YMCA OF GREATER WAUKESHA COUNTY

POLICIES

Prohibiting the Abuse or Mistreatment of Consumers

The YMCA of Greater Waukesha County has zero tolerance for abuse and will not tolerate the mistreatment or abuse of consumers in its programs. Any mistreatment or abuse by an employee or volunteer will result in disciplinary action, up to and including termination of employment or volunteer service and cooperation with law enforcement.

Prohibiting the Abuse or Mistreatment of One Consumer by Another Consumer

The YMCA of Greater Waukesha County has zero tolerance for 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 mistreatment or abuse 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 or revocation of membership.

In addition, our organization will not tolerate any behavior that is classified under the definition of bullying, and to the extent that such actions are disruptive, the organization will take the necessary steps to eliminate such behavior.

Adherence to YMCA of Greater Waukesha County Policies

The YMCA requires all employees and high-access volunteers to sign a statement of acknowledgement and compliance with all organizational policies upon hire and repeated annually.

Acknowledgement of Policies, Code of Conduct, or Standards

All employees and volunteers shall confirm that they have read and agree to comply with the YMCA's abuse prevention policies, Code of Conduct, and youth protection standards by signing a written or electronic acknowledgment upon hire and annually thereafter.

The YMCA shall ensure that all employees and volunteers have signed a written or electronic acknowledgment upon hire and annually thereafter by keeping signed acknowledgement forms in personnel files or in electronic personnel files.

Policy Review

All abuse prevention policies will be reviewed by the Abuse Prevention Cabinet on an annual basis. Updates will be made as appropriate.

Appropriate and Inappropriate Physical Contact

The YMCA of Greater Waukesha County's physical contact policy promotes a positive, nurturing environment while protecting youths and staff. Our organization encourages appropriate physical contact with youths and prohibits inappropriate displays of physical contact. Any inappropriate physical contact by staff towards youths in the organization's programs will result in disciplinary action, up to and including termination of employment.

YGWC's policies for appropriate and inappropriate physical interactions are:

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

*While every attempt will be made to use only appropriate physical interactions, there may be some situations, in preschool age and younger children, where additional contact is necessary such as comforting a young child or helping soothe an infant/young child at nap time, etc.

Appropriate and Inappropriate Verbal Interactions

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

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

Appropriate Verbal Interactions	***Inappropriate Verbal Interactions***
• Positive reinforcement • Appropriate jokes • Encouragement • Praise	• Name-calling • Bullying • Ridicule or Humiliation • Discussing sexual encounters • Secrets • Cursing • Off-color or sexual jokes • Shaming • Belittling • Derogatory remarks • Harsh language that may frighten, threaten or humiliate youths • Derogatory remarks about the youth or his/her family

One-on-One Interactions

Most abuse occurs when an adult is alone with consumers. While our organization aims to eliminate or reduce these situations we recognize that there are situations where this may occur; including, but not limited to: one-on-one private lessons, low class attendance, Child Watch, Kids Gym, Virtual Vault, and early drop off/late pick up from child care programming.

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

- When meeting one-on-one with a youth, always do so in a public place where you are in full view of others.
- Avoid physical affection that can be misinterpreted. Limit affection to pats on the shoulder, high-fives, and handshakes.

- If meeting in a room or office, leave the door open or move to an area that can be easily observed by others passing by.
- Inform other staff and volunteers that you are alone with a youth and ask them to randomly drop in.
- 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.

Keep a schedule of private lessons, which should include times, consumers involved, and location of sessions.

Outside Interactions with Consumers

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

The YMCA strongly encourages employees and volunteers to refrain from outside contact with youth. However, if interactions with youth outside of regularly scheduled program activities are part of programming or otherwise unavoidable, the YMCA will:

- Ask employees or volunteers to notify supervisors prior to engaging in outside interactions.
- Remind employees or volunteers of organizational policies governing interactions between employees, volunteers, and youth.

Examples of contact outside of regularly scheduled program activities:

- Babysitting arrangements
- Tutoring
- Mentorship
- Social interactions between employee's or volunteer's children and children served by the YMCA:
    - Playdates and birthday parties
    - Sleepovers
    - Overnight trips and vacations
    - Rides to/from organization or extracurricular activities and events

Electronic Communication with Consumers

Electronic communication and social media present the potential for inappropriate behavior, increased access to vulnerable youth, and privacy violations. Employees, volunteers, and youth participating in the YMCA's programs, events, and activities shall adhere to the following Social Media Code of Conduct:

1. Do not engage in behavior or comments that are or could be construed by any observer to be harsh, abusive, coercive, threatening, intimidating, shaming, derogatory, discriminatory, demeaning, or humiliating.

