



Cumberland Cape Atlantic (CCA) YMCA Code of Conduct & Child Protection Policy

The CCA YMCA has established the following Code of Conduct Policy for all CCA YMCA employees and volunteers:

1. At all times, staff/volunteers are required to adhere and comply with all written and stated policies of the CCA YMCA. This includes, but is not limited to, the Mission Statement, the Character Values of Caring, Honesty, Respect and Responsibility, Employee Handbook and departmental policies.
2. Although the CCA YMCA does not discriminate nor interfere with the lifestyle of its employees or volunteers, it does require that in the performance of their job or volunteer activities that they abide by the standards of conduct set forth by the CCA YMCA.
3. All employees are expected to adhere to Attendance Policies and Procedures.
4. Staff shall abide by the Dress Code for their department and/or the Dress Code in the Employee Handbook and shall have a professional appearance while engaged in work.
5. The YMCA reserves the right to review an employee's/volunteer's public social media/web based sites. Employees/volunteers may be subject to disciplinary action, up to and including termination/separation of volunteer, if content posted by the employee/volunteer on the sites are deemed inappropriate and do not align with CCA YMCA Mission and Values.
6. The CCA YMCA reserves the right to take any corrective action it deems appropriate where, in its opinion, an employee/volunteer fails to adhere to the Standards of Conduct, or in any other way acts in contradiction of the interests of the CCA YMCA or its clients, or interferes with the relationships between the CCA YMCA and its clients, its employees, and the public-at-large. Corrective action will generally take the form of progressive discipline (i.e., reprimand/suspension/discharge). However, the seriousness of an employee's/volunteer's conduct -- as determined exclusively by CCA YMCA -- will determine the severity of any disciplinary action.
7. Staff/Volunteers acknowledge that a criminal background check is completed upon hire/volunteer onboarding and may be completed yearly, every two years for staff, as licensing dictates, or in the event that the CCA YMCA comes into information that may warrant a criminal background check being redone.

The following list identifies -- by way of examples, but not limitation -- a number of typical types of conduct for which the CCA YMCA may impose the more severe penalties of suspension or discharge:

- a. Falsification of employment/volunteer application, personnel record, payroll record, or other record.
- b. Violation of CCA YMCA's policies prohibiting unauthorized disclosure of confidential and proprietary information and recruiting YMCA participants to another competitive business or activity.
- c. Theft and other forms of dishonesty, including (but not limited to) the unauthorized use of CCA YMCA's time, material, equipment, or property.
- d. Inappropriate language and jokes, sarcasm, sharing intimate details of one's personal life and harassment of any kind in the presence of CCA YMCA members, children or parents is prohibited.
- e. Any conduct that is deemed to be physically, emotionally, verbally or sexually abusive
- f. The carrying, use or threatening to use any weapon while on duty or on the premises
- g. Acts of discrimination or harassment of a staff member, participant/member, child or any other stakeholder for any reason.
- h. Violation of safety and security procedures which can include sleeping on the job and child safety concerns.
- i. Obtaining employment/volunteer status through the use of false statements.
- j. Insubordination of any kind.
- k. Use of threatening, intimidating, coercive, harassing, abusive, or vulgar language, or engaging in any actual or threatened inappropriate conduct directed toward any CCA YMCA client, employee, or others



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with whom work-related interactions occur while on the premises of the CCA YMCA or place of business for the CCA YMCA or while the employee is representing the CCA YMCA in any way.

- l. Fighting, horseplay, practical jokes, or other disorderly conduct which either does, or has the potential to, result in property damage or injury to a CCA YMCA employee or others.
- m. Engaging in any other conduct, which -- in CCA YMCA's sole discretion -- has a detrimental effect on CCA YMCA or its clients.
- n. Smoking, vaping, or use of tobacco products are not permitted on CCA YMCA property or property where the CCA YMCA conducts business.

Your position with the YMCA may not always involve working directly with children, but it is important to the CCA YMCA that ALL staff members/volunteers are aware of the expectations and approved conduct for staff and volunteers who interact with youth. It is likely that you will encounter children and/or youth programs throughout your role at the YMCA, and as a YMCA staff/volunteer you are a crucial component of creating an abuse-free zone at the CCA YMCA. Be aware of the following standards regarding conduct with children:

1. In order to protect the CCA YMCA staff, volunteers and program participants, at no time during a CCA YMCA program may a staff person be alone with a single child where others cannot observe them. Staff supervises children, they should space themselves in a way that other staff can see them. Volunteers will never be alone with children without a staff member present.
2. Within a CCA YMCA program, staff shall never leave a child unsupervised. Children must always be within sight and sound of a staff member. Staff will utilize face counts, attendance and the "rule of three" (where a staff member is one of the three) during all transitions. During CCA YMCA programs, all children must be supervised at all times in order to prevent sexual contact and aggression.
 - a. The "rule of three" specifies that there should always be at least three people present - i.e., one employee and two children or two employees and one child, NOT three or more children unsupervised.
 - b. All staff/volunteers will complete a Child Abuse Prevention training (degree of training depending upon position/department) as required by the CCA YMCA within the approved time period.
3. Parental permission must be given to take photos of CCA YMCA participants. The use of personal cell phones to photograph YMCA participants is prohibited. Staff cannot use photographs taken at YMCA programs and/or of YMCA participants for any personal use. Such photographs may only be used by the YMCA for purposes directly related to the program or to the YMCA
4. Staff and volunteers should not have outside contact with children they meet in YMCA programs or at the YMCA and should never be alone with children they meet at the YMCA outside the YMCA This includes babysitting, sleepovers, inviting children to your home and any contact via electronic means. Staff and volunteers are expected to notify the YMCA if a pre-existing relationship with a child or family exists.
5. Staff/volunteers are not allowed to contact any youth members or program participants for non-related YMCA communication via personal contacts, including, but not limited to email, instant messaging, text messaging, cellular/regular phone, social networking pages or other communication vehicles. Staff will not share their personal contact information with any children participating in YMCA programs.
6. Any and all contact made by the CCA YMCA shall be directed to a responsible adult and made ONLY via approved CCA YMCA issued communication accounts, such as, but not limited to, phone/cell phone, CCA YMCA email account, CCA YMCA approved/sanctioned social networking page or web site.
7. Restroom supervision for programs: When multiple children are in the bathroom or locker room, CCA YMCA staff members will be standing in the doorway so they can have at least auditory supervision of the children. This policy allows privacy for the children and protection for the staff (not being alone with a child). The same bathroom supervision standards apply to any location where the CCA YMCA is doing business and running a program.



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8. Staff/volunteers will respect children's rights to not be touched in ways that make them feel uncomfortable, and their right to say "no". Other than diapering or safe instructional methods, children are not to be touched on areas of their bodies that would be covered by a bathing suit.
9. Staff/volunteers are not allowed to transport children in their own vehicles.
10. Staff/volunteers will not give gifts (even small gifts), ask children to keep secrets, or show favoritism to certain children. All will abide by the CCA YMCA's approved physical and verbal guidelines set forth for interactions with youth (regarding sitting on laps, frontal hugs, secrets, tickling, etc.).
11. Under no circumstances should staff release children to anyone other than the authorized parent, guardian, or other adult authorized by the parent or guardian (written parent authorization file with the YMCA). Drop-off and pick-up procedures must always be followed and IDs must be verified.
12. Staff/volunteers may not date employees, members or program participants under the age of 18.
13. Staff/volunteers should not abuse children, including:
 - a) Physical abuse: strike, shake, slap
 - b) Verbal abuse: humiliate, degrade, and threaten
 - c) Sexual abuse: inappropriate touch, exploitation, verbal exchange
 - d) Mental abuse: shaming, withholding love, cruelty
 - e) Neglect: withholding/forcing food, water, basic care, etc.
14. Staff/volunteers must use positive techniques of guidance, including redirection, positive reinforcement and encouragement rather than competition, comparison and criticism.
 - a. Staff/volunteers will have age appropriate expectations and set up guidelines and environments that minimize the need for discipline.
 - b. Physical restraint (supportively holding a child in the least restrictive way) is used only in pre-determined situations (necessary to protect the child or other children from imminent danger). All incidents must be immediately reported to your supervisor, parent notified (always maintaining confidentiality) and documented.
15. Staff/volunteers should report any concerns about a child's physical condition, noting any fever, bumps, bruises, burns, etc. to CCA YMCA Leadership. Questions or comments will be addressed to the parent or child in an open-ended, non-threatening way. Any questionable marks or responses will be documented and reported to the CCA YMCA Leadership Team.
16. Staff/volunteers shall respond to children with respect and consideration and treat all children equally regardless of sex, race, religion, culture or marital status.
17. Staff/volunteers will be a positive role model for youth by exhibiting professionalism in all interactions, portray an attitude of respect, loyalty, patience, courtesy, tact, maturity and always maintain confidentiality to children and families.
18. Staff/volunteers are required to read and sign all policies related to preventing, recognizing, responding, and documenting and reporting child abuse and attend trainings on the subject, as instructed by their Supervisor/Director.
19. All CCA YMCA staff/ that are 18 years of age or older are mandated by law to report all incidents of suspected abuse or neglect of children under the age of 18. CCA YMCA staff will report to their supervisor any indication of or warning signs concerning abuse involving a child, inappropriate behavior by a staff member/volunteer, AND any instances of staff violating this Code of Conduct. CCA YMCA staff who identify suspicious behavior or a, violation of policy by a fellow staff person must report the event to their supervisor or next/lateral chain of command and/or to the Human Resource Department immediately. Staff/volunteers are encouraged to cooperate with any investigations and authorities as it related to child safety concerns.

Signature page to follow



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By signing below, I acknowledge that I have received a copy of the CCA YMCA Code of Conduct & Child Protection Policy and that I am responsible for reading and understanding it and that I agree to comply with it. I understand that the CCA YMCA has the maximum discretion permitted by law to interpret, administer, change, modify, or delete the rules, regulations, procedures, and policies, with or without notice. I also understand that any delay or failure by the CCA YMCA to enforce any rule, regulation, or procedure contained in the updated and new procedures will not constitute a waiver of the CCA YMCA's right to do so in the future.

I understand that neither this acknowledgment form nor any other communication by a management representative or any other employee, whether oral or written, is intended in any way to create a contract of employment. I understand that I am employed at will and this acknowledgment does not modify my at will employment status.

Employee/Volunteer Name Printed Employee/Volunteer Signature Date

Supervisor/Director Name Supervisor/Director Signature Date