



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

CAMP FOSTER YMCA EMPLOYEE HANDBOOK

April 2021

TABLE OF CONTENTS

100.	Introduction.....	1
	About this Handbook.....	1
200.	Employment Practices.....	2
	Discipline.....	2
	Employment of Relatives.....	2
	Ending Employment.....	3
	Voluntary Separation.....	3
	Involuntary Separation.....	3
	Reduction in Work Force.....	3
	Dismissal for Cause.....	3
	Equal Employment Opportunity.....	4
	Individuals with Disabilities.....	4
	Recruitment and Placement.....	5
	Interacting Directly with Employees.....	6
	Salary Administration.....	6
300.	Working Hours, Pay, Classification.....	6
	Breaks for Working Mothers.....	6
	Changes in Personal Information.....	7
	Employment Classifications.....	7
	General Classifications.....	7
	Fair Labor Standards Act (FLSA) Classification.....	7
	Hours of Work and Work Week.....	7
	Attendance and Tardiness.....	8
	Overtime.....	8
	Pay Practices and Reporting Time.....	8
	Payroll Records.....	8
	Pay Period.....	9
	Payment During Severe Weather or Disaster.....	9
	Personnel Records.....	9
400.	Code of Conduct.....	10
	General Expectations.....	10
	Use of Property.....	10
	Personal Actions and Appearances.....	11
	Member/Program Participant Information.....	12
	Arrest or Criminal Conviction of a Staff Member.....	13
	Confidentiality.....	13
	Confidentiality of Medical Information.....	13
	Conflict of Interest.....	13
	Dress Code and Uniforms.....	14
	Gifts or Gratuities.....	15
	Harassment Prevention.....	15
	Misconduct.....	15

	Political Activity.....	16
	Solicitation and Distribution.....	17
500.	Safety.....	17
	Alcohol and Drugs Prohibited.....	17
	Bloodborne Pathogens.....	18
	Facility & Grounds Security.....	18
	Chemical Hazard Communication.....	18
	Child Abuse Prevention.....	19
	Employee Safety.....	20
	Operation of Vehicles.....	21
	Tobacco-Free Workplace.....	21
	Workplace Searches.....	22
	Workplace Violence.....	22
600.	Communication.....	23
	Electronic Communication Systems.....	23
	Electronic Communication with Youth Participants.....	24
	Employee Concerns.....	25
	Media Relations.....	25
	Personal Phone Use.....	25
	Social Media.....	26
	Whistleblower.....	27
700.	Training and Development.....	28
	Individual Training and Development.....	28
	The Y's Leadership Competency Model.....	28
	Performance Appraisals.....	28
	Required Training and Certifications.....	28
	Staff Development Expenses.....	29
	YMCA Reimbursement.....	29
	Travel/Accident Coverage.....	29
800.	Benefits.....	29
	Benefits Eligibility.....	29
	Membership and Program Benefits.....	30
	Retirement Benefits.....	30
	Professional Society Dues.....	30
	Holidays.....	30
900.	Leave Benefits.....	31
	Family and Medical Leave Act.....	31
	Jury Duty.....	32
	Military Leave.....	32
1000.	Americans with Disabilities Act.....	32
	Service Animal Policy.....	32
	Definitions.....	33
	General Rule Regarding Service Animals.....	33
	Restrictions/Areas of Safety.....	33
	Responsibilities of Individuals Using Service Animals.....	34
	Requirements for Staff, Participants, and Authorized Users.....	34
	Temporary Exclusion of Service Animals.....	35
	Temporary Exclusion of an Employee's Service Animal.....	35

Conflicting Disabilities.....35
Clarifying an Animal’s Status.....35
Emergency Situations.....36

100. Employee Handbook - Introduction

For the purpose of this policy only, the terms Camp Foster YMCA, Bedell Family YMCA, Young Men's Christian Association, YMCA, and Association refer to Camp Foster YMCA, Inc, herein referred to as the "Y," and policies herein apply to all employees thereof.

Your employment with the YMCA is voluntary and you are free to resign at any time. Similarly, the YMCA is free to end the employment relationship at any time, with or without cause, and with or without prior notice. While we hope our relationship will be long and mutually beneficial, recognize that neither you nor the YMCA has entered into any contract of employment for any specific period of time. No representative of the YMCA has the authority to make any representations inconsistent with this policy. The at-will nature of your employment may be changed only by a written agreement signed by you and the CEO of the YMCA.

About This Handbook

This Employee Handbook is designed to answer some of the questions employees may have concerning this Y and its policies. It is for informational purposes only. The contents of the YMCA Employee Handbook are not an employment contract or agreement; rather, they represent a general outline or guideline of the human resources policies, benefits and expectations and are subject to modification, revocation, suspension, termination or change, in whole or in part, with or without notice, at the sole discretion of YMCA leadership.

Nothing contained in this handbook, or any other handbooks, employment applications, memoranda and other materials given to employees in connection with their employment, whether singly or combined, shall create an express or implied contract concerning any terms or conditions of employment, shall create a guarantee of assurance of employment or shall create any right to an employment-related benefit or procedure.

The Board of Directors of the YMCA employs a Chief Executive Officer (CEO) to whom it delegates responsibility for the overall administration of this adopted policy. The direct administration of the policy and the supervision of staff are the responsibility of the CEO. However, these may also be delegated to designate representatives, where appropriate.

This handbook supersedes and replaces all previously existing personnel policies, handbooks, manuals, guidelines, correspondence, rules and oral or written representations previously given or advised by the YMCA. Employees are required, as a condition of their employment, to read this Employee Handbook and sign the Acknowledgement Form provided to them. Y management will interpret and amend these guidelines as necessary and communicate changes accordingly.

If you have any questions regarding your employment, please discuss them with your supervisor or the Human Resources Department.

Again, welcome to the Y. We're glad you're here!

200. Employee Handbook - Employment Practices

Discipline

We want to foster a harmonious environment in which our obligations to members and the community can be met. This policy pertains to matters of conduct as well as the employee's competence. However, an employee who does not display satisfactory performance and accomplishment in their position and/or who does not adhere to YMCA core values may be dismissed without resorting to the steps set forth in this policy.

Normally, managers are expected to follow the procedure outlined below. There may be situations where the seriousness of the offense justifies the omission of one or more of the steps in the procedure. Likewise, there may be times when The YMCA may decide to repeat a disciplinary step.

Unacceptable behavior which does not lead to immediate dismissal may be dealt with in the following manner:

- Verbal counseling
- Written warning and/or suspension with or without pay
- Termination

To ensure that Camp Foster YMCA business is conducted properly and efficiently, you must conform to certain standards of attendance, conduct, work performance, and other work rules and regulations. When a problem in these areas does arise, your manager will coach and counsel you in mutually developing an effective solution.

The provision of this Disciplinary Policy does not guarantee its use. The YMCA reserves the right to terminate employment at any time, with or without reason.

