social media or other online communication tools for work or personal purposes.

Many Y employees maintain individual pages on social media sites and/or use other online communication tools to connect and communicate for personal purposes. While the Y does not mean to interfere with anyone's private life, the Y also realizes

that publicly observable communications, actions, or words are not private. Individuals' online activities are accessible to the community at large; therefore, all of a Y employee's online activities must be consistent with the YMCA's mission and values. Accordingly, the following guidelines must be followed by all employees when using social media or other online communication tools:

The use of photos, video, or images of the Y or its programs, members, or participants is prohibited without express permission from the YMCA of SENC. Use of the Y logo is prohibited. If an employee uses the Y name (including names of camps or other programs) in any such communication, they should be especially careful to support the Y's image and mission while making it clear that they are speaking for themselves and not on behalf of the Y. Employees must also keep in mind that they may not post an endorsement of Y programs without disclosing their employment relationship with the Y.

Staff should recognize that they are personally responsible for the content they publish on social media sites. Employees may be subject to discipline for online commentary, content, or images that are defamatory, pornographic, harassing, or otherwise inappropriate. Examples of inappropriate content include, but are not limited to, references to or photos of alcohol or illegal substance use; disclosure of confidential information about other people; and posting false, disparaging, or inappropriate information about other people.

When using social media, employees should keep in mind that other policies apply to its use, including, for example, the Y's policies on confidentiality, preventing child abuse, and use of electronic communications systems. Employees who violate Y policies are subject to disciplinary action up to and including termination of employment.

700. TRAINING AND DEVELOPMENT

Performance Appraisals

Performance appraisals are a key part of the YMCA's performance management process and are usually conducted once a year. This process typically includes informal and formal feedback sessions during the year to foster dialogue, shared understanding, and increased effectiveness.

Performance appraisals are used to ensure performance is based on job function and mutually agreed upon goals. Appraisals also indicate areas of strength and areas for improved performance and personal growth. Staff who only sub for a department will not be evaluated, unless they are subbing on a regular basis for that department, which allows the Supervisor to conduct an evaluation.

If a raise is associated with the appraisal, they will be given this information at their evaluation meeting. Each position at the Y has a Base and Maximum pay scale. Once an employee reaches Maximum pay, they will receive a lump sum pay increase. This is based off the hours they worked in the evaluation period.

Required Training and Certifications

Safety training and job-related certifications may be required for individuals in certain positions. Required training and certifications may include CPR, first aid,

driver training, and other topics. When you are required to hold certifications for your job, you are responsible for ensuring that your required certifications are current at all times and for providing a copy to your supervisor. If your required certifications expire, you may not be allowed to work until you recertify. You may also be subject to disciplinary action, including termination of your employment.

800. EMPLOYEE BENEFITS

Benefits Eligibility

Employee benefits represent a significant part of a staff member's compensation package. Benefits help provide security and protection against stresses that otherwise disrupt the individual employee's work and family life.

Variable hour employees and temporary or seasonal employees who are scheduled to work at least one shift per pay period are granted an Association membership for themselves for the time that they are employed. Variable hour, temporary or seasonal employees and their dependents will be allowed to participate in programs at the member rate or at an additional discount at the discretion of the branch director.

On the first of the month following employment, as a full-time employee, you are eligible to participate in the benefit plans offered to employees of the Y. Information detailing these benefits is available from your HR Department. Eligibility and enrollment are subject to the terms, conditions, restrictions, and other requirements set out in the plan documents available from the HR department. Benefits may be modified or terminated at the discretion of the YMCA. Employment terminations based on performance may include a membership suspension for a specific period of time outlined in the separation agreement. This handbook outlines current YMCA benefits but is subject to change without notice. In the event of any discrepancy between the description in the handbook and each benefit document, the applicable benefit document shall prevail. This description of benefits does not create a contract for benefits. If you have questions about current eligibility requirements or other provisions of the plan, please contact the HR department.

For additional information, contact our Finance/Payroll Department.

Continuation of Health Care Benefits (COBRA)

Federal law provides for continuation of health benefits for employees or dependents who lose their health coverage. This temporary extension provides eligible employees/dependents continuation of benefits on a private-pay basis (group rate) for up to 18 months. In some circumstances, this benefit can be continued for 26 weeks.

Qualifying events include, but are not limited to, employees who leave the Y or are terminated (except for gross misconduct), employees who lose coverage due to reduction of hours, or circumstances in which covered dependents lose coverage. The Y will provide the necessary paperwork that fully explains rights and requirements. There is a 60-day period in which the employee/dependents must make a decision. If an employee elects not to continue coverage or fails to make an election within the 60-day period, insurance will end the last day of the month in

which the qualifying event occurs. Once someone qualifies for another insurance plan, this benefit will end.

Employee Child Watch

Y Child Watch is free during regular Child Watch hours while employees are working. Child Care programs (Afterschool and summer camp) are discounted for active employees depending on their status. See Employee Benefit Guide for details on current program discounts.

Flexible Spending Accounts for Health Care

Full time employees may be set up on a health care reimbursement account (HCRA) on a pretax basis to eligible employees for expenses not covered or reimbursed by other insurance. These expenses include medical, dental and vision.

Holidays

Branches may be closed on certain holidays at the discretion of the Branch Director. Administrative offices are open on any weekday that branches are open.

If the branch is open for business on any of the designated holidays, full-time employees who are required to work will be able to use the PTO hours accrued for that holiday at another time. For exempt staff PTO is required to be used for those Holidays when the branch/office is closed. PTO can be used by non-exempt staff (full-time or part-time plus) if they wish to be compensated on those days. Those holidays will be specified annually in the Full-Time and Part-Time Plus Employee Benefits Guide.

You will need Supervisor approval to work a holiday due to a special event. Our website also indicates holiday closures: www.ymcasenc.org

Life Insurance

Full-time employees will be covered on the Y's group life insurance policy on the first day of the month following the date you were hired. The Y pays 100% of the premium for life insurance for the value amounting to the employee's annual salary.

Long-Term Disability (LTD) Insurance

Because of its commitment to providing financial security to employees, the Y will enroll full-time employees in the Y's long-term disability policy on the first day of the month following the date you were hired. The Y pays 100% of the premium for this benefit.

Long-term disability insurance pays a percentage of your salary in the event that you become disabled. For details, see the HR department.

Membership and Program Benefits

You are encouraged to fully participate in Y programs, classes, and activities; however, all employees are expected to defer to members during peak hours for classes and equipment use.

If you are a full-time, part-time or seasonal employee, you receive Y membership benefits for as long as you remain employed and work at least an average of one shift per pay period. Full-time and Part-Time Plus employees receive a household Y

membership whereas part-time employees receive an individual Y membership and have the option to upgrade to a larger membership type – the employee would simply be charged the difference between the individual membership rate and whatever level of membership they select.

If you (or a family member who is active on your YMCA employee membership) wish to enroll in a program, you may register for the program at a discounted rate. See Employee Benefit Guide for current employee program discounts.

Retired full-time employees (10+ years working at the Y or 62 years of age) may retain their memberships on the same basis as during their employment. In all other circumstances, when employees leave the employment of the Y, they begin paying regular rates for membership and programs.

Each year the Y raises funds to support youth activities and enable participation by those who could not otherwise afford it. Your campaign support can make a real difference to the community.

