



**FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

# **CHILD PROTECTION HANDBOOK**

**ATHENS-MCMINN FAMILY YMCA**

**Last Updated: March 5, 2026**

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## STATEMENT OF COMMITMENT

The safety and well-being of children in the care of YMCA's across the U.S. is, and will always be, our top priority. We know that:

- 1 in 4 girls and 1 in 6 boys in the U.S. experience sexual abuse by the age of 18.
- 90 percent of children who are abused know the abuser.
- There are more than 42 million survivors of child sexual abuse in the U.S., yet many child victims never disclose their abuse.
- 1 in 5 children is solicited sexually on the Internet before the age of 18.

Yet, when adults collectively understand the risks and red flags of child sexual abuse, we can do more to keep consumers safe. **When we all take action, abuse is preventable.**

## ALIGNMENT WITH YMCA MISSION

This policy handbook affirms the YMCA's mission and core values. All YMCA employees, members, volunteers, contractors, and board members share responsibility for safeguarding those in our care. This policy applies to all YMCA programs, services, facilities, and activities, including on-site, off-site, and virtual environments.

## ZERO-TOLERANCE POLICY FOR CHILD ABUSE

This Athens-McMinn Family YMCA (YMCA) has **zero tolerance** for the abuse or mistreatment of consumers within the organization. Any mistreatment or abuse by an employee or volunteer will result in disciplinary action, up to and including termination of employment or volunteer service.

The YMCA has **zero tolerance** for the abuse, mistreatment, or sexual activity among consumers within the organization. This organization is committed to providing all consumers with a safe environment and will not tolerate the abuse or mistreatment of one consumer by another consumer. Conduct by consumers that rises to the level of abuse, mistreatment, or sexual activity will result in intervention or disciplinary action, up to and including dismissal from the program. In addition, the YMCA will not tolerate any behavior that is classified under the definition of bullying, and to the extent that such actions are disruptive, the YMCA will take the necessary steps to eliminate such behavior.

## DEFINITIONS

For the purposes of this policy:

### GENERAL DEFINITIONS

- **Consumer:** children, youth, or vulnerable persons the organization serves and interacts with. This includes program participants, clients or members of services, vulnerable adults in care settings.
- **Athens-McMinn Family YMCA:** for the purposes of this handbook the terms YMCA or Y may be used interchangeably with "Athens-McMinn Family YMCA".

### TYPES OF ABUSE

- **Physical abuse** is injury that is intentionally inflicted upon a consumer.
- **Sexual abuse** is any contact of a sexual nature that occurs between a consumer and an adult or between two consumers. This includes any activity which is meant to arouse or gratify the sexual desires of the adult or the other consumer.

- **Emotional abuse** is mental or emotional injury to a consumer that results in an observable and material impairment in the consumer's growth, development, or psychological functioning.
- **Neglect** is the failure to provide for a consumer's basic needs or the failure to protect a consumer from harm.
- **Bullying**: aggressive behavior that is intentional, is repeated over time, and involves an imbalance of power or strength

## TYPES OF VOLUNTEERS

1. **Special Event Volunteers:** Individuals who volunteer and meet the following criteria:
  - Volunteer for a one-time YMCA special event or Day of Caring
  - Have no access to consumers without a screened, trained YMCA employee present at all times
  - Interact with consumers only in line-of-sight of an employee
  - Will **never** be responsible for direct supervision of consumers
  - Do not require a background check on file
  - Checked into the facility as facility Guest
2. **Low-Access Volunteers:** Individuals who volunteer and meet the following criteria:
  - Volunteer for YMCA special events on a recurring or regular basis
  - Volunteer for programs on a non-regular basis
  - Have no access to consumers without a screened, trained YMCA employee present
  - Interact with consumers only in line-of-sight of an employee
  - Will **never** be responsible for direct supervision of consumers
  - Complete Volunteer Application
  - Have a background check on file
  - Signed Code of Conduct with consumers on file
3. **Policy volunteers:** members of the YMCA corporate board of directors.
  - Complete new board member orientation
  - Must watch Praesidium video "Getting Your Board on Board"
  - Annual Board Child Protection Training
  - Complete Volunteer Application
  - Have background check on File
  - Signed Code of Conduct with consumers on file
4. **High-access volunteers:** individuals who volunteer for YMCA activities on a regular basis with assigned duties and could be responsible for direct supervision of consumers. Must have written approval from the CEO to utilize these volunteers.
  - Complete Volunteer Application
  - Face-to-Face interview
  - Complete background check
  - Signed Code of Conduct with consumers on file
  - Complete required training prior to working with consumers

5. **Program Partners:** third party organizations who have a current MOU on file to provide services or programming to the facility or a program. Services and programs will be documented within the MOU.
  - Signed MOU on file
  - Signed Code of Conduct with Consumers
  - Third party maintains background checks on each individual working with consumers

## GOVERNANCE AND OVERSIGHT

### BOARD OF DIRECTORS

The YMCA Board of Directors provides oversight for child protection policies and ensures adequate resources are allocated to child abuse prevention efforts.

### CHIEF EXECUTIVE OFFICER

The Chief Executive Officer (CEO) is responsible for ensuring this policy is implemented, enforced and reviewed regularly.

### CHILD PROTECTION TASK FORCE

The Board of Directors will designate a Child Protection Task Force comprised of employees and volunteers to oversee YMCA's abuse prevention efforts. The committee is responsible for:

1. Responding to any allegation or incident of sexual misconduct, molestation or abuse;
1. Analyzing incident data on a quarterly basis and using this information to identify areas of improvement;
2. Coordinating abuse prevention training for the organization (including employees, volunteers, and Board of Directors);
3. Defining screening procedures for individuals with access to consumers;
4. Ensuring the organization responds to drift from organizational policies and standards; and
5. Communicating the following to the Board of Directors:
  - Potential exposures and/or drift from organizational policies and standards;
  - Pending litigation;
  - Media involvement;
  - High-level incident data and allegation of abuse; and
  - The organization's abuse risk management efforts.

A roster of individuals serving on the Child Protection Task Force along with a policy defining the Chart of Work for the group can be found in **Appendix C.**

### EMPLOYEES AND VOLUNTEER RESPONSIBILITIES

All employees and volunteers are responsible for understanding and following this policy and for reporting suspected abuse in accordance with reporting procedures.

### POLICY CHANGES AND COMPLIANCE PROCEDURES

The Child Protection Task Force will annually review existing abuse prevention policies to:

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

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

The committee will make policy recommendations to the YMCA Governance Committee who will then recommend policy changes to the full Board of Directors for approval. Once policy changes have been approved, the YMCA will communicate changes to organizational policy manuals and/or procedures in writing within seven (7) business days of the change. Policy and procedure changes will be communicated to employees and volunteers through Paycom and the YMCA Intranet. The YMCA will make efforts to communicate policy changes to consumers, parents/guardians. These changes will be communicated via the Athens-McMinn Family YMCA website with a direct link to those changes sent in the program’s preferred communication app.

Any training necessary to effectuate policy and procedure changes will be assigned to relevant employees and volunteers and is expected to be completed as soon as practicable.

All employees and high-access volunteers must sign a statement of acknowledgement and compliance with all organizational policies upon hire and repeated annually.

## **NEW PROGRAM APPROVAL POLICY**

To protect our employees, volunteers, and our consumers, the YMCA strives to make informed and thoughtful decisions about new programs, services, and activities. To that end, an employee or volunteer who wishes to start a new program or service, must follow the steps and guidelines below prior to marketing and scheduling the program or activity. If an employee is planning an activity that falls outside of the scope of an existing program, a written request for approval must be submitted (i.e. Aquatics Coordinator is planning a Basketball Tournament).

1. Complete a **NEW PROGRAM/ACTIVITY REQUEST FORM** and submit it to the CEO/Executive Director at least two weeks prior to scheduling and marketing the program or activity.
2. All new programs must adhere to all established organization policies and procedures.
3. The employee or volunteer submitting the request must receive written approval before moving forward with the program.
4. 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.

## **INVENTORY OF PROGRAMS AND SERVICES**

To adequately protect and serve our employees, volunteers and consumers, it is important for the YMCA to be aware of all existing programs and services. This will allow our organization to provide proper supervision and necessary resources, ensuring the success of our programs and the safety of everyone involved. Twice a year, every employee or volunteer responsible for a program or activity must submit the following information in writing via the Program/Service Registry in Microsoft Teams to the CEO/Executive Director: (The deadlines for submitting this information are February 20th and August 20th)

- Name of the program
- Brief description of the program
- Person(s) responsible for the program
- Number of consumers being served
- Number of employees/volunteers involved

- Remember, if at any point during the year, the scope of the program changes substantially, the employee or volunteer responsible for the program must submit a new proposal and request for approval to the CEO/Executive Director in writing as soon as possible.

## **DISCONTINUING A PROGRAM/SERVICE**

If an employee/volunteer responsible for a program or service wishes to discontinue it, they must first notify the CEO/Executive Director to schedule a meeting, where the CEO can help brainstorm what can be done to maintain the program or service. If the decision is reached that continuing the program is no longer possible, the employee/volunteer in charge must do the following:

1. Submit a notice in writing to the CEO and the Senior Director of Membership & Marketing, informing them of when the program or service will cease to operate.
2. Provide written notices to all participating consumers about the program ending. If the consumers are minors, notices must be provided to parents/guardians.
3. If the person responsible for the program/activity was given keys or access for the sole purpose of hosting the discontinued program, keys must be returned to the Business & Finance Manager.

## **WORKING WITH THIRD-PARTY ORGANIZATIONS**

Third-party and external organizations or individuals providing services to the Athens-McMinn Family YMCA's consumers or using the facilities are expected to adhere to all applicable abuse risk management policies.

The YMCA requires third parties and external organizations or individuals to register programming prior to operation as set forth in this policy. Third-party agreements will include, at minimum, language to address compliance with mandatory reporting, insurance requirements, screening procedures and individual background clearances, and consumer protection training. Additionally, such entities or individuals that fall under this policy will be required to sign and adhere to the organization's Code of Conduct related to consumer safety. The YMCA designates the CEO and the Child Protection Task Force to oversee third-party compliance with the organization's abuse prevention policies.

Third parties may have high access to consumers. Therefore, at a minimum, third parties will be required to include or adhere to the following items as part of their contractual agreement with the Athens-McMinn Family YMCA:

1. Review and sign the Code of Conduct with Consumers.
2. Defend and indemnify the YMCA for claims stemming from sexual misconduct and molestation.
3. Name the YMCA as additional insureds on any applicable insurance policy (including sexual abuse or molestation policy).
4. Adhere to the YMCA's criminal background screening practices including multi-state criminal background checks and sex offender registry checks.
5. Require all high-access individuals to receive some minimal abuse prevention training (which can include the identification, prevention and reporting of sexual abuse).
6. Third parties must have defined supervision procedures in place for monitoring their program participants (i.e., adult-to-consumer ratios and management of high-risk activities and locations).
7. For joint events, clearly delineate supervision responsibilities between the organization and third parties.

8. Conduct scheduled and random observations of activities and programs to ensure third parties and facility renters are following procedures during their use of organizational facilities.
9. Ensure third parties and facility renters understand and provide written acknowledgement of both the internal and external reporting requirements of the organization.
10. Require third parties and facility renters to report policy violations and incidents or allegations of sexual misconduct back to the organization, and to follow mandated reporting requirements.

## CODE OF CONDUCT & POLICIES

### CODE OF CONDUCT WITH CONSUMERS

The following policies are intended to assist employees and volunteers in making decisions about interactions with consumers. For clarification of any guideline or to inquire about behaviors not addressed here, contact your supervisor or another supervisor. A current list of supervisors is listed in **Appendix B** and/or can be found on the employee breakroom bulletin board or in Paycom.

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

**No form of abuse will be tolerated.** Confirmed abuse will result in immediate dismissal from our organization. All reports of suspicious or inappropriate behavior with consumers or allegation of abuse will be taken seriously. The YMCA will fully cooperate with authorities if allegations of abuse are made that require investigation.

The **Code of Conduct with Consumers** outlines specific expectations of the employees and volunteers as we strive to accomplish our mission together.

