



Hamilton Area YMCA Child Safety Handbook



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Introduction

Parents trust the Y to help their children succeed. Our core values—Caring, Honesty, Respect, and Responsibility—are central to everything we do. Because of this, we highly prioritize creating the safest environment possible. The Hamilton Area YMCA has 300 staff members and volunteers working with consumers in our many programs. To ensure the safety of everyone in our programs, we follow a thorough screening and onboarding process for all employees and volunteers, which includes the following steps:

- Detailed application forms
- Comprehensive interview process
- Reference checks
- Criminal background record checks
- Internet searches
- Fingerprinting and CARI checks for all Childcare and Camp staff
- Employees complete an extensive child abuse prevention training program.
- Supervisors and managers undergo additional training to further ensure a child-safe environment.
- All staff members are mandated to report any suspected child abuse.
- Policies are in place to ensure staff and volunteers follow best practices when working with consumers.

Zero Tolerance

The Hamilton Area YMCA is committed to providing a safe environment for all consumers. It enforces a strict zero-tolerance policy on abuse and will not tolerate any mistreatment or abuse of consumers within its programs. Any mistreatment or abuse by an employee or volunteer will result in disciplinary actions, including possible termination and cooperation with law enforcement. Additionally, the YMCA will not accept the mistreatment or abuse of one consumer by another. Any behavior by consumers that constitutes abuse, mistreatment, or sexual misconduct will lead to intervention or disciplinary measures, which could include removal from the program. The YMCA also strictly bans all forms of bullying, and when such behavior occurs, it will take swift action to eliminate it.

Section 1: Organizational Policies

Annual Review of Organizational Policies

The Hamilton Area YMCA will annually review existing abuse prevention policies to:

1. Ensure the purpose and goal of the policy is still relevant
2. Determine whether a policy should be combined with another policy or rescinded
3. Determine if the policy is up to date with current laws; and to

4. Determine whether changes are required to improve the effectiveness or clarity of the policy and/or procedure.

Once a policy (or policies) has been identified for review, the policy owner or department responsible for enforcement will:

1. Develop a draft update in consultation with relevant stakeholders;
2. Review the draft with relevant stakeholders for relevance, clarity, and effectiveness
3. Submit the draft policy for review by the Safety Team, COO, or Risk Advisory Committee.
4. 4. Once the Safety Team has reviewed and edited the policy, submit the final version to the COO
5. 5. The Hamilton Area YMCA will announce and communicate all policy changes to employees, volunteers, consumers, and parents/guardians through written or electronic communication, as well as organizational methods such as employee meetings, training sessions, and supervision discussions.

The Hamilton Area YMCA will notify in writing of any changes to organizational policy manuals and/or procedures within seven (7) days of the change. The YMCA

will make efforts to inform employees, volunteers, consumers, and parents/guardians as needed. Any training required to implement policy or procedure changes will be assigned to relevant employees and volunteers and is expected to be completed as soon as practicable.

Adherence to Organizational Policies

The Hamilton Area YMCA requires all employees and high-access volunteers to sign a statement of acknowledgement and compliance with all organizational policies upon hire and again every year.

Acknowledgement of Organizational Policies

All employees and volunteers shall confirm that they have read and agree to follow the organization's abuse prevention policies, Code of Conduct, and consumer protection standards by signing a written acknowledgment upon hire and every year thereafter. The Hamilton Area YMCA will ensure that all employees and volunteers have signed a written acknowledgment upon hire and annually thereafter by keeping signed acknowledgement forms in personnel files.

New Program Approval Checklist

To protect our employees, volunteers, and consumers, we strive to make informed and thoughtful decisions about new programs, services, and activities. Therefore, an employee or volunteer who wishes to initiate a new program or service must follow this process and submit a written proposal to the director of their department for approval. If you are planning an activity that falls outside of the scope of your program, you must also submit a written proposal and request for approval.

The written request must include the following information:

- General Program/Activity Information
 - o Name of the program.
 - o Brief description of the program.
 - o Purpose/goals of program.
 - o New or returning program.
 - o Ages of consumers served.
 - o Estimated number of consumers to be served.
 - o Individuals responsible for the program, and who will serve as the director or supervisor.
 - o Start and end date of the program.
 - o Location of the program and program schedule (where and when).
 - o Estimated number of employees, volunteers, and/or third parties needed [ensuring in proper ratios for type of program].
 - ◊ Is the organization responsible for screening and selection?
 - ◊ Is the organization responsible for training?
- Appropriateness
 - o Does the program fit within the goals of the organization?
 - o Has background research been completed?
 - o Has a needs assessment been completed?
 - o What is the approximate annual budget needed for the operation of the program?
- Program Procedures
 - o Provide a monitoring and supervision plan for the program. Include specific risks and how they will be addressed, based on the following questions:
 - o Will transportation be provided? If so, what are the transportation guidelines?
 - o What are the bathroom procedures?
 - o Does the program involve overnight stays? If so, submit a plan for lodging arrangements, sleeping assignments, and a monitoring and supervision plan.
 - o Does the program include aquatics? If so, what are the procedures for monitoring locker rooms and changing areas?
 - o What are the procedures for managing additional high-risk activities during the program?
- Authorization
 - o Include the name and signature of the employee or volunteer submitting the proposal.

- o Include the name and signature of the administrator who approves the new program proposal.
- Additional Requirements
 - o All new programs must adhere to all established organization policies and procedures.
 - o The employee or volunteer submitting the request must receive written approval before moving forward with the program.
 - o If the scope of the program changes substantially at any point, the employee or volunteer responsible for the program must submit a new written proposal and request for approval as soon as possible.

Section 2: Consumer (Member/ Participant) Policies

Consumer (Member/Participant) Code of Conduct

Abuse or Mistreatment

Any form of abuse or mistreatment of consumers, children, employees, and volunteers is strictly prohibited. Consumers must not abuse or mistreat employees, volunteers, or other consumers in any way. The use of abusive, obscene or profane language, including racial, religious or sexual references directed at others will not be tolerated. It is essential to treat others as you would like to be treated. Consumers must refrain from engaging in the verbal or emotional abuse or mistreatment of other consumers, employees, or volunteers.

Appropriate Verbal Interactions for Consumers	Inappropriate Verbal Interactions for Consumers
<ul style="list-style-type: none"> • Appropriate jokes • Encouragement • Praise 	<ul style="list-style-type: none"> • Name-calling • Bullying • Ridicule or Humiliation • Discussing sexual encounters • Cursing • Hazing • Off-color or sexual jokes • Shaming • Belittling • Derogatory remarks • Harsh language that may frighten, threaten, or humiliate another consumer • Derogatory remarks about another consumer or his/her family • Inappropriate games such as Truth or Dare and Never Have I Ever

Consumers shall not engage in the physical abuse or mistreatment of other consumers, employees, or volunteers.

Appropriate Physical Interactions for Consumers	Inappropriate Physical Interactions for Consumers
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Full-frontal hugs • Kisses • Showing affection in isolated areas • Lap sitting • Wrestling • Piggyback rides • Tickling • Exposing oneself • Any type of massage given by or to a consumer • Any form of affection that is unwanted by the consumer or the staff or volunteer • Compliments relating to physique or body development • Touching bottom, chest, or genital areas • Hitting • Spanking • Shaking • Slapping • Unnecessary restraints • Viewing or showing others pornographic materials

Personal Relationships

Appropriate personal relationships between consumers are encouraged. However, our organization strongly discourages romantic relationships between consumer participants while in programming. Consumers are not allowed to hold hands, sit on others’ laps, engage in full-frontal hugs, or kiss other consumer participants while in programming.

One-on-one Interactions

Most abuse happens when a consumer is alone with another consumer or when an employee/volunteer is alone with a consumer. The Hamilton Area YMCA aims to prevent or reduce these situations and prohibits private one-on-one interactions unless approved in advance by the organization's administration. If you observe a one-on-one interaction between an employee and a consumer, you should report it

to Ryan Young, COO ryanyoung@hamiltonymca.org or 609-581-9622 x 103 or use the reporting form on the last page of this handbook.

Electronic Communication

All electronic communication between employees, volunteers, and youth consumers is not permitted. Communication with youth consumers must go through their parents or guardians. Direct, private messaging between a youth consumer and employees or volunteers is prohibited. Youth consumer participants are not allowed to share cell phones with other consumer participants without parental or guardian consent.

Alcohol, Drugs, and Tobacco

Possession and/or use of alcoholic beverages, drugs, and tobacco products while at the Hamilton Area YMCA is strictly prohibited. Consumers will not be permitted to participate in any program while under the influence of alcohol, drugs, or illicit substances. If found to have consumed any of these substances while in the facility, they will be asked to leave, and their parents or guardians will be notified as appropriate. If they do not have someone to drive them home, time will be provided to allow them to find a ride.

Weapons

We aim to create a safe environment for consumers, children, and families. Weapons and items that could be used as weapons are prohibited. Anyone found with such items will be asked to leave, and the items will be confiscated. This includes laser pointers. Parents, guardians, or authorities will be notified as appropriate.