Retirement Benefits/The YMCA Retirement Fund

The YMCA Retirement Fund was incorporated in New York in 1921 and is a 501(c)(3) not-for-profit corporation, organized and operated for the purpose of providing retirement and other benefits for employees of those participating Ys throughout the United States.

The Fund sponsors the Retirement Plan, which is a defined contribution, money purchase, church pension plan intended to satisfy the qualification requirements of Section 401(a) of the Internal Revenue Code. The Fund also sponsors the Tax-Deferred Savings Plan, which is a church retirement income account plan as defined in Code Section 403(b)(9).

For the most up-to-date information about the plans sponsored by the Fund, visit their website at www.yretirement.org. You will find the latest Fund news, frequently asked questions, quarterly investment and performance results, forms, and publications. Contact the Fund's Customer Service Department at (800) RET YMCA (800 738 9622), or via email at info@ymcaret.org.

Retirement Plan

As a condition of employment, all YMCA of SENC employees who meet eligibility requirements are enrolled in the Retirement Plan.

If you are a part-time or full-time employee who has been previously employed by another Y, you will be credited for those prior years of continuous Y service.

Interpretations, definitions, and requirements related to this Plan are determined by the Retirement Fund's board of trustees, and each participating Y administers the Plan locally.

In order to be eligible, employees must be 21 years of age or older and complete two 12-month periods of Y service, working at least 1,000 hours in each, beginning with the date of hire. The two years do not have to be consecutive. All hours of Y service count toward eligibility, even in cases where the employee is under age 21

or works at multiple participating Ys. Employees meeting these qualifications are automatically enrolled and immediately vested. If an employee was previously enrolled by this YMCA or another Y that participates in the YMCA Retirement Fund, he/she is immediately eligible for enrollment in the Plan.

The YMCA of SENC contributes on behalf of each eligible employee an amount equal to 12% of his/her compensation. In addition, each eligible employee is required to contribute an amount equal to 0% of his/her compensation. The Y reserves the right to amend its participation in the Plan at any time within the terms and conditions set by the Y, the Plan, and the YMCA Retirement Fund. The Fund may amend the Plan at any time, and it may also be amended at any time to conform to applicable federal law.

Tax-Deferred Savings Plan

Opening a 403(b) Smart Account in the Tax-Deferred Savings Plan allows employees to save these additional pre-tax amounts through payroll deduction. This account is available to all employees of YMCA of SENC, regardless of age, service, or number of hours worked. Contributions are subject to certain limitations under federal law. Employees can also roll over money from eligible employer plans or IRAs into a Rollover.

Account in the Tax-Deferred Savings Plan

Any employee interested in opening a 403(b) Smart Account or rolling in eligible amounts to the Tax-Deferred Savings Plan, should contact the HR Department.

If any inconsistencies arise between this material and the Retirement Fund Plan Documents, the language in the official Plan Documents will govern.

Social Security and Medicare

All employees of the Y participate in the Federal Income Contributions Act (FICA) for social security income benefits. The Y and the employee finance the cost of this benefit equally through payroll tax deductions.

Unemployment

The Y complies with state laws governing unemployment benefits. Unemployment is designed to provide security for those persons unemployed through no fault of their own. Information regarding claims procedures is available through the state's website at <https://des.nc.gov>.

Paid Time Off (PTO)

The Y provides paid time off because it is an essential contributor to both personal well-being and productivity on the job. Eligible employees may use accrued PTO for time away from work. Eligible employees are expected to use their PTO benefits in the year they were accrued. Employees may borrow unaccrued time. However, supervisors are not permitted to approve borrowing in excess of -100 hours of their annual accrual. In the case of termination (voluntary or involuntary), the cost of any time owed will be deducted from their final paycheck.

The following applies to PTO:

- You must be a regular full-time employee to receive PTO benefits.
- Eligible employees begin accruing PTO after 15 days of employment.
- The period of service in the table listed below is based on all periods of employment of 30 or more hours with the YMCA. Full-time non-exempt employees will accrue PTO based on hours worked.
- Employees with previous employment at another Y will be entitled to earn PTO benefits based on their total years of continuous, full-time Y service.
- PTO is based on the employee's current hourly rate of pay, excluding overtime and other compensation.
- If you have reached your accrued PTO limit (see chart below), you will cease accruing PTO. Only after your accrued PTO falls below the limit will you resume accruing PTO. PTO will not be accrued during periods of unpaid leave, such as FMLA.
- The amount of PTO for eligible employees for each hour worked up to 40 hours per week is as follows:

YMCA of SENC Employment Length	PTO Days/Year	PTO Annual Hours	Hours Earned Per Pay Period
0-1 Years Full Time	25	200	8.33
1-4 Years Full Time	30	240	10
5-9 Years Full Time	35	280	11.66
10+ Years Full Time	40	320	13.33
15+ Years Full Time	45	360	15

PTO can be used for sick time, holidays, time off, bereavement or vacation. All vacations require the prior approval of your supervisor. Accrued vacation time can be taken all at once or in increments subject to business requirements and supervisory approval. Vacations are subject to supervisory approval, based upon the Y's existing business needs. They should be scheduled as far in advance as possible and must be taken on your regularly scheduled workdays on a basis which will least interfere with the successful functioning of the Y.

Employees cannot receive pay in lieu of PTO however, upon termination you will be paid for all accrued and unused PTO at your regular rate of pay, up to a maximum of 200 hours if a sufficient notice is worked. A sufficient notice is defined as 2 weeks (10 working days) for a non-exempt (hourly) employee, and 4 weeks (20 working days) for an exempt employee. If a sufficient notice is not provided, the employee forfeits their balance of accrued unused PTO.

Membership Benefits for Y Staff

Staff Type Participation	Facility Usage	Child Watch	Y Program
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Full Time or 30+ hours/week	Staff Member and Family	When open, space permitting	50%-75% discount, space permitting
Part Time Plus ≥23 but less than 30 hours/week	Staff Member and Family	When open, space permitting	50% discount, space permitting
Part Time or less than 23 hours/week	Staff Member only	When open, space permitting	25% discount, space permitting *50% discount on childcare
Retired (65+) FT Exempt (10+ years)	2-Adult Membership		

Jury Duty

Full-time employees who are called for jury duty will receive their pay during such time of service, for a maximum of two weeks and may retain any fees paid to them for their duty. Jury duty service beyond two weeks (or a maximum of 80 hours) will continue on an unpaid basis. Employees serving on jury duty are expected to work as much of their regularly scheduled shift as possible. Documentation of jury duty must be provided to the YMCA in order to be paid.

Medical Leave

If you do not qualify for a leave of absence under the FMLA (Family and Medical Leave Act), you may request a medical leave for absences due to your own illness or injury; however, the Y cannot guarantee that it will have a position available to which you can return. Employees are required to use their available paid time off (PTO) during the absence prior to taking time without pay. Medical certification of the necessity for leave is required, and upon return, a fitness for duty report may be required.

Military Leave

If you are called or recalled for active duty, an official leave of absence without pay and with continuation of benefits will be granted. Re-employment rights shall correspond with those provided by federal and state regulations. If you are getting your compulsory military training by service in the active reserves of the United States Armed Forces, you may use your earned PTO for such training.