1. All consumers will be treated with respect at all times.
2. All consumers will be treated fairly regardless of race, sex, age, or religion.
3. Employees and volunteers will adhere to uniform standards of displaying affection as outlined by our organization.
4. Employees and volunteers will avoid affection with consumers that cannot be observed by others.
5. Employees and volunteers will adhere to uniform standards of appropriate and inappropriate verbal interactions as outlined by our organization.
6. Employees and volunteers will not stare at or comment on a consumer's body.
7. Employees and volunteers will not date or become romantically involved with consumers.
8. Employees and volunteers will not use or be under the influence of alcohol or illegal drugs in the presence of consumers.
9. Employees and volunteers will not have sexually oriented materials, including printed or online pornography, on YMCA property.
10. Employees and volunteers will not have secrets with consumers and will only give gifts with prior permission.
11. Employees and volunteers will comply with YMCA policies regarding interactions with consumers outside of our programs.
12. Employees and volunteers will not engage in inappropriate electronic communication with consumers.

13. Employees and volunteers are prohibited from working one-on-one with consumers in a private setting.
14. Employees and volunteers will use common areas when working with individual consumers.
15. Employees and volunteers will not abuse consumers in any way including (but not limited to) the following:
  - a. **Physical abuse:** hitting, spanking, shaking, slapping, unnecessary restraints
  - b. **Verbal abuse:** degrading, threatening, cursing
  - c. **Sexual abuse:** inappropriate touching, exposing oneself, sexually oriented conversations
  - d. **Mental abuse:** shaming, humiliation, cruelty
  - e. **Neglect:** withholding food, water, shelter
16. The YMCA will not tolerate the mistreatment or abuse of one consumer by another consumer.
17. In addition, the YMCA will not tolerate any behavior that is classified under the definition of bullying, and to the extent that such actions are disruptive, we will take steps needed to eliminate such behavior. Bullying can take on various forms, including:
  - a. **Physical bullying:** when one person engages in physical force against another person, such as by hitting, punching, pushing, kicking, pinching, or restraining another.
  - b. **Verbal bullying:** when someone uses their words to hurt another, such as by belittling or calling another hurtful names.
  - c. **Nonverbal or relational bullying:** when one person manipulates a relationship or desired relationship to harm another person. This includes social exclusion, friendship manipulation, or gossip. This type of bullying also includes intimidating another person by using gestures.
  - d. **Sexualized bullying:** when bullying involves behaviors that are sexual in nature. Examples of sexualized bullying behaviors include sexting, bullying that involves exposure of private body parts, and verbal bullying involving sexualized language or innuendos.
  - e. **Hazing:** an activity expected of someone joining or participating in a group that humiliates, degrades, abuses, or endangers that person regardless of that person's willingness to participate.
  - f. **Cyberbullying:** the intentional and overt act of aggression toward another person by way of any technological tool, such as email, instant messages, text messages, digital pictures or images, or website postings (including blogs). Cyberbullying can involve:
    - Sending mean, vulgar, or threatening messages or images.
    - Posting sensitive, private information about another person.
    - Pretending to be someone else in order to make that person look bad.
    - Intentionally excluding someone from an online group.

Anyone who sees an act of bullying, and who then encourages it, is engaging in bullying. This policy applies to all consumers, employees and volunteers.
18. All employees must follow the State of Tennessee mandatory reporting requirements. Employees should be trained to be aware of and understand their legal and ethical obligation to recognize and report suspicions of mistreatment and abuse. Employees will:

- a. Be familiar with the symptoms of child abuse and neglect, including physical, sexual, verbal, and emotional abuse.
  - b. Know and follow YMCA policies and procedures that protect consumers against abuse.
  - c. Report suspected child abuse or neglect to the appropriate authorities as required by state mandated reporter laws.
  - d. Follow up to ensure that appropriate action has been taken.
19. Employees and volunteers will report concerns or complaints about other employees, volunteers, adults, or consumers to a supervisor or the CEO/Executive Director, our Board of Directors Chief Volunteer Officer, or Praesidium’s Anonymous Helpline at 855-347-0751.
20. The YMCA cooperates fully with the authorities to investigate all cases of alleged abuse. All employees and volunteers shall cooperate to the fullest extent possible in any external investigation by outside authorities or internal investigation conducted by the YMCA or persons given investigative authority by the YMCA. Failure to cooperate fully may be grounds for termination.
21. Employees and volunteers may not have engaged in or been accused or convicted of consumer abuse, indecency with a consumer, or injury to a consumer.
- Every Employee is required to sign the Code of Conduct with Consumer Acknowledgment Form annually.

## **APPROPRIATE AND INAPPROPRIATE PHYSICAL CONTACT**

The YMCA encourages appropriate physical contact with consumers and prohibits inappropriate displays of physical contact. Any inappropriate physical contact by employees or volunteers towards consumers in the organization’s programs will result in disciplinary action, up to and including termination of employment.

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

<b>Appropriate Physical Interactions</b>	<b>Inappropriate Physical Interactions</b>
<ul style="list-style-type: none"> <li>• Side hugs</li> <li>• Shoulder-to-shoulder or “temple” hugs</li> <li>• Pats on the shoulder or back</li> <li>• Handshakes</li> <li>• High-fives and hand slapping</li> <li>• Verbal praise</li> <li>• Pats on the head when culturally appropriate</li> <li>• Touching hands, shoulders, and arms</li> <li>• Arms around shoulders</li> <li>• Holding hands (with young children in escorting situations)</li> </ul>	<ul style="list-style-type: none"> <li>• Full-frontal hugs</li> <li>• Kisses</li> <li>• Showing affection in isolated area</li> <li>• Lap sitting</li> <li>• Wrestling</li> <li>• Piggyback rides</li> <li>• Tickling</li> <li>• Allowing a consumer to cling to an employee or volunteer’s leg</li> <li>• Allowing a consumer to lean against an employee or volunteer</li> <li>• Any type of massage given by or to a consumer</li> <li>• Any form of affection that is unwanted by the consumer or the employees or volunteer</li> <li>• Touching bottom, chest, or genital areas</li> </ul>

## APPROPRIATE AND INAPPROPRIATE VERBAL CONTACT

Employees and volunteers are prohibited from speaking to consumers in a way that is, or may be construed by any observer, as harsh, coercive, threatening, intimidating, shaming, derogatory, demeaning, or humiliating.

Employees and volunteers must not initiate sexually oriented conversations with consumers. Employees and volunteers are not permitted to discuss their own sexual activities with consumers.

The YMCA’s policies for appropriate and inappropriate verbal interactions are:

Appropriate Verbal Interactions	Inappropriate Verbal Interactions
<ul style="list-style-type: none"> <li>• Positive reinforcement</li> <li>• Appropriate jokes that are not/can not be perceived as offensive</li> <li>• Encouragement</li> <li>• Praise</li> <li>• Strength/growth-based conversations</li> </ul>	<ul style="list-style-type: none"> <li>• Name-calling</li> <li>• Discussing sexual encounters or in any way involving consumers in the personal problems or issues of employees and volunteers</li> <li>• Secrets</li> <li>• Cursing</li> <li>• Off-color or sexual jokes</li> <li>• Shaming</li> <li>• Belittling</li> <li>• Derogatory remarks</li> <li>• Harsh language that may frighten, threaten or humiliate consumers</li> <li>• Derogatory remarks about the consumer or his/her family</li> <li>• Compliments relating to physique or body development</li> </ul>

## ONE-ON-ONE INTERACTIONS

The YMCA aims to eliminate or reduce these situations and prohibits private one-on-one interactions unless approved in advance by leadership staff. In those situations where one-on-one interactions are authorized, employees and volunteers should observe the following additional guidelines to manage the risk of abuse or false allegations of abuse:

1. Meet consumers in a public place where you are in full view of others.
2. Avoid physical contact completely 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.
3. 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.
4. Inform other employees and volunteers that you are alone with a consumer and encourage them to randomly drop in or pass by the interaction.
5. One-on-one interactions behind closed doors are not permitted. If a closed-door conversation with a consumer is necessary, employees and volunteers should follow the “Rule of Three” to the extent possible.

6. Ensure one-on-one interactions are documented with an Incident Form or Shift Report depending on the nature of the interaction.
7. Document and immediately report any unusual incidents, including disclosures of abuse or maltreatment, behavior problems and how they were handled, injuries, or any interactions that might be misinterpreted.
8. Private coaching/instruction sessions may not occur outside of the YMCA facility and/or YMCA programming.

## INTERACTIONS OUTSIDE OF THE Y

The YMCA prohibits the following interactions between employees and/or volunteers with consumers outside of regularly scheduled program activities regardless of any pre-existing relationship:

- Babysitting
- Tutoring
- Private lessons or private coaching
- Mentorship
- Continued contact with a consumer after the consumer's participation in a program has ended
- Any one-on-one interaction between the employee and/or volunteer and consumer

The YMCA strongly encourages employees and volunteers to refrain from outside contact with consumers with which they do not have a pre-existing familial or social relationship (i.e., children are friends at school, families attend same religious institution, etc.).

However, if interactions with consumers outside of regularly scheduled program activities are part of programming or otherwise unavoidable because of pre-existing familial or social relationships, or otherwise unavoidable, the YMCA offers the following guidelines:

1. Complete a **Pre-Existing Relationship Form** and submit it to your supervisor and/or Human Resources.
2. Follow all organization policies for interacting with consumers during all interactions (i.e. never be alone with the consumer, maintain appropriate physical and verbal interactions, never transport the consumer alone, etc.)
3. If an employee has a specific situation involving a pre-existing relationship, the employee should discuss the situation with their supervisor for further guidance and direction.

## ELECTRONIC USE AND DIGITAL COMMUNICATION

YMCA employees and volunteers should not have contact or communication with consumers outside of work time. With today's electronic communication options (e-mail, text messages, blogging, social media networking sites, etc.) it is more important than ever that all employees and volunteers understand the Y's policy on such contact or communication in order to protect consumers and employees/volunteers.

This organization prohibits all electronic and social media communications directly with consumers. In order to comply with this, the YMCA offers the following guidelines:

1. Employees should not initiate personal phone calls with or receive personal phone calls from consumers. A call is considered personal if it does not involve both a Y phone **and** Y-specific business subject matter. When employees receive calls from a consumer on non-Y phones and/or regarding a non-Y subject, this must be immediately reported to a supervisor.

2. Text messaging with consumers is not permitted. If an employee receives a text message from a consumer, they should not respond and a supervisor must be made aware immediately.
3. Employees must not share any personal e-mail addresses or instant message names or nicknames with consumers. Employees should not initiate or respond to e-mail or instant messages from consumers.
4. Use of social networking sites to communicate with consumers is only permitted if done through a Y-sponsored or approved site. No personal blog or social networking site should be used.
5. Any website or blog maintained by an employee or volunteer should not have pictures of or make reference to any consumer in Y programming.
6. Employees and volunteers should not request or accept to be linked as "friends" or connections with consumers via social networking sites. This includes any gaming sites or apps.
7. Employees and volunteers should never take pictures of consumers with their personal cell phones unless they have been given permission by a supervisor for business purposes only.
8. Employees and volunteers are permitted to share posts and/or pictures on YMCA social networking pages.
9. Communication between employees/volunteers and consumers should only be through Y e-mail accounts and phones, and any such communication with consumers should be immediately reported to the employee's supervisor.

## CELL PHONE USE

While assigned to work with consumers, employees are not permitted to use electronic communication devices except during approved breaks and emergency situations. Internet use, text messaging and/or emailing pictures while assigned to work with consumers is strictly prohibited regardless of the type of device used and whether for business or personal reasons. Employees need to ensure that friends and family members are aware of this policy. In emergency situations, they can contact the Front Desk.

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

## ACCEPTABLE USE OF CELL PHONE DURING PROGRAM

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

- Field Trips
- Off-site Programs
- Emergencies

Employees violating this policy or using any electronic communication systems or cell phones improperly are subject to disciplinary action, up to and including termination of employment. Employees using Y electronic communication systems for defamatory, illegal, or fraudulent purposes also are subject to potential civil liability and/or criminal prosecution. All employees will sign the **Use of Technology Code of Conduct** which can be found in the Employee Handbook.