Employment of Relatives

Employing relatives has the potential to create real or perceived conflicts of interest. It may also result in favoritism or partiality toward an employee, whether real or perceived.

Relatives of employees are not to be employed in a position that entails direct supervision where one relative reports to the other. Relatives may also not be employed to occupy a position in the same line of authority (i.e., chain of command) where a relative can initiate or directly participate in an employment action. Relatives are defined as follows: parents, children, spouse, siblings, family members living in the same house, domestic partners, and others who may not be related but who occupy equivalent roles.

Any exception to this policy must be approved by the CEO or his or her designee, who will determine whether the working relationship would create a conflict of interest or the appearance of favoritism. Such exception is at the sole discretion of the CEO.

If two employees become involved in a relationship after employment occurs, they are required to report it to the supervisor. Under any circumstances, management reserves the right to transfer or ask for the resignation of either party.

Ending Employment

For the purpose of the Policy, the term "separation" shall refer to any and all terminations of the relationship between the employee and the employer (regardless of the reason for such termination). Separations are to be categorized as either voluntary or involuntary.

Voluntary Separation

A decision freely made by an employee to terminate his/her relationship with the YMCA. In such cases, notice must be provided to the YMCA on the following basis:

1. CEO is expected to give 35 calendar days' notice of his/her intention to leave.
2. Directors and other full-time exempt employees are expected to give 21 calendar days' notice of their intention to leave.
3. All other full-time non-exempt and part-time employees are expected to give 14 calendar days' notice.
4. Employees who fail to give the expected notice of resignation shall not receive payment for accrued PTO.

Upon separation of employment, all full-time employees will be asked to have an exit interview with the CEO and/or his or her designee. All part-time employees will be asked to have an exit interview with their supervisor and/or the Human Resources Department. All YMCA property must be turned in to the YMCA before the employee leaves.

Involuntary Separation

Involuntary separation is the decision, made by the YMCA, to end the work relationship between the employee and the YMCA.

Reduction in Work Force

Involuntary separation may be imposed upon employees as a result of economic necessity, operational and/or programmatic changes, reorganization, or any other reason which requires a reduction in the present work force.

Dismissal for Cause

An employee may be involuntarily-separated for cause. In this event, the employee may or may not be advised of the reasons for the termination and may or may not be given an opportunity for a hearing. Applicable laws should be reviewed prior to furnishing an employee with written documentation concerning the reasons

for dismissal. All employment at the YMCA is "at will" as set out on page 1 of this handbook, unless there is a written contract between the CEO and the employee, also as provided on page 1 of this handbook.

Equal Employment Opportunity

The YMCA provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender (including pregnancy, childbirth and related medical conditions), citizenship status, national origin, age, disability, genetic information, sexual orientation, AIDS/HIV, gender identity, and wage discrimination in accordance with applicable federal, state and local laws. The YMCA complies with applicable federal, state, and local laws governing nondiscrimination in employment, including all terms and conditions of employment as well as recruitment, hiring, compensation, promotion, job assignments, transfers, demotions, training, leaves of absence, layoff, benefits, termination, and employer-sponsored activities, including social and recreational programs.

Individuals With Disabilities

The Y prohibits discrimination against employees and applicants with disabilities in all aspects of employment including, but not limited to, recruitment, hiring, compensation, promotion, job assignments, transfers, demotions, training, leaves of absence, layoff, benefits, termination, and employer-sponsored activities, including social and recreational programs. The Y's commitment to this policy includes making reasonable accommodation to persons with disabilities, to enable them to perform the essential functions of their jobs, unless to do so poses an undue hardship on the Y or a direct threat to health or safety.

The employee should make his/her supervisor aware of the need for an accommodation. The Y will work with each individual to define their job-related needs and to try to accommodate those needs. Employees may not refuse to work alongside co-workers who have disabilities.

A "reasonable accommodation" is any change or adjustment to a job, the work environment, or the way things usually are done, that enables a qualified individual with a disability to perform the essential functions of the job and that does not pose an undue hardship for the Y or create a direct threat to health or safety. Qualified individuals with disabilities are individuals with disabilities who have the required education, skills, and experience for the job and who can perform the essential functions of the job with or without reasonable accommodation. The term disability is defined by applicable law.

Frequently, when a qualified individual with a disability requests a reasonable accommodation, the appropriate accommodation is easily agreed upon. Although the Y will consult with the employee to understand his or her precise limitations and to learn the types of accommodations the employee feels would be most effective, the ultimate decision as to whether a particular accommodation will be made rests with the Y. When the appropriate accommodation is not obvious, the Y

will assist the individual in identifying one. If more than one accommodation will enable the individual to perform the job, the Y reserves the right to choose which accommodation it will make.

Recruitment and Placement

All employees shall be furnished with a job description which includes the following: position description, salary/wage/rate of pay, and effective hiring date. This form does **not** constitute a contractual agreement. Benefits are described within this handbook and in more detail in our benefits brochure.

When the relocation of a salaried exempt employee from another YMCA is required, the YMCA may pay for that employee's relocation expenses, plus other necessary and reasonable expenses related to the move. Such terms of reimbursement and/or payment must have prior approval of the CEO and be specified in the letter of employment. If an employee leaves the YMCA on his/her own free will within one year of employment, 50% of the cost of moving expenses shall be reimbursed to the YMCA. The payment shall be repaid within twelve (12) months of said employee leaving the YMCA.

The YMCA will strive to provide the opportunity for promotion from within the organization whenever possible. However, it also supports and participates in the YMCA of the USA's open application process for professional staff placement. Further, the YMCA encourages employees to recognize that reasonable tenure in a position is necessary for both professional development and achievement of YMCA goals.

The Y supports and participates in an open application process and usually advertises vacancies. The Y strives to select the most qualified person for the job. Employees are encouraged to apply for open positions.

Individuals seeking employment will complete the appropriate employment application and consent forms and must consent to a criminal background check, reference check, driving record check, sex offender screening, and all other requirements. Evidence from a physician that an employee is able to perform the requirements of the position may be required. Applicants must also disclose criminal history information. Employment is contingent on the results of all of the above information and the results of the criminal background check. Convictions will be evaluated on a case-by-case basis. Applicants who fail to fully disclose their criminal convictions as required will not be hired or will be terminated if hired.

All employees shall complete the appropriate forms to be placed on the YMCA payroll. Evidence of certain information for benefits and other personal records may be required. Background checks on staff will be conducted as required by position.

The Y selects employees who

- meet high standards of character, education, and qualifications;
- will effectively advance the cause, mission, and objectives of the Y; and
- demonstrate the capacity for personal and professional growth.

In recognition of the mission and charitable purpose of the Y, employees are expected to possess a collaborative, cooperative spirit and uphold the good will of the organization.

Interacting Directly with Employees

The Y strives for good and effective direct communication with employees that emphasizes their worth and their valued contribution to the mission and the movement as they work each day to build better communities. To this end, the Y encourages its employees to work directly with one another to solve problems, in keeping with the spirit of the four core values of caring, honesty, respect, and responsibility. The Y recognizes that employees have the lawful right to fair wages and good working conditions and considers meeting the needs of employees essential to fulfilling its mission.