Bereavement Leave

Paid time off is available for full-time employees in the event of the death of a family member or household member. The Y provides full-time employees up to three days off with pay, with the supervisor's approval (use of accrued PTO not required), upon the death of an employee's spouse/domestic partner; member of the employee's or spouse/partner's immediate family (for example, child, grandchild, parent, grandparent, brother or sister); or household member. Bereavement leave may be taken only at or immediately following the time of

death. If due to Bereavement, an employee needs more time off than the allotted 3 days, and if eligible, additional days may be taken from earned PTO.

Workers' Compensation

As a self-insured employer, the Y covers you for the hazards of occupational accidents and on-the-job illnesses through workers' compensation. If you sustain an injury/illness while performing your job duties, workers' compensation may cover the cost of treatment and provide compensation for lost time. You should notify your supervisor about any on-the-job illness or injury immediately and complete necessary documentation. The determination about whether an illness/injury is compensable through workers' compensation is made by the appropriate representatives of the YMCA's current insurance provider.

Health Insurance

The Y provides medical, dental, and vision insurance plans for eligible employees and their eligible dependents. The Y and its employees share the cost of the insurance.

900. EMPLOYEE LEAVE BENEFITS

Family and Medical Leave Act

The Y strives to support the family and medical needs of employees and will grant family and medical leave in accordance with the requirements of applicable state and federal law, including the Family and Medical Leave Act (FMLA). Please contact Human Resources as soon as you become aware of the need for a family or medical leave. The following is a summary of the relevant provisions:

To be eligible for family and medical leave benefits, an employee must

- have worked for the Y for a total of at least 12 months (may be non-consecutive)
- have worked a total of at least 1,250 hours during the previous 12 months; and
- have worked at a location where at least 50 employees are employed by the Y within 75 miles.

Eligible employees may receive up to a total of 12 work weeks (or up to 26 weeks of military caregiver leave to care for a covered service member with a serious injury or illness) during a 12-month period. A 12-month period begins on the date of an employee's first use of federal family and medical leave. Successive 12-month periods commence on the date of an employee's first use of such leave, after the preceding 12-month period has ended.

Leave may be used for one or more of the following reasons:

- The birth of a child or placement of a child for adoption or foster care
- The care of an immediate family member (spouse, child, or parent) with a serious health condition
- Inability to work because of his/her own serious health condition

- Qualifying exigency leave for families of members of the National Guard or Reserves or a regular component of the Armed Services, when the covered military member is on covered active duty or called to covered active duty
- Military caregiver leave to care for an injured or ill service member or veteran

Under some circumstances, employees may take family and medical leave intermittently, which may mean taking leave in blocks of time or reducing their normal weekly or daily work schedule.

Employees seeking to use family or medical leave may be required to provide one or more of the following:

- Thirty day's advance notice when the need for the leave is foreseeable.
- Medical certification from a health-care provider (both prior to the leave and prior to reinstatement).
- Periodic recertification.
- Periodic reports during the leave when the leave is needed to care for an immediate family member or the employee.
- To return to work, a fitness-for-duty report may be required, if the leave is due to the employee's medical situation.

When leave is needed to care for an immediate family member or the employee's own serious health condition, and is for planned medical treatment, the employee must try to schedule treatment so as not to unduly disrupt the Y's operation.

Family and medical leave is unpaid; however, The Y requires an employee to use accrued sick and/or vacation time, prior to taking time without pay. The use of sick leave or vacation will not extend the length of the leave to which the employee is otherwise entitled.

The Y will continue to pay its share of an employee's health insurance premiums for up to a maximum of 12 work weeks, on the same terms as if the employee had continued to work. The employee will be responsible for making arrangements to pay his or her portion of the insurance. Premiums not paid will result in a termination of benefits. In some instances, the Y may recover premiums it paid to maintain health coverage for an employee who fails to return to work following family and medical leave.

Under most circumstances, upon return from family and medical leave, an employee will be reinstated to his or her previous position. However, an employee returning from a family and medical leave has no greater right to reinstatement than if the employee had been continuously employed. For example, if an employee's position is eliminated during the leave, the employee would not be entitled to reinstatement. An employee's use of family and medical leave will not result in the loss of any employment benefit that the employee earned or was entitled to before using family and medical leave.

Other Leave

Employees who have had a minimum of one year of continuous employment may be considered for a leave of absence (without pay and benefits) for a maximum of six months for circumstances such as personal reasons, education, or other unusual situations. The Y does not guarantee that it will hold a position; however, employees may reapply for open positions at the conclusion of their leave.

A leave is generally described as an absence from work, which may be short term or extended. Leave time is unpaid; however, available vacation time/sick time/paid time off (PTO) must be used during the absence prior to taking time without pay. During the unpaid portion of the leave, holidays are unpaid, and additional vacation time/sick time/PTO does not accrue.

All leave requests should be made in writing at least 30 days in advance of the date the leave begins, except in true emergency situations. Leave requests are initially submitted to the supervisor, who will consult with the business office or the HR department.

Employees generally may not work for themselves or another employer while on leave or the leave will be terminated by the Y. Exceptions must be approved in advance by the HR director.

During leave, employees may be able to continue health benefits under COBRA provisions. If employees discontinue benefits coverage while on leave, they must meet eligibility and coverage terms set by insurance carriers upon return. Inquiries about leaves should be directed to both employees' supervisors and to HR.

Abuse Prevention Policies & Procedures YMCA of Southeastern North Carolina For all staff and volunteers

I. General Definitions

Types of abuse

Physical abuse is injury that is intentionally inflicted upon a youth.

Sexual abuse is any contact of a sexual nature that occurs between a youth and an adult or between two youths. This includes any activity which is meant to arouse or gratify the sexual desires of the adult or the other youth.

Emotional abuse is mental or emotional injury to a youth that results in an observable and material impairment in the youth's growth, development, or psychological functioning.

Neglect is the failure to provide for a youth's basic needs or the failure to protect a youth from harm.

II. Code of Conduct with Youth

The following policies are intended to assist staff and volunteers in making decisions about interactions with youths. For clarification of any guideline, or to inquire about behaviors not addressed here, contact your supervisor.

Our organization provides our youths with the highest quality services available. We are committed to creating an environment for youths that is safe, nurturing, empowering, and that promotes growth and success.

No form of abuse will be tolerated, and confirmed abuse will result in immediate dismissal from our organization. All reports of suspicious or inappropriate behavior with youths or allegation of abuse will be taken seriously. Our organization will fully cooperate with authorities if allegations of abuse are made that require investigation.

A. The Conduct with Youth outlines specific expectations of the staff and volunteers as we strive to accomplish our mission together.

1. Youths (under age 18) will be treated with respect at all times.
2. Youths will be treated fairly regardless of race, sex, gender identity, age, or religion.
3. Staff and volunteers will adhere to uniform standards of displaying affection as outlined by our organization.
4. Staff and volunteers will avoid affection with youths that cannot be observed by others.
5. Staff and volunteers will adhere to uniform standards of appropriate and inappropriate verbal interactions as outlined by our organization.
6. Staff and volunteers will not stare at or comment on youths' bodies.
7. Staff and volunteers will not date or become romantically involved with youths.
8. Staff and volunteers will not use or be under the influence of alcohol or illegal drugs in the presence of youths.
9. Staff and volunteers will not have sexually oriented materials, including printed or online pornography, on our organization's property.
10. Staff and volunteers will not have secrets with youths and will only give gifts with prior permission.
11. Staff and volunteers will comply with our organization's policies regarding interactions with youths outside of our programs.
12. Staff and volunteers will not engage in inappropriate electronic communication with youths.
13. Staff and volunteers are prohibited from working one-on-one with youths in a private setting.
14. Staff and volunteers will use common areas when working with individual youths.

