

## **YMCA OF FREDERICK COUNTY CODE OF CONDUCT FOR STAFF AND VOLUNTEERS**

1. In order to protect YMCA staff, volunteers, and program participants, everyone should attempt to minimize those situations in which a staff person may be alone with a single child. If a one on one situation arises, every attempt must be made to relocate to an area where others are present. A child is defined as anyone under the age of 18.
2. Staff/volunteers shall never leave a child who is registered in a YMCA program unsupervised.
3. Staff/volunteers will know and follow the YMCA's documented procedures for restroom supervision of children. These procedures will be reviewed in detail at all trainings on Code of Conduct and/or Child Abuse.
4. Staff/volunteers should conduct or supervise private activities in pairs-diapering, putting on bathing suit, taking showers, etc. When this is not feasible, staff should be positioned so they are visible to others.
5. Staff/volunteers shall not abuse children. This includes: physical abuse (strike, shake or slap); verbal abuse (humiliate, degrade, or threaten); sexual abuse (inappropriate touch or verbal exchange); mental abuse (shaming, withholding care, or cruelty); and neglect (withholding food, water, basic care, etc.). Any type of abuse will not be tolerated and may be cause for immediate dismissal. Any suspected abuse by staff/volunteers will be documented and reported as per training guidelines.
6. Staff/volunteers should use positive techniques of guidance including redirection, positive reinforcement and encouragement. Staff should have age/ability appropriate expectations and set up guidelines and environments that minimize the need for discipline. Physical restraint is used only in extremely limited circumstances when it is necessary to protect the child or other children from harm and is documented on an Incident/Accident report form.
7. Staff/volunteers should conduct a visual check of each child, each day, noting any bumps, bruises, burns, etc. Limited/appropriate questions will be addressed to the child in a non-threatening way. Any questionable marks or responses will be documented and reported as per training guidelines.
8. Staff/volunteers shall respond to children with respect and consideration and treat all children equally regardless of sex, race, religion or culture.
9. Staff/volunteers should limit physical contact with children to that which is necessary to teach or train children or to ensure their safety and/or comfort. Staff may never touch a child inappropriately. Some examples of necessary contact include: diapering, assistance or safety in aquatics or gymnastics, applying sunscreen before or during outdoor field trips and physical restraint of an out of control child. Some examples of inappropriate physical contact include: touching in areas that are considered private (usually covered by undergarments), grabbing, lifting or physically restraining a child (who is not out of control) for disciplinary purposes or any other touching or gestures which make the child uncomfortable and/or to which they object.
10. Staff/volunteers shall portray themselves as positive role models by demonstrating the six pillars of character (trustworthiness, respect, responsibility, fairness, caring and citizenship).
11. Staff/volunteers shall refrain from inappropriate displays of affection towards others while working or representing the YMCA.
12. Staff/volunteers must appear clean, neat and appropriately attired while working or representing the YMCA.
13. Using, possessing or being under the influence of alcohol, illegal drugs or abuse of other substances while working or representing the YMCA is prohibited.

14. Smoking or the use of tobacco products in the immediate presence of children or parents while working or representing the YMCA is prohibited.
15. Profanity, inappropriate jokes, sharing intimate details of one's personal life, and any other form of harassment in the presence of children, parents, staff or others while working or representing the YMCA is prohibited.
16. Staff members/volunteers may not have outside staff to child contact (including in person, telephone or any form of internet contact) or develop outside staff to child relationships with any child whom they meet in YMCA programs or activities. Such relationships include, but are not limited to, babysitting, social invitations to outside locations or to the staff members home and sleepovers. Staff members may not transport children in their personal vehicle if they know them only through YMCA programs or activities. Exceptions to these rules may include contact or relationships which include the family of the staff person and/or child.
17. Under no circumstances will staff/volunteers release children from licensed programs to anyone other than the parent, guardian, or other person authorized by the parent or guardian.
18. All staff/volunteers must comply with the Communications and Photographic Devices Policies. Cell phone and other devices are not to be used to take images of program participants without the express permission of the parent/guardian and direction to do so by YMCA management for publicity purposes.
19. It is the expectation of the YMCA that staff/volunteers who are/or become aware that a member, participant, employee, vendor or anyone affiliated with the YMCA is a sex offender (whether registered or under seal) that the employee will notify management immediately.
20. Anyone who works in a staff or volunteer capacity for the YMCA is prohibited from disclosing proprietary information they may obtain through such work. This includes, but is not limited to, participant information: such as age, address, income, financial status, information relating to disciplinary actions, family situations, YMCA staffing, finances, etc.
21. Electronic devices for personal use are not to be used while working in any customer service/ program area. Examples of these devices include, but are not limited to, ipods, cell phone calls, texting, computers, etc. The handling of a personal emergency situation will be addressed by the department head.
22. All staff/volunteers are required to read, understand, and follow rules and procedures as defined in the Employee Handbook and any other policies and procedures related to their job function.

**I understand that any violations of this Code of Conduct may result in disciplinary action.**

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**EMPLOYEE'S SIGNATURE      DATE**

  
**President/CEO SIGNATURE      DATE**      3/29/12

\_\_\_\_\_  
**PRINT NAME**

\_\_\_\_\_  
**TRAINER'S SIGNATURE      DATE**

**Revised 11/01/10 jc**