## SOCIAL MEDIA POLICY

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

- **Off-duty use of social media:** Employees may maintain personal websites or web on their own time using their own facilities. Employees must ensure that social media activity does not interfere with their work. In general, the YMCA considers social media activities to be personal endeavors, and employees may use them to express their thoughts or promote their ideas. Employees may not use Y email addresses to register on social networks, blogs or other online tools utilized for personal use.
- **On-duty use of social media:** Employees may engage in social media activity during work time provided it is directly related to their work, approved by their manager, and does not identify or reference YMCA clients, members, or vendors without express permission. The YMCA monitors employee use of YMCA computers and the Internet, including employee blogging and social networking activity. Employees should consult their supervisor for specific departmental requirements.
- **Consumer Photos:** Employees should never post pictures of consumers to their personal social media accounts. Employees can share YMCA posts of consumers.
- **Respect:** Employees must demonstrate respect for the dignity of the YMCA, its Board, its members, its vendors, and its employees. A social media site is a public place, and employees should avoid inappropriate comments on social media sites. For example, employees should not use ethnic slurs, personal insults, obscenities, or use language that may be considered inflammatory. Even if a message is posted anonymously, it may be possible to trace it back to the sender. **Employees are expected to ensure that their personal social media posts positively reflect the mission, values, and character of the YMCA.**
- **Post disclaimers:** If employees want to identify themselves as a YMCA employee or discusses matters related to the YMCA on a social media site, the site must include a disclaimer on the front page stating that it does not express the views of the YMCA and that the employee is expressing only their personal views. For example: "The views expressed on this website/Web log are mine alone and do not necessarily reflect the views of the YMCA." The disclaimer must be placed in a prominent position and repeated for each posting expressing an opinion related to the YMCA or the YMCA's business. Employees must keep in mind that if they post information on a social media site that is in violation of YMCA policy and/or federal, state, or local law, the disclaimer will not shield them from disciplinary action.
- **Competition:** Employees should not use any social media platforms to criticize the YMCA's competition and should not use it to compete with the YMCA.
- **Confidentiality:** Employees may not identify or reference YMCA clients, members, or vendors without express permission. Employees may write about their jobs in general but may not disclose any confidential or proprietary information. For examples of confidential information, employees may refer to the confidentiality policy. If an employee is in doubt, they should ask before publishing.
- **New ideas:** Employees must remember that new ideas related to work or the YMCA's business belong to the YMCA and they should not be posted on a social media site without the YMCA's permission.
- **Links:** Employees may provide a link from a social media site to the YMCA's website during employment (subject to discontinuance at the YMCA's sole discretion).

Employees should contact the Marketing/Communications Director to obtain the graphic for links to the YMCA's site and to register the site with the YMCA.

- **Trademarks and copyrights:** Employees are not permitted to use the YMCA's or others' trademarks on a social media site or reproduce the YMCA's or others' material without first obtaining permission. Employees are not permitted to use Y email addresses to register on social networks, blogs or other online tools utilized for personal use.
- **Legal:** Employees are expected to comply with all applicable laws, including but not limited to Federal Trade Commission (FTC) guidelines, copyright, trademark, and harassment laws.
- **Discipline:** Violations of this policy may result in discipline up to and including immediate termination of employment.
- **Monitoring:** All official Athens-McMinn Family YMCA channels and social media accounts are monitored by the CEO/Executive Director and the Senior Director of Membership and Marketing. Consequences of posts in violation of this policy will be the responsibility of the original author of the post.

**Note:** Nothing in this policy is meant to, nor should it be interpreted to, in any way limit an employee's rights under any applicable federal, state, or local laws, including rights under the National Labor Relations Act to engage in protected concerted activities with other employees to improve terms and conditions of employment, such as wages and benefits.

## GIFT GIVING POLICIES

The YMCA strongly encourages employees and volunteers to refrain from exchanging gifts with consumers. However, gifts to or from individual consumers may be given under the following circumstances:

- Employees and volunteers are prohibited from giving gifts to individual consumers except when the gift is authorized by a supervisor or designated administrator and given to all consumers (i.e. celebration of special events/holidays or group recognition).
- Require employees and volunteers to communicate that the gift is given on behalf of the organization, not the individual employee or volunteer.

Sometimes it may be difficult to refuse gifts from consumers or their families. In many cultures, people give gifts to reflect their appreciation for people or services. In order to be respectful of consumers and their families, the YMCA makes reasonable allowances for acts of gratitude involving small gifts of appreciation from consumers and/or their families that have a monetary value not exceeding \$25.00.

The gift acceptance policy should be included within materials given to parent/guardians and consumers; however, if a parent or consumer approaches an employee or volunteer with a gift that exceeds \$25.00, the employee or volunteer should politely decline the gift and refer to this particular policy. The employee or volunteer can also encourage the parent or consumer to speak with an immediate supervisor and/or the CEO if they have any questions.

## MONITORING AND SUPERVISION

### EMPLOYEE & VOLUNTEER IDENTIFICATION POLICY

Employees and volunteers are required to wear a YMCA issued identification badge along with a YMCA issued lanyard at all times unless the organization determines the identification presents a safety risk to employees, volunteers and/or to consumer(s). The identification badge must be worn on the person's clothing at or above waist level and in such a fashion

to be clearly visible to other employees, volunteers, security personnel and consumers at all times.

Additionally, all employees and volunteers working directly with consumers should also be in appropriate uniform for the department in which they work in. Dress Code information can be found in Paycom, in the YMCA Employee (Volunteer) Handbook, or by requesting the information from your supervisor.

## MEMBER AND VISITOR FACILITY ACCESS

1. When anyone (members, guests, residents, construction workers, maintenance, cleaning crews, etc.) enters the facility during operational hours, they must check in with the frontdesk.
2. Any member, guest, program participant, or vendor/contractor entering the facility must utilize the front entrance and check-in with the front desk.
3. Other entrances and exits should only be utilized by employees or only with an employee present.

## MEMBERSHIP SCREENING POLICY AND PROCEDURES

Through membership screening, the YMCA can better control who has access to YMCA facilities. The Athens-McMinn Family YMCA will conduct registered sex offender screening for all Members and visitors over the age of 18 years of age. The screening will take place at the initial join date and then each year their membership is renewed. Additional information regarding this process can be found in the Membership Policies Handbook.

## SUPERVISOR AND ADMINISTRATION MONITORING

Designated Leadership Team members should utilize the following guidelines to guide supervising and monitoring visits for programs and facilities.

1. **Keep a record.** Document your supervision visits. Include information like your arrival and departure times, which consumers and parents were present, and a summary of the information collected. Provide employees with feedback about visits.
2. **Vary your observation times.** Do not develop a predictable pattern of observation. Drop in at different times each day. Occasionally leave and come back immediately.
3. **Arrive before employees.** Check punctuality and the routine that employees follow to prepare for the consumers to arrive.
4. **Survey the physical environment.** Is this a suitable location for the activity (e.g. size of area for number of consumers, ability to supervise all areas used by consumers, landscaping that may inhibit supervision)?
5. **Watch activities.** Are they planned and organized? Are the employees actively involved? Ask to see the schedule of activities and compare with what is actually going on at a given time.
6. **Observe bathroom and locker room activities.** Observe bathroom and locker room activities to ensure that the employees are complying with the established policies and procedures.
7. **Observe Interactions.** Observe employee interactions with consumers, with other employees and volunteers, with parents and guardians, etc.

## FACILITY MONITORING

Building architecture can increase or mitigate the risk of an incident or accident. Because most incidents of sexual behavior occur in private, the extent to which privacy is managed, risk is managed. The Child Protection Task Force will regularly identify facility locations that

allow for unnecessary privacy or limit line of sight supervision, and will implement a formalized system to manage these identified architectural risks, 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.

The YMCA will have a Manager-on-Duty(MOD) team member who is directly responsible for the care and protection of the facility and those within the YMCA location. The MOD will make scheduled and unscheduled monitoring rounds using the **MOD Facility Monitoring Checklist**.

### **MONITORING ON-SITE PROGRAMS**

YMCA supervisors and administrators use scheduled and random observations of all programs, program locations and buildings; engage in spontaneous and scheduled conversations with employees, volunteers and consumers; conduct group and individual supervision and training meetings; and review program documentation, to ensure that safety standards are always in place.

Supervisors and Administrators should document all monitoring visits using the **Program Quick Check Monitoring Form** which includes monitoring guidelines and expectations. Monitoring forms should be submitted to CEO and Child Protection Task Force for review. If necessary, a written **Corrective Action Plan** may be required.

### **MONITORING OFF-SITE PROGRAMS**

YMCA supervisors and administrators use scheduled and unscheduled monitoring visits for all off-site activities and programs; engage in spontaneous and scheduled conversations with employees, volunteers, consumers and other stakeholders; conduct group and individual supervision and training meetings before and after offsite activities or programs; and review relevant program documentation and records, to ensure that safety standards are always in place.

All Supervisors and Administrators are expected to provide the Child Protection Task Force with a quarterly schedule of all off-site program and activities. Supervisors and Administrators are expected to monitor off-site programs and activities using the **Off-Site Activities and Program Monitoring Form** and submit those upon completion to the CEO and Child Protection Task Force for review. Some programs such as the Outreach Programs Food Program may have additional program monitoring requirements. If necessary, a **Correction Action Plan** may be required.

### **ADULT-TO-CONSUMER RATIOS**

Specific adult-to-consumer ratios help define the level of supervision necessary to be effective and safe. Ratios also enable employees, volunteers and supervisors to easily identify when additional personnel are necessary. The YMCA will ensure all programs adhere to the following specific adult-to-consumer ratios:

Each individual program has specific guidelines for mixing ages groups.

#### **SCHOOL-AGED CHILD CARE**

<b>Age Group</b>	<b>Consumers</b>	<b>Adults</b>
5-6 years old	10	1
7-8 years old	12	1

9-10 years old	12	1
11-12 years old	15	1
<b>Groups are combined so there are two adults with every group of consumers</b>		

#### Y-PLAY

Age Group	Consumers	Adults
6 weeks – 12 months	6	1
1-12 years old	8	1
<b>There are always two adults working in Y-Play as long as children are present.</b>		

### PROGRAM CHECK IN/OUT PROCEDURES

Standard procedures for monitoring consumers help organizations identify who is present in programming and allow employees and volunteers to document when and with whom consumers exit programming. These guidelines establish consistent expectations for the safe entry into and exit from YMCA programs.

All programs must follow the following guidelines for participant entry/exit:

1. Each program must have documented entry/exit and check-in/check-out procedures to include designated entry/exit, registration requirements, roster requirements, sign-in/sign-out procedures, attendance requirements, etc.
2. Program entry and exit must utilize designated single point entry and exit.
3. Consumers may only enter YMCA programs through approved registration and enrollment processes.
4. Parent and/or guardian authorization and consent must be obtained prior to participation.
5. All consumers must be signed in by an adult with a designated YMCA employee and signed out with a designated YMCA employee by an adult listed on their authorized pick-up list.
6. Consumers are released into programs only to authorized YMCA employees.
7. Consumers are only released to a parent or guardian on the authorized pick-up list.
8. All programs should maintain written or electronic documentation of attendance in programming.
9. Late pickups are managed according to YMCA procedures with employees maintaining supervision.

### MONITORING CONSUMERS IN FACILITIES

Consumers must be 12 years old or above to be at the YMCA without an adult present. Consumers under the age of 12 years old must have an adult present at all times while they access YMCA facilities. In order to monitor consumers within the facility, the YMCA:

1. Requires a parent or legal guardian to complete a membership application which includes identifying information, any special medical or behavioral circumstances, any legal indemnifications, any applicable plan of support for the consumer, the consumer's date of birth, and emergency contact information.

2. All consumers are required to sign-in to the facility so there is record of consumers who are in the facility at all times.
3. Parents are required to sign a Code of Conduct outlining Membership expectations and discipline policy.
4. While in the facility, consumers can be supervised directly, indirectly, or with a combination of the two techniques.
  - For direct supervision, the program may offer structured, scheduled activities like basketball tournaments, swimming activities, arts and crafts, etc. These activities should have one or more employees assigned to lead and supervise.
  - For indirect supervision, the program must designate certain building areas as authorized areas. Authorized areas could include a gymnasium, a game area, or a classroom for doing homework and so on. Authorized areas must be easily visible and routinely and systematically checked by employees.

**All employees should:**

1. Greet consumers and direct them to authorized areas; and redirect consumers who are not in an authorized area or who are not participating in a structured activity.
2. To be aware of the risks involved with mixing age groups and how to monitor activities involving mixed age groups.
3. To routinely monitor high risk areas (such as bathrooms, locker rooms, and unused rooms).