Violence

Our organization is committed to providing a safe environment for everyone in our community. Violence and threats of violence are strictly prohibited at the Hamilton Area YMCA, on our grounds, in organization facilities, in any other venues used by our organization, or during Hamilton Area YMCA-sponsored activities and events. Employees are available to assist in resolving conflicts.

Disruptive Behavior

We take pride in the appearance of our organization and always want to ensure members are safe. Inappropriate or disruptive behavior is not permitted at the Hamilton Area YMCA, including the JKR branch, Sawmill branch, or off-site locations. This includes, but is not limited to, graffiti, littering, spitting, or throwing objects that could harm others or cause disorder, whether intentionally or unintentionally.

Bullying

The Hamilton Area YMCA will not tolerate the mistreatment or abuse of one consumer by another. Bullying is aggressive behavior that is intentional, repeated over time, and involves an imbalance of power or strength. Bullying can take various forms, including:

1. **Physical bullying** – when one person engages in physical force against another person, such as by hitting, punching, pushing, kicking, pinching, or restraining another.
2. **Verbal bullying** – when someone uses their words to hurt another, such as by belittling or calling another hurtful name.
3. **Nonverbal or relational bullying** – occurs when someone manipulates a relationship or desired connection to hurt another person. This includes social exclusion, friendship manipulation, or gossip. It also involves intimidating someone through gestures.
4. **Cyberbullying** – the deliberate and overt act of harassing another person using any technological tool, such as email, instant messages, text messages, digital photos or images, or website postings (including blogs). Cyberbullying can include:
 - a. Sending mean, vulgar, or threatening messages or images.
 - b. Posting sensitive, private information about another person.
 - c. Pretending to be someone else in order to make that person look bad; and
 - d. Intentionally excluding someone from an online group.
5. **Hazing** – refers to an activity expected of someone joining or participating in a group that humiliates, degrades, abuses, or endangers that person, regardless of their willingness to take part.
6. **Sexualized bullying** – occurs when bullying involves behaviors of a sexual nature. Examples include sexting, exposing private body parts, and using sexualized language or innuendos in verbal bullying.

Anyone who witnesses an act of bullying and then encourages it is participating in bullying. This policy applies to all consumers, employees, and volunteers.

Reporting

Because the Hamilton Area YMCA is committed to zero tolerance for abuse, it is crucial that everyone, including consumers, actively contributes to protecting others. If consumers see any suspicious or inappropriate behaviors and/or policy violations by staff, volunteers, or other consumers, it is their personal responsibility to report what they observe immediately. Remember, our organization's policies apply to everyone.

Examples of Suspicious or Inappropriate Behaviors Between Employees/Volunteers and Consumers
<ul style="list-style-type: none"> • Violation of any abuse prevention policies outlined by the organization • Seeking private time or one-on-one time with consumer • Buying gifts for individual consumer • Making suggestive comments to consumer • Picking favorites

Consumers are encouraged to report concerns or complaints about other employees, volunteers, adults, or consumers to Ryan Young, COO, using the form on the last page of this handbook.

Section 3: Employee/Volunteer Policies

Appropriate and Inappropriate Physical Contact

The Hamilton Area YMCA's physical contact policy promotes a positive, nurturing environment while safeguarding consumers, employees, and volunteers. Our organization encourages appropriate physical contact with consumers and forbids inappropriate displays of physical contact. Any inappropriate physical contact by employees or volunteers toward consumers in the organization's programs will lead to disciplinary action, up to and including termination of employment. The organization's policies for appropriate and inappropriate physical interactions include but are not limited to:

Appropriate Physical Interactions	Inappropriate Physical Interactions
<p>Contact initiated by the consumer such as:</p> <ul style="list-style-type: none"> • Side hugs • Shoulder-to-shoulder or "temple" hugs • Pats on the shoulder or back • Handshakes • High-fives and hand slapping • Pats on the head when culturally appropriate • Touching hands, shoulders, and arms • Arms around shoulders • Holding hands (with young children in escorting situations) 	<ul style="list-style-type: none"> • Full-frontal hugs • Kisses • Showing affection in isolated areas or while one-on-one • Lap sitting • Wrestling • Piggyback rides • Tickling • Allowing a consumer to cling to an employee's or volunteer's leg • Allowing consumers, older than kindergarten, to sit on an employee or volunteer's lap • Any type of massage given by or to a consumer outside of accepted and documented medical treatment • Any form of affection that is unwanted by the consumer or the employee or volunteer • Touching bottom, chest, or genital areas that is outside authorized and documented personal care assistance

Appropriate and Inappropriate Verbal Interactions

Employees and volunteers are prohibited from speaking to consumers in a manner that could be perceived as harsh, coercive, threatening, intimidating, shaming, derogatory, demeaning, or humiliating by any observer. They must not initiate sexually oriented conversations with consumers, nor discuss their own sexual activities. Our organization's policies on acceptable and unacceptable verbal interactions include, but are not limited to, the following:

Appropriate Verbal Interactions	Inappropriate Verbal Interactions
<ul style="list-style-type: none">• Positive reinforcement• Appropriate jokes• Encouragement• Praise• Strength-based conversations• Self-disclosure as a supervised therapeutic tool by licensed clinicians, medical professionals, and pastoral counseling	<ul style="list-style-type: none">• Name-calling• Discussing sexual encounters or in any way involving consumers in the personal problems or issues of employees and volunteers• Secrets• Cursing• Compliments relating to physique or body development• Off-color or sexual jokes• Shaming, belittling• Oversharing personal history• Derogatory remarks• Harsh language that may frighten, threaten or humiliate consumers• Derogatory remarks about the consumer or his/her family

One-on-One Interactions Between Employee/Volunteers and Consumers

One-on-one interactions may never occur with youth under 18. However, these interactions may occur between employees or volunteers and adult consumers as part of the organization's programs under authorized circumstances. The goal of this policy is to clearly communicate expectations for employees and volunteers and to provide examples of appropriate behavior when one-on-one interactions are permitted. In situations where these interactions are allowed, employees and volunteers should follow the guidelines to minimize the risk of abuse or false allegations of abuse.

- Meet consumers in a public place where you are in full view of others.
- Avoid physical affection during one-on-one interactions. If unavoidable, ensure physical and verbal interactions align with this organization's established policies and are limited to the task at hand.
- 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.
- Inform other employees and volunteers that you are alone with a consumer and encourage them to randomly drop in or pass by the interaction.

- To the extent possible, ensure one-on-one interactions occurring behind closed doors are scheduled in advance or are communicated with the supervisor.
- Ensure that one-on-one interactions are documented, especially those that occur behind closed doors. Keep documentation of these meetings (such as in a shared calendar or case notes).
- Document and report immediately any unusual incidents, including disclosures of abuse or maltreatment, behavior problems and their responses, injuries, or any interactions that could be misinterpreted.

Conflict of Interest

Research indicates that many instances of organizational abuse happen off-site and outside regular activities. Allowing contact outside scheduled program times may increase risks for employees, volunteers, consumers, and our organization.

Examples of such contact include:

- Babysitting arrangements
- Tutoring
- Private lessons/coaching
- Mentorship
- Social interactions between employees' or volunteers' children and children served by the organization:
 - Playdates and birthday parties
 - Sleepovers
 - Overnight trips and vacations
 - Rides to/from organization or extracurricular activities and events
- Attending public events in a shared community (like graduation, sports events, religious ceremonies)
- Ongoing contact with consumer after a thier participation in a program has ended
- Phone/Social Media

This organization prohibits interactions between employees and volunteers with youth consumers outside of regularly scheduled program activities.

Gift-Giving and Gift Acceptance Policy

Employees and volunteers may give gifts to youth consumers under certain conditions.

1. Employees and volunteers are prohibited from giving gifts to individual youth consumers, except when the gift is authorized by a supervisor and given to all youth consumers (e.g., celebration of special events/holidays, or group recognition).

2. Parents/guardians of the consumers must be notified about the gift item and the reason the consumer is receiving it.

The Hamilton Area YMCA allows reasonable gifts of appreciation from consumers and their families that are worth no more than \$100.00. Employees and volunteers must report all such gifts to their immediate supervisor or a designated administrator.

If a parent or consumer offers an employee or volunteer a gift valued over \$100.00, they should politely decline and refer to this specific policy. The employee or volunteer may also suggest that the parent or consumer speak with an immediate supervisor if they have any questions.

Artwork and letters of appreciation written by youth consumers for employees or volunteers may be accepted if these items will be displayed in a public area at the organization.

Employee and Volunteer Cell Phone Use During Program Hours

- Personal cell phones must be concealed from view during work hours and kept on silent or vibrate. Employees are prohibited from checking cell phones, making phone calls, receiving phone calls, and sending or receiving text messages in work areas during work hours. Employees may use cell phones for text messaging and to make or return calls only during break and lunch periods.
- In case of an emergency, family members should be notified to contact the Hamilton Area YMCA main phone number at (609) 581-9622. The main operator will then contact the staff member to relay the emergency message.
- Employees should immediately notify their supervisor if they need to leave their work area to check their cell phone, make or receive an emergency call, and/or return a text message.
- For confidentiality and privacy reasons, the camera function on cell phones with cameras cannot be used on Hamilton Area YMCA premises without supervisor approval.
- Hamilton Area YMCA is not responsible for lost personal cell phones brought into the facility.
- Certain employees, due to the nature of their responsibilities, are authorized to carry and use cell phones for business purposes. These employees should be respectful of their surroundings, members, children, parents, guests, co-workers, and the volume of their voices, as well as the confidentiality of their conversations. Cell phone use should be limited to business-related activities and should not occur in work areas or in the presence of children, families, members, and other visitors.
- Employees who drive company-owned vehicles are not permitted to use a cell phone while driving. Employees whose job duties involve regular or

occasional driving and who are provided with a cell phone for business purposes are expected to avoid using their phone while driving. Safety must take priority over all other concerns.