Salary Administration

It is the goal of the YMCA to offer a well-balanced total rewards program. The Y maintains a wage and salary administration plan to ensure all employees are paid in relation to their responsibilities and their contribution to the Y's success. Within its capability to do so, the Y also strives to pay its employees at a level that compares favorably with salaries paid for services in other similar organizations.

Salary and wage adjustments, based on training, experience, ability, extent of responsibility, amount of supervision required, performance, and budget limitations, are made at the sole discretion of management, which may consider factors such as performance, position in the salary range, promotion, and budget guidelines and constraints. There is no guarantee of a salary increase. Normally, when awarded, salary and wage adjustments will become effective January 1st. Employee will be informed of the effective date of salary/wage adjustment at the time such adjustment is awarded. On occasion, the CEO may recommend a salary adjustment for a position, regardless of the incumbent.

300. Employee Handbook - Working Hours, Pay, Classification

Breaks for Nursing Mothers

The Y complies with applicable federal and state laws regarding breaks for nursing mothers. Generally, unless otherwise provided by law, the Y will provide nursing mothers unpaid reasonable break time to express breast milk for a nursing child for one year, or as extended, after the child's birth and each time the employee needs to express milk. The nursing mother will be provided a suitable place that may be

used to express breast milk and that is shielded from view and free from intrusion by coworkers and the public.

Changes in Personal Information

You are responsible for notifying the HR department immediately of changes to your name, address, phone numbers, email address, marital status, dependents, emergency contact information, beneficiary designation, and any other information pertinent to your employment at the Y.

Employment Classifications

General Classifications

1. Full Time Employees – those persons who are exempt or non-exempt staff, who are scheduled to work 40 or more hours each week continuously for 12 months per year. For the purpose of Health Insurance only under the Affordable Care Act, full time employees are those working 30 or more hours per week.
2. Part Time Employees – those persons who work less than 40 hours per work week, and may not be regularly scheduled. For the purpose of Health Insurance only under the Affordable Care Act, part time employees are those working less than 30 hours per week.
3. Seasonal or Temporary Employees – those persons who are employed for a short-term period as defined by the U.S. Department of Labor regardless of the number of hours worked (i.e. Summer Camp Staff)

Fair Labor Standards Act (F.L.S.A.) Classification

1. Exempt Employees –those individuals who are exempt from the overtime requirements of the Fair Labor Standards Act (“FLSA”) and applicable state law. Exempt employees are not paid overtime for time worked in excess of forty (40) hours in a workweek. Exempt employees generally include, but are not limited to, individuals employed in a bona fide executive, administrative, or professional capacity, all as defined in the FLSA, applicable regulations, and applicable state law. Exempt employees’ salaries are calculated on a weekly, bi-weekly, or monthly basis.
2. Non-Exempt Employees – those persons paid on an hourly basis and are subject to premium pay of overtime in accordance with the FLSA.

Hours of Work and Work Week

The immediate supervisor is responsible for the preparation and supervision of the working schedule for all of his/her employees. All such schedules should be governed by the applicable laws and needs of the YMCA.

Attendance and Tardiness

Employees are to be punctual in complying with their workday start time and are to take only those breaks and eating periods authorized. Employees are to work the full number of hours for which they are paid, less any official paid leave time or absence which has been approved.

Attendance and punctuality represent significant aspects of a person's value as an employee. A supervisor expects promptness and regularity on the job. All supervisors must design positions on this basis and each employee's ability to do the work as planned is extremely important. Should the employee be unavoidably late or absent for some reason, such as illness, they must notify their supervisor as soon as possible.

If any employee has planned an absence from their assignment, they must receive approval from their supervisor a minimum of seven days in advance.

When an employee is absent for more than two working days, and such absence is not approved in advance or reported by the employee within an hour of the employee's scheduled start time of the third scheduled working day, employee shall be considered to have resigned employment without notice.

Overtime

If you are a non-exempt employee, you will receive compensation for overtime as follows:

You will be paid at a straight time (your regularly hourly rate) for all hours worked up to 40 per week. You will be paid one and one-half times your regular rate for all hours worked over 40 per week. Paid time off, holidays, and leave are not hours worked for purposes of calculating overtime. Overtime hours must be approved in advance by the CEO in writing.

Pay Practices and Reporting Time (Timesheets)

Payroll Records

The YMCA complies with applicable laws that require records to be maintained of the hours worked by its employees. To ensure that accurate records are kept of the hours you actually work (including overtime) and of the leave you have taken and to ensure you are paid in a timely manner, non-exempt employees are required to clock in and out at the start and end of every shift. If a time clock is unavailable, non-exempt employees are required to submit their start and end times for each shift on paper. This form, which shall be provided to you by Y staff, should be completed daily and signed and given to your supervisor on a weekly basis. Employees eligible for paid time off must also submit their absences as approved by their supervisor. Actual hours worked and leave taken should be reported

accurately. Falsifying a time record is grounds for disciplinary action, including the possibility of discharge.

Pay Period

The pay period is bi-weekly (every 2 weeks).

Employees are paid every second Thursday. Pay periods end every second Sunday at 10:00 p.m. If the regular payday is a non-business day or holiday, employees will be paid on the preceding business day.

It is YMCA policy that all paychecks be directly deposited into a saving or checking account. Direct deposit is mandatory.

Paystubs and W-2s can be accessed via a secure online portal.

Payment during Severe Weather or Disasters

The Y will make every effort to maintain normal operations during periods of severe weather or natural or human-made disasters.

When the Y delays or closes its operations on a work day, the following pay practices will be followed:

- Exempt employees will be paid for the day;
- Full-time, non-exempt employees will be paid for all regularly scheduled work for the day;
- Part-time, non-exempt employees will be paid only for time actually worked on that day.

In the event a Y location remains closed for more than one day, employees may use paid time off (PTO). Exempt employees may not be docked pay when their work location is closed; however, they may be required to work at another location or work from home.

Employees who miss work when their work location is open will not be paid for missed work time unless they utilize their accrued paid time off. Exempt employees must use paid time off in half-day increments. If none is available, their salary will be docked for the respective portion of the day if no work was performed.

Personnel Records

Employees may periodically review their personnel file by making an appointment with the HR department. The employee's supervisor and other members of management with a business-related "need to know" may also have limited access to personnel records.

A copy of the personnel file will be provided as requested in accordance with state law.

400. Employee Handbook - Code of Conduct

Code of Conduct

By accepting employment with us, you have a responsibility to the YMCA and to your fellow employees to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand the conduct that is expected and necessary. When each person is aware that she/he can fully depend upon fellow workers to follow the rules of conduct, our organization will be a better place to work for everyone.