Ultimately, all consumers must be supervised at all times, regardless of age. They can be supervised directly in structured activities and indirectly when they are in authorized areas.

**CONSUMER DISCIPLINE POLICY**

The YMCA has established age and developmentally appropriate expectations and behavioral guidelines for consumers. To the extent that discipline of a consumer is warranted, the YMCA will apply discipline in a professional, fair, and consistent manner. Employees engaging in any discipline beyond verbal redirection should document the behavior and disciplinary method. The YMCA retains the option to exclude participants from future programs based on disciplinary issues.

In all cases, employees are prohibited from using physical contact for disciplinary purposes. This prohibition includes spanking, slapping, pinching, hitting, or any other physical force as retaliation or correction for inappropriate consumer behaviors. Below are some examples of appropriate and inappropriate disciplinary practices:

Appropriate Discipline Practices	Inappropriate Discipline Practices
<ul style="list-style-type: none"> <li>• Develop rules and consistently enforce them</li> <li>• Remain calm but firm</li> <li>• Remind consumers of appropriate actions</li> <li>• Address the consumer’s behavior, not the character of the consumer</li> <li>• Loss of privileges</li> <li>• Consider program or activity restrictions, such as sitting out or suspension</li> </ul>	<ul style="list-style-type: none"> <li>• Hitting</li> <li>• Spanking</li> <li>• Shaking</li> <li>• Slapping</li> <li>• Using extreme or unreasonable (in length or type) physical exercise as a consequence</li> <li>• Withholding food, light, or medical care</li> <li>• Name-calling</li> <li>• Shoving or pulling hair or ears</li> <li>• Biting</li> </ul>

	<ul style="list-style-type: none"> <li>• Pinching</li> <li>• Shaming</li> <li>• Derogatory remarks</li> <li>• Ostracizing</li> <li>• Mechanical tape or rope restraints</li> <li>• Angry yelling directed at the consumers</li> </ul>
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For any discipline beyond verbal redirection, a **Consumer Disciplinary Form** should be completed. These can be found in the Consumer’s file. For questions or clarity about appropriate and inappropriate discipline, ask a supervisor for guidance.

## MONITORING CONSUMER UNIQUE NEEDS

Every effort should be made to serve consumers already participating in programs. However, not all programs can meet the needs of all consumers. When the demands placed on employees and volunteers by specific consumers exceed the skills of the employees and volunteers or the scope of the program, accidents or abuse may occur.

The YMCA understands that each consumer is different and responds differently in certain situations. Through behavior management, we will try preventing problems, using redirection, having clear, developmentally appropriate rules and giving positive reinforcement. Discipline problems may still arise; if these occur, we will be using progressive discipline.

Progressive discipline refers to increased severity if a consumer repeatedly violates rules or becomes harmful to self or other consumers. Behavior standards will be broken into three categories, Level I, Level II, and Level III. Each category carries its own series of consequences. Below you will find the definition of each violation.

<b>Level I:</b>	Disruptive Behaviors
Excessive Horseplay	Repeatedly not following directions
Disrespectful towards employees & volunteers	Disrespectful towards consumers
Repeatedly not following program/game rules	

<b>Level II:</b>	Threatening comments or gestures
Pushing	Teasing or embarrassing others
Kicking	Willful destruction of property
Spitting	Uncontrollable behaviors
Tripping	Inappropriate language
Hitting	Aggressive behavior towards other consumers/employees & volunteers

<b>Level III:</b>	Biting
Fighting	Harassment
Intimidation	Bullying
Leaving Assigned area without permission	

When a supervisor, employee, or volunteer is concerned the program may not be a fit for a consumer’s unique needs, they should always consult the **Consumer Disciplinary Form** for that consumer. Supervisors should gather the program team and answer the

following questions:

- Can my employees and volunteers adequately supervise this particular consumer without compromising the interactions with other consumers?
- Has this consumer previously posed a threat to others?
- Have we made a solid attempt to meet this consumer's needs while ensuring the safety of others enrolled in the program?
- Does this consumer pose a risk to the safety and well-being of others?

If supervisors and employees answer these questions and conclude the program is not the right program for a particular consumer, the supervisor should schedule a meeting with the consumer's parent/guardians and discuss the conclusions. Another supervisor should be present for the meeting. If possible, try to locate an alternative resource for the family.

## ACCESS TO PROGRAM PARTICIPANTS

This policy establishes restrictions on member and visitor access to consumers participating in YMCA programs. Access to children participating in YMCA consumer programs is limited to authorized employees, approved volunteers, enrolled consumers, and individuals expressly authorized by a parent or guardian. Unauthorized access to program spaces or interaction with children is prohibited.

In order to maintain secure access in YMCA programs, ALL employees and volunteers should follow these guidelines:

1. Only YMCA employees and volunteers who have completed required screening and training and are scheduled to work in that area may supervise or interact with children in consumer programs.
2. Parents or guardians may access program areas only as permitted by program guidelines and with a supervisor or administrator.
3. Visitors may access program areas only in compliance with YMCA policy, with approval from YMCA employees and must remain under employee supervision at all times.
4. All authorized individuals must comply with YMCA child protection policies and the Code of Conduct with Consumers.
5. Members and visitors who are not authorized may not enter consumer program spaces or engage with children.
6. Loitering in or near consumer program areas is prohibited.
7. Members and visitors may not photograph, record, transport, or communicate privately with children.
8. Individuals who fail to comply with access restrictions may be asked to leave the facility.
9. Consumer program areas are clearly designated and access is monitored.
10. Employees actively supervise entry and exit points during program hours.
11. Identification or sign-in procedures are used where appropriate to verify authorization.
12. Physical and operational controls by program are used to limit unauthorized access. Each program will have documented procedures in place.

ALL YMCA employees are expected to enforce this policy and respond according to policies and procedures when necessary:

1. Employees are empowered to challenge unauthorized access and intervene when boundaries are not respected.
2. Concerns or violations are reported to supervisory employees immediately and documented utilizing a **Shift Report**.

3. Repeated or serious violations may result in disciplinary action, suspension of membership, or removal from facilities.
4. Employees and volunteers receive training on access control and boundary enforcement.
5. Members and visitors are informed of access expectations through signage and communication.
6. Access control practices are reviewed as part of regular program monitoring.
7. Incidents related to unauthorized access that require action from Administration are reviewed by the Child Protection Task Force.

## **SUPERVISING AND MONITORING CONSUMERS**

### **OFF-SITE ACTIVITIES**

Off-site activities, field trips, and outings present unique safety risks and are common settings for misconduct. Large groups are harder to supervise, less structured environments may increase behavior issues, and organizations cannot screen all adults present off-site. Employees and volunteers must recognize these risks and take appropriate steps to minimize them.

Special guidelines for all off-site activities, field trips and outings include:

1. Designated employees should visit the destination in advance, when possible, to assist with planning.
2. A supervisor's prior approval is required for all off-site activities.
3. Written parental/guardian approval is required by disseminating permission slips, including rules for consumers to follow, prior to each off-site activity. Employees should keep permission slips on hand during the activity.
4. Determine appropriate employee/volunteer-to-consumer ratios before the activity and schedule employees and volunteers accordingly. Considerations for ratios should include:
  - age and number of consumers involved
  - special or unique consumer needs
  - the nature of the activity
5. All employees, volunteers and consumers will be easily identifiable (using lanyards, badges, shirts, etc.)
6. Review rules and boundaries with consumers prior to the activity, including how to report concerns.
7. Assign each employee or volunteer to a specific age group of consumers to supervise. Groups should be separated according to age, gender, and/or behavior of consumers.
8. All employees and volunteers will be trained on active supervision techniques:
  - Position themselves to be able to see and hear all consumers to whom they are assigned.
  - Anticipate what consumers will do and redirect when necessary.
  - Listen and notice changes in sound or absence of sound.
  - Remain engaged with consumers rather than socializing with other employees and volunteers.
9. Each employee or volunteer must maintain a roll sheet listing all consumers in his or her group. Name-to-face roll checks should be conducted routinely and whenever moving from one activity or space to another.

10. Specific bathroom and locker room procedures for employees and volunteers to follow, as applicable to the outing, ensuring minimum ratios can be maintained at all times.
11. Transportation procedures should be included and followed at all times.
12. A means for employees and volunteers to communicate with each other while off-site should be identified and implemented in advance.
13. Employees and volunteers are prohibited from using cell phones for personal business while supervising consumers.
14. Supervisors should create an emergency plan for responding to incidents. The plan should be documented and shared with all employees and volunteers prior to off-site activity.
15. Supervisors and administrators should observe the off-site activities at scheduled times as well as random intervals.
16. Specific recommendations based on the location and type of activity (for example, splash pads, water parks, arcades, etc.) should be documented and explained to employees and volunteers prior to the activity. If the trip is to a location where consumers will be interacting in a large space and/or it is not possible to assign specific employees and volunteers to specific groups of consumers, then:
  17. Set boundaries at the location. Tell consumers where they may and may not go. Then post employees and volunteers around the boundaries and at the entrance and exit points.
  18. Assign remaining employees and volunteers to monitor specific areas. Post at least one employee near the bathrooms.
  19. Consumers should check-in at designated meeting points at least once every hour.

## **AQUATICS PROGRAMS**

Aquatics programs are considered "high risk" as they can quickly provide opportunity for both adult-to-consumer abuse as well as consumer-to-consumer abuse. In order to ensure efficient monitoring and supervision of aquatics programs, and in addition to training our employees, the YMCA follows the supervision procedures below. The Aquatics Coordinator is responsible for developing written and scheduled monitoring checklists utilizing the Supervising On-Site Programs Guidelines above to ensure the following:

### **Monitoring for Suspicious or Inappropriate Behavior in the Water**

It is important to watch for, and respond to, these red flag behaviors in adults:

- Violating YMCA policies regarding appropriate and inappropriate physical interactions with consumers (for example, piggyback rides in the water, allowing consumers to hang onto them in the water, etc.)
- Loitering during consumer-only lessons or activities
- Watching a consumer or group of consumers for an extended period
- Inappropriate sexual behavior and/or activity by an adult

It is important to watch for, and respond to, these red flag behaviors in consumers:

- Seeking out unsupervised areas
- Inappropriate physical contact with other consumers (i.e. horseplay, "chicken fights", and dunking, etc.)
- Consumers who appear to be uncomfortable with attention they are receiving from an adult or another consumer
- Inappropriate physical contact out of view (i.e. underwater)

### **Monitoring Locker Rooms, Changing Areas, and Bathrooms**

1. The Leadership Team has developed a daily schedule for consistent locker room, family locker rooms, changing rooms, and bathroom monitoring which includes specific instructions for monitoring identified high-risk areas. The schedule is designed to be “random” so that people in the locker rooms know that someone from the organizations could enter at any time. Positions responsible for assisting with the checks include Managers-on-Duty, Supervisors and Administration, Aquatics Coordinator, Facilities employees, Membership Employees, and Lifeguards.
2. The daily schedule is part of department checklists which will be initialed at the time of the scheduled check.
3. Employees responsible for monitoring are trained in how to recognize suspicious or inappropriate behavior in locker rooms, changing areas, and bathrooms, including:
  - a. **Adults:**
    - Loitering in the locker room
    - Watching/staring at consumers in the locker rooms
    - Making inappropriate comments to the consumers in the locker room
  - b. **Consumers:**
    - Consumers seeking out unsupervised areas
    - Mixed age groups of consumers
    - Making inappropriate comments to other consumers in locker rooms, changing areas, and bathroom

### **Monitoring During Swim Lessons**

The Aquatics Coordinator will ensure that regular monitoring of swim lessons take place utilizing the **Aquatics Safety Check** in order to ensure that:

1. Instructors are required to teach swim lessons in open, viewable swim areas under the supervision of other employees.
2. Interactions with consumers follow YMCA guidelines for appropriate and inappropriate physical interactions.
3. Instructors, when possible, should keep their hands above water and visible to others.
4. When assisting a child during lessons, instructors are required to explain out loud where they will touch the child – “I am going to put my hand under your back to help you float”.
5. Parents and guardians are required to stay on the pool deck during lessons.