- Wearable technology includes smartwatches (any brand), fitness trackers, and wireless headsets. Such devices must be concealed from view during work hours and kept on silent or vibrate mode. Employees are prohibited from using their wearable technology as cell phones for making or receiving calls or texts in work areas during work hours. Usage of these devices is only allowed during break and lunch periods. Employees must follow all federal, state, and local rules regarding cell phone use while driving. Even employees whose job does not primarily involve driving but who are issued a cell phone for business purposes are expected to comply with these rules. Under no circumstances should employees put themselves at risk to meet business needs.
- Violations of this policy may result in disciplinary action, including termination.

Electronic Communication and Social Media

Social Media Policy At the Hamilton Area YMCA, we recognize that social media can be a fun and rewarding way to share your life and opinions with family, friends, and colleagues around the world. However, using social media also involves certain risks

and responsibilities. To help you make responsible choices about your social media use, we have developed these guidelines for appropriate social media behavior.

Guidelines

In the rapidly growing world of electronic communication, social media can mean many things. Social media includes all methods of sharing or posting information or content of any kind on the Internet, including on your own or someone else's blog, journal, diary, personal website, social networking site, affinity website, web bulletin board, chat room, whether or not connected with the Hamilton Area YMCA, as well as any other form of electronic communication.

The same principles and guidelines outlined in the Hamilton Area YMCA policies and these core beliefs also apply to your online activities. Ultimately, you are solely responsible for what you post online. Before creating content, weigh the potential risks and rewards involved. Remember that any conduct that negatively impacts your job performance, the performance of fellow employees, or otherwise harms members, customers, suppliers, individuals working on behalf of the Hamilton Area YMCA, or the organization's legitimate business interests may lead to disciplinary actions, including termination.

If you decide to post a personal website or participate in social media, such as Facebook, Instagram, Twitter, YouTube, chat rooms, or blogs, please follow these guidelines.

The Hamilton Area YMCA Code of Conduct requires that staff must not initiate outside contact with members or program participants. Under no circumstances should an employee encourage or provide access information to his or her personal website or blog to a teen member or program participant under the age of 18.

The use of photos, logos, or images of the Hamilton Area YMCA or its programs is prohibited. If the name of the Hamilton Area YMCA (including names of camps or other programs) is used in any communication, employees should be especially careful to uphold the Hamilton Area YMCA's image or mission. Such communication must be approved by the Departmental Director before posting.

Any information that is confidential or proprietary to the Hamilton Area YMCA should not be shared with any third party. Additionally, employees are not allowed to post copyrighted material or any intellectual property belonging to another organization or individual.

Know and follow the rules

Carefully review these guidelines: the Hamilton Area YMCA Code of Conduct Policy, the Hamilton Area YMCA Corrective Action Policy, and the Freedom from Harassment policy, and make sure your postings align with these and all other company policies. Inappropriate postings, which may include discriminatory remarks, harassment, threats of violence, or similar improper or unlawful conduct, will not be tolerated and may result in disciplinary actions, including termination.

Your Hamilton Area YMCA telephone answering message, voicemail, personal website, email address, text messages, personal YouTube videos, blog posts, and Facebook interactions are all accessible to the community at large. Therefore, they must align with the Hamilton Area YMCA's mission and values.

The Hamilton Area YMCA Code of Conduct states that staff must not initiate outside contact with members or program participants. Under no circumstances should an employee encourage or share access to their personal website or blog with a member or program participant under the age of 18

Be respectful

Always be fair and courteous to fellow employees, customers, members, suppliers, and people who work on behalf of the Hamilton Area YMCA. Also, remember that you are more likely to resolve work-related complaints by talking directly with your

co-workers or using our Open Door Policy than by posting complaints on social media. However, if you choose to post complaints or criticism, avoid using statements, photographs, videos, or audio that could reasonably be seen as malicious, obscene, threatening, or intimidating, as well as content that disparages customers, members, employees, or suppliers, or that might constitute harassment or bullying. Examples of such conduct include offensive posts intended to harm someone's reputation or posts that could contribute to a hostile work environment based on race, sex, disability, religion, or any other status protected by law or company policy.

Be honest and accurate

Always be honest and accurate when posting information or news, and correct any mistakes quickly. Be transparent about any previous posts you have changed. Remember that the Internet archives almost everything; therefore, even deleted posts can be searched. Never share any false information or rumors about the Hamilton Area YMCA, fellow employees, members, customers, suppliers, or people working on behalf of the Hamilton Area YMCA or competitors

Post only appropriate and respectful content

Keep the Hamilton Area YMCA trade secrets and confidential information private. Trade secrets can include details about system development, processes, products, know-how, and technology. Do not share internal reports, policies, procedures, or other sensitive internal communications.

Do not link your blog, website, or other social media to the Hamilton Area YMCA website without identifying yourself as a Hamilton Area YMCA employee.

Only share your personal opinions. Never portray yourself as a spokesperson for the Hamilton Area YMCA. If the Hamilton Area YMCA is a topic in your content, clearly state that you are an employee and clarify that your views do not represent the Hamilton Area YMCA, its staff, members, suppliers, or anyone working for the organization. If you publish a blog or post online about your work or topics related to the Hamilton Area YMCA, explicitly state that you are not speaking on behalf of

the organization. It's advisable to include a disclaimer like "The postings on this site are my own and do not necessarily reflect the views of the Hamilton Area YMCA."

Using social media at work

Avoid using social media during work hours or on company equipment unless authorized by your manager for work-related purposes. Do not use the Hamilton Area YMCA email addresses to register on social networks, blogs, or other online platforms for personal use.

Retaliation is prohibited

The Hamilton Area YMCA forbids taking negative action against any employee for reporting a possible policy violation or for cooperating in an investigation. Any employee who retaliates against another for these reasons will face disciplinary measures, up to and including termination

Media contacts

Employees should not speak to the media on behalf of the Hamilton Area YMCA without first contacting the Chief Communications Officer or the Chief Executive Officer. All media inquiries should be directed to them.

Additionally, all information stored on YMCA computers belongs to the Hamilton Area YMCA. Personal materials and electronic mail should not be created or stored on these computers. The Hamilton Area YMCA may inspect all computers and electronic information at any time as needed for its business operations.

If you have questions or need further guidance on any part of the Social Media policy, please contact Human Resources.

Use of Filters on Organization-Owned Technology -

This organization will block or filter content on its internet and technology that it considers inappropriate. This includes pornography, obscene material, and other content that may be harmful to consumers or violate the organization's mission and standards. The organization reserves the right to block or filter additional content deemed inappropriate, lacking educational or work-related value, or that poses a threat to the network. The organization may, at its discretion, disable such filtering for certain users for legitimate research or other lawful educational or business purposes. Users shall not use any website, application, or method to bypass the network's filtering or to engage in any other unlawful activities.

Standards of Electronic Communication

All communication using personally owned (during programming) or organization-owned technology must align with our organization's mission and values. This includes, but is not limited to, emails, texts, messages, and online posts.

Additionally, user communications must be conducted through official organizational email accounts for all programmatic and organizational business. Official email accounts will be provided to users for such purposes. Email use is intended solely for programmatic purposes.

In order to responsibly communicate online, users MAY NOT:

1. Access, send, receive, download, produce, or distribute any offensive, profane, threatening, pornographic, or sexually explicit material at any time and for any reason.
2. Access websites, newsgroups, or chat rooms that contain material opposing the organization's mission or that promote illegal activities.

When using technology, Users are expected to:

1. Use technology tools and hardware solely for programmatic purposes.
2. Avoid using personal or organization-owned devices in restrooms, locker rooms, or other areas where privacy is expected.
3. Refrain from using cell phone cameras or recording functions, whether on the device or within apps, during programming unless you have permission. If permission is granted, the camera or recording features should only be used as directed by the employee or volunteer, and solely for that specific purpose.
4. Use the network for any activity or to transmit any material that breaks federal, state, or local laws.
5. Avoid harassing, bullying, taunting, hazing, or otherwise behaving in a way toward employees, volunteers, and consumers that contradicts the organization's mission, including its ban on bullying and hazing. This organization has a zero-tolerance policy for cyberbullying.
6. Refrain from engaging in personal attacks, harassing others, posting confidential or personal information about others, or posting in a libelous, disrespectful, or harassing manner. Violations will face serious disciplinary action, up to and including removal from the organization.