B. Staff and volunteers will not abuse youths in anyway including (but not limited to) the following:

1. *Physical abuse*: hitting, spanking, shaking, slapping, unnecessary restraints
2. *Verbal abuse*: degrading, threatening, cursing
3. *Sexual abuse*: inappropriate touching, exposing oneself, sexually oriented conversations
4. *Mental abuse*: shaming, humiliation, cruelty
5. *Neglect*: withholding food, water, shelter

Our organization will not tolerate the mistreatment or abuse of one youth by another youth. In addition, our organization will not tolerate any behavior that is classified under the definition of bullying, and to the extent that such actions are disruptive, we will take steps needed to eliminate such behavior.

Bullying

Bullying is aggressive behavior that is intentional, is repeated over time, and involves an imbalance of power or strength. Bullying can take on various forms, including:

- a. *Physical bullying* – when one person engages in physical force against another person, such as by hitting, punching, pushing, kicking, pinching, or restraining another.
- b. *Verbal bullying* – when someone uses their words to hurt another, such as by belittling or calling another hurtful names.
- c. *Nonverbal or relational bullying* – when one person manipulates a relationship or desired relationship to harm another person. This includes social exclusion, friendship manipulation, or gossip. This type of bullying also includes intimidating another person by using gestures.
- d. *Cyberbullying* – the intentional and overt act of aggression toward another person by way of any technological tool, such as email, instant messages, text messages, digital pictures or images, or website postings (including blogs). Cyberbullying can involve:
 - Sending mean, vulgar or threatening messages or images.
 - Posting sensitive, private information about another person.
 - Pretending to be someone else in order to make that person look bad.
 - Intentionally excluding someone from an online group.
 - Hazing – an activity expected of someone joining or participating in a group that humiliates, degrades, abuses, or endangers that person regardless of that person's willingness to participate.

- Sexualized bullying – when bullying involves behaviors that are sexual in nature. Examples of sexualized bullying behaviors include sexting, bullying that involves exposures of private body parts, and verbal bullying involving sexualized language or innuendos.

Anyone who sees an act of bullying, and who then encourages it, is engaging in bullying. This policy applies to all youths, staff and volunteers.

1. All staff must follow state specific mandatory reporting requirements. Staff should be trained to be aware of and understand their legal and ethical obligation to recognize and report suspicions of mistreatment and abuse. Staff will:
 - a. Be familiar with the symptoms of child abuse and neglect, including physical, sexual, verbal, and emotional abuse.
 - b. Know and follow organization policies and procedures that protect youths against abuse.
 - c. Report suspected child abuse or neglect to the appropriate authorities as required by state mandated reporter laws.
 - d. Follow up to ensure that appropriate action has been taken.
2. Staff and volunteers will report concerns or complaints about other staff, volunteers, adults, or youths to our organization's supervisor or Praesidium's Anonymous Helpline at 855-347-0751.
3. Our organization cooperates fully with the authorities to investigate all cases of alleged abuse. Any staff or volunteer shall cooperate to the fullest extent possible in any external investigation by outside authorities or internal investigation conducted by the organization or persons given investigative authority by the organization. Failure to cooperate fully may be grounds for termination.
4. Staff and volunteers may not have engaged in or been accused or convicted of youth abuse, indecency with a youth, or injury to a youth.

III. Policies

Policies define the bandwidth of acceptable behavior in an organization. Because offenders often violate policies to gain access to youths, when staff know and understand policies, they can identify, interrupt, and report policy violations. Simply interrupting a policy violation can prevent a false allegation of abuse or put an offender on notice that no one works in private, the rules apply to everyone, and violations will be detected.

A. Physical Contact

Our organization's physical contact policy promotes a positive, nurturing environment while protecting youths and staff. Our organization encourages

appropriate physical contact with youths and prohibits inappropriate displays of physical contact. Any inappropriate physical contact by staff towards youths in the organization's programs will result in disciplinary action, up to and including termination of employment.

The organization's policies for appropriate and inappropriate physical interactions are:

<i>Appropriate Physical Interactions</i>	<i>Inappropriate Physical Interactions</i>
• Side hugs • Shoulder-to-shoulder or "temple" hugs • Pats on the shoulder or back • Handshakes • High-fives and hand slapping • Verbal praise • Pats on the head when culturally appropriate • Touching hands, shoulders, and arms • Arms around shoulders • Holding hands (with young children in escorting situations)	• Full-frontal hugs • Kisses • Showing affection in isolated area • Lap sitting • Wrestling • Piggyback rides • Tickling • Allowing a youth to cling to an employee's or volunteer's leg • Any type of massage given by or to a youth • Any form of affection that is unwanted by the youth or the staff or volunteer • Compliments relating to physique or body development • Touching bottom, chest, or genital areas

B. Verbal Interaction

Staff and volunteers are prohibited from speaking to youths in a way that is, or could be construed by any observer, as harsh, coercive, threatening, intimidating, shaming, derogatory, demeaning or humiliating. Staff and volunteers must not initiate sexually oriented conversations with youths. Staff and volunteers are not permitted to discuss their own sexual activities with youths.

Our organization's policies for appropriate and inappropriate verbal interactions are:

<i>Appropriate Verbal Interactions</i>	<i>Inappropriate Verbal Interactions</i>
• Positive reinforcement • Appropriate jokes • Encouragement • Praise	• Name-calling • Discussing sexual encounters or in any way involving youths in the personal problems or issues of staff and volunteers • Secrets • Cursing • Off-color or sexual jokes • Shaming • Belittling • Derogatory remarks • Harsh language that may frighten, threaten or humiliate youths • Derogatory remarks about the youth or his/her family

C. One-on-One Interaction

Most abuse occurs when an adult is alone with a youth. Our organization aims to eliminate or reduce these situations and prohibits private one-on-one interactions unless approved in advance by the organization administration.

In those situations where one-on-one interactions are approved, staff and volunteers should observe the following additional guidelines to manage the risk of abuse or false allegations of abuse:

Additional Guidelines for One-on-One Interactions

- When meeting one-on-one with a youth, always do so in a public place where you are in full view of others.
- Avoid physical affection that can be misinterpreted. Limit affection to pats on the shoulder, high-fives, and handshakes.
- If meeting in a room or office, leave the door open or move to an area that can be easily observed by others passing by.
- Document and immediately report any unusual incidents, including disclosures of abuse or maltreatment, behavior problems and how they were handled, injuries, or any interactions that might be misinterpreted.

1. Tutoring/ Private Coaching:

One-on-one situations, such as tutoring and private coaching sessions, introduce additional risks. Staff and volunteers should be aware of our policies regarding tutoring and private coaching:

- a. Staff and volunteers must have supervisor approval for any tutoring or private coaching sessions.
- b. Tutoring and coaching sessions with our organization's youths may not occur outside of the organization.
- c. Supervisors must keep a schedule of private tutoring and coaching sessions, which should include times, youths involved, and location of sessions.