### **Monitoring the pool deck and any lounge areas**

The Aquatics Coordinator will schedule regular monitoring of the following areas utilizing Managers-on-Duty, back-up lifeguards, swim coaches, and other Admin employees to ensure the following:

1. Entrances and exits to the pool deck are regularly monitored.
2. Pool decks and the bleachers are regularly monitored and supervised.
3. Monitor consumers to ensure they are following guidelines for appropriate interactions.
4. All aquatics employees are trained to respond to any deck changing or individuals changing on the pool deck and not in the appropriate locker room or changing areas.

## **SWIM TEAM PROGRAMS**

To ensure the safety and quality of swim team, practices must be monitored and evaluated by the Senior Director of Membership & Marketing. They should follow all on-site program monitoring guidelines from above and ensure the following:

1. Physical Environment

- The location and number of lane lines should be suitable for the number of swimmers participating in swim team.
  - Swim coaches should be able to supervise all areas used by consumer
2. Activities
    - Practices and swim meets should be planned and organized.
    - Employees and volunteers should be actively involved.
    - Scheduled activities should match what is going on at any given time.
  3. Bathroom and Locker Room Activities
    - These will be monitored as part of the Aquatics Programs and Facilities Monitoring
  4. Designated leadership employees should evaluate swim team employee and volunteer interactions using the **Swim Team Program Evaluation Form** to evaluate the following:
    - Interactions with consumers
    - Interactions with other employees & volunteers
    - Interactions with parents/guardians
    - Feedback from consumers
    - Feedback from parents/guardians

## OVERNIGHT ACTIVITIES

Overnight stays are not permitted within any YMCA program/facility. This includes overnight consumer trips and/or overnight stays within the facility. Outside organizations are not permitted to host overnight stays within the facility.

## BATHROOM AND SHOWER PROCEDURES

Bathrooms are high risk locations for sexual activity between consumers, and adult offenders can use the privacy afforded in bathrooms and during shower times to abuse a consumer. Consequently, bathroom breaks require close monitoring, and these practices must be carefully managed. Volunteers are not allowed to supervise or assist with supervision for bathroom breaks.

When supervising bathroom use, adult employees should first quickly scan the bathroom before allowing the consumer to enter to ensure the bathroom is vacant.

### **For Group Bathroom Breaks:**

1. Employees should take groups of three or more to the bathroom - following the "rule of three" or more.
2. If the bathroom only has one stall, only one consumer should enter the restroom while the others wait outside with the employees.
3. If there are multiple stalls, only send in as many consumers as there are stalls.
4. Minimize consumers of different ages using the bathroom at the same time.
5. Employees are required to stand outside the bathroom door but remain within earshot.
6. Consumers should never go to the bathroom without supervision. However, employees should never take consumers one-on-one to the bathroom. If a consumer needs to go to the bathroom outside of scheduled, group bathroom breaks, an employee should take the consumer requesting a bathroom break plus two more consumers (for a total of four people. This maintains the "Rule of Three" at all times).

7. Employees are prohibited from using the bathroom at the same time as consumers. All employees should use one of the single stall bathrooms.
8. Employees should not enter the bathroom/or stall unless there is an emergency or if a young consumer needs assistance. In this instance, the employees should request a second employee for "back-up" and keep the stall door open at all times.

**For single use restrooms:**

- Require consumers to ask to use the bathroom.
- Employees should frequently check bathrooms.
- Managers-on-Duty will frequently check bathrooms and ensure employees are monitoring the bathrooms correctly and at the established intervals.

**For showering times:**

YMCA programs do not permit consumers to shower as part of programming. However, it is reasonable to assume consumers will still utilize YMCA showers as part of their use of the facility. Therefore, for showering time, the YMCA utilizes the following guidelines:

- Only one consumer can be in a shower stall at any given time.
- Ensure shower doors/curtains do not extend all the way to the ground so employees and volunteers can easily glance into the bathroom to see how many feet are in each shower stall.
- Require employees to stand outside the shower area but remain within earshot.
- Employees and volunteers are prohibited from using the bathroom at the same time as consumers.
- When necessary, to assist young consumers in the stalls, employees should keep the door to the stall open
- Consumers who require assistance with personal care activities should have this noted in their file and include the level of assistance necessary.
- Employees who are authorized to provide assistance to consumers with personal care activities need specific training on appropriate diapering and toilet procedures.

**LOCKER ROOM AND CHANGING AREAS GUIDELINES**

Our locker room and changing areas procedures are:

- Employees and Managers-on-Duty should intermittently and briefly check inside the locker room so users know the locker room is monitored.
- Employees should stand within earshot of the locker room when in use by consumers.
- Employees should check the locker room for adults before taking program participants in to change.
- Employees should provide consumers with a strict time limit of how long they can be in the locker room to limit opportunity for inappropriate interactions and activities.
- Groups with different age groups should not utilize the locker room at the same time, when possible.
- Locker room horseplay such as towel snapping, etc. is strictly prohibited.
- All employees in every department are responsible for watching for and reporting suspicious or inappropriate locker room conduct.

**DIAPERING, TOILETING, AND PERSONAL CARE ASSISTANCE**

Personal care may involve a variety of activities, such as assisting with toileting accidents and/or assisting with dressing. The YMCA, in its current programming, does not allow employees to change consumer diapers. Programming expectations require all consumers to be able to use the bathroom unassisted. In the event of a toileting accident, designated

employees can assist with accident clean-up/assisting the consumer with changing into dry and clean clothing. It is important to follow personal care procedures for both the protection of the consumer, as well as for the protection of employees from false allegations.

Personal care procedures, regardless of the setting in which the consumer receives services, should take into consideration the age and development of the consumer as well as the consumer's particular needs for assistance. Ideally, the degree to which employees would be expected to assist in these vulnerable/high-risk activities for each consumer should be documented in the individual consumer's case, behavior or service plan.

As much as able (based on age and ability of consumer), employees should use verbal prompts to guide the consumer in self-assisting tasks. If a consumer needs more assistance, then an alternative could be for the employee to put their hand on top of the consumer's hand during the personal care activity. The primary goal when providing personal care or hygiene-related activities is to ensure there is guidance and documentation that outlines when and under what circumstances employees may engage in these activities with consumers (beyond identified medical care needs). Volunteers are not permitted to assist with toileting or personal care assistance.

#### **When employees are assisting consumers with personal care:**

- An employee should never assist a consumer one-on-one. Use a two-way radio to request another trained employee or supervisor for assistance.
- Always use the least intrusive methods possible. For example, allow the consumer to do as much as they can by themselves. To the degree possible, use verbal prompts, instead of physically touching consumers, to guide the consumer in self-assisting tasks.
- Avoid staring at the consumer's body.
- Document any observed injury, disclosures of abuse, or any interactions that may have been misinterpreted.
- Avoid giving physical affection. If physical affection is necessary, limit it to handshakes or high fives. Avoid more intimate forms of affection such as hugs.
- Allow for informal monitoring as long as it does not infringe on the consumer's right to privacy. For example, keep the bathroom door cracked so passerby can see the adult assisting but not the consumers. Keep a second employee within earshot.
- Employees of the same gender as that of the consumer should provide personal care unless authorized by a supervisor.

#### **TRANSITION TIMES & FREE TIME**

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

- Employees should position themselves so that consumers remain in line-of-site of employees at all times.
- Employees should always maintain proper age ratios depending on the program.
- Employees should divide into zone monitoring mode when appropriate rather than congregating.
- Employees should follow all bathroom procedures.
- Require periodic roll calls for each group.
- Supervisors should conduct period sweeps and check-ins of the entire activity area.

## PLAYGROUND AND RECREATIONAL ACTIVITIES

The playground and recreational activities can allow mixed age groups of consumers to have access to one another and create increased opportunities for inappropriate interactions between consumers. Employees and volunteers can become distracted by a consumer who does not behave properly in less structured situations. They may get involved in conversations with each other or step away to tend to personal business, such as phone calls. Playgrounds have blind spots or equipment which obstruct supervision.

To reduce risk, procedures for playground/recreational activities require:

1. Minimum employee/volunteer to consumer ratios, which should mirror other activity ratios and consider:
  - age and number of consumers present;
  - special or unique consumer needs;
  - type of structures and equipment and the number of distinct activities occurring simultaneously;
2. Size and configuration of playground/recreation area, i.e. barriers to supervision, whether physical barriers like fences exist, geography and location, whether other outside groups will also be present. Definition of specific authorized areas and boundaries, including:
  - If and how outside groups can be cleared from activity areas.
  - Consumers to remain in line-of-site of employees at all times.
  - If outside groups or mixed groups are using facilities at the same time, delineate boundaries so that different groups do not intermix.
3. 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 such as tunnels and slides in order to reduce the appearance of privacy.
4. Employees should maintain zone-monitoring supervision so that recreation supervisors are adequately spaced around the whole area. Employees should continuously move within their assigned zone and be positioned around the perimeter of the recreation area to ensure ample supervision and that consumers remain in approved spaces.
5. Active supervision:
  - Employees and volunteers should position themselves to be able to see and hear all consumers to whom they are assigned;
  - Anticipate what consumers will do and redirect when necessary;  
Listen and notice changes in sound or absence of sound;
  - Remain engaged with consumers rather than socializing with other employees or volunteers.
6. Employees should review boundaries and rules with consumers prior to the activity, including that they are to remain in line of sight of employees and volunteers at all times and how to report inappropriate behaviors.
7. Employees should follow all bathroom policies and ensure that ratios are maintained at all times. Specific outside procedures may exist for outside bathroom trips in individual Program Handbooks.

8. Employees should periodically scan and conduct name-to-face roll calls for each age group and whenever moving from one activity or space to another.
9. Employees and volunteers are given two-way radios to communicate with other employees and volunteers, including indoor employees, so they can get assistance when needed without exceeding ratios.
10. Employees and volunteers are to follow the **Emergency Action Plan** when responding to incidents.
11. Supervisors to conduct periodic check-ins and assessments of the activity period and of the entire activity area.

## TRANSPORTATION ACTIVITIES

Transporting consumers may increase the risk of abuse or false allegations of abuse because employees may be alone with a consumer or may make unauthorized stops with consumers. In addition, transportation activities may provide a time for unsupervised consumers to engage in consumer-to-consumer inappropriate behaviors.

The transportation guidelines include:

1. Employees and volunteers are not permitted to transport consumers in personal vehicles. Consumers should only be transported in YMCA-owned and operated vehicles.
2. Only authorized employees are allowed to drive YMCA vehicles.
3. Employees should always maintain the "Rule of Three" while transporting consumers.
4. Written parent or guardian permission is required for all consumers who will be transported by YMCA employees in YMCA vehicles for field trips and/or afterschool care. Employees should have a copy of the permission forms and medical releases readily available.
5. Employees should have a list of the consumers on the trip/transportation route. The employees take roll when boarding the vehicle, when leaving the vehicle, periodically throughout the field trip (if applicable), and then again when boarding the vehicle.
6. Program ratios should always be in force during field trips. When possible, do not count the driver in the supervision ratio.
7. Employees should sit in seats that permit maximum supervision.
8. Discourage mixed age groups from sitting together.
9. When possible, high-risk consumers are seated by themselves or with an employee.
10. Drivers are prohibited from making unauthorized stops unless there is an emergency.
11. Documentation is required of any unusual occurrences while transporting consumers.

The YMCA does not utilize the use of public transportation nor do they permit employees to transport consumers in vehicles not owner and operated by the YMCA.

## MANAGING QUIET AND NAP TIMES

The YMCA has written procedures for managing quiet and nap times. Our employees know and follow these procedures, which at minimum include:

- Employees, volunteers, and consumers should not sit or lie on anyone's bed/cot or be under anyone else's blanket.
- Encourage consumers to draw an imaginary line around their sleeping space and encourage them to report violations to an employee or volunteer.
- Employees and volunteers will not leave participants alone during nap time.
- Do not let participants share a sleeping mat, blanket, or sleeping bag.

- Pay attention to who is sleeping next to whom and when possible have assigned sleep areas.
- Arrange sleeping areas with as much space as possible between each consumer.
- Do not let consumers nap in areas not visible to employees and volunteers.
- Keep the room sufficiently lit so that you can easily observe all consumers.

## INTERNAL FEEDBACK SYSTEMS

### EMPLOYEE AND VOLUNTEER GRIEVANCE POLICY

This Athens-McMinn Family YMCA ("YMCA") believes employees have valuable thoughts and insights to share regarding our operations. Accordingly, the YMCA encourages employees to share opinions, suggestions, concerns, questions and/or grievances about our policies, personnel, and/or other matters impacting the YMCA.