Expectation of Privacy

Theft, Inspection of Packages, and Right to Search

Theft of any kind, in any form, is taken very seriously and may lead to termination, arrest, and/or prosecution. Stealing from a member, fellow employee, or the Hamilton Area YMCA is a criminal offense. If an employee becomes aware of any theft of member property, they should contact their supervisor immediately. Employees should avoid bringing valuables or items worth more than a few dollars to work. While every effort will be made by the Hamilton Area YMCA to ensure a safe work environment, theft can still occur. Employees are advised to leave valuables at home. The Hamilton Area YMCA is not responsible for any loss or theft of personal items while on the job.

To comply with The Hamilton Area YMCA Policy and to prevent theft, The Hamilton Area YMCA reserves the right to inspect personal property brought onto YMCA

property, including but not limited to vehicles, packages, briefcases, backpacks, purses, bags, and wallets. Work areas, lockers, desks, storage areas, file cabinets, computer hardware, software, email, or any other work products are considered

Hamilton Area YMCA property. Therefore, there should be no expectation of privacy, and all areas may be inspected and/or monitored without notice. Local authorities may be involved for property or personal searches during investigations.

Use of Cameras on Facility Grounds

Hamilton Area YMCA prioritizes child safety and actively supports child abuse prevention. To reinforce this commitment, Hamilton Area YMCA has installed visible video cameras throughout the facility grounds and at all locations. These cameras help ensure child safety, meet prevention standards, and serve specific business purposes such as employee training, security, theft prevention, or safeguarding proprietary information. Employees should not expect privacy in work-related areas. Privacy in non-work areas will be maintained as much as possible. Cameras will not be used in locker rooms, changing rooms, or bathrooms/shower areas. Information collected through video surveillance will be kept confidential, and access to recordings will be limited to management staff with a legitimate need to know. Employees can contact their supervisor or the Human Resources department with questions about this policy.

Mandatory Reporting Requirements

All employees and volunteers must adhere to state-specific mandatory reporting requirements. They must be trained to recognize and understand their legal and ethical duty to identify and report suspicions of mistreatment and abuse. Employees and volunteers will:

1. Be familiar with the signs of abuse and neglect, including physical, sexual, verbal, and emotional abuse.
2. Know and follow organizational policies and procedures that prevent abuse.
3. Report suspected abuse or neglect to the appropriate authorities as required by state mandated reporter laws.
4. Follow up to make sure the proper action has been taken.

New Jersey Law and the Hamilton Area YMCA Policy for reporting can be found beginning on page 36 of this handbook.

Employees and volunteers will read and sign the Code of Conduct, which documents their understanding of the legal and ethical duty to report suspected mistreatment or abuse.

Additionally, refer to your state's adult protective services and elder abuse reporting agencies when applicable: <https://www.hhs.gov/answers/programs-for-families-and-children/how-do-i-report-elder-abuse/index.html>

Cooperation with Investigations

Employee Cooperation in Investigations

Employees are expected to fully cooperate in all investigations, including but not limited to issues like abuse, neglect, exploitation, compliance, theft, harassment, discrimination, safety, and other incidents that may occur during daily operations at the facility. This may involve interviewing employees who have relevant knowledge needed to complete the investigation. Employees might also be required to return to the facility outside of scheduled hours to assist with an investigation or to complete any missing documentation.

Failure to cooperate, falsification of incident reports or related documentation, filing false allegations, providing false or misleading information during an investigation, or withholding information during an investigation may lead to discipline, including termination of employment. Legal action may also be taken if appropriate or required by regulation.

Failure to cooperate or breach of confidentiality in an investigation may lead to discipline, including termination. Witness intimidation or tampering during or after an investigation may result in termination of employment.

Notification of Arrest or Conviction

Any employee or volunteer who, after their engagement with our organization, is arrested for or convicted of (including pleas of guilty and no contest) a misdemeanor or felony offense must notify their supervisor within 24 hours of the arrest or conviction. Supervisors must immediately inform the organization's Human Resources department, which will notify legal counsel. Employees and volunteers do not need to report convictions for routine traffic infractions, such as speeding, unless driving is part of their job duties.

The arrest or conviction of an employee or volunteer may lead to corrective action. Such action depends on a review of all relevant factors, including whether the crime was work-related, the nature and severity of the act, or any resulting circumstances that negatively impact the employee or volunteer's ability to perform their role. These corrective measures may include termination. Corrective action can only be taken after consulting with the organization's legal counsel.

Any employee or volunteer who fails to report an arrest or a conviction for a misdemeanor or felony within 24 hours, or who misrepresents the circumstances of such an arrest or conviction, will face disciplinary action, up to and including termination. Volunteers and independent contractors who do not disclose an arrest or conviction after their engagement with our organization will have their relationship terminated immediately.

Sex-Offender Registry Screening for Employees and Volunteers

This organization will perform a National Sex Offender Registry check on all employees and volunteers upon hire, re-hire, return from seasonal absence or furlough longer than six months, and before they start working or volunteering with consumers. The applicant must be screened through the National Sex Offender Registry.

Substance Abuse

The Hamilton Area YMCA is committed to maintaining a drug-free workplace. The use of controlled substances is inconsistent with the behavior expected of employees, subjects all employees and members to unacceptable safety risks, and undermines the Hamilton Area YMCA's mission as well as its ability to operate effectively and efficiently.

The possession, use, sale, or distribution of alcohol or drugs in the workplace is strictly prohibited and will not be tolerated. Employees are responsible for disclosing any drug, medication, or alcohol use that affects their job performance. Employees with identified substance abuse issues will be required to seek treatment and rehabilitation as a condition of continued employment.

Employees suspected of possessing or distributing drugs will be reported to the appropriate law enforcement authorities.

Training

The Hamilton Area YMCA values providing training and professional development opportunities related to our employees' and volunteers' roles and responsibilities. Examples of training and development options offered by the Hamilton Area YMCA

include, but are not limited to, eLearning, workshops, courses, classes, and professional conferences.

The Hamilton Area YMCA requires that employees and high-access volunteers are trained on the following basic abuse prevention topics before they have contact with consumers.

- The organization's policies related to preventing and responding to abuse
- How to maintain appropriate boundaries with consumers
- Definitions of abuse
- Types of offenders
- How offenders operate
- How to manage high-risk activities (i.e., bathroom and locker room activities, diapering and toileting, transportation, camps, etc.)
- How to prevent false allegations
- How to identify and address suspicious or inappropriate behaviors and policy violations; and
- How to identify and handle suspicions or accusations of abuse.

Annual abuse prevention training refreshes previously learned concepts and offers new knowledge and skills to improve employees and volunteers' ability to protect consumers.

The Hamilton Area YMCA keeps documentation of training records for all employees and high-access volunteers.

Failure to complete the required training will lead to disciplinary actions, including possible termination or removal from the organization.

Section 4: Monitoring

Identification Policy

Employee/Volunteer

Every employee and volunteer in this organization must wear an identification badge at all times while on the organization's premises, unless the organization determines that wearing an ID could pose a safety risk to the employee, volunteer, or consumer(s). The badge should be worn on the individual's clothing at or above waist level and must be clearly visible to others, including employees, volunteers, and security personnel, at all times. If an employee, volunteer, or staff team member does not recognize someone or arrives without proper identification, the individual without a badge must show a photo ID to the staff team member. If the ID is verified, the staff team member will require the individual to sign in and will provide a temporary "Employee" ID badge. If the staff team member cannot verify

employment or volunteering, they will contact the person's departmental supervisor by phone to confirm. If employment or volunteering is confirmed, the individual will be allowed access; if not, access will be denied.

Visitors

When a visitor arrives at the facility without an authorized identification badge, they will be greeted by a HAY staff member who will offer assistance. The staff member shall verify the visitor's identity by inspecting a form of photo identification, when applicable. The staff member will then request that the visitor sign in, issue a "Visitor" identification badge, and notify the relevant department or office of the visitor's arrival. The visitor shall wait in the lobby for a representative to escort them to the designated department or office. A department or office representative must escort the visitor back to the desk to return the badge before the visitor leaves. Visitors are required to wear a temporary "Visitor" badge at all times while in the facility.

Identification in Programming Away from the Facility

Our employees and volunteers wear organization attire or company name badges that clearly identify them as authorized representatives when visiting consumers at residential placements, attending appointments with consumers, or being in other locations where identification is necessary. With supervisor approval, employees and volunteers may choose not to wear identifiable attire or badges when meeting with consumers in the community or public places.

Adult-to-Youth Ratios

Specific adult-to-youth ratios help determine the required level of supervision to ensure safety and effectiveness. Ratios also make it easier for employees, volunteers, and supervisors to recognize when extra personnel are needed. This organization will ensure all programs follow the specified adult-to-youth ratios.

Summer camp 1:10

Before / After Care 1:15

Youth Development ages 3-6 1:7

Youth Development ages 7 + 1:10

Aquatics Lifeguard 1:25

Aquatic Swim Group Youth Class 1:4-1:8

Stay and Play 1:10

Monitoring Employees and Volunteers at On-Site and Off-Site

Our supervisors and administrators conduct scheduled and random observations of all programs, locations, and buildings; engage in both spontaneous and planned

conversations with employees, volunteers, and consumers; hold group and individual supervision and training sessions; and review program documentation to ensure that safety standards are consistently maintained.