General Expectations

Employees are to be attentive to their work responsibilities. The YMCA cannot tolerate loafing, loitering, sleeping, engaging in unauthorized personal business or visiting while on duty, insubordination, disobedience, or failure or refusal to follow written or oral instructions from supervisory authority. It is understood that instructions which would result in blatant infractions of lifesaving health and safety regulations or illegal actions are not to be carried out and are to be immediately reported to higher authority.

Disclosure and/or unethical use of confidential information and records as well as intentionally falsifying records, giving false information regarding clients or programs to other agencies, private organizations, or to employees responsible for record keeping is prohibited and may be cause for criminal or civil action.

Employees are expected to observe all safety, health, and sanitation rules, including the use of protection equipment and clothing and in the operation of equipment, machinery, and vehicles. Employees are to report accidents or injuries which occur during working hours or while on YMCA business to their supervisor immediately.

Employees are discouraged from dating program participants. Such relationships must be disclosed to an employee's supervisor and will be considered on a case-by-case basis.

Use of Property

Unauthorized use of YMCA vehicles, equipment, facilities, or materials, and the YMCA telephone, mail, courier and reproduction systems is considered misconduct. Waste or diversion of supplies to personal use is cause for discipline. Key check-out and return is to be with your immediate supervisor and signed.

The YMCA reserves the right to inspect all company property, including, but not limited to: desks, file cabinets, computer files and discs, storage areas, and vehicles, and all personal property brought onto company premises, including, but

not limited to, brief cases, purses, laptop computers and computer files and discs. YMCA property includes all buildings, office space, grounds, parking lots, and leased spaces. Consequently, employees should not have any expectation of privacy with respect to company property and premises or personal belongings brought onto company premises. Failure to consent and/or cooperate in a search will not be tolerated.

Employees are required to comply with all security and safety rules in the use of YMCA property, including wearing required safety equipment. Tampering with YMCA equipment or safety equipment is prohibited.

Speeding or careless driving of YMCA vehicles, including use of electronic devices other than GPS while driving, is prohibited. Damage to, or an accident involving, YMCA properties must be reported immediately. Employees are expected to adhere to all state and local driving laws.

Personal Actions and Appearances

Employees are expected to remain calm even when provoked or in stressful situations and must not threaten or attempt to inflict bodily harm, mental anguish or any other abusive action on clients, fellow employees, representatives of other agencies or the general public. Proper force as is reasonably necessary may be used for self-defense, to prevent an escape, to break up a fight, or to protect others from personal injury.

Instances of fighting and roughhousing, including but not limited to practical jokes, pushing, running, and throwing objects, are prohibited.

Employees may not make false or malicious statements concerning other employees, supervisors, clients, or others who work with the YMCA. Employees may not use obscene or abusive language toward others, nor participate in any disorderly/antagonistic conduct on YMCA premises.

Unauthorized possession, use, trading, or selling of weapons, alcoholic beverages, tobacco, controlled substances, narcotics, stimulants, contraband or other restricted articles during work hours and/or while on YMCA property or engaged in YMCA business is prohibited. The YMCA reserves the right to conduct drug and alcohol testing. If you refuse to submit to this testing, you will be subject to discipline, up to and including discharge.

Reporting to work in (1) a condition to be unsafe to the employee, others, or physical property, (2) a condition which renders one incapable of performing job responsibilities, or (3) a condition which creates an unfavorable public image is prohibited. Such condition includes but is not limited to physical illness, or being under the influence of alcohol, drugs, or other mood-altering substances.

Unauthorized solicitation of funds, donations, or services; unauthorized sale of commercial products or distribution of printed material; and unauthorized political or union solicitation while on YMCA business or premises is prohibited.

Unauthorized possession, lending, borrowing, duplication, careless or improper use, or failure to report promptly the loss of YMCA keys or credit cards is prohibited. Return of all YMCA property upon termination is required.

Gambling is prohibited in work areas and during employee work time. All forms of illegal gambling are expressly prohibited in any department office or facility. Local policies may contain additional regulations to this matter.

Sexual abuse and/or harassment is prohibited with no exceptions. Appropriate touch and the warm feelings it brings is an important factor in helping a child grow into a loving and peaceful adult. High-fives, handshakes, and certain hugs are important and memorable parts of YMCA program experience. However, YMCA staff and volunteers need to be sensitive to each person's need for personal space (i.e., not everyone wants to be hugged). Child sexual abuse is forced sexual contact or penetration. Child sexual abuse can also occur without physical contact, in cases of obscene phone calls, exposing or the use of pornographic materials. You are required to read, sign, and abide by all policies related to identifying, documenting, and reporting child abuse and attend trainings on the subject, as instructed by a supervisor.

Member/Program Participant Interaction

You must use positive techniques of guidance, including redirection, positive reinforcement, and encouragement rather than competition, comparison, and criticism. You will have age- appropriate expectations and set up guidelines and environments that minimize the need for discipline. Physical restraint is used only in predetermined situations (when necessary to protect the child or other children from harm), administered only in a prescribed manner, and must be documented in writing.

You will respect children's rights to not be touched or looked at in ways that make them feel uncomfortable, and their right to say no. Children are not to be touched on areas of their bodies that would be covered by a bathing suit.

You are not to transport children in your own vehicles or allow youth participants old enough to drive to transport younger children in the program without approval by the CEO.

You may not be alone or actively communicate with children you meet in YMCA programs outside the YMCA. This is including but not limited to babysitting, without CEO approval, sleepovers, driving or riding in cars, inviting children to your home, text messaging, e-mailing, or any online communication.

You will respond to children with respect and consideration and treat all children equally regardless of sex, race, religion, culture, economic level of the family, or disability.

Arrest or Criminal Conviction of a Staff Member

An employee is required to report an arrest to the YMCA when the employee's position at the YMCA involves activities with children under 16 years old, developmentally disabled people, and vulnerable adults. All employees are required to report any criminal conviction or guilty plea to the YMCA, regardless of their position. The report of arrest or conviction should be made promptly, within five days of when the arrest or conviction occurred. The report should be made in writing to the HR Department and include the exact charge or conviction, the location or court, and the date of the arrest or conviction. Failure to report arrests or convictions as required is considered misconduct.

Confidentiality

In the course of their job duties with the Y, many employees have access to confidential information and records, including registration, membership, medical, personnel, fundraising, planning, financial, and business records. Y staff members have a duty to keep information confidential. Staff members are not allowed to share passwords or login information with others. The misuse, unauthorized access to, or mishandling of confidential information will result in disciplinary action, up to and including termination of employment.

Confidentiality of Medical Information

All medical information is sensitive. Employees are expected to treat medical information as confidential, whether it is related to employees, members, youth, volunteers, or donors, and should not disclose it to others. If you are unsure whether someone needs to know, you should check with your supervisor before disclosing. Furthermore, medical information regarding Y participants may be subject to certain federal privacy rules.