In general, the best person initially to bring opinions, suggestions, concerns, and/or questions to is the employee's direct supervisor. However, to the extent the concern relates to his/her direct supervisor, or to the extent an employee believes his/her direct supervisor did not fully address a matter, employees may direct their opinions, suggestions, concerns and/or questions directly to the next level of management or directly to the CEO/Executive Director or Business and Finance Manager.

To remedy concerns that appear to have been ignored or unresolved after the initial reporting process listed above, utilize this formal grievance procedure. This procedure provides for a timely, thorough and objective investigation of the following concerns:

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

#### **Written Complaint Required for Formal Process**

Verbal complaints are encouraged, particularly regarding issues that may be easily and expeditiously resolved, but a written complaint is required to initiate this grievance process. To ensure a timely and effective response, complaints should include the following information to the extent possible:

1. The name(s) of the 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:
  - The behavior complained of and/or the alleged policy or legal violation(s);
  - Direct quotes when relevant and available; and
  - Any relevant documentation.
5. The remedy sought by the person making the complaint.

#### **Timeline**

Employees who themselves have a complaint against another employee who are aware of employee behavior meriting a complaint, must provide the above-described written complaint via email to their direct supervisor or the CEO/Executive Director within 7-10

business days. The direct supervisor or the CEO/Executive Director will meet with the employee or volunteer who brought the complaint to hear their concern and attempt to resolve the complaint within 10-15 business days.

Following that meeting, the direct supervisor or CEO/Executive Director will provide a written response to the employee who brought the complaint no later than 10-15 business days that includes brief written findings on the issues raised and relief sought.

If the employee is not satisfied with the written response, the employee who brought the complaint may submit an appeal to the Board of Directors Chief Volunteer Officer no later than 10-15 days after receipt of the written response. The Chief Volunteer Officer (Board President), will meet with the employee or volunteer to hear their concern and attempt to resolve the complaint within 10-15 business days.

Following the meeting, the Chief Volunteer Officer will provide a written response to the employee who brought the complaint no later than 10-15 business days that includes brief written findings on the issues raised and relief sought. The Chief Volunteer Officer is the final arbiter of grievance matters at this organization.

### **Investigation**

The direct supervisor, Chief Executive Officer, and /or the Chief Volunteer Officer will thoroughly investigate the issues raised in the grievance and will protect the privacy and confidentiality of all parties involved to the extent possible by law. All parties must cooperate with the investigation.

If the YMCA determines a violation of policy or law has occurred, the organization will take appropriate action, up to and including termination and notification of external authorities.

### **Retaliation**

The YMCA strictly prohibits retaliation against employees for reporting, filing, testifying, assisting or participating in any manner 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 level employee immediately after becoming aware of it. Any report of retaliatory conduct will be objectively, timely and thoroughly investigated. If a report of retaliation is found to be valid, the organization will take appropriate remedial action, up to and including discharging the employee(s) responsible. This organization will not retaliate against any employee for raising a complaint and will not knowingly permit 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 handbook or employee manual. Any changes to this policy will be communicated in writing to employees via email.

### **Anonymous Report**

An anonymous report can be completed in the following ways:

- **Praesidium Helpline: 1-866-607-SAFE**

## MEMBER AND PROGRAM PARTICIPANT GRIEVANCE POLICY

This Athens-McMinn Family YMCA (YMCA) believes members and program participants (this includes the parent or guardian of a member or program participant) have valuable thoughts and insights to share regarding our operations. Accordingly, the YMCA encourages members and program participants to share opinions, suggestions, concerns, questions and/or grievances about our policies, personnel, and/or other matters impacting the organization.

In general, the best person initially to bring opinions, suggestions, concerns, and/or questions to is the supervisor over that program or department. A listing of those individuals can be found here: [www.athensmcminnymca.org/about-us/contact-us](http://www.athensmcminnymca.org/about-us/contact-us)

However, if the concern relates to that person or if you feel they did not fully address a matter, consumers and parents/guardians may direct their opinions, suggestions, concerns and/or questions directly to the CEO/Executive Director or Business and Finance Manager.

To remedy concerns that appear to have been ignored or unresolved after the initial reporting process listed above, utilize this formal grievance procedure. This procedure provides for a timely, thorough and objective investigation of the following concerns:

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

### Written Complaint Required for Formal Process

Verbal complaints are encouraged, particularly regarding issues that may be easily resolved, but a written complaint is required to initiate this grievance process. To ensure a timely and effective response, complaints should include the following information to the extent possible:

1. The name(s) of the 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:
  - The behavior complained of and/or the alleged policy or legal violation(s);
  - Direct quotes when relevant and available; and
  - Any relevant documentation.
5. The remedy sought by the person making the complaint.

### Timeline

Members and/or program participants who themselves have a complaint or who are aware of a behavior meriting a complaint, must provide the above described written complaint to [concerns@athensmcminnymca.org](mailto:concerns@athensmcminnymca.org) within 7-10 business days. The CEO/Executive Director and the Business & Finance Manager will meet with the member and/or program participant and/or the parent/guardian who brought the complaint to hear their concern and attempt to resolve the complaint within 10-15 business days.

Following that meeting, the CEO/Executive Director or Business & Finance Manager will provide a brief written response to the member or program participant who brought the

complaint no later than 10-15 business days that includes brief written findings on the issues raised and relief sought.

If the member or program participant is not satisfied with the written response, the individual who brought the complaint may submit an appeal to the Board of Directors no later than 10-15 days after receipt of the written response. The Chief Volunteer Officer (Board President), will meet with the member or program participant to hear their concern and attempt to resolve the complaint within 10-15 business days.

Following the meeting, the Chief Volunteer Officer will provide a written response to the member or program participant who brought the complaint no later than 10-15 business days that includes brief written findings on the issues raised and relief sought.

The Chief Volunteer Officer is the final arbiter of grievance matters at this organization.

### **Investigation**

The Chief Executive Officer, Business & Finance Manager and /or the Chief Volunteer Officer will thoroughly investigate the issues raised in the grievance and will protect the privacy and confidentiality of all parties involved to the extent possible by law. All parties must cooperate with the investigation.

If the YMCA determines a violation of policy or law has occurred, the organization will take appropriate action, up to and including termination and notification of external authorities.

### **Retaliation**

The YMCA strictly prohibits retaliation against members and/or program participants for reporting, filing, testifying, assisting or participating in any manner in any investigation, proceeding or hearing conducted by the organization or a federal or state law enforcement agency or court. Consumers and/or parents/guardians should report any suspected retaliation to the CEO/Executive Director or Business & Finance Manager.

Any report of retaliatory conduct will be objectively, timely and thoroughly investigated. If a report of retaliation is found to be valid, the organization will take appropriate remedial action, up to and including discharging the individual(s) responsible. This organization will not retaliate against any consumer or parent/guardian for raising a complaint and will not knowingly permit retaliation by management or other employees.

### **Publication and Communication to Members & Program Participants**

This Grievance Policy must be shared with all members and program participants annually and must be included in any organization handbook or manual. Any changes to this policy will be communicated in writing to member and program participants' parents/guardians via the email on file.

### **Anonymous Report**

An anonymous report can be completed in the following ways:

- **Praesidium Helpline: 1-866-607-SAFE**

## **MAINTAINING CONFIDENTIALITY**

The YMCA will protect the confidentiality of anyone who reports allegations or disclosures of abuse, or other violations of law or policy to the extent possible under law. Legal and civil authorities (police, child or adult protective services) may require confidential information in order to investigate any report or illegal conduct but this does not eliminate the requirement

to maintain confidentiality within the organization and its employees, volunteers, and consumers.

## **FOLLOW-UP POLICY**

The YMCA will treat every concern or complaint with the utmost seriousness and provide a timely, thorough, and objective response in every instance. When an individual shares a concern or complaint:

1. They will be given the time and necessary attention to allow them to share their thoughts in person.
2. They will be thanked for sharing their concerns with the organization and for contributing to maintaining a healthy and safe environment for everyone.
3. They will be advised that their concern is being taken seriously and that action will be taken.
4. They will be reassured that they have done the right thing by reporting and that their communication is valued.
5. They will be informed, in general statements, of the steps that the organization will take in addressing the matter.
6. They will be given contact information for someone in the organization with whom they can contact should they become aware of additional information.
7. They will be provided regular updates on how the process is advancing.
8. The organization will protect them from any form of retaliation.

## **RESPONDING**

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

## **MANDATED REPORTER**

All YMCA employees and volunteers are classified as mandated reporters of suspected child abuse or neglect of a consumer. All suspected or alleged incidences of abuse or neglect – whether on or off Athens-McMinn Family YMCA property or whether perpetrated by YMCA employees, volunteers, or others - will be reported to the proper state authorities responsible for investigation. Reports may be made confidentially or anonymously. A person who mistakenly reports suspected abuse is immune from civil or criminal liability as long as the report was made in good faith and without malice.

In addition to reporting to state authorities, employees and volunteers are required to report any suspected abuse of consumers to leadership so that immediate and proper steps may be taken to ensure the safety of alleged victims and others who may be at risk. Reports of suspected or known abuse may be made confidentially to the following (name listing and contact information for each individual can be found in the appendix of this manual):

- Immediate Supervisor
- Program Directors
- Business & Finance Manager

- CEO/Executive Director
- Board of Directors CVO
- Praesidium Anonymous Helpline **(866)607-7233**

Written records of such reports are filed with the Chief Executive Officer and the Business and Finance Manager of the Athens-McMinn Family YMCA.

## **INVESTIGATION COOPERATION**

Any employee named in an official report as a suspected child abuser will be immediately suspended from service until a determination is made by the investigating authorities.

Employees and Volunteers will read, understand and sign the Code of Conduct documenting the employee's or volunteer's understanding of the legal and ethical duty to report suspected mistreatment or abuse.

## **GUIDANCE FOR A VICTIM CENTERED RESPONSE**

**Primary Victim Assistance Coordinator:** CEO or an individual designated by the CEO

### **Being Prepared:**

1. Understand the dynamics of disclosure and why survivors sometimes take years to come forward.
2. Understand that certain aspects of the survivor's recollection of events may be fuzzy but that does not mean the survivor is not credible.
3. Ensure the YMCA's response includes outreach to those affected.
4. How to respond appropriately as a "front line" employee or volunteer:
  - Document all details provided including the name of the reporter, when they made their report and who took the report.
  - Thank the individual for reporting. "Thank you for telling me." Inform the reporter that the information will be passed on to the designated point person for the YMCA who will follow up with additional support as soon as possible.

### **Once a Survivor Has Been Identified:**

1. We will proactively reach out and offer to meet. If they do not want to meet, ask what would be most helpful to them. What would they like to see happen as a result of coming forward?
2. We will ask how we can support them.
3. The victim assistance coordinator may consider offering resources to meet the needs of those affected (i.e., counseling, therapeutic services, pastoral assistance)
4. Don't be afraid to apologize for what happened in the past and make sure the individual, child, or adult, know it was not their fault.
5. Be clear with the survivor about our reporting requirements.

### **When Meeting with a Survivor:**

1. Listen to all information the individual provides and be compassionate.
2. Tell the survivor they were right to come forward.
3. Let the survivor know you believe them.
4. Assure the survivor, the abuse was not their fault.
5. Provide confidence that child protection is your highest priority and safeguards are in place.
6. Avoid expressing shock or outrage.

7. Avoid questions that could make the survivor feel responsible (i.e., Why did you take so long to report?)
8. Follow mandated reporting requirements.
9. Inform the survivor that the organization will provide transparent and regular updates on the investigation and next steps as much as possible.

## **CRISIS RESPONSE PLAN**

A crisis is defined as any occurrence that harms a consumer, threatens the public reputation or immediate financial integrity of the organization, or that may create a situation of legal liability to the organization or its directors or officers. Examples include allegations or incidents of suspected abuse including consumer-to-consumer abuse, arrest of current or former employee or volunteer for child pornography, etc. A copy of the YMCA's full **Crisis Response Plan** can be found in the **Emergency Action Plan**.

## **PROGRESSIVE DISCIPLINE POLICY**

The YMCA values the contributions of all employees and strives to provide an environment where those contributions can be acknowledged. To that end, regular and open communication between employees and supervisors is necessary to provide the necessary information and tools to ensure that each employee has the opportunity for success on the job.

