



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

LANCASTER FAMILY YMCA MEMBER CODE OF CONDUCT

The YMCA is committed to providing a safe and welcoming environment for all members and guests. To promote safety and comfort for all, all individuals are asked to act appropriately at all times when in our facility or participating in our programs. The YMCA has adopted a Member Code of Conduct regarding the conduct of our members; this policy applies to all members and guests. The YMCA has the right to suspend/cancel membership at any time for violation of the Member Code of Conduct.

Any person who supports the Lancaster Family Y mission and purpose may become a member of the organization and is expected to conduct themselves in accordance with the Member Code of Conduct as may be established by the board of directors. Any time that a member fails to live up to the standards and commitments of being a Y member, the board of directors or its authorized agent may, in its sole discretion, deny access or membership to that member.

We expect persons using the YMCA to act maturely, to behave responsibly, and to respect the rights and dignity of others. Our Member's Code of Conduct outlines prohibited actions, but the actions listed below are not an all-inclusive list of behaviors considered inappropriate in our facilities or programs.

- Using, possessing or being under the influence of alcohol or illegal chemicals on YMCA property, in YMCA vehicles, or at YMCA-sponsored programs
- Tobacco use - the YMCA and its property is a tobacco-free environment
- Carrying or concealing a weapon or any device or object that may be used as a weapon without prior authorization from the YMCA
- Harassment or intimidation by words, gestures, body language, or any type of menacing behavior
- Physical contact with another person in an angry, aggressive, threatening or violent way
- Verbally abusive behavior, including angry or vulgar language, swearing, name-calling, or shouting
- Sexually explicit or offensive conversation or behavior; any sexual contact with another person
- Inappropriate, immodest, or sexually revealing attire
- Theft or behavior that results in the destruction or loss of property
- Loitering within or on the grounds of the YMCA

In addition, the YMCA reserves the right to deny access or membership to any person who has been charged with or convicted of any crime involving sexual abuse, is or has been a registered sex offender, or is presently or habitually under the influence of dangerous drugs or chemicals, narcotics, intoxicating beverages or behavior-modifying drugs on YMCA property, in YMCA vehicles, or at YMCA-sponsored programs.

Members and guests are encouraged to take responsibility for their personal comfort and safety by asking any person whose behavior threatens their comfort to refrain from such behavior. Anyone who feels uncomfortable in confronting a person directly should report the behavior to a staff person or the Building Supervisor on duty.

YMCA staff members are eager to be of assistance. Members and guests should not hesitate to notify a staff member if assistance is needed.

In order to be able to carry out these policies, we ask that members and guests identify themselves upon entering the building by using a key card to swipe in or showing photo identification at the Welcome Desk.

The YMCA will take appropriate steps to investigate all reported incidents. The protection of members and guests who are participating in programs or are using YMCA facilities is of paramount concern to the staff of the Lancaster Family YMCA.



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LANCASTER FAMILY YMCA EMPLOYEE CODE OF CONDUCT

The LFY is committed to providing a safe and welcoming environment for all staff members, volunteers and program participants. To promote safety and comfort for all, staff members are expected to act appropriately at all times while working or volunteering in the LFY facilities and programs. All staff members and volunteers are expected to behave at all times in a mature and responsible way in accordance with all applicable laws and regulations and the policies and procedures of the LFY, and with the adherence to the LFY's four core values of caring, honesty, respect and responsibility.

POLICY

Failure to comply with the expectations as defined will lead to disciplinary action, up to and including discharge. It would be impossible for the LFY to outline every "do" and "don't", but rather, the policies represented here are intended to cover general requirements that are essential for the LFY's operations.

Any staff member who engages in any of the acts or behavior defined below violates LFY policy, and such misconduct will subject a staff member to corrective action up to and including immediate discharge.