D. Off-site Contact

Many cases of organizational abuse occur off-site and outside of regularly scheduled activities. This contact outside of regularly scheduled activities may put staff, volunteers and our organization at increased risk.

1. **Preferred Option One:**

Our organization prohibits interactions outside of regularly scheduled program activities unless approved by the Program Director.

2. **Option Two:**

Our organization strongly recommends that staff do not have outside contact with youths from the organization. However, if off-site contacts are unavoidable (such as during mentoring programs), our organization has determined that the following forms of outside contact are appropriate and inappropriate:

<i>Appropriate Outside Contact</i>	<i>Inappropriate Outside Contact</i>	In
• Taking groups of youths on an outing • Attending sporting activities with groups of youths • Attending functions at a youth's home, with parents present	• Taking one youth on an outing without the parents' written permission • Visiting one youth in the youth's home, without a parent present • Entertaining one youth in the home of staff or volunteers • A lone youth spending the night with staff or volunteers	

In addition, when outside contact is unavoidable, ensure that the following steps are followed:

1. Supervisors should identify for staff and volunteers what types of outside contact are appropriate and inappropriate.
2. Ensure that staff or volunteers have the parents' permission to engage in outside contact with the youth. Parents must sign a release-of-liability statement (example: babysitting).

E. Electronic Communication

Any private electronic communication between staff and youths, including the use of social networking websites like - Facebook, Instagram, Snapchat, instant messaging, texting, etc. - is prohibited. All communication between staff and youths must be transparent.

The following are examples of appropriate and inappropriate electronic communication:

<i>Appropriate Electronic Communication</i>	<i>Inappropriate Electronic Communication</i>
• Sending and replying to emails and text messages from youths ONLY when copying in a supervisor or the youth's parent • Communicating through "organization group pages" on Facebook or other approved public forums • "Private" profiles for staff and volunteers which youths cannot access	• Harsh, coercive, threatening, intimidating, shaming, derogatory, demeaning or humiliating comments • Sexually oriented conversations • Private messages between staff and volunteers with youths • Posting pictures of organization participants on social media sites • Posting inappropriate comments on pictures • "Friending" participants on social networking sites

In addition, provide this information to your participant's parents so that they know what is appropriate and inappropriate from your staff.

Cell Phone Use:

While assigned to work with youths, staff are not permitted to use electronic communications device except during approved breaks and emergency situations. Internet use, text messaging and/or emailing pictures while assigned to work with youths is strictly prohibited regardless of the type of device used and whether for business or personal reasons. Employees need to ensure that friends and family members are aware of this policy.

Use of personal electronic communication devices to contact (via voice, text, or pictures/video) organization members and/or program participants for personal and/ or inappropriate reasons shall be grounds for discipline up to and including termination of employment.

Acceptable Use of Cell Phones during Program Hours:

There are occasions in which staff will need to use personal or organization issued electronic communication devices. In these cases, staff will have explicit direction from supervisors governing use. Situations which may require use of organization issued or personal electronic communication devices include:

- a. Field Trips
- b. Off-site Programs
- c. Emergencies

F. Gift Giving

Molesters routinely groom youths by giving gifts, thereby endearing themselves to the youth. They might instruct the youth to keep the gifts a secret, which then starts teaching the youth to keep secrets from parents. For this reason, staff and volunteers should only give gifts to groups of youths, and only under the following circumstances:

1. Administration must be made aware of and approve the gift.
2. Parents must be notified.

IV. Monitoring and Supervision

When staff are adequately supervised, potential offenders are less likely to act on their impulses because they face detection. When youths are adequately supervised, they too are less likely to engage in inappropriate interactions with others. Similarly, facilities must be monitored, particularly out-of-the-way locations or locations that might permit an offender undue access to or privacy with a youth. Effective supervision and monitoring require that a variety of methods be used frequently, at both scheduled and random times.

A. Facility Monitoring

Building architecture can increase or mitigate the risk of an incident or accident. Because most incidents of sexual behavior occur in private, the extent to which privacy is managed, risk is managed. In order to ensure that all of the locations are properly and consistently monitored, designate a staff member who must complete a site inspection checklist.

B. Checking Members into a Facility

1. When anyone (members, guests, residents, construction workers, maintenance, cleaning crews, etc.) enters the facility during operational hours, they must check in with the front desk.
2. When possible, create a single point of entry and exit in the facility.
3. If there is more than one entrance or exit, ensure these other points of access are consistently monitored.

C. General Supervision

General supervision procedures:

1. **Administrative and Supervisory Visits to Youth Programs-** Youth supervisors and administrators will regularly visit all youth programs to ensure that all activities are well-managed and that youth policies are observed by all in attendance.
2. **Ratios-** Each program will follow the ratio requirements that are directly related to the goals of the program and the design of the program area. The staff or volunteer-to-youth ratio should be adjusted for programs that serve youths with special needs. Refer to local licensing requirements and general best practice guidelines for establishing adult-to-youth ratios.

3. **Mixed Age Groups-** In most incidents involving one youth abusing another youth, the youths are from different age groups. Each program is responsible for establishing specific guidelines for additional monitoring and supervision of activities that involve youths from different age groups. Staff and volunteers must be aware that close line of sight supervision is required when monitoring programs that mix age groups.

D. Monitoring Youth in Facilities

Generally, Praesidium recommends that youths under the age of 12, or 7th grade, should not be alone in the facility without a parent or guardian present. By this age, most youths have had the experience of being without immediate parental supervision. In addition, 12-year-old youths are able to use self-protection skills in the event that they are approached inappropriately by another youth or by an adult.

However, Praesidium also recognizes that many youth serving programs are compelled to permit younger children to access the facilities for many reasons.

That said, because the program is responsible for all youths in the facility, we recommend implementing the following practices:

1. Require a parent or legal guardian to complete a membership application which includes identifying information, any special medical or behavioral circumstances, any legal indemnifications, the youth's date of birth, and emergency contact information. In addition, require all youths to sign-in AND to sign-out of the facilities so that the program has a record of the youth who are in the facility at all times.
2. Require youths to sign a Code of Conduct that outlines the program's behavioral expectations and policies regarding appropriate and inappropriate interactions. This Code of Conduct should also include a systematic disciplinary policy which explains that youths will be suspended or dismissed from the program for policy violations. Require parents to sign this Code of Conduct as well, so that they are aware of the program's policies and progressive disciplinary procedures. If the youth is a guest of a program member, the visiting youth must sign the Code of Conduct.
3. While Praesidium understands that a parent orientation may not be feasible in all circumstances, we recommend encouraging parents to attend an information session with a program representative. This meeting will provide an opportunity to review expectations and requirements, and the chance to establish a relationship with the parents. This can be helpful if any problems arise in the future.
4. While in the facility, youths can be supervised directly, indirectly, or with a combination of the two techniques.
 - a. For direct supervision, the program may offer structured, scheduled activities like basketball tournaments, swimming activities, arts and crafts, etc. These activities should have one or more staff assigned to lead and supervise.