### **PERFORMANCE EXPECTATIONS**

The YMCA expects a high level of performance, professionalism, and accountability from employees. Communication between a supervisor and employee regarding performance-related issues should occur on a regular basis and a formal performance review, including a plan for employee development, should be conducted annually.

### **COACHING AND FEEDBACK**

Employees are encouraged to ask questions and request guidance from their supervisors whenever needed. Through coaching, supervisors are encouraged to provide regular feedback to employees on their performance and their continued development.

When performance falls below expectations, supervisors may use a more formal counseling approach to address the performance issue. Counseling should be documented in writing via Paycom >Talent Management>Performance Discussion Forms>Memo of Conversation.

## **CORRECTIVE ACTION PROCESS**

When coaching, counseling, and development plans fail to assist an employee in achieving the expected level of performance, or when behavior or conduct is severe enough to require immediate corrective action, this organization follows a policy of progressive discipline for employees consisting of a three-step process:

### **VERBAL WARNING**

The first level warning is an informal method of informing an employee of relatively minor violations of organizational policy or failure to perform job duties in an acceptable manner.

This feedback would include a simple conversation.

The conversation should be documented by the supervisor in the HR file via Paycom > Talent Management> Performance Discussion Forms > Verbal Warning

The Memo of conversation report should include information and specific examples of the behaviors discussed along with dates, times, and any other relevant information.

## **WRITTEN WARNING**

When performance and/or attendance problems persist or when the offense is so serious that a first level warning is not appropriate, the supervisor should report with Human Resources to draft a written document to share with the employee noting the violations and dates giving rise to the supervisor's concern.

The Written Warning should be documented in Paycom via Talent Management>Performance Discussion Form>Written Warning. The document should include the following:

The policy violation or issue giving rise to the written document. (For example, is this a concern regarding performance or behavioral issues, or is it an attendance-related concern?).

1. Specific examples of the behavior including dates and times. Utilize documentation from the Verbal warning to build a timeline.
2. Spotlight past counseling discussion or corrective action steps.
3. Describe how the employee's behavior negatively impacts the organization. (How does what they're doing or not doing affect your organization's ability to achieve its goals/operate programming?)
4. Clearly set expectations and established time frame to be achieved. Include objectively ascertainable steps and tasks to indicate compliance and/or behavior changes.
5. Describe the consequences for the infraction. (Consider discipline provided to you per policy such as performance improvement plan, suspension with/without pay, etc.)
6. Describe the consequences of failure to improve the behavior. (Include a statement that failure to correct the behavior will lead to further corrective action up to and including termination).
7. Supervisor's Signature
8. Employee's Signature (including the statement "Employee's signature indicates receipt of this Memorandum and does not indicate agreement to the factual statements herein." If the employee declines to sign it, this should be noted in the memo.
9. An approved HR/management witness must be present for this conversation.
10. Employees are not eligible for a Wage Increase for the 6 months following a written warning in the Corrective Action process.

## **TERMINATION**

Termination of employment is the final action when all other appropriate steps have failed to achieve desired improvements. As such, it is mandatory to speak to the CEO and/or legal counsel prior to termination. In addition to the guidelines previously stated in this document, there may be additional considerations when the termination of an employee becomes necessary. For example:

- Only the CEO may complete termination of employment.
- A management witness must be present and/or security personnel on standby during the termination meeting.
- Collect their organization-provided equipment or make plans to do so.

## RESPONDING TO INAPPROPRIATE BEHAVIORS

The Athens-McMinn Family YMCA has zero tolerance for abuse. It is imperative that every employee and volunteer actively participates in the protection of consumers.

### EMPLOYEES AND VOLUNTEERS RESPONSE

If employees or volunteers observe red-flag or inappropriate/suspicious behaviors and/or policy violations by other employees or volunteers, it is their professional and personal responsibility to immediately report their observations in accordance with the organization's reporting procedures.

Remember, at the YMCA, the policies apply to everyone. The following are examples of red-flag or inappropriate behaviors that all employees and volunteers are required to report:

#### Examples of Red-Flag or Inappropriate Behaviors

- Any violation of the YMCA'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 suggestive comments to consumers
- Showing favoritism towards a consumer or type of consumer
- 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 all those involved are protected.

If employees or volunteers witness red-flag, suspicious or inappropriate behaviors or policy violations from another employee or volunteer, the individual is instructed to do the following:

#### Guidelines for Employees/Volunteer Response to Suspicious or Inappropriate Behaviors and/or Policy Violations

1. Interrupt the behavior.
2. Report the behavior to a supervisor, director, or other authority.
3. If you are not comfortable making the report directly, make it anonymously.
4. If the report is about a supervisor or administrator, contact the next level of management (a list is located in the back of this handbook) or the Praesidium Helpline at 1-866-607-SAFE.
5. Complete an incident report but do not conduct an investigation.
6. Keep reporting until the appropriate action is taken.

## SUPERVISORS AND ADMINISTRATION RESPONSE

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

### Supervisor/Administration Response to Red-Flag/Suspicious or Inappropriate Behaviors and/or Policy Violations

1. Report to the next level supervisor or administrator.
2. Speak with the employees or volunteer who has been reported.
3. Review the file of the employees or volunteer to determine if similar complaints were reported.
4. Document the appropriate 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 violation;
  - Trainability of employee or volunteer.
5. Document the report on the appropriate form.
6. If at any point in gathering information about a report of suspicious or inappropriate behavior, a concern arises about possible abuse, contact the state authorities and file a report.
7. If appropriate, notify parents and/or guardians.
8. Advise the person who reported the behavior that the report is being taken seriously.

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

- Increase monitoring or supervision of the employee, volunteer and/or program.
- If policy violations with consumer(s) are confirmed, the employee or volunteer must be subject to disciplinary action up to and including termination and prosecution. Disciplinary action will follow the Progressive Disciplinary Process outlined by the Athens-McMinn Family YMCA in the Employee Handbook.
- If more information is needed, interview and/or survey other employees and volunteers or consumers.

## INTERNAL REVIEW

In the event that there is a report of red-flag or inappropriate behaviors or policy violation, the CEO/Executive Director and/or the Human Resources Designee will be responsible for reviewing circumstances surrounding red-flag or inappropriate behavior. Additionally, it is recommended, when possible, that these internal reviews occur collaboratively outside of the program involved so that an objective and thorough review can be conducted. The designated employees are instructed to do the following:

1. Evaluate the root-cause of the red-flag or inappropriate behaviors or policy violations
2. Define the problem.
  - Identify the Who, What, When and Where.
3. Gather all information and data surrounding the problem.
  - Review the incident
  - Review documentation
  - Interview Key individuals

- Review policies
  - Review training curriculum
4. Perform the analysis and determine root cause(s).
    - Ask Why?
    - What are the system-wide causes that allowed the incident to occur?
  5. Identify Corrective Action-recommendations to stop the recurrence of the problem in the future.
    - What operation(s) in Praesidium’s Safety Equation was found to be deficient?
    - What best practice standards can be put in place to prevent reoccurrence?
    - What are the resources needed to implement the best practice standard?
    - How are we going to implement and ensure compliance?
  6. Implement the necessary solutions.

### ORGANIZATIONAL RESPONSE

After the internal review of the red-flag or inappropriate behaviors or policy violations, the Child Protection Task Force will determine if system changes are necessary, such as:

1. Review the need for increased supervision.
2. Review the need for revised policies or procedures.
3. Review the need for additional training.

### RESPONDING TO ALLEGATIONS /INCIDENTS OF ABUSE

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

### EMPLOYEES AND VOLUNTEERS RESPONSE

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

- Immediate supervisor
- Directors
- Administrators

A list of the YMCA leadership employees, along with their contact information, is included in **Appendix B** of this handbook, on the bulletin board in the employee breakroom and on Paycom.

Additional guidelines for employee and volunteer response to incidents or allegations of abuse are listed in the chart below:

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

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

### SUPERVISORS AND ADMINISTRATORS RESPONSE

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

## Guidelines for Supervisors and Administrators Responding to Allegations or Incidents of Abuse

1. First, determine if the consumer is still in danger and if so, take immediate steps to prevent any further harm.
2. If receiving report from an employee or volunteer, be sure to verify they have followed mandated reporting requirements or will follow immediately after making the internal report.
3. Report to any applicable external licensing or governing bodies.
4. Gather as much information about the allegation as you can. For example, who made the report, who was allegedly abused, who was the alleged abuser, what was the nature of the alleged abuse, where and when did the alleged abuse occur, etc.
5. Accurately record everything you learn in as much detail as you can. Remember your notes may be read by others. **Stick to the facts.**
6. Contact the appropriate local authorities as indicated by your mandatory reporting procedures. Make sure you get a case number and the name and contact information of the person with whom you speak at the reporting agency.
7. Notify the CEO immediately.
8. If the alleged abuse involves an employee or volunteer, notify your crisis management team and follow your crisis management plan.
9. Suspend the accused employee or volunteer until the investigation is completed.
10. Ensure the consumer's parents/guardians are notified (when applicable).
11. Deploy communication plan.
12. Provide resources for victims, families and other stakeholders.

## INTERNAL REVIEW AND ORGANIZATIONAL RESPONSE

If there is a report or incident of sexual abuse, the CEO and the Human Resources Designee will be responsible for conducting an internal review or investigation of the circumstances surrounding the allegation or incident of abuse.

In the case of potential sexual abuse, the Athens-McMinn Family YMCA will conduct an internal review or investigation only after reporting to the civil authorities and with their consent. If the authorities conduct an investigation, the organization will cooperate fully with them and will not take any steps that may interfere with said investigation.

If the civil authorities do not proceed with an investigation or if they consent to the organization conducting a simultaneous internal review, the designated employees are instructed to do the following:

1. Define the problem.
  - Identify the who, what, when and whereby reviewing the initial, written allegation report and interviewing the potential victim-survivor (if appropriate).
2. Gather all information and data surrounding the circumstances and the accused.
  - Review the initial allegation report.
  - Review additional documentation and materials (personnel file, documentation completed by others with respect to the incident, training records, disciplinary records, video footage, etc.).
  - Interview additional key individuals (accused, supervisors, witnesses, etc.).
  - Review policies.
  - Review training curriculum.
3. Perform the analysis and determine root cause(s).
  - Ask Why?
  - What are the system-wide causes that allowed the incident to occur?
4. Identify Corrective Action-recommendations to stop the recurrence of the problem in the future.
  - What operation(s) in Praesidium's Safety Equation was found to be deficient?
  - What best practice standards can be put in place to prevent reoccurrence?
  - What are the resources needed to implement the best practice standard?
  - How are we going to implement and ensure compliance?
5. Elaborate a report to document your findings and corrective actions.
6. Implement the necessary solutions.

### **Additional Guidelines for Employees Conducting Internal Reviews:**

1. The employees will advise any interviewees that he/she represents the organization and that conversations with the employees are not subject to any attorney/client privileges.
2. The employee will strive to maintain the rights of all concerned in the process.
3. If the internal review results in additional information that may suggest an incident of abuse has occurred, the civil authorities shall be re-contacted and a follow-up report will be submitted, if requested.
4. A report should be made to the Child Protection Task Force.

## RESPONDING TO CONSUMER-TO-CONSUMER SEXUAL BEHAVIORS

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

### EMPLOYEES AND VOLUNTEERS RESPONSE

If employees or volunteers witness consumer-to-consumer sexual behaviors that are contrary to defined behavioral expectations between consumers, they are instructed to follow these guidelines:

#### Guidelines for Employee and Volunteer Response to Consumer-to-Consumer Sexual Behaviors

1. If you observe sexual activity between consumers, you should safely separate the consumers and calmly explain that such interactions are not permitted.
2. Notify your supervisor.
3. Complete an Incident Report Form including what you observed and how you responded.
4. Follow your supervisor's instructions regarding notifying the authorities and informing the parents/guardians of the consumers involved.
5. Do not attempt to determine whether the consumer's behavior was "sexual curiosity". There is not a standard definition of what normal sexual curiosity looks like. An external body, such as law enforcement, utilizes criterion to investigate and determine whether the consumer's behavior is sexual curiosity.
6. If the problem is recurring, additional action may be required including not allowing one or both consumers to return to the program.
7. With the supervisor, identify how consumers will be managed or supported to prevent further occurrences of sexual activity by completing a **Corrective Action Plan** which should include supervision requirements.