- Staff will act in a caring, honest, respectful, and responsible manner consistent with the mission of the LFY.
- To protect LFY staff, volunteers, and program members, at no time during a LFY program may a staff person be alone with a single child where he/she cannot be observed by others. As staff supervise children, they should space themselves in such a way that other staff can see them.
- Staff should conduct or supervise private activities in pairs—diapering, putting on bathing suits, taking showers, and so on. When this is not feasible, staff should be positioned so that they are visible to others.
- Staff shall never leave a child unsupervised.
- Restroom supervision: Staff will make sure the restroom is not occupied by suspicious or unknown individuals before allowing children to use the facilities. Staff will stand in the doorway of the restroom while children are using the restroom. This policy allows privacy for the children and protection for the staff (not being alone with a child). If staff are assisting younger children, doors to the facility must remain open. No child, regardless of age, should ever enter a restroom alone on a field trip or at other off-site location. Always send children in threes (known as the rule of three), and whenever possible, with staff.
- Staff shall not abuse children in any way, including
 - Physical abuse—striking, spanking, shaking, slapping, etc.;
 - Verbal abuse—humiliating, degrading, threatening, etc.;
 - Sexual abuse—touching or speaking inappropriately;
 - Mental abuse—shaming, withholding kindness, being cruel, etc.;
 - Neglect—withholding food, water, or basic care.
- No type of abuse will be tolerated and may be cause for discipline up to and including immediate dismissal from job responsibilities.
- Staff must use positive techniques of guidance, including redirection, positive reinforcement, and encouragement rather than competition, comparison, and criticism. Staff will have age-appropriate expectations and set up guidelines and environments that minimize the need for discipline. Physical restraint is used only in predetermined situations (when necessary to protect the child or other children from harm), administered only in a prescribed manner, and must be documented in writing.
- Staff will conduct a health check of each child upon his or her arrival each time the program meets, noting any fever, bumps, bruises, burns, etc. Questions or comments will be addressed to the parent or child in a non-threatening way. Staff will document any questionable marks or responses.



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Lancaster Family YMCA Employee Code of Conduct continued – page 2

- Staff will respond to children with respect and consideration and treat all children equally, regardless of sex, race, religion, culture, economic level of the family, or disability.
- Staff will portray a positive role model for youth by maintaining an attitude of loyalty, patience, courtesy, tact, and maturity.
- Staff will respect children's rights not to be touched or looked at in ways that make them feel uncomfortable, and their right to say no. Other than diapering, children are not to be touched on areas of their bodies that would be covered by a bathing suit.
- Staff will refrain from intimate displays of affection toward others in the presence of children, parents, and staff.
- Staff are not to transport children in their own vehicles or allow youth participants old enough to drive to transport younger children in the program.
- Staff may not be alone with children they meet in LFY programs outside the LFY. This includes babysitting, sleepovers, driving or riding in cars, and inviting children to their homes. Any exceptions require a written explanation before the fact and are subject to prior administrator approval.
- Staff must be free of physical and psychological conditions that might adversely affect children's physical or mental health. If in doubt, an expert should be consulted.
- Staff should not give excessive gifts (e.g., TV, video games, jewelry) to youth.
- Staff may not date program participants who are under the age of 18.
- Under no circumstances should staff release children to anyone other than the authorized parent, guardian, or other adult authorized by the parent or guardian (written parent authorization on file with the LFY).
- While the LFY does not discriminate against individual's lifestyles, it does require that in the performance of their job they will abide by the standards of conduct set forth by the LFY.
- Staff are required to read and sign all policies related to identifying, documenting, and reporting child abuse and attend trainings on the subject, as instructed by a supervisor.
- Staff is to report to a supervisor any other staff or volunteer who violates any of the policies listed in this Code of Conduct.

Any staff member who violates this Code of Conduct or any other LFY policy may be subject to disciplinary action up to and including discharge.



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CHILD ABUSE POLICY/PROCEDURE

**RECOGNIZING and REPORTING child abuse is the RESPONSIBILITY of EVERY staff member!
The STATISTICS are STARTLING...**

- 1 in 4 girls will be sexually abused by the time she turns 18.
- At least 1 in 6 boys have been sexually assaulted before they reach age 18.
- There are more than 39 million survivors of sexual abuse in America.
- More than 90% of abusers are people that children know, love and trust

...But WE can HELP! A trained adult can protect an average of 10 kids from abuse.

POLICY

The Y advocates a positive guidance and discipline policy with an emphasis on positive reinforcement, redirection, prevention and the development of self-discipline. At no time will the following disciplinary techniques be tolerated: physical punishment, striking, biting, kicking, squeezing, shaming, withholding food or restroom privileges, confining children in small locked rooms or verbal or emotional abuse.

Y staff members need to be sensitive to each person's need for personal space. The Y encourages age appropriate touch that helps children develop feelings of trust, security and self-esteem; however, at the same time it prohibits inappropriate touch that exploits a child or touch initiated by an adult for the adult's gratification or other means of sexually exploiting children.

In the event that there is an accusation of child abuse, the Y, as a mandatory reporter under Federal guidelines, will take prompt and immediate action. If the alleged abuser is a Y staff member or volunteer, he or she will be immediately suspended from the Y until further investigation.

TYPES OF ABUSE

Physical Abuse - Injury or pattern of injuries that are not accidental (bruises, burns, bites, welts, etc.).

Neglect - Adults responsible for the well-being of a child fail to provide for the child. May be intentional or due to ignorance of proper child care.