- b. For indirect supervision, the program must designate certain building areas as authorized areas. Authorized areas could include a gymnasium, a game area, or a classroom for doing homework and so on. Authorized areas must be easily visible and routinely and systematically checked by staff. Youths should know that they will be supervised by staff at all times, and all staff should know which areas are authorized and which are not.
- 5. Develop supervision standards for the authorized areas. For example:
 - a. Determine how frequently authorized areas should be monitored by staff.
 - b. Assign staff specific supervision responsibilities over authorized areas.
 - c. Require staff to record when they monitor authorized areas: this may be accomplished by using checklists.
- 6. All program staff should wear nametags or identifying clothing so that the youth can easily recognize them as staff.
- 7. Train all staff:
 - a. To greet youths that enter the facility; to direct youths to the structured activities or authorized areas; and, to redirect youths who are not in an authorized area or who are not participating in a structured activity.
 - b. To be aware of the risks involved with mixing age groups and how to monitor activities involving mixed age groups.
 - c. To routinely monitor high risk areas (such as bathrooms, locker rooms, and unused rooms). Praesidium recommends designating specific staff to supervise these areas (i.e., Managers on Duty). This staff should document the scheduled and periodic sweeps of high risk locations.

Ultimately, all kids must be supervised at all times, regardless of age. The key to remember is that they can be supervised directly in structured activities and indirectly when they are in authorized areas.

E. Monitoring High Risk Activities

1. Bathroom Activities

Most incidents of youth-to-youth abuse occur in the bathrooms. Therefore, the following supervision guidelines are recommended:

When supervising restroom use, adult staff members should first quickly scan the bathroom before allowing youths to enter.

- a. For "Group Bathroom Breaks":
 - Require staff to take groups of two or more youths to the bathroom – following the "rule of three" or more.
 - If the bathroom only has one stall, only one youth should enter the restroom while the others wait outside with the staff.

- If there are multiple stalls, only send in as many youths as there are stalls.
 - Minimize youths of different ages using the bathroom at the same time.
 - Require staff to stand outside the bathroom door but remain within earshot.
- b. For single use restrooms:
- Require youths to ask permission to use the bathroom.
 - Require all staff to frequently check bathrooms.
- c. Prohibit staff from using the bathroom at the same time as youths.
- d. If assisting young youths in the stalls, the staff should keep the door to the stall open.

2. Locker Room Activities

The locker room procedures include:

- a. Requiring staff to stand within earshot of the locker room when in use by youths.
- b. Requiring staff to intermittently and briefly check inside the locker room so users know the locker room is monitored.
- c. Discouraging the use of locker rooms by youths of different ages at the same time.
- d. Prohibiting the use of locker room horseplay such as towel snapping.
- e. When possible, arrange lockers to minimize unnecessary privacy.

3. Shower Activities

Staff and youths must shower at different times. Create shower schedules that will permit supervision of the youths while staff are showering.

- a. While the youths shower, at least one staff member should stand in the bathroom doorway and within earshot of the youths. Ensure that only one youth is in each shower (Consider utilizing shower curtains that do not go all the way to the floor, so that staff can easily see how many youths are in each shower stall).

4. Transition Times and Free Times

Transition times and free-choice times (or free times) pose a high risk for incidents because during these times, staff and volunteers may not be assigned a particular group of youths to supervise. To decrease the risk of incidents, implement the following procedures:

- a. Require youths to remain in line-of-site of staff at all times.
- b. Specify the staff-to-youth ratio.
- c. Specify narrow geographic boundaries in the program areas.
- d. Ensure that all staff are assigned specific areas to supervise ("zone monitoring").
- e. Include bathroom procedures.
- f. Require periodic roll calls for each age group.

- g. Require supervisors to conduct periodic check-ins and sweeps of the entire activity area.

5. Playground Activities

The playground procedures require:

- a. Youths to remain in line-of-site of staff at all times.
- b. Definition of specific and narrow geographic boundaries around the playground area.
- c. Specific instructions on how to monitor barriers of supervision (such as storage sheds, playhouses, tunnels, and shrubs).
- d. That all staff are assigned specific areas to supervise ("zone monitoring").
- e. Specific bathroom procedures.
- f. Staff to conduct periodic roll calls for each age group.
- g. Supervisors to conduct periodic check-ins and assessments of the activity period and of the entire activity area.

6. Transportation Activities

Transporting youths may increase the risk of abuse or false allegations of abuse because staff and volunteers may be alone or make unauthorized stops with youths. In addition, transportation activities may provide a time for unsupervised youths to engage in youth-to-youth sexual activity.

The transportation guidelines:

- a. Require written parent permission from all youths on the trip.
- b. Require staff to have a list of the youths on the trip. The staff take roll when boarding the bus, when leaving the bus, periodically throughout the trip, and then again when boarding the bus.
- c. Specify staff-to-youth ratios. When possible, do not count the driver in the supervision ratio.
- d. Require staff to sit in seats that permit maximum supervision.
- e. Discourage mixed age groups from sitting together. When possible, high risk youths are seated by themselves or with a staff member.
- f. Prohibit drivers from making unauthorized stops.
- g. Where applicable (such as in mentoring programs), require staff to document the beginning and ending time of the trip and the mileage, names of the youths being transported, and the destination.
- h. Require documentation of any unusual occurrences.

When public transportation is used:

- a. In addition to the transportation procedures listed above, youths should remain in one area of the bus, if possible.
- b. Staff and volunteers that are assigned to a group should remain with that group on the bus.
- c. Take a head count or call roll immediately after entering and leaving the bus.

In situations where staff transport youths in non-organization vehicles:

- a. Administrators must be notified of all transportation activities.
- b. Use the “rule of three” when transporting youths: At least two adults must transport a single youth, or at least two youths must be present if transported by a single adult.
- c. Youths must never be transported without written permission from a parent.
- d. Youths must be transported directly to their destination. No unauthorized stops may be made.
- e. A staff member must document beginning and ending times and mileage, the names of youths, and other staff and volunteers who are involved in transportation, purpose of the transportation, and destination.
- f. Staff must avoid unnecessary physical contact with youths while in vehicles.
- g. When possible, staff should avoid engaging in sensitive conversations with youths.

7. Off-Site Activities

The off-site procedures include:

- a. Requiring supervisor approval for all off-site activities.
- b. Requiring parental approval.
- c. Specifying staff-to-youth ratios for the activity.
- d. Requiring staff and youths to be easily identifiable.
- e. Including specific bathroom and locker room procedures as applicable to outing.
- f. Including transportation procedures.
- g. Including instructions for a supervisor to observe the off-site activities at scheduled times and random intervals.
- h. Considering specific recommendations based on the location and type of activity (for example, Amusement parks, Water Parks, Arcades, etc.).

8. Overnight Activities

Overnight stays present unique risks to youths and staff. They often involve changing clothes, groups of both genders and different ages in a more intimate atmosphere than usual, more unstructured activities, and increased supervision demands for staff.

For camp counselors and youth who reside on-site, staff and campers are assigned to either male or female cabins, by birth gender and age. Each camper can request up to two cabin mates and they must be mutually requested and within the appropriate ages. New campers are intentionally placed with a mix of new and returning campers. Campers will live with 10-12 other campers in a cabin with at least 2 well trained responsible camp leaders. Staff are provided training and support to reinforce our expectations around transgender youth and adults, including use of preferred pronouns and respecting privacy.