Directors/Supervisors will...

Use the Monitoring and Supervising Microsoft Form to document visits. During each visit, the Director or Supervisor will ensure that the programs outlined in the child safety policies are being followed.

Vary observation times—drop in at different times each visit. Arrive before employees and volunteers to check for punctuality and review the routine they follow to prepare for the consumers' arrival.

Survey the physical environment—verify it is a suitable location for the activity (e.g., assessing the size of the area for the number of consumers, ensure the ability to supervise all areas used by consumers, and check for landscaping that may hinder supervision).

Watch activities — observing whether activities are planned and organized, and whether employees and volunteers are actively involved.

Observe bathroom and locker room activities to ensure employees and volunteers follow established policies and procedures.

- Observe the interaction between employees, volunteers, and consumers.
- Do employees and volunteers use an appropriate tone of voice with consumers?
- Do employees and volunteers praise consumers?
- Do employees and volunteers adhere to the guidelines for physical affection?
- Do employees and volunteers recognize consumers by their first and last names?
- Do employees and volunteers seem enthusiastic?
- Do employees and volunteers establish limits and boundaries with consumers?
- Do employees and volunteers engage with all consumers?
- Do employees and volunteers pay excessive attention to any consumers?
- Do employees and volunteers listen to consumers when they make reports or express concerns?

Observe the interactions between employees and volunteers.

- Do employees and volunteers focus more on the consumers than on each other?
- Are employees and volunteers dispersed throughout the entire facility and monitoring it?

- Do employees and volunteers know who is supervising which consumers?
- Do employees and volunteers communicate with each other when someone needs to leave the area?
- Do employees and volunteers speak politely to each other?
- Do employees and volunteers share responsibilities within the program?

Observe the interactions between employees and volunteers and parents/guardians.

- Do employees and volunteers greet the parents or guardians?
- Do employees and volunteers recognize the parents or guardians by name?
- Do employees and volunteers give enough information to the parents/guardians?
- Do employees and volunteers ask parents if they have any questions?
- Do employees and volunteers spend too much time with any specific parent or guardian?
- Ask parents/guardians questions, such as:
 - Are you happy with the care your child is receiving here?
 - What can we do to improve it?
- Does your child ever say anything about his or her (title of employees and volunteers)?
- Have employees or volunteers ever reached out to you or your child about anything besides the program?
- Do you ever get a chance to observe your child at the program?
- What does your child say about the time he or she spends here?
- Ask employees and volunteers how they would respond to "what if" scenarios that you describe, such as:
 - A parent or guardian does not pick up a consumer at the end of the program.
 - Another employee or volunteer confronts a consumer for hitting another consumer.
 - A parent/guardian confides in you that they believe one of the employees or volunteers does not have proper boundaries with consumers.

For off-site programs

- Specific monitoring and supervision policies are implemented based on the location and type of activity (for example, restaurant, amusement park, water park, arcade, sporting event, etc.).
- If the offsite activity or program takes place at a large location where consumers will be interacting and it is not possible to assign specific employees and volunteers to specific groups, then:
 - Set boundaries at the location. Inform consumers where they can and cannot go. Then station employees and volunteers around the boundaries and at the entrance and exit points.

- Assign remaining employees and volunteers to oversee specific areas. Ensure at least one employee or volunteer is posted near the bathrooms.
- Make sure consumers check in at designated meeting points at least once every hour.
-

Monitoring Procedures for Youth in Programs

- Monitoring Procedures for Youth in Programs
- Standard procedures for monitoring youth help organizations identify who is present in programming and enable staff and volunteers to record when and with whom consumers leave. These procedures allow staff to quickly spot any missing youth and reduce the chances of youth being left unsupervised. Guidelines for monitoring entry and exit from facilities or programs include:
- The Hamilton Area YMCA requires staff and volunteers to sign youth participants in and out of programs.
 - Youth sports, enrichment, and swim classes take attendance at the beginning of each class and check students out when their guardian picks them up.
- Consumers must use a single entry and exit point at the facility or program.
 - Consumers must check in at the front desk or with the employee or volunteer they are meeting at the facility or program.
 - All facility members are required to scan in when entering the facility.
 - Guests must check in at the desk, sign the waiver, and are recorded in the facility guest binder.
 - Program members present their program card at the entrance and are checked in at their designated program location.
- Headcounts or attendance checks are used to maintain ongoing awareness of which consumers are participating in the programming.
- Attendance in programming will be documented in written or electronic form.

Monitoring and Supervising Consumer-to-Consumer Interactions

Employees and volunteers must actively monitor and supervise consumer-to-consumer interactions to prevent inappropriate behaviors and abuse. When overseeing consumers, it is crucial to remember that adult employees and volunteers set the tone, and consumers should not decide what is acceptable behavior. Employees and volunteers should ensure:

- Consumer interactions are suitable for their age and developmental stage.
- Consumers honor each other's boundaries.
- Consumers are not engaging in bullying, teasing, dominating, or exhibiting sexualized behaviors toward others.
- Consumers resolve problems peacefully.

Employees and volunteers will use monitoring and supervision best practices such as line-of-sight supervision, zone monitoring, and listening and observing for inappropriate behaviors between consumers. By applying these methods, employees and volunteers consistently oversee high-risk areas where sexual behavior among consumers is most likely to happen.

Monitoring & Supervising Aquatic Programs

Aquatics programs are considered “high risk” because they can quickly create opportunities for both adult-to-consumer abuse and consumer-to-consumer abuse. Consider the following factors and their influence on your aquatics program.

- Easy access to consumers—Many aquatics programs attract numerous consumers in a shared space.
- Lack of supervision - Often, there is less oversight from parents or guardians during these programs.
- Public access—Many aquatics program facilities do not require sign-in or sign-out, making it easy to drop into programming.
- Partial nudity - Employees and customers are partially clothed.
- Ease of contact - There is a risk of inappropriate interactions in aquatic programs.
- Perception of a relaxed environment—consumers and adults might see less supervision and more chances for inappropriate behavior.

To ensure effective monitoring and supervision of aquatics programs, and alongside training our employees, our organization follows supervision procedures in the following areas:

- 1. Monitoring for suspicious or inappropriate behavior in the water.
- 2. Monitoring locker rooms, changing areas, and restrooms
- 3. Monitoring during swim lessons
- 4. Monitoring the pool deck and lounge areas.

1. Monitoring for Suspicious or Inappropriate Behavior in the Water

A. It is important to watch for and respond to these red flag behaviors in adults.

- Violating your organization’s policies regarding appropriate and inappropriate physical interactions with consumers (for example, piggyback rides in the water, allowing consumers to hang on them in the water, etc.) is prohibited. No horseplay or high-risk activities are allowed. These rules are covered in Pool Rules on the wall and in training.
- Loitering during lessons or activities meant for consumers only

- Observing a consumer or group of consumers over a long period.
- Inappropriate sexual conduct or activity by an adult

B. It is crucial to recognize and address these red flag behaviors in consumers:

- Seeking out unsupervised areas
 - Closet door is closed and monitored.
 - Changing stalls
 - Hallways in locker rooms – Cameras would be great.
- Inappropriate physical contact with other consumers (i.e., horseplay, “chicken fights,” and dunking)
- Consumers who seem uncomfortable with the attention they are receiving from an adult or another consumer.
- Inappropriate physical contact out of sight (e.g., underwater or on a slide)

2. Monitoring Locker Rooms, Changing Areas, and Bathrooms -

- Identify the specific high-risk areas in these locations within your organization that could be accessible for aquatics programs.
- Create a schedule for regular monitoring of locker rooms, changing areas, and bathrooms that includes specific instructions for overseeing high-risk zones. The schedule should seem random so that everyone in the locker room understands that someone from the organization could enter at any time.
- Create a system to ensure locker room checks are consistently completed.
 - Lifeguards will perform a walk-through each time they take a break. Directors, desk staff, and wellness staff will randomly conduct walk-throughs during their shifts, using the form to record each inspection.
- Train employees to identify suspicious or inappropriate behavior in locker rooms, changing areas, and bathrooms, including:
 - Adults:
 - Loitering in the locker room
 - Watching or staring at consumers in the locker room.
 - Making inappropriate comments to consumers in the locker room.
 - Consumers:
 - Consumers looking for unsupervised areas
 - Mixed-age groups of consumers

3. Monitoring During Swim Lessons

- A. Ensure instructors conduct swim lessons in open, visible swim areas under the supervision of other staff.
- B. Monitor interactions with consumers to ensure they follow your organization's guidelines for appropriate and inappropriate physical contact. Sexual appropriateness should be maintained. No front hugs or side hugs.
- C. Require instructors, when possible, to keep their hands above water and visible to others.
- D. Require instructors, when assisting a child during lessons, to explain out loud where they will touch the child – "I am going to put my hand under your back to help you float."
- E. Whenever feasible, encourage parents and guardians to watch swim lessons.