The Y and its employees will respect and protect the privacy of medical information, medical records, and related information about participants who request or receive direct services from the Y. The Y safeguards all confidential information about participants consistent with federal and state laws and regulations and Y policies. Questions about compliance should be directed to your supervisor.

Conflict of Interest

Employees should avoid any situation that involves or may involve a conflict between their personal interest and the interests of the Y. As in all other duties, employees dealing with members, vendors, contractors, competitors, or any person doing or seeking to do business with the Y are to act in the best interest of the Y.

All employees have a duty of loyalty to the Y, to further its cause and goals, and, in general, to work on behalf of its best interests. In the event that an employee's actions or decisions could result in improving their own personal interest or monetary gain with a concurrent depreciation of the YMCA's interest, or otherwise affect the YMCA adversely, this creates a conflict of interest.

Employees should make prompt and full disclosure in writing to the CEO or HR Department of any potential situation which may involve a conflict of interest. Such situations are subject to periodic review at the CEO's discretion.

Examples of such conflicts include, but are not limited to, the following:

- Ownership by employee or by a member of their family with a significant interest in any outside enterprise which does or seeks to do business with the Y, or competes with the Y
- Staff employed with an outside enterprise that does or is seeking to do business with or is a competitor of the Y
- Personal benefit from any Y transaction including sale, purchase, rent, lease of property, services, or supplies
- Any other arrangements or circumstances, including family or other personal relationships, which might dissuade the employee from acting in the best interest of the Y
- Unauthorized use of materials, equipment, facilities, or other YMCA assets for personal purposes

In connection with any actual or possible conflict of interest, an employee must disclose the existence of the financial interest to the CEO or HR Department. The CEO will determine the existence and nature of the conflict of interest and determine the appropriate course of action. If the conflict involves the CEO, the CEO must disclose such to the Board Chair.

Dress Code and Uniforms

It is expected that all employees will dress in a neat, well-groomed, appropriate manner for their position. Approved uniforms are required on the job and must be worn as the outermost layer. The YMCA will provide 1 shirt for every 2 days per week scheduled to work, but the uniform remains the property of the YMCA. Uniforms are available for purchase at cost for all YMCA employees if so desired. In the event an employee discontinues his/her employment, all uniforms issued by the YMCA must be turned in to the supervisor immediately. The YMCA uniforms are the "Branding" of the Association. Employees are prohibited from wearing their uniform outside of YMCA business hours, and to locations that would be professionally unacceptable of a YMCA staff role model.

Gifts or Gratuities

Employees have an obligation to act solely in the Y's best interest; therefore, employees should not accept any gifts, favors, or entertainment valued at more than \$25.00 from any member, vendor, potential vendor, or other outside party. An exception may be made for infrequent gifts (or other items) which are less than \$50 in value. Tips or other gratuities may not be accepted in any amount.

Employees may accept meals, refreshments, or entertainment of a nominal value (less than \$50) in connection with business discussions; for instance, occasional luncheons or dinner meetings, held to conserve time and build relationships. All employees have a personal responsibility to ensure that their acceptance of such gifts, meals, refreshments, or entertainment is proper and not reasonably construed as an attempt by others to secure favorable treatment.

Harassment Prevention

It is the policy of the YMCA to expressly forbid any forms of harassment. The term "harassment" includes, but is not limited to, slurs, jokes and other verbal, graphic, or physical conduct which relate to an individual's race, color, religion, gender (including pregnancy, childbirth and related medical conditions), citizenship status, national origin, age, disability, genetic information, sexual orientation, AIDS/HIV, gender identity, and wage discrimination. Harassment also includes sexual advances, requests for sexual favors, unwelcome or offensive touching, or other verbal, graphic, or physical conduct of a sexual nature. Violation of this policy will subject an employee to disciplinary action, which may result in immediate discharge.

Employees who feel that they are being harassed in any way by another employee, member, or vendor, should inform their immediate supervisor or the CEO. If the harassment involves the CEO, employees should inform the Board Chair. It is the employee's responsibility to bring such concerns to the immediate supervisor or CEO. Concerns will be handled immediately and discretely.

Misconduct

In order to provide a productive, caring work environment consistent with Y values, the Y does not tolerate misconduct. Some examples of misconduct include the following:

- Discrimination in violation of our equal opportunity policy
- Harassment
- Child abuse, molestation, or indecent exposure; having unapproved off-hours contact with children in Y programs or other violations of its child abuse prevention policies
- Mistreatment or neglect of members, guests, or participants
- Failure or refusal to carry out job assignments or to follow instructions as management requests

- Falsification of records, for example, employment, accounting, or financial records
- Failure to properly record time worked or to make a timely report of hours worked
- Conviction of a crime, if job related; failure to notify the Y of a conviction or an arrest if required to do so
- Theft or willful damage to Y property or to the property of others; the removal of property without permission from Y management
- Dishonesty in any form
- Abusive or profane language
- Unsafe behavior, for example, fighting or threatening another person
- Carrying or concealing weapons, devices, or objects that may be used as weapons
- Reporting to work and being under the influence of drugs or alcohol during work time or on Y premises or at Y program locations; possessing, distributing or manufacturing controlled substances
- Inefficient or substandard performance of an assigned duty or responsibility
- Absenteeism or tardiness in reporting to work or returning from breaks; absence without proper notification to supervisor; or unexcused absence
- Horseplay, unsafe or dangerous behavior, or unauthorized sleeping on the job
- Use of Y equipment or facilities for personal gain
- Violation of policies or of commonly accepted rules of responsible personal conduct
- Conduct that does not support the purpose and values of the Y

The above list is illustrative of the type of conduct that is not tolerated. This list is not all inclusive. Misconduct results in disciplinary action, up to and including termination of employment.

Political Activity

Encouraging participation in the political process in general, such as voting, is congruent with strengthening communities and promoting social responsibility. While the Y recognizes the importance and responsibility of staff to participate in the political process, in accordance with Section 501(c)(3) of the Internal Revenue Code, Ys are prohibited from directly or indirectly participating in or intervening in any political campaign on behalf of or in opposition to any candidate for public office or political cause.

No employee shall be compensated or reimbursed for personal political contribution; and efforts devoted to political activities must be outside of working hours and must not become a distraction in the workplace. No employee may solicit for any campaign or cause during working hours or while on YMCA time, nor use Y resources to do so. Employees may not wear or post campaign/political paraphernalia on Y premises or during working hours and must not give the appearance that the Y is endorsing a political candidate. It must also be made clear that any statements regarding public issues, candidates, or office holders are the opinion of the individual, not the Y.

Solicitation and Distribution

Solicitation and distribution of literature by non-employees (including by members or volunteers) on Y property is prohibited.

Solicitation by employees on Y property is prohibited when the person soliciting or the person being solicited is on working time.

The above restrictions apply to solicitations on behalf of organizations, including charitable organizations, with the limited exception of campaigns in support of the Y.