Emotional Abuse - An act (or persistent acts) that endangers mental health or emotional development, such as lack of supervision, withholding food, clothing, medical care, failing to keep children clean. This includes verbal abuse (insults, criticism, etc.).

Sexual Abuse Indirect - Observing a child undress, bathe, urinate; forcing a child to view sexual activity.

Sexual Abuse Direct - Fondling, molestation, rape, etc.

PROTECTING & PREVENTING ALLEGATIONS OF ABUSE

Staff members should never leave children unsupervised. Staff members must always use the "rule of threes" – 3 children together, 1 adult with 2 children, or 2 adults with 1 child (preferably 1 adult is same gender as child).

Child Abuse Prevention Awareness and Procedures

- Staff members should never be alone with a child or where they cannot be observed by others while with a child.
- Staff members may not be alone with children they meet in Y programs outside the Y. This includes babysitting, sleepovers, riding in cars, and inviting children to their homes unless one of the following conditions exists:
 1. Staff member has a relationship with the child's family or guardians that predates employment at the Y
 2. Staff member has a relationship with the child's family or guardians that predates the child's enrollment in a Y program
 3. Staff member is related to the child or the child's family or guardian



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CHILD ABUSE POLICY/PROCEDURE continued - page 2

4. In all of these cases, the Y must hold a release signed by the child's parent or guardian.
5. Staff members must always be alert and watching for red flag behaviors potentially exhibited by members and guests of the Y.

RECOGNIZING RED FLAG BEHAVIORS

Red flag behaviors are warning signs that could indicate potential abuse. Recognizing them can stop abuse before it happens. Here are 5 of the most commonly ignored red flag behaviors:

Favoring a child – giving gifts, following, lurking, and/or taking special interest in a child.

Lap sitting – comforting a child and getting them used to slightly inappropriate touching.

Tickling – allows the abuser to quickly touch areas that would otherwise seem inappropriate

Cell phone contact with kids – abusers may try to contact a child when the abuser feels there is no one to intervene or protect the child's innocence. No outside contact rule is important in all children programming.

Strange behavior – behaviors that seem weird, strange or uncomfortable need to be addressed immediately. If your gut tells you something is wrong, change/address the situation.

RECOGNIZING CHILD ABUSE

Indirect - You may hear indirect hints as a child talks to you or others.

Example: "My babysitter wears funny underwear."

Disguised - A child might sound as though he/she is talking about someone else (instead of him/herself).

Example: "This is what my friend and his mom do..., is it ok?"

With Strings – A child may ask for a vow of secrecy from you.

Example: "I'll tell you a secret if you promise not to tell anyone."

Direct - A child may tell you directly and specifically that he/she is being abused.

Visual – You may see bruises or effects of other abuse on a child in behaviors. You may also see "red flags" in member behaviors that should be reported.

CONFIDENTIALITY

All Y staff must be sensitive to the need for confidentiality in the handling of this information and therefore should discuss the incident only with the director and the child protective services agency.

The Y's responsibility is to keep the names and contact information of those involved confidential.

People may learn the information some other way, such as through other children, but Y staff should not provide it. The Y must protect itself from disclosing information on a minor and in highly confidential situations.

REPORTING CHILD ABUSE - WHEN AND HOW

Y Staff members who suspect child abuse involving a program participant are required by state law to immediately report the suspected abuse.

At the first sign of abuse or neglect staff members are required to report the incident to their department director. If their department director is not available, it cannot in any way deter the reporting of the abuse. The staff member must immediately notify the department director's supervisor. The staff member must also complete a Report of Suspected Child Abuse Form.

The decision to report may pose personal and family conflicts. Regardless of the situation, failing to report allows the problem to continue. By reporting suspected child abuse, we not only protect the child but also may make the difference between a lifetime of guilt and one of healthy family relationships.



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CHILD ABUSE POLICY/PROCEDURE continued - page 3

Staff members who report child abuse should expect to be involved in the follow-up process including a phone call to child protective services when appropriate.

YMCA Members who suspect child abuse at the Y or at a Y program that occurs outside of the YMCA facility, should immediately approach the Welcome Desk Associate, inform him/her that they have suspicions of abuse and ask the Welcome Desk Associate to contact the

1. Branch Executive Director and/or Branch Associate Executive Director.
2. If he/she is not available the Welcome Desk Associate should then contact the Membership Director.
3. If the Membership Director is not available the Welcome Desk Associate should contact the Human Resources Director.

Upon contact, the Y Director will speak privately with the member and collect needed information. The Y Director will then follow the LFY Child Abuse Reporting Procedure, which includes a direct follow-up call to the member within 10 business days of the report.

If the member does not receive a follow-up call, he/she has the right, and is encouraged, to contact Human Resources to report the lack of communication.