4. Monitoring the Pool Deck and Lounge Areas

- A. Ensure all entrances and exits to the pool deck are properly and regularly monitored. Zone coverage also helps provide deck supervision.
- B. Assign specific employees to monitor the pool deck and lounge areas (besides lifeguards). Active supervision of these areas is always essential.
 - a. The sitting areas in the pool area are covered by LG zone coverage.
 - b. The sitting area is outside the aquatics office, next to where deck supervisors meet incoming swimmers.
- C. Monitor consumers to ensure they adhere to your organization's guidelines for appropriate interactions, including physical, verbal, and electronic communications.
- D. Have a plan of action for responding to any deck changing (individuals changing on the pool deck and not in the appropriate locker room or changing area).

Monitoring and Supervising Youth Sport Programs

To maintain safety and quality in youth sports programs, practices should be supervised and assessed by a full-time employee knowledgeable about policies and procedures.

- 1. Keep a record—document your supervision visits. Include details such as your arrival and departure times, which youth and parents or guardians were present, and a summary of the information collected. Provide feedback to employees about the visits.
- 2. Vary your observation times—avoid developing a predictable pattern. Drop in at different times each day and occasionally leave and come back immediately. Arrive before employees to check punctuality and observe the routine they follow to prepare for the youth's arrival.

3. Survey the physical environment—Is this a suitable location for the activity (e.g., size of area for the number of youths, ability to supervise all areas used by youth, landscaping that may inhibit supervision)?
4. Observe activities—are they planned and organized? Are employees actively engaged? request to see the activity schedule and compare it with what is happening at that moment.
5. Observe bathroom and locker room activities to ensure employees follow established policies and procedures.
6. Observe employee interactions with youth.
 - Do employees use the proper tone of voice with youth?
 - Do employees praise youth?
 - Are employees following the physical affection guidelines?
 - Do employees know the youth by their first and last names? Do employees seem enthusiastic?
 - Do employees establish limits and boundaries with youth?
 - Do employees interact with all the youth?
 - Do any employees pay undue attention to any youth?
 - Do employees listen to the youth when they report issues or share concerns?
 - Do employees display inappropriate power dynamics with certain youth?
 - Are employees aware of and actively monitoring high-risk situations (e.g., mixed-age groups, off-site events, isolated areas)?
 - Are employees prepared for and following the organization's procedures for transportation? Overnight trips? Large group activities? Free time?
7. Observe employee interactions with each other.
 - Do employees pay more attention to the youth than to one another?
 - Are employees distributed throughout and overseeing the entire facility?
 - Do employees know who supervises which youth?
 - Do employees communicate with each other when someone needs to leave the area?
 - Do employees use polite tones of voice with each other?
 - Do employees share responsibilities for the program?
 - Do employees have effective stress management methods they use properly?
8. Observe employee interactions with parents/guardians.
 - Do employees greet the parents or guardians?
 - Do employees know the names of the parents or guardians?
 - Do employees provide sufficient information to parents and guardians?
 - Do employees ask the parents or guardians if they have any questions?
 - Do employees spend too much time with any parent or guardian?

9. Take the youth aside (but stay within view) and ask them questions, such as:
- How do you enjoy coming here?
 - What kinds of things do you do while you're here?
 - Is the (title of employees) nice to you?
 - Have you ever gotten hurt here?
 - Has anyone ever treated you poorly here?
 - Do you feel that your coach treats you and all other youth fairly?
10. Ask parents/guardians questions, such as:
- Are you happy with the care your youth is getting here?
 - What steps can we take to improve it?
 - Does your youth ever say anything about his or her (title of employees)?
 - Have employees ever reached out to you or your youth about anything besides the program?
 - Do you ever get a chance to observe your youth during the program?
 - What does your youth say about the time he or she spends here?

Supervising Bathroom and Shower

Bathrooms are high-risk locations for sexual activity between consumers, and adult offenders can use the privacy afforded in bathrooms and during shower time to abuse a consumer. Consequently, bathrooms and shower time require close monitoring, and these practices must be carefully managed. Shower time also presents an increased risk, because consumers may be nude or partially nude and may engage in horseplay.

When supervising bathroom use, adult employees and volunteers should quickly scan the bathroom first before allowing consumers to enter to ensure it is vacant

For Group Bathroom Breaks:

- Require employees and volunteers to take groups of two or more consumers to the bathroom, following the "rule of three" or more.
- If the bathroom has only one stall, only one person should enter the bathroom while the others wait outside with the employee or volunteer.
- If there are multiple stalls, only send in as many consumers as the stalls available.
- Reduce the number of consumers of different ages using the bathroom at the same time.
- Require employees to stand outside the bathroom door but stay within earshot.

For single-use restrooms:

- Require consumers to ask permission to use the bathroom.
- Require all desk and wellness staff to frequently check bathrooms.

- Require all managers and/or on-duty supervisors to regularly check bathrooms and ensure employees are monitoring them properly and at specified intervals.

For shower time:

- Only one consumer can be in a shower stall at a time.
- If there are multiple stalls, only send in as many consumers as there are stalls.
- Ensure shower doors or curtains do not reach the ground so employees and volunteers can easily glance into the bathroom to see how many feet are in each shower stall.
- Require employees and volunteers to stand outside the shower area but stay within earshot.
- Prohibit employees and volunteers from using the bathroom at the same time as consumers.
- When necessary to assist young consumers at the stalls, employees and/or volunteers should keep the stall door open.
- Consumers needing help with personal care activities should have this documented in their file, including the level of assistance required.
- Employees and volunteers authorized to assist with personal care activities need specialized training on proper diapering and toileting procedures.

Supervising Locker Rooms and Changing Areas

Locker rooms and changing areas are high-risk locations for sexual activity between consumers, and adult offenders can exploit the privacy offered in locker rooms to abuse a consumer. Therefore, locker rooms require close and regular supervision, with these procedures carefully managed. Locker rooms also pose increased risk because consumers and adults may be nude or partially nude, and consumers might engage in horseplay.

Our locker room and changing areas procedures:

Camp use at JKR

- Encourage the use of changing stalls or bathroom stalls for single-use changing. Shut down the locker room or bathroom for membership use while children are using it.
- Check the locker room before use to make sure it is clear
- Station a staff person at all entry points to ensure no one enters or leaves.

Facility use during program times:

- To ensure everyone's safety and comfort, a towel must be worn at all times.
- Require employees and volunteers to stand within earshot of the locker room when in use by consumers.

- Require employees to periodically and briefly check inside the locker room so users know it is monitored.
- Encourage employees to set a strict time limit for consumers in the locker room to reduce the chances of inappropriate interactions and activities.
- Prevent consumers of different ages from using locker rooms at the same time.
- Ban locker room horseplay like towel snapping.
- When possible, organize lockers to reduce unnecessary privacy gaps.
- Require all employees, including maintenance staff, and volunteers to also monitor for suspicious or inappropriate conduct in the locker room.

Supervising Playground and Recreational Activities -

Playgrounds and recreational activities can enable mixed-age groups of consumers to interact and increase the chances of inappropriate interactions. Employees and volunteers might become distracted by a consumer who misbehaves in less structured situations. They could get involved in conversations or step away to handle personal matters, like phone calls. Playgrounds may have blind spots or equipment that block supervision. To lower the risk, procedures for playgrounds and recreational activities should include:

- Minimum employee or volunteer to consumer ratios, which should reflect other activity ratios and take into account:
 - age and number of consumers present
 - special or unique consumer needs
 - types of structures and equipment, as well as the number of different activities happening at the same time
- Size and configuration of the playground or recreation area, including barriers to supervision, physical boundaries like fences, geography, location, and whether other outside groups will also be present. Definition of specific authorized areas and boundaries, including:
 - If and how outside groups can be removed from activity areas during programming
 - If outside groups or mixed ages are using facilities at the same time, establish boundaries to prevent different groups from mixing.
- Specific instructions on how to monitor barriers to supervision, such as storage sheds, playhouses, tunnels, and shrubs.
 - Identify in advance any blind spots or equipment that obstruct line-of-sight supervision and designate them off-limits or plan regular walk-throughs of those areas.
 - Station employees and volunteers near playground equipment like tunnels and slides to minimize privacy concerns.
- Employees and volunteers assigned to specific areas for supervision, such as zone monitoring.
 - Ensures recreation supervisors are properly positioned throughout the entire area

- They should keep moving within their assigned zone.
- Place them around the perimeter of the recreation area to ensure adequate supervision and that users stay within approved areas.
- Active supervision:
 - Employees and volunteers should position themselves to see and hear all consumers they are assigned to.
 - anticipate what consumers will do and adjust as needed
 - Listen and observe changes in sound or when sound stops.
 - Stay focused on engaging with consumers instead of socializing with other employees or volunteers.
- Reviewing boundaries and rules with consumers before the activity, including that they must stay in line of sight of employees and volunteers at all times, and how to report inappropriate behaviors.
- Specific bathroom procedures need to be defined, ensuring there are enough recreation supervisors to maintain ratios at all times.
- Employees and volunteers periodically perform name-to-face roll calls for each age group and whenever moving from one activity or space to another.
- Prohibiting employees and volunteers from using cell phones for personal business.
- Establish means of communication with other recreation supervisors, including internal staff if possible, so they can seek assistance when needed without exceeding ratios.
- An emergency response plan for incidents.
- Supervisors conduct periodic check-ins and evaluate the activity period and the entire activity area.