500. Employee Handbook - Safety

Alcohol and Drugs Prohibited

To protect youth, families, members, and staff, the use, sale, manufacture, or possession of alcohol or non-prescribed drugs is prohibited in any Y workplace including, but not limited to:

- any Y facility,
- property owned by the Y or used to run Y programs,
- YMCA rented, leased, or owned vehicles, or
- while conducting Y business.

An employee may not report to work under the influence of alcohol or non-prescribed drugs. Additionally, alcoholic beverages and non-prescribed drugs are not permitted in Y facilities or on Y property and Y funds may not be used to purchase alcohol, except during organization-sponsored events as approved by the CEO. Employees using prescription drugs that may affect their job responsibilities (example, the use of drugs that induce feelings of sleepiness) should discuss the restrictions with their supervisor prior to their shift.

Treatment programs may be available through the medical insurance plans offered by the Y. Treatment programs may help individuals deal with an alcohol and/or drug problem before the problem affects performance and becomes a disciplinary issue. Employees with concerns regarding their own or another person's use of drugs or alcohol are encouraged to seek and obtain assistance from their supervisor or the Human Resource Department.

The YMCA may require alcohol and drug testing whenever:

- The YMCA reasonably suspects that an employee's work performance or on-the-job behavior may be or may have been affected in any way by alcohol or drugs, or that an employee has otherwise violated this policy;
- An employee has a prohibited substance in his or her possession (actual or constructive) while on the YMCA's premises or while performing work duties for the YMCA;

- An employee has experienced an on-the-job injury or accident or is involved in an incident that the YMCA believes may have resulted from impairment due to drug or alcohol use.

Employees who test positive for the presence of alcohol or drugs are subject to disciplinary action, up to and including termination of employment.

Bloodborne Pathogens

The Y seeks to minimize the risk of exposure to blood-borne pathogens by periodically training employees who may encounter blood-borne pathogens in the course of their work. The Y subscribes to the concept of "universal precautions," which means that all employees are required to treat all human blood or other body fluids as if the substance were contagious (i.e., were contaminated by blood-borne pathogens). Universal precautions mean that you are expected to exercise work-practice controls and to use personal protective equipment, such as gloves for example, when necessary.

The Y has procedures for confidential medical evaluation and follow-up in the event an employee reports exposure to blood-borne pathogens. Should an exposure incident occur, immediately inform your supervisor. Each exposure must be documented on an incident report and submitted to your supervisor.

Facility & Grounds Security

Because security and safety are always a priority for the Y, employees are expected to follow all procedures for ensuring the security of our facility, including the grounds. Effective security requires proper identification of everyone present at the Y.

Staff members are required to wear staff shirts and name tags while on duty. In addition, members are expected to bring their membership cards, and guests are required to provide picture identification.

After hours, no visitors or unauthorized persons are allowed in the building under any circumstances.

Chemical Hazard Communication

The Y is committed to offering a safe and healthy workplace. Employees are trained in hazard awareness to ensure they are fully informed and aware of any chemical hazards in the workplace.

In your work at the Y, you may come in contact with hazardous material that you need to know how to handle. The Y makes available SDS (Safety Data Sheets) for all products used at the facility. Your supervisor or business office can tell you the location of the SDS sheets.

The directions of the SDS must be followed regarding the material. Protective equipment (gloves, masks, aprons, protective eyewear, etc) must be used as directed on the SDS sheets. Please ask your supervisor where this equipment is stored, and how to use it, if you have not already been trained.

Any accidents pertaining to chemicals or hazardous materials should be reported immediately to your supervisor.

Child Abuse Prevention

A foundational commitment of the Y is to provide a healthy atmosphere for the growth and development of children. Thus, child abuse, and the resulting severe effects, are of primary concern to the Y. Because of our concern for the welfare of children, the Y has developed standards, guidelines, and training to aid in the detection and prevention of child abuse. In addition, employees are screened, background checks are conducted upon hiring, and staff members who have contact with children receive training in recognizing, reporting, and preventing child abuse. Some of the guidelines for employees include but are not limited to:

1. At no time during a Y program may a staff person be alone with a single child where he or she cannot be observed by others. Staff members should position themselves in such a way that other staff can see them.
2. Children attending YMCA programs may not be left unsupervised.
3. Staff shall not abuse or mistreat children in any way, including
 - physical abuse—striking, spanking, shaking, slapping, and so on;
 - verbal abuse—humiliating, degrading, threatening, and so on;
 - sexual abuse—touching or speaking inappropriately;
 - mental abuse—shaming, withholding kindness, being cruel, and so on; and
 - neglect—withholding food, water, or basic care.No type of child abuse will be tolerated. Any abuse by a staff member will result in disciplinary action, up to and including termination of employment.
4. Staff members may not transport children in their own vehicles.
5. Profanity, inappropriate jokes, displays of intimate affection, sharing intimate details of one's personal life, and any kind of harassment in the presence of children, parents, volunteers, or other staff is prohibited.
6. Outside of the Y, staff members may not be alone with children whom they meet in Y programs. This includes, but is not limited to, babysitting, without CEO approval, sleepovers, driving or riding in cars, and inviting children to their homes.
7. Staff members may not single out children for favored attention and may not give gifts to youth or their parents.
8. Program rules and boundaries must be followed, including appropriate touch guidelines. Children may be informed, in an age-appropriate

manner, of their right to set their own "touching" limits for personal safety.

9. Children may not be disciplined by use of physical punishment or by failing to provide the necessities of care.
10. Under no circumstances should staff members release children to anyone other than the authorized parent, guardian, or other adult authorized by the parent or guardian (authorization on file with the Y).
11. Staff members are to immediately report to their supervisor or next level of supervision anyone who violates any of these child abuse rules.
12. Staff members are required to read and sign all policies related to identifying, documenting, and reporting child abuse and to attend trainings on the subject, as instructed by management.
13. Staff members will note any fever, bumps, bruises, burns, and so on for each child upon his or her arrival each time the program meets. Questions or comments will be addressed to the parent or child in a non-threatening way. Staff will document any questionable marks or responses.
14. Staff members are required to fully cooperate with any investigation by the Y, any law enforcement agency or any other authorized outside agency. Failure to do so is considered misconduct and will result in termination.
15. Y Kids staff members are to make sure that rest rooms are not occupied by suspicious or unknown individuals before allowing children to use the facilities during Y Kids programming. Staff members will stand in the doorway of the rest room while children are using the rest room. This policy allows privacy for the children and protection for the staff members (i.e., not being alone with a child). If staff members are assisting younger children, doors to the facility must remain open. No child, regardless of age, should be allowed to enter a bathroom alone on a field trip or at other off-site locations. Always send children in threes (known as the rule of three) and, whenever possible, with staff.
16. Staff members should conduct or supervise private activities in pairs—putting on bathing suits, taking showers, and so on. When this is not feasible, staff should be positioned so that they are visible to other employees.