Supervision Guidelines:

- a. All overnight activities must be documented and approved in writing by the Program Director.
- b. Administrators are expected to regularly and randomly observe overnight activities on a scheduled and periodic basis.
- c. The Director should appoint a “lead” staff to supervise the overnight. A meeting with all staff is conducted to discuss the unique risks of overnight trips, unique elements of the specific overnight trip and to review the specific policies and procedures.
- d. Provide parents with written information about the overnight activity. All parents must sign a permission slip for their youths to attend the overnight.
- e. Determine the appropriate staff-to-youth ratios before the event and schedule staff accordingly.
- f. Meetings with the group should be hosted in open and observable areas; meetings should not be hosted in staff or youth rooms.

Overnights at the Facility:

- a. Physical boundaries within the organization must be clearly defined and explained to the youths.
- b. Assign each staff to a specific group of youths to supervise. Each staff should then maintain a role sheet that lists all of the youths in his or her group. Head counts and roll checks should be conducted routinely throughout the evening.
- c. Assign staff to high risk areas in your organization’s facility, such as the bathrooms, entrances and exits, hallways, etc. If it is not possible to assign specific staff to these areas, assign specific staff to conduct periodic facility “walk-throughs”.
- d. With regards to sleeping arrangements, separate the male and female youths into separate rooms and post staff at the entrances and exits to these rooms. If this is not feasible, separate males and females by as much space as possible.
- e. When performing room checks, staff should always go in pairs.
- f. At least one staff must stay awake overnight.

Overnights Away from the Facility:

- a. Overnight stays at private homes are prohibited unless approved by the administration.
- b. Physical boundaries at the off-site location must be clearly defined and explained to the youths.
- c. Assign each staff to a specific group of youths to supervise. Each staff should then maintain a role sheet that lists all of the youths in his or her group. Head counts and roll checks should be conducted routinely throughout the event.

- d. If in a cabin type setting, the staff should be placed in bunks to maximize supervision around the cabin and in a way that decreases the chances of youths sneaking out (such as by the door).
- e. In hotel rooms, assign youths to rooms based on gender and age. Staff should have their own rooms. If staff must share rooms with youths, they must have their own beds and never change in front of youths.
- f. All staff are to be on duty in the halls or cabins at night until an hour after lights out and all rooms are quiet.

9. Teen Leadership Program

Older youths who participate in teen leadership programs are still youth participants and not staff or volunteers. Therefore, even though they are often given more responsibility, teens in the leadership programs must be provided with guidelines regarding appropriate behavior, and then supervised accordingly. In addition, staff and volunteers must understand and recognize that these teens are still youths and not their peers. Therefore, the following guidelines are recommended for teen leadership programs:

- a. Create a screening process for teen leaders which includes
 - A standard application
 - An interview with behaviorally based interview questions
 - References (from teachers, counselors, family friends, etc.)
- b. Train teen leaders in their role in programs and on program policies about appropriate and inappropriate interactions. This training should include the following information:
 - Appropriate and inappropriate physical and verbal interactions and the importance of maintaining behavioral boundaries between teen leaders and younger youths and between teen leaders and staff and volunteers.
 - Prohibiting teen leaders from being one-on-one with youths.
 - Prohibiting teen leaders from escorting youths to the bathrooms.
 - Prohibiting teen leaders from assisting youths with changing their clothes.
- c. Create a system to monitor the teen leaders.
 - Designate a specific employee or volunteer who is in charge of the teen leadership program and its participants.
 - Require teen leaders to wear clothing or lanyards that identify them as leaders-in-training and differentiate them from both staff and volunteers and from younger youths.
 - Require a supervisor to conduct daily check-ins with teen leaders and their program supervisors.
 - Consider requiring teen leaders to keep a log documenting their daily activities and any problems they encounter. The program supervisor should review these logs daily.

F. Supervisors & Administrators Monitoring On-Site and Off-Site Programs

Keep a record. Document your supervision visits. Include information like your arrival and departure times, which youths and parents were present, and a summary of the information collected. Provide staff with feedback about visits.

Vary your observation times. Do not develop a predictable pattern of observation. Drop in at different times each day. Occasionally leave and come back immediately.

Arrive before staff. Check punctuality and the routine that staff follows to prepare for the youths to arrive.

Survey the physical environment. Is this a suitable location for the activity (e.g. size of area for number of youths, ability to supervise all areas used by youths, landscaping that may inhibit supervision)?

Watch activities. Are they planned and organized? Are the staff actively involved? Ask to see the schedule of activities and compare with what is actually going on at a given time.

Observe bathroom and locker room activities. Observe bathroom and locker room activities to ensure that the staff are complying with the established policies and procedures.

Observe Interactions.

V. Responding

How an organization responds to suspicious or inappropriate interactions, policy violations, and incidents or allegations of abuse can dramatically affect the harm to the individuals involved and the damage to the organization. Once a staff member, volunteer, youth, or parent has expressed a concern or made an allegation about the treatment of a youth, swift and determined action must be taken to reduce any subsequent risk to the youth, to the accused staff member or volunteer, and to the organization. Organizations must establish precise, unequivocal requirements for reporting to the authorities and for adhering to a serious-incident response plan.

A. Responding to Suspicious or Inappropriate Behaviors or Policy Violations

Because our organization is dedicated to maintaining zero tolerance for abuse, it is imperative that every staff member actively participates in the protection of youths. In the event that any staff observe any suspicious or inappropriate behaviors and/or policy violations on the part of other staff or volunteers, it is their personal responsibility to immediately report their observations.

Remember, at our organization, the policies apply to everyone.

<i>Examples of Suspicious or Inappropriate Behaviors Between Staff/Volunteers and Youth</i>
• Violation of the abuse prevention policies described above • Seeking private time or one-on-one time with youths • Buying gifts for individual youths • Making suggestive comments to youths • Picking favorites

All reports of suspicious or inappropriate behavior with youths will be taken seriously. Our procedures will be carefully followed to ensure that the rights of all those involved are protected.

1. Staff and Volunteer Response

If staff witness suspicious or inappropriate behaviors or policy violations from another staff or volunteer, the staff or volunteer is instructed to do the following:

Guidelines for Staff/Volunteers Response to Suspicious or Inappropriate Behaviors and/or Policy Violations

- Interrupt the behavior.
- Report the behavior to a supervisor, director, or other authority.
- If you are not comfortable making the report directly, make it anonymously.
- If the report is about a supervisor or administrator, contact the next level of management.
- Document the report but do not conduct an investigation.
- Keep reporting until the appropriate action is taken.

2. Supervisor and Administrator Response:

In the event that a supervisor or an administrator receives a report of suspicious or inappropriate behaviors or policy violations from a staff member or volunteer, the supervisor is instructed to do the following:

Guidelines for Supervisors and Administrators Response to Suspicious or Inappropriate Behaviors and/or Policy Violations

- Report to the next level of administration and determine the appropriate administrator to respond to the concern.
- Determine the appropriate response based on the report.
- Speak with the staff or volunteer who has been reported.
- Review the file of the staff or volunteer to determine if similar complaints were reported.
- Document the report on the appropriate form.
- If at any point in gathering information about a report of suspicious or inappropriate behavior, a concern arises about possible abuse, contact the state authorities and file a report.
- If appropriate, notify parents and/or guardians.

- Advise the person who reported the behavior that the report is being taken seriously.