Supervising Transportation Activities

General guidelines:

- Obtain written permission from the parents or guardians of all consumers participating in the trip. Employees should bring these permission forms and medical releases with them on the trip.
- Supervisors should give advance approval for any long-distance or overnight trips.
- Follow the “rule of three” when transporting consumers: At least two employees must transport one consumer, or at least two consumers must be present if only one employee is transporting them.
- Require employees to maintain a list of consumers on the trip. Employees should take attendance when boarding the bus, leaving the bus, periodically during the trip, and again when boarding the bus.
- Specify employee-to-consumer ratios. Whenever possible, exclude the driver from the supervision ratio.
- Require employees to sit in seats that allow for maximum supervision. If possible, employees should avoid sharing seats with consumers.

- Avoid seating mixed-age groups or individuals with different developmental levels together. Whenever possible, high-risk consumers should sit alone or near an employee.
- Prohibit drivers from making unauthorized stops.
- Consumers may not be taken to the employee's home or the home of any employee's family member.
- Where applicable, require employees to document the start and end times of the trip, the mileage, the names of the consumers being transported, other employees and volunteers involved in transportation, the purpose of the transportation, and the destination.
- Require documentation for any unusual occurrences when using public transportation, in addition to the transportation procedures listed above.
- Consumers should remain in one area of the bus/train, if possible.
- Employees and volunteers assigned to a group should stay with that group.
- When transporting consumers overnight, employees must stay awake.

Managing Quiet Time and Naptime

The Hamilton Area YMCA has established procedures for managing quiet and nap times. Our staff are familiar with and adhere to these procedures, which at minimum include:

- Employees, volunteers, and consumers should not sit or lie on anyone's bed or be in anyone else's sleeping bag.
- Encourage consumers to draw an imaginary line around their sleeping area and report any violations to an employee or volunteer.
- Employees and volunteers will not leave consumers unattended during nap time.
- Avoid letting consumers share a sleeping mat, blanket, or sleeping bag.
- Pay attention to who is sleeping next to whom.
- Arrange sleeping areas with maximum space between each consumer.
- Do not allow consumers to nap in areas hidden from employees and volunteers.
- Keep the room well-lit enough to easily observe all consumers.

Facility Monitoring Policy

Building architecture can either increase or reduce the risk of an incident or accident. Because most incidents of sexual behavior happen in private, the level of privacy management directly affects risk management. The organization will systematically identify facility locations that provide unnecessary privacy or hinder line-of-sight supervision and will establish a formal system to address these architectural risks, which includes

- Ensuring employees and volunteers are aware of these locations and circumstances;
- Ensuring unused rooms, offices, and closets remain locked;

- Ensuring visibility in rooms without windows; and
- Ensuring employees routinely walk through out of the way locations

Section 5: Responding to Allegations or Incidents of Abuse

Reporting of Red-Flag or Inappropriate Behaviors and/or Policy Violations

Our organization has a zero-tolerance policy for abuse. It is essential that every employee or volunteer actively helps protect consumers. If employees or volunteers see red-flag or inappropriate behaviors and/or policy violations by others, they must immediately report what they observe following the organization's reporting procedures. Remember, at our organization, the policies apply to everyone.

The following are examples of red-flag or inappropriate behaviors that all employees and volunteers must report:

- Any violation of the organization's abuse prevention policies
- Seeking unauthorized private time or one-on-one time with consumers
- Seeing or visiting with a consumer outside of scheduled programming.
- Buying gifts for individual consumers
- Sending unauthorized electronic communications through text messaging, social media, online gaming, etc., in violation of the organization's electronic communication policy.
- Making inappropriate comments to consumers
- Showing favoritism toward a consumer or group of consumers
- Consumers disclosing that an employee or volunteer makes them feel uncomfortable

All reports of suspicious or inappropriate behavior with consumers will be taken seriously. Our procedures will be carefully followed to ensure that the rights of everyone involved are protected. If employees or volunteers see suspicious or inappropriate behaviors or policy violations from another employee or volunteer, they are instructed to do the following:

- Interrupt the behavior.
- Report the behavior to a supervisor, director, or other authority.
- If you are uncomfortable making the report directly, submit it anonymously.
- If the report concerns a supervisor or administrator, reach out to the next level of management.
- Complete an internal report, but do not conduct an investigation.
- Continue reporting until proper action is taken.

Employee and Volunteer Responding to Consumer-to-Consumer Sexual Activity

Consumer-to-consumer sexual behaviors may include inappropriate touching, exposing body parts, using sexualized language, making threats of sexual activity,

engaging in sexual acts, and similar behaviors. If employees or volunteers witness consumer-to-consumer sexual behaviors that go against established behavioral expectations between consumers, they are instructed to follow these guidelines:

1. If you observe sexual activity between consumers, you should safely separate them as soon as possible.
2. Calmly explain that such interactions are not permitted and separate the consumers.
3. Notify your supervisor and parent/guardian (if youth are involved)
4. Complete the required documentation, including your observations and responses.
5. Follow your supervisor's instructions for notifying authorities and informing parents or guardians if youth consumers are involved.
6. Avoid trying to judge if the consumer's behavior is "sexual curiosity" because there is no clear standard for what normal sexual curiosity is. External bodies, like law enforcement, use specific criteria to investigate and decide whether the behavior qualifies as sexual curiosity.
7. If the problem keeps happening, more action may be needed, such as preventing one or both consumers from returning to the program.
8. Determine how consumers will be managed or supported to prevent further occurrences of sexual activity, such as through safety or behavioral plans, including additional supervision requirements.

Supervisor and Administrator Response to Red-flag or Inappropriate Behaviors and/or Policy Violations

If a supervisor or administrator receives a report of suspicious or inappropriate behaviors or policy violations from an employee, volunteer, consumer, or parent/guardian, the supervisor is instructed to do the following:

- Report to the next level supervisor or administrator.
 - Elevate to the next level if the supervisor is unavailable or unresponsive for more than 4 hours, or if there is a risk of continued or immediate danger to the consumer.
- Speak with the employee or volunteer who has been reported.
- Review the employee or volunteer's file to see if similar complaints were reported.
- Decide the proper response based on the report.
 - Take into consideration factors such as:
 - Context of red-flag or inappropriate behavior or policy violation
 - Severity of red-flag or inappropriate behavior or policy violation
 - History of red-flag or inappropriate behaviors or policy violations
 - Trainability of employee or volunteer.
- Document the report using the form on the last page of this handbook

- If at any point while gathering information about a report of red-flag or inappropriate behavior, a concern about possible abuse arises, contact the state authorities and file a report.
- If appropriate, notify parents/guardians.
- Inform the person who reported the behavior that their report is being taken seriously.

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

- Increase monitoring or oversight of the employee, volunteer, and/or program.
- If policy violations involving the consumer(s) are confirmed, the employee or volunteer must face disciplinary action, up to and including termination and prosecution. Disciplinary measures will follow the organization's outlined Progressive Disciplinary Process.
- If more information is needed, conduct interviews and/or surveys with other employees, volunteers, or consumers.
-

Organizational Response – After conducting an internal review of red-flag behaviors, inappropriate actions, or policy violations, decide whether system changes are needed, such as:

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

Employee/Volunteer Response to Child Abuse Reporting Procedures

- Affectionate touch and warm feelings play an important role in helping a child develop into a loving and peaceful adult. However, YMCA staff and volunteers need to be sensitive to each person's needs for personal space (i.e., not everyone wants to be hugged). The YMCA encourages appropriate touch; however, at the same time, it prohibits any form of touch or other means of sexually exploiting children.
- The Hamilton Area YMCA promotes a positive guidance and discipline policy focused on positive reinforcement, redirection, prevention, and helping children develop self-discipline. Under no circumstances will the following disciplinary methods 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.
- In the event that there is an accusation of child abuse, the Hamilton Area YMCA will take prompt and immediate action as follows:

1. At the first report or probable cause to believe that child abuse has occurred, the staff member who has been informed will notify the program director, who will then review the incident with the COO or

their designee. They will file a report with the proper agency and provide an update to the person that brought the report to them. However, if the program director is not immediately available, this review by the supervisor cannot prevent the mandated reporter from reporting the child abuse. All residents of New Jersey are mandated reporters, meaning any person who has reasonable cause to believe that a child has been subjected to abuse or neglect must immediately report it to the appropriate authorities. Anyone with reasonable cause to believe a child has been abused must report this to the State Central Registry (SCR). If the child is in immediate danger, call 911 and 1-877 NJ ABUSE (1-877-652-2873). A concerned caller does not need proof to report an allegation of child abuse and can do so anonymously. New Jersey requires each teacher or child care provider to report any suspicions of child abuse they learn about in their professional capacity. In most states, mandated reporters have immunity from prosecution.

2. The Hamilton Area YMCA will file a report as required by relevant state or local child abuse reporting laws and will cooperate fully with any legal authority involved, to the extent permitted by law.

3. If the reported incident(s) involve a program volunteer or staff member, they will, without exception, be suspended from the YMCA.

4. The parents or legal guardian of the child(ren) involved in the alleged incident will be promptly notified in accordance with the instructions of the relevant state or local agency.