## SUPERVISOR AND ADMINISTRATORS RESPONSE

In the event that a supervisor or administrator receives a report of a consumer's sexualized behavior or consumer-to-consumer sexual activity, they are instructed to follow these guidelines:

### Guidelines for Supervisor and Administrators Response to Consumer-to-Consumer Sexual Behaviors

1. Meet with the employee and/or volunteer who reported the sexual behavior to gather additional information.
2. Confirm that the consumers involved have been separated and/or placed under increased supervision.
3. Notify the Tennessee Department of Children's Services' Child Abuse Hotline **at 1-877-237-0004** or online.
4. Notify the CEO/Executive Director.
5. Review the incident report to confirm it is accurately and thoroughly completed.
6. Meet with parents/guardians of the consumers involved (when applicable).
7. Review the immediate steps taken by the employee or volunteer who initially responded.
8. Determine what additional actions should be taken to ensure there is not a recurrence. Based on the information gathered, the following may be required:
  - Assess the suitability of the program for the consumers involved.
  - Review the need for additional consumer or program supervision.
  - Review the need for revised policies and procedures.
  - Review the need for additional employee or volunteer training.
  - Review the need for additional consumer education.
  - Alert others in the organization who need to know.
9. Complete a **Corrective Action Plan** and follow-up report on the **Incident Report Form** in response to the incident.

## ABUSE PREVENTION TRAINING REQUIREMENTS

All employees and high-access volunteers must complete the Praesidium Foundations courses before working with any program participants. All Directors, Coordinators, Supervisors, and Managers-on-Duty and/or staff who are part of the hiring process must complete Praesidium Foundations and Abuse Risk Management for Supervisors: Supervising for Safety prior to working. All other trainings are listed below:

1. All Staff – Required Courses:
  - Foundations: Preventing Abuse in Youth-Serving Organizations\*
  - Keeping Your Y Safe (within two weeks)
  - Duty to Report: Mandated Reporter (within two weeks)
  - YMCA 101 (within first 30 days)
2. All Staff working directly with consumers – Required Courses:
  - Foundations: Preventing Abuse in Youth-Serving Organizations\*
  - Keeping Your Y Safe (within two weeks)
  - Duty to Report: Mandated Reporter (within two weeks)
  - Preventing Sexual Activity Between Young Children (within two weeks)
  - YMCA 101 (within first 30 days)
  - Darkness to Light (within first 90 days)
3. All Supervisors and Administrators
  - Foundations: Preventing Abuse in Youth-Serving Organizations\*
  - Abuse Risk Management for Supervisors: Supervising for Safety\*
  - Keeping Your Y Safe (within two weeks)
  - Duty to Report: Mandated Reporter (within two weeks)
  - Preventing Sexual Activity Between Young Children (within two weeks)
  - YMCA 101 (within first 30 days)
  - Darkness to Light (within first 90 days)
4. Annual Training Requirements
  - Foundations: Preventing Abuse in Youth-Serving Organizations
  - Policies Refresher course
  - Abuse Risk Management for Supervisors: Supervising for Safety (supervisors)

## APPENDIX A: INCIDENT REPORT GUIDELINES

1. All incidents must be reported by completing the **Incident Report Form**, regardless of the nature of the incident. Any employee who fails to report an injury may be subject to disciplinary action.
2. Capture as much information as possible. If the incident is not witnessed by an employee, the incident should be reported as member "stated" or member "reported". **ONLY YMCA staff may complete the form.**

Type of Incident	Information Needed for Report
Slip/Trip/Fall	Victim Statement. Staff Observation: location, surface irregularities, wet spots, objects, risks, lighting, victim's shoe type, other activities of the victim, and/or unusual factors.
Struck/Caught by Object/Person	Victim Statement. Staff Observation: what/who struck/caught by, other activities of victim, and/or unusual factors
Fight or Altercation	Victim Statements. Staff Observation: location, circumstances, injuries, resolution
Aquatics Rescue	Victim Statement. Staff Observation: describe water clarity, how the situation came to the staff's attention, number of staff on deck and jobs, type of rescue, distance and time to rescue, what the victim was doing, location of victim in the pool (e.g. in deep end, pool steps, etc.) as well as the location of guards, members, etc. at the time of incident.
Missing Person	Notification procedures, circumstances, results
YMCA Automobile Accident	Place, road and weather conditions, direction of vehicles involved, how accident occurred, names of others involved and their vehicle insurance and registration information, damage to vehicles, injuries.
Theft/Damage-Member Property	Report names of victims, witnesses, authorities contacted, items stolen.
YMCA Water/Fire and Other Property Damage	Location, circumstances, victim statements (if applicable), injuries, resolution, property damage, items stolen (if applicable). Note cleanup services utilized.
Employee Injury While Working	Report machine, tool, or object causing injury; how injuries occurred; nature of injury, including body part effected. Ensure that other required forms are completed.
Inappropriate Behavior	Document member Code of Conduct violations. Member Suspension or Termination approved by CEO.
Other	Indicate if Bee Sting, Fainting, Vomiting, Medical Event, etc. or any other incident that requires First Aid.

3. Obtain the signature of the CEO/Executive Director.

4. This is a legal document; information indicated on the form can be used in a court of law. **Completed forms are for Y purposes ONLY**; in general, copies are not provided to the public without a subpoena, unless otherwise approved by the CEO.

5. Completed forms must be submitted **within 24 hours** for serious incidents (i.e. employee injuries, involves severe injury or death, heart attacks, aquatic events requiring rescue breathing or AED use, sexually related incidents/allegations, physical abuse, property damage, incidents involving law enforcement, etc.) and, for all others **within 5 days**.

**6. Incident Follow-Up Within 24 Hours:**

- Staff must make a follow-up telephone call to check on the involved person's condition. If the party involved expresses any concerns about their incident, document this.
- **Staff must not admit to fault and not make any promises of any kind.** Staff should not indicate that medical bills will or could be paid or reimbursements of any kind will occur. Staff members should be empathetic and courteous. Ask questions and listen.
- If it is a serious incident, or if the injured person has requested payment or appears hostile toward the YMCA in any way, contact the CEO **immediately**.

**Incident Report Forms can be found via the QR codes in the staff breakroom or via the link in Paycom. For additional assistance, contact your supervisor.**

## APPENDIX B: SUPERVISORS/ADMINISTRATORS CONTACT INFORMATION

NAME	TITLE	EMAIL	CELL PHONE
Emily Aziz	Chief Volunteer Officer	<a href="mailto:Emily.aziz@crowe.com">Emily.aziz@crowe.com</a>	423-829-5134
Bradi Sewell	CEO/Executive Director	<a href="mailto:bradi@athensmcminnymca.org">bradi@athensmcminnymca.org</a>	423-506-3895
Tiffany Hayes	Business & Finance Manager	<a href="mailto:tiffany@athensmcminnymca.org">tiffany@athensmcminnymca.org</a>	423-506-0502
Autumn Rollo	HR Designee	<a href="mailto:autumn@athensmcminnymca.org">autumn@athensmcminnymca.org</a>	423-506-9925
Erica Peden	Sr. Director of Membership & Marketing	<a href="mailto:erica@athensmcminnymca.org">erica@athensmcminnymca.org</a>	423-506-0725
Matt Roberts	Sr. Director of Youth & Family Programs	<a href="mailto:matt@athensmcminnymca.org">matt@athensmcminnymca.org</a>	423-717-0212
Autumn Rollo	Director of Outreach Programs	<a href="mailto:autumn@athensmcminnymca.org">autumn@athensmcminnymca.org</a>	423-506-9925
Melissa Climer	Aquatics Coordinator	<a href="mailto:melissa@athensmcminnymca.org">melissa@athensmcminnymca.org</a>	865-809-1159
Jamie McCay	Healthy Living & Facilities Coordinator	<a href="mailto:jamie@athensmcminnymca.org">jamie@athensmcminnymca.org</a>	423-506-6088

## APPENDIX C: CHILD PROTECTION TASK FORCE

### CHART OF WORK

The Board of Directors shall designate a Child Protection Task Force comprised of employees and volunteers to oversee and strengthen the YMCA's abuse prevention, risk management, and response efforts. The Task Force serves in an advisory and oversight capacity and is accountable to the Board of Directors.

1. The Child Protection Task Force exists to:
  - Protect children and vulnerable individuals served by the YMCA.
  - Ensure consistent compliance with abuse prevention policies and legal reporting requirements.
  - Monitor risk management practices and recommend improvements.
  - Provide oversight, accountability, and communication to the Board of Directors.
2. The Task Force is authorized by the Board of Directors to:
  - Review abuse prevention policies and procedures.
  - Access incident data in accordance with confidentiality standards.
  - Recommend corrective actions and policy enhancements.
  - Report risk-related matters to the Board.
3. The Task Force does not replace management authority but works in partnership with the CEO and designated leadership.
4. The Task Force is responsible for reporting to the Governing Board of Directors on the following:
  - a. Incident Reporting Requirements
    - Ensure all allegations or incidents of sexual misconduct, molestation, or abuse are addressed in accordance with YMCA policy and applicable laws.
    - Confirm mandatory reporting requirements are met.
    - Review post-incident findings and recommend corrective action as needed.
  - b. Quarterly Incident Data Review
    - Analyze incident reports on a quarterly basis.
    - Identify trends, policy drift, or areas of elevated risk.
    - Recommend improvements to reduce future risk.
  - c. Abuse Prevention Training
    - Oversee coordination of abuse prevention training for employees, volunteers, and Board members.
    - Ensure training occurs at onboarding and annually thereafter.
    - Monitor completion rates and training effectiveness.
  - d. Screening Procedures
    - Define and periodically review screening requirements for individuals with access to children or program participants.
    - Ensure background checks, reference checks, and re-screening procedures are implemented consistently.
  - e. Monitoring Policy Compliance
    - Monitor for drift from organizational policies and standards, including supervision practices and safety protocols.

- Recommend corrective action when noncompliance is identified.
  - f. The Task Force shall report to the Board of Directors at least quarterly, including:
    - Potential exposures and/or drift from organizational policies and standards;
    - Pending litigation related to abuse allegations;
    - Media involvement connected to abuse-related matters;
    - High-level, non-confidential incident data; and
    - The status of the organization’s abuse risk management efforts.
5. Membership & Meetings
- Members are appointed by the Board of Directors.
  - The Task Force shall meet at least quarterly and additionally as needed.
  - A Chair shall be designated by the Board.
  - All discussions and records shall be treated as confidential.

### **TASK FORCE ROSTER**

- Bradi Sewell, CEO/Executive Director – **Committee Chair**
- Jackie Newman, Board of Directors Member
- Matt Roberts, Senior Director of Youth & Family Programs
- Autumn Rollo, HR Designee & Director of Outreach Programs
- Erica Peden, Senior Director of Membership & Marketing
- Tiffany Hayes, Business & Finance Manager

## APPENDIX D: ACKNOWLEDGMENT FORMS

### ATHENS-MCMINN FAMILY YMCA

#### CHILD PROTECTION HANDBOOK AND CODE OF CONDUCT WITH CONSUMERS RECEIPT AND ACKNOWLEDGMENT

I acknowledge that I have received a copy of the Athens-McMinn Family YMCA Child Protection Handbook and the Code of Conduct with Consumers.

I understand that this handbook contains critical policies and procedures designed to protect children and other vulnerable individuals entrusted to our care. I further understand that safeguarding children is a fundamental responsibility of my role within this organization.

By signing below, I affirm that:

- I have read (or will read promptly) and understand the Child Protection Handbook and the Code of Conduct with Consumers.
- I agree to comply with all child abuse prevention, reporting, supervision, and safety procedures outlined in the handbook.
- I understand that I am a mandatory reporter as required by law and YMCA policy, and that I must immediately report any suspected abuse, neglect, exploitation, or inappropriate conduct.
- I understand that failure to comply with child protection policies may result in disciplinary action, up to and including termination of employment or volunteer status and may include legal consequences.
- I understand that it is my responsibility to seek clarification from my supervisor or Human Resources if I do not understand any policy or procedure.
- I understand that the organization reserves the right to update or modify child protection policies at any time, and I agree to comply with all current and future policies.
- I acknowledge that protecting children and vulnerable individuals is a shared responsibility and a condition of my continued employment/volunteer service.

**Name (Printed):** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Supervisor/Witness:** \_\_\_\_\_