2. Do not engage in personal attacks, sexually oriented conversations, or discussions about sexual activity.
3. Be a positive role model by exhibiting professionalism in all interactions; portray an attitude of respect, loyalty, patience, courtesy, tact, and maturity.
4. Only program-related messaging may be communicated electronically between employees and volunteers of the YMCA and youth, and parents/guardians. Such communication should occur during standard business hours and using approved emails or communication platforms.
5. Employees and volunteers are prohibited from sending private messages to youth and/or replying to private messages from a youth. If a youth attempts to privately communicate with an employee or volunteer electronically, their supervisor must be notified immediately.
6. Personal social networking profiles and/or blogs of employees and volunteers shall be private and not shared with youth. Employees and volunteers with profiles on social networking sites shall not request to be "friends" with or follow youth or approve friend or follow requests from youth.
7. Employees and volunteers may not engage in electronic communication or social media contact with other family members or friends of youth except parents/guardians.
8. Never reveal sensitive or confidential information, including identifiable details or photos of a youth without written consent from their parent/guardian.
9. Employees and volunteers may not post or share on their personal social media accounts any photographs or videos of youth participating in the YMCA's programs.
10. Employees and volunteers may not post or share inappropriate photos or comments on photos or posts by youth.
11. Do not make pornography in any form available to youth participating in the YMCA's programs, events, and activities or assist youth in any way in gaining access to pornography or any other obscene or otherwise inappropriate activities displayed online such as underage drinking, drug or tobacco use, or acts of violence. Furthermore, the YMCA prohibits the access, display, production, possession, or distribution of pornography on the organization's property or equipment or during any organization associated activity.
12. Employees and volunteers may not create web pages on behalf of the YMCA unless they have prior approval to do so and may not misrepresent their work with the YMCA or the YMCA itself.
13. Employees and volunteers engaging in social media and online communication become a public figure associated with the YMCA and are responsible to help protect the YMCA and its youth. Always act in a professional and constructive manner and use sound judgement before posting or sharing content.

14. Rather than personally defend the YMCA's reputation, employees and volunteers should notify their supervisor or an administrator of a negative comment or online representation or if any member of the media contacts them about any matter related to the YMCA.
15. Employees and volunteers must adhere to uniform standards of electronic communication and social media use as outlined in any applicable organizational policies and procedures.
16. Youth and parents/guardians may request in writing that a youth not be contacted through any form of electronic communication or social media by an employee or volunteer of the YMCA.

Gift Giving & Receiving

Offenders routinely groom consumers by giving gifts, thereby endearing themselves to the consumers. They might instruct the consumers to keep the gifts a secret, which then encourages keeping other bigger or more harmful secrets from trusted adults.

Gifts to Youth

The YMCA strongly discourages employees and volunteers from exchanging gifts with youth. However, gifts to youth may be given under the following circumstances:

1. Gift requests must be submitted to a supervisor and/or a designated administrator prior to being purchased;
2. The supervisor and/or designated administrator will determine a cost limit regarding how much can be spent on the gift; and,
3. Parents/guardians of the youth must be notified about the gift item and why the youth are receiving the gift.
4. Employees and volunteers are prohibited from giving gifts to individual youth. Gifts must be authorized by a supervisor or designated administrator and given to all youth (i.e., celebration of special events/holidays or group recognition).
5. Employees and volunteers must communicate that the gift is given on behalf of the YMCA, not the individual employee or volunteer.

Gifts from Youth

Sometimes it may be difficult to refuse gifts from youth or their families. In many cultures, people give gifts to reflect their appreciation for people or services. To be respectful of youth and their families, the YMCA makes reasonable allowances for acts of gratitude involving small gifts of appreciation from youth and/or their families. Employees and volunteers must disclose all such gifts to their immediate supervisor and/or a designated administrator. Under no circumstances can money be accepted from youth or their families as a gift.

Responding to Suspicion or Allegation of Abuse

All employees and volunteers must follow state specific mandatory reporting requirements. The YMCA takes every suspicion or allegation of abuse seriously and will cooperate fully with the appropriate authorities during an investigation.

Employees and volunteers must be trained to be aware of and understand their legal and ethical obligation to recognize and report suspicions of mistreatment and abuse. Employees and volunteers will:

1. Be familiar with the symptoms of abuse and neglect, including physical, sexual, verbal,

and emotional abuse;

2. Know and follow organization policies and procedures that protect against abuse;

3. Report suspected abuse or neglect to your immediate supervisor or branch Executive Director; and

4. Follow up to ensure that appropriate action has been taken.

Employees and volunteers complete an annual training regarding the employee's or volunteer's responsibilities of the legal and ethical duty to report suspected mistreatment or