- Whether the incident or alleged offense occurs on or off YMCA premises, it will be considered job-related because of the youth-involved nature of the YMCA. Reinstatement of the program volunteer or employed staff member will happen only after all allegations have been cleared to the satisfaction of the persons named in #1 above. All Hamilton Area YMCA staff and volunteers must be cautious about the need for confidentiality in handling this information, and therefore, should only discuss the incident with the persons named in #1 above.

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

- Increase monitoring or oversight of the employee, volunteer, and/or program.

- If policy violations involving the consumer(s) are confirmed, the employee or volunteer must face disciplinary action, up to and including termination and prosecution. Disciplinary measures will follow the organization's outlined Progressive Disciplinary Process.
- If more information is needed, conduct interviews and/or surveys with other employees, volunteers, or consumers.

Organizational Response – After conducting an internal review of red-flag behaviors, inappropriate actions, or policy violations, decide whether system changes are needed, such as:

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

Section 6: Reporting

Employee/Volunteer Grievance Policy

The Hamilton Area YMCA values employees' thoughts and insights regarding the workplace and our operations. Therefore, the YMCA encourages employees to share opinions, suggestions, concerns, questions, and/or grievances about our policies, personnel issues, and other workplace matters. Generally, employees should initially discuss these matters with their direct supervisor. However, if the concern relates to their supervisor or if an employee feels their supervisor did not fully address the issue, they may escalate the matter to the next level of management or directly to the COO, Ryan Young.

To address concerns that seem to have been overlooked or unresolved after the initial report, follow this formal grievance process. This process ensures a prompt, thorough, and unbiased investigation of the following concerns:

- Wages, hours, and/or conditions of employment
- Harassment or discrimination
- Other violations of law or policy
- Retaliation
- Whistleblower complaints.

Written Complaint Required for Formal Process

Verbal complaints are encouraged, especially for issues that can be quickly and easily resolved, but a written complaint is necessary to start the grievance process using the form on the last page of this handbook. To ensure a prompt and effective response, complaints should include the following information whenever possible:

1. The name(s) of employee(s) involved
2. The date(s) the behavior occurred

3. The name(s) of any known witness(es)
4. A summary of the conduct meriting the grievance including:
 - The behavior complained of and/or the alleged policy or legal violation(s)
 - Direct quotes when relevant and available
 - Any relevant documentation.
 - The remedy sought by the employee making the complaint.

Timeline

Employees who have a complaint against another employee and are aware of behavior that warrants a complaint must submit the written complaint described above via email to their direct supervisor within 5 business days to ensure a timely and objective resolution. The supervisor will meet with the employee to hear their concern and attempt to resolve the issue within 10 business days. After that meeting, the supervisor will provide a written response to the employee who filed the complaint within 10 business days. If the employee is dissatisfied with this response, they may submit an appeal to COO Ryan Young no later than 10 business days later. The COO will speak with the employee to understand their concern and attempt to resolve the complaint within 10 business days. Following that meeting, the COO will provide a written response to the employee, including brief findings on the issues raised and the relief sought, no later than 10 business days. The COO's decision is final regarding grievance matters in this organization.

Investigation

The direct supervisor and/or the COO will thoroughly investigate the issues raised in the grievance and will protect the privacy and confidentiality of all parties involved to the extent permitted by law. All employees must cooperate with the investigation. If the organization determines that a violation of policy or law has occurred, it will take appropriate disciplinary action, up to and including termination.

Retaliation

The Hamilton Area YMCA strictly prohibits retaliation against employees for reporting, filing, testifying, assisting, or participating in any way in any investigation, proceeding, or hearing conducted by the organization or a federal or state law enforcement agency or court. Employees should report any suspected retaliation to their direct supervisor or another supervisory employee immediately after becoming aware of it. Any report of retaliatory conduct will be investigated promptly, objectively, and thoroughly. If retaliation is confirmed, the organization will take appropriate corrective action, which may include discharging the responsible employee(s). The Hamilton Area YMCA does not retaliate against employees for raising a concern and does not allow retaliation by management or other employees.

Publication and Communication to Employees

This Grievance Policy must be shared with employees annually and must be included in any organization's handbook or employee manual. Any changes to this policy will be communicated in writing to employees via organization email.

Anonymous Reporting for Employees and Volunteers

While we hope that our employees and volunteers feel comfortable openly sharing any concerns, complaints, or grievances directly with someone in the organization, we understand that doing so can often be difficult. To ensure everyone has a way to voice their concerns, we offer the following method to make an anonymous report.

- The Reporting form is found on the last page in this handbook
- The QR form is posted at each employee clock-in area

Please keep in mind that our ability to respond quickly and adequately might be affected if the information provided is limited. However, we are committed to addressing all anonymous concerns as much as possible.

Grievance Policy for Parents/Guardians and Consumers

The Hamilton Area YMCA believes that consumers and parents/guardians have valuable thoughts and insights to share regarding our operations. Therefore, this organization encourages them to share opinions, suggestions, concerns, questions, and/or grievances about our policies, staff, and other matters affecting the organization. Generally, the first person to approach with opinions, suggestions, concerns, and/or questions is the immediate supervisor. However, if the concerns involve the immediate supervisor or if a consumer or parent/guardian feels the matter was not fully addressed, they may escalate their feedback to the next level of management. To address concerns that seem to have been ignored or unresolved after initial reporting, please use this formal grievance procedure. This process ensures a timely, thorough, and objective investigation of the following issues.

- Inappropriate Behavior by Employees/Volunteers
- Inappropriate Behavior by Consumers
- Retaliation; and/or
- Whistleblower complaints

Written Complaint Required for Formal Process

Verbal complaints are encouraged, especially for issues that can be quickly and easily resolved, but a written complaint is required to start this grievance process using the form on the last page of this handbook. To ensure a prompt and effective response, complaints should include the following information as much as possible.

1. The name(s) of individual(s) involved;
2. The date(s) the behavior occurred;
3. The name(s) of any known witness(es);
4. A summary of the conduct meriting the grievance including:
 - a. The behavior complained of and/or the alleged policy or legal violation(s);
 - b. Direct quotes when relevant and available; and

- c. Any relevant documentation.
- 5. The remedy requested by the employee filing the complaint

Timeline

Consumers or parents/guardians who have a complaint or are aware of behavior that warrants a complaint must submit the written complaint describe email to the appropriate director within 5 business days. The director will speak with the consumer or parent/guardian to hear their concern and attempt to resolve the issue within 10 business days. After that meeting, the director will send a brief written response to the complainant no later than 10 business days, outlining the findings related to the raised issues and the relief sought. If the consumer or parent/guardian is dissatisfied with the written response, they may appeal to the COO, Ryan Young, no later than 10 business days. The COO will then speak with the complainant to hear their concern and try to resolve the matter within 10 business days. Following that meeting, the COO will provide a written response to the complainant no later than 10 business days, including their findings and any relief granted. The COO is the final decision-maker on grievance matters in this organization.

Investigation

The Director and/or COO will thoroughly investigate the issues raised in the grievance and will protect the privacy and confidentiality of all parties involved to the extent permitted by law. All parties must cooperate with the investigation. If the organization determines that a violation of policy or law has occurred, it will take appropriate action, up to and including termination and reporting to external authorities.

Retaliation

The Hamilton Area YMCA strictly prohibits retaliation against consumers and/or parents or guardians for reporting, filing, testifying, assisting, or participating in any way in any investigation, proceeding, or hearing conducted by the organization or a federal or state law enforcement agency or court. Consumers and/or parents or guardians should report any suspected retaliation to the Director or COO immediately upon becoming aware of it. Any report of retaliatory conduct will be thoroughly, objectively, and promptly investigated. If a report of retaliation is found to be valid, the organization will take appropriate remedial action, up to and including discharging the responsible individual(s). The Hamilton Area YMCA will not retaliate against any consumer or parent or guardian for raising a complaint and will not knowingly allow retaliation by management or other employees.

Confidentiality of Reports

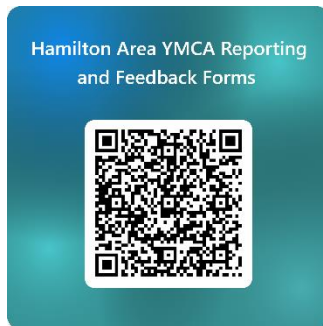
The Hamilton Area YMCA will keep the confidentiality of anyone who reports allegations or disclosures of abuse, or other violations of law or policy, as much as possible under the law. Legal and civil authorities (police, child or adult protective

services) may need confidential information to investigate any reports of illegal conduct, but this does not remove the obligation to maintain confidentiality within the organization and among its employees, volunteers, and consumers. The Hamilton Area YMCA will provide written notice of any changes to this policy to all employees, volunteers, consumers, and parents/guardians.

Reporting forms

Reporting and Feedback form

This form is to be used by participants, members, guardians, volunteers and staff to report policy violations, grievances, comments/suggestions, testimonials, staff recognitions



<https://forms.office.com/r/drQ0NvJvmj>

Supervision and monitoring form

This form is to be used by our leadership team and designated staff members to document random reviews of programs and unsupervised areas of the facility.



<https://forms.office.com/r/k5ujdRPXaw>