Employee Safety

Employees are required to exercise the necessary precautions in the course of their work to prevent injuries to themselves or others and to prevent loss or damage to property. The following standards are expected of each employee:

- Immediately report any potentially unsafe condition to your supervisor.
- Maintain a clean and orderly work area at all times.
- Immediately report to your supervisor all accidents, incidents, or injuries regardless of how insignificant the injury or situation may seem.
- Avoid engaging in any horseplay or distracting others.
- Adhere to all safety rules and work instructions.

- Only operate vehicles, machines, or equipment that you are authorized and trained to use.
- Wear required protective equipment when working in hazardous areas or conditions and when working with chemicals or potentially harmful substances.
- Know the location of fire and safety exits, fire extinguishers, and emergency alarm pulls; know proper evacuation procedures.
- Follow proper lifting procedures at all times.
- Report any damaged or defective equipment or other unsafe condition to your supervisor promptly.

Operation of Vehicles

Vehicles owned, operated, or under the control of the Y are to be used only for Y business purposes. No personal use is allowed.

You may drive a Y vehicle only if you are properly trained, licensed, and authorized to do so. While driving, you are required to drive in a safe and reliable manner and adhere to state laws. When driving or riding in any Y vehicle or when driving your own vehicle on Y business, you and all passengers are required to use seat belts. Employees should never operate a vehicle under the influence of drugs or alcohol, including prescription and over-the-counter drugs that may affect their ability to safely operate a vehicle.

You may not use mobile devices (e.g., mobile phones) while driving a vehicle for the Y. If you need to contact someone, you are expected to adhere to all state and local laws. This applies to making or receiving calls, texting, emailing, etc.

All traffic violations, accidents, property damage, and/or bodily injury received while operating a YMCA vehicle must be reported as soon as possible but no later than 24 hours after receipt of violation.

Tobacco-Free Workplace

Because the Y is committed to promoting healthy living, all facilities, programs, vehicles and property are smoke-free. Smoking is prohibited when involved in any YMCA activity.

The YMCA is committed to providing a safe and healthy environment for all employees, members, and community participants. As a result of this commitment, smoking and the use of tobacco and tobacco substitute products, including e-cigarettes but excluding cessation products, is prohibited on all YMCA property, leased property, and YMCA-owned vehicles.

“Smoking” includes inhaling, exhaling, burning, carrying, or possessing any lighted tobacco product, including cigarettes, cigars, pipe tobacco, and any other lighted tobacco products. “Use of tobacco” means the personal use of any tobacco product, whether intended to be lighted or not, including smoking, the use of an

electronic cigarette or any other device intended to simulate smoking, the use of smokeless tobacco, including snuff, chewing tobacco, smokeless pouches, any other form of loose-leaf, smokeless tobacco, and the use of unlit cigarettes, cigars, and pipe tobacco.

Tobacco free signs will be posted on all YMCA property. Smoking inside an employee's automobile is not considered a violation of this policy. However, improperly discarding tobacco products or packaging on YMCA property constitutes a violation of this policy.

Workplace Searches

The Y provides its employees with the use of various properties and facilities for their convenience and which are necessary in the performance of their work. The Y owns and at all times retains full title and control, including the right of inspection, over such properties, vehicles, or facilities.

To the extent the YMCA is allowed by law, the Y reserves the right to inspect all Y furniture and furnishings such as desks, filing cabinets, lockers, and drawers. Whenever deemed necessary, the Y will conduct the inspection in the presence of the employee working at that particular location. However, in emergencies or other circumstances determined by management, the Y reserves the right to conduct an inspection without the presence of the employee involved. A refusal to permit a search requested by Y management may result in disciplinary action, up to and including termination of employment.

Workplace Violence

The Y seeks to provide a safe, secure and violence-free environment for all. This applies to Y facilities and all other places where the Y provides programs and activities. The threat or occurrence of violence in the Y is in direct conflict with the Y's mission and values and will not be tolerated.

Examples of unacceptable behavior include, but are not limited to, the following:

- Acts or threats of physical violence such as hitting, slapping, kicking or punching
- Acts that threaten physical violence
- Acts of intimidation, stalking, horseplay, verbal abuse or harassment
- Behavior indicating potential for violence, including throwing objects, brandishing weapons, or using any tool, supply, product or other item in a manner that implies it is a weapon
- Acts that endanger the safety of others
- Acts of destruction of property or any substantial threat to destroy property

If an employee is harmed or in fear of imminent harm, he or she should immediately contact law enforcement.

All employees are responsible for helping to maintain a violence-free environment and, therefore, are required to promptly and accurately report concerns, threats and incidents of violence, whether or not physical injury has occurred. Reports should be made to your supervisor or the CEO. As a part of its investigation and corrective measures, the Y may need to coordinate its efforts with law enforcement agencies.

Reports of incidents of violence, threatened violence or violations of this policy will be promptly investigated and, following that investigation, appropriate corrective measures will be taken. Depending on the circumstances, interim corrective measures may be taken before the investigation is completed. Reasonable measures will be taken to preserve the confidentiality of persons reporting possible violations of this policy. The Y prohibits retaliation against anyone who makes a report reasonably in good faith.

600. Employee Handbook - Communication

Electronic Communication Systems

The Y provides a variety of electronic communication systems for use in carrying out its business, including telephones, cellular phones, voicemail, e-mail, computer stations, networks, and other devices. The purpose of these systems is to facilitate operations and business communication. All information and communications transmitted by, received from, or stored in these systems are the property of the Y and the Y reserves the right to access all of these systems at any time without advance notice. An employee's improper use of Y electronic communication systems can waste time and resources, cause embarrassment for both the Y and its employees, and create potential legal liability.

Employees should have no expectation of privacy or confidentiality with respect to use of the Y's electronic communication systems.

Employees may not use the Y's systems to conduct personal business or non-work-related tasks, and employees should not maintain personal files on the Y's electronic communication systems. The Y maintains the right to monitor and access its electronic communications systems including, but not limited to, all messages and communications sent or received on the systems, and all files or documents on the systems, at any time without notice to employees.

Employees who use Y computers to perform their job functions may not install software or additional hardware onto such computers or the Y network without first receiving the express written authorization to do so from the CEO.

The electronic communication systems may not be used to create any offensive, profane, threatening, discriminatory, or disruptive messages, communications, or materials. This includes, for example, messages, communications, or materials that are sexually oriented, racially derogatory, those that depict pornography or nudity,

or any other content that could reasonably be construed as offensive to other employees.

The electronic communication systems may not be used to send or receive copyrighted materials, trade secrets, proprietary information, financial information, or similar materials without prior authorization from a member of management.

Employees may not use a code, access a file, or retrieve any stored information, unless authorized to do so. Employees should not attempt to gain access to another employee's messages, files, or other electronic information without the employee's permission or permission from a supervisor.

Electronic Communication with Youth Participants

The Y takes very seriously its obligation to protect children. Y staff should not have contact or communication with minors (under age 18) who participate in Y programs outside of Y work time. With today's electronic communication options (e-mail, text messages, blogging, social networking sites) it is more important than ever that all employees understand the Y's policy on such contact or communication in order to protect youth and staff. For purposes of this policy, a "youth" or "child" is anyone under eighteen (18) years of age who participates in Y programs or whom a Y employee has met through Y programs.