Based on the information gathered, the following may be required:

- a. Increase monitoring or supervision of the staff, volunteer, or program.
- b. If policy violations with youths are confirmed, the staff or volunteer must be subject to disciplinary action up to and including termination and prosecution. Disciplinary action will follow the Progressive Disciplinary Process outlined in this manual.
- c. If more information is needed, interview and/or survey other staff and volunteers or youths.

3. Organizational Response

Guidelines for Organizational Response

- Review the need for increased supervision.
- Review the need for revised policies or procedures.
- Review the need for additional training.

B. Responding to Suspected Abuse by an Adult

1. Staff or Volunteer Response to Abuse

As required by mandated reporting laws, staff and volunteers must report any suspected abuse or neglect of a youth—whether on or off organization property or whether perpetrated by staff, volunteers, or others—to state authorities. Reports may be made confidentially or anonymously. A person who mistakenly reports suspected abuse is immune from civil or criminal liability as long as the report was made in good faith and without malice.

In addition to reporting to state authorities, staff and volunteers are required to report any suspected or known abuse of youths perpetrated by staff or volunteers directly to leadership so that immediate and proper steps may be taken to ensure the safety of alleged victims and others who may be at risk. Reports of suspected or known abuse may be made confidentially to the following:

- a. Immediate supervisor
- b. Directors
- c. Administrators

Additional Guidelines for Staff/Volunteer Response to Incidents or Allegations of Abuse

- If you witness abuse, interrupt the behavior immediately.
- If abuse is disclosed to you, assure the individual disclosing that he or she was correct to tell to you.
- Protect the alleged victim from intimidation, retribution, or further abuse.
- Immediately report the allegation or incident to the proper organization authorities (based on mandatory reporting requirements) and the designated authority.
- Be sure to document the incident, disclosure, or any circumstances causing your suspicion of abuse. State only the facts.
- It is not your job to investigate the incident but it **IS** your job to report the incident to your supervisor in a timely manner.
- Check back to make sure appropriate steps were taken. If not, report again to your supervisor or the designated organization authority.

2. Supervisors and Administrators Response to Abuse

In addition to the above response procedures, supervisors and administrators should ensure the following:

Guidelines for Supervisor and Administrators Responding to Allegations or Incidents of Abuse

- First, determine if the youth is still in danger and if so, take immediate steps to prevent any further harm.
- Gather as much information about the allegation as you can. For example, who made the report, who was allegedly abused, who was the alleged abuser, what was the nature of the alleged abuse, where and when did the alleged abuse occur, etc.

- Accurately record everything you learn in as much detail as you can. Remember your notes may be read by others. Stick to the facts.
- Contact the appropriate local authorities as indicated by your mandatory reporting procedures. Make sure you get a case number and the name and contact information of the person with whom you speak at the reporting agency.
- If the alleged abuse involves a staff member or volunteer, notify your crisis management team and follow your crisis management plan.
- Suspend the accused staff or volunteer until the investigation is completed.

C. Responding to Youth-to-Youth Sexual Abuse and Sexualized Behaviors

The thought that one youth may sexually abuse another youth does not occur to many people. Unfortunately, abuse between peers has increased 300% in the past few years. Youth-to-Youth sexual activity and sexualized behaviors often remain unreported in organizations because staff and volunteers are not comfortable documenting these situations, or may not know how.

1. Youth-to-Youth Interactions

Most serious incidents of youth-to-youth abuse are preceded by more subtle incidents such as name-calling, taunting or roughhousing. Interrupting these interactions early and establishing and communicating standards of conduct can keep the program environment safe. Our organization recognizes that the following interactions are high risk and should be prohibited:

<i>Prohibited Youth-to-Youth Interactions</i>
• Hazing • Bullying • Derogatory name-calling • Games of Truth or Dare • Singling out one child for different treatment • Ridicule or humiliation

In order to adequately respond to and track incidents within the organization, all sexual activity between youths and sexualized behaviors of youths must be consistently documented.

2. Staff and Volunteer Response

Youth-to-youth sexual behaviors can include inappropriate touching, exposing body parts, using sexualized language, making threats of sexual activity, engaging in sexual activity, and similar types of interactions.

If staff witness youth-to-youth sexual behaviors, they are instructed to follow these guidelines:

<i>Guidelines for Staff and Volunteers Responding to Youth-to-Youth Sexual Activity</i>
• If you observe sexual activity between youths, you should immediately separate them. • Calmly explain that such interactions are not permitted and separate the youths. • Notify your supervisor. • Complete the necessary paperwork including what you observed and how you responded. • Follow your supervisor's instructions regarding notifying the authorities and informing the parents of the youth involved. • In some cases, if the problem is recurring discipline may be required including not allowing one or both youths to return to the program.

3. Supervisors and Administrators Response

In the event that a supervisor or administrator receives a report of a youth's sexualized behavior or youth-to-youth sexual activity, the supervisor should do the following:

<i>Guidelines for Supervisors and Administrators Responding to Youth-to-Youth Sexual Activity</i>
• Meet with the staff who reported the sexual activity to gather information. • Confirm that the youths involved have been separated or placed under increased supervision. • Review the steps taken by the staff on duty. • Review the incident report to confirm it is accurately and thoroughly completed. • Meet with parents of the youths involved. • Determine what actions should be taken to make sure there is no recurrence, including assessing the suitability of the program for the children involved. • Notify the proper authorities. • Develop a written corrective action or follow-up plan in response to the incident

Based on the information gathered, the following may be required:

- d. Review the need for additional supervision
- e. Review the need for revised policies or procedures
- f. Review the need for additional training
- g. Alert others in the organization

4. Organizational Response

After the internal review of the sexualized behavior or youth-to-youth sexual activity, the organization will determine what can be done to prevent a reoccurrence, such as:

<i>Guidelines for Organizational Response</i>
• Review the need for additional supervision. • Review the need for revised policies or procedures. • Review the need for additional training. • Alert others in the organization.

Employee Handbook Acknowledgement Form

YMCA of Southeastern North Carolina

Employee Handbook

I hereby acknowledge the following:

- I have received a copy of the YMCA of Southeastern North Carolina Employee Handbook. I understand that it is my responsibility to read and understand the policies, rules and benefits described in this handbook.
- I understand that if I have any questions regarding this information I should consult my supervisor or the human resources department.
- I understand that the Y has the right to change these policies, rules and benefits without notice.
- I understand that future changes in policies and procedures may modify, suspend, supersede or cancel those found in this handbook, in whole or part, and that I and other employees typically will be notified of such changes through normal communication channels.
- I understand that the benefits information in this handbook is only a brief summary and that I can find more information on these plans in informational material and plan documents from Human Resources. If any discrepancies occur between information in this handbook and the actual plan documents, I understand that the plan documents will prevail.
- I understand that any written or oral statements by a supervisor contrary to this handbook are invalid and should not be relied upon.
- I expressly understand that this handbook is provided as a guide and that it does not constitute a contract of employment. Rather, I acknowledge that my employment with the YMCA is on an at-will basis, which means that the employment relationship may be terminated at any time, by either the Y or by me, with or without cause and with or without prior notice.
- I understand and agree that I will read and comply with the policies and information contained in this handbook and that my continued employment is contingent on my following these policies.

Employee's name (Please print)

Employee's signature

Date

Note: Please complete this form and return it to the Human Resources department for keeping in your personnel file or acknowledge the policy electronically via the YMCA's HR software system.