- Employees shall not initiate personal phone calls with or receive personal phone calls from youth. A call is considered "personal" if it does not involve both a Y phone and Y-specific subject matter. When employees receive calls from youth on non-Y phones and/or regarding a non-Y subject, this must be immediately terminated and reported to a supervisor.
- Text messaging with youth is not permitted. If an employee receives a text message from a youth, a supervisor must immediately be made aware.
- Employees must not share any personal e-mail addresses or instant message names or nicknames with youth. Employees should not initiate or respond to e-mail or instant messages from youth while using any personal (non-Y) connection to the Internet.
- Use of social networking sites to communicate with youth is only permitted if done through a Y-sponsored or approved site. No personal blog or social networking site should be used. Any website or blog maintained by an employee should not have pictures of or make reference to any youth, and employees should not request or accept to be linked as "friends" or connections with youth via social networking sites.
- Communication between employees and youth should only be through Y e-mail accounts and phones, and any such communication with youth should be immediately reported to the employee's supervisor.

Employees violating this policy or using electronic communication systems 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.

Employee Concerns

The Y has an open communications policy and welcomes any suggestions, questions, or concerns about your job, your working conditions, or the treatment you are receiving as an employee. Your suggestions for improving the Y are always welcome. Your questions and concerns are also of interest to management.

To utilize the open communication policy regarding concerns, problems, or complaints, we ask that you communicate first to your supervisor, following the steps below. Note that your confidentiality will be maintained to the extent possible.

1. Bring your concern to the attention of your immediate supervisor, who will investigate and provide a solution or explanation. If the problem is not, or you believe cannot be, resolved with your supervisor, you may ask the next level of supervision to review the problem with all appropriate parties. It is preferable to put your concerns in writing.
2. If a complaint is not reasonably resolved through the previous steps, you may take it to the CEO, who will reasonably work to resolve the matter. The decision of this individual regarding the resolution of the complaint is final and cannot be appealed.

Media Relations

Communication with members of the media is managed through the CEO, including television, radio, newspapers, and other publications. In an emergency communications situation, or any time when a media representative requests information directly from you, you are required to consult the Communications Director or CEO for counsel and support. Only the Communications Director or CEO are authorized to speak to the media.

Personal Phone Use

If your position involves providing direct service to members and/or participants, you are not permitted to use your personal mobile communication device(s) while working. If you have an emergency situation that requires you to use your mobile device, you must notify your supervisor before taking or making the call or text so that you can be relieved from your duties to attend to the situation. Phones are to be silenced or on vibrate while working.

If your position does not involve providing direct service to members and/or participants, cell phone use should be minimal while on the clock and should never interfere with interactions with members or guests.

Social Media

The Y recognizes the value of social media and other online communication tools for business purposes, such as connecting with members, staff, 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.

Many Y employees maintain individual pages on social media sites and/or use other online communication tools to connect and communicate for personal purposes. While the Y does not mean to interfere with anyone's private life, the Y also realizes that publicly observable communications, actions, or words are not private. Individuals' online activities are accessible to the community at large; therefore, all of a Y employee's online activities must be consistent with the YMCA's mission and values. Accordingly, the following guidelines must be followed by all employees when using social media or other online communication tools:

The use of photos, video, or images of the Y or its programs, members, or participants is prohibited, unless initiated, promoted, authorized, or endorsed by the Y or originated by the YMCA's communications department. Use of the Y logo is prohibited. If an employee uses the Y name (including names of camps or other programs) in any such communication, they should be especially careful to support the Y's image and mission while making it clear that they are speaking for themselves and not on behalf of the Y. Postings that mention the YMCA should promote the positive community image of the organization at all times.

Staff should recognize that they are personally responsible for the content they publish on social media sites. Employees may be subject to discipline for online commentary, content, or images that are defamatory, pornographic, harassing, or otherwise inappropriate. Examples of inappropriate content include, but are not limited to, references to or photos of alcohol or illegal substance use; disclosure of confidential information about other people; and posting false, disparaging, or inappropriate information about other people.

When using social media, employees should keep in mind that other policies apply to its use, including, for example, the Y's policies on confidentiality, preventing child abuse, and use of electronic communications systems. Employees who violate Y policies are subject to disciplinary action, up to and including termination of employment.

Accessing any social media site or online communication tool for personal purposes while at work is strictly prohibited. This includes accessing pages via office computer, laptop, mobile phone, or in any other way.

Whistleblower

The Y is committed to the highest ethical standards and to providing the best possible working conditions. Y employees are encouraged to report orally or in writing to the Human Resources Department (or an alternate line of authority as described below) any evidence of activity by a Y department, employee, member, or board member that may constitute

- instances of fraud,
- unethical business conduct,
- violations of state or federal law, or
- substantial and specific danger to an employee's or the public's health and safety.

Any Y employee who in "good faith" reports such incidents as described above, will be protected from threats of retaliation, discharge, or other types of discrimination including, but not limited to, loss of compensation or terms and conditions of employment that are directly related to the disclosure of such reports. In addition, no employee may be adversely affected because s/he refused to carry out a directive that, in fact, constitutes fraud or is a violation of state or federal law.

Any employee who wants to report evidence of alleged improper activity, as described above, should contact his/her supervisor or the supervisor's manager. If the employee is not satisfied with the supervisor's or manager's response, or is uncomfortable for any reason addressing such concerns to their supervisor or their supervisor's manager, the employee is encouraged to mail their report to a member of the Y's executive management team (i.e., CEO or CFO) or its Finance Committee chair. Reports should be mailed to 1900 41st Street, Spirit Lake, IA 51360.

Employees are encouraged to provide as much specific information as possible, including names, dates, places, events that took place, and the employee's perception of why the incident(s) may be a violation. Violations or suspected violations may be submitted on a confidential basis by the employee or may be submitted anonymously.

The employee submitting the report is encouraged to include an address and telephone number where s/he may be contacted. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation. The employee will receive a reply in compliance with the law.

Employees with concerns that are unrelated to fraud, unethical business conduct, or possible legal violations or that do not pose substantial and specific danger to anyone should use regular channels for making a complaint, as described under Employee Concerns.

Retaliation against any individual who makes such a bona fide report is prohibited.

700. Employee Handbook - Training and Development

Individual Training and Development

The Y offers professional development and training programs that steward staff through a range of opportunities that build 21st-Century leadership competence and help them obtain the experience they need to lead YMCAs in all our communities. The Y strongly encourages all employees to seek out and engage in activities that help them grow in their YMCA careers. As an expression of our mission, the Y supports the professional development of staff in a variety of ways.

Individual career development is provided through:

- On-the-job training and experiences such as committee work, stretch assignments and networking activities
- Supervisory coaching, mentoring and other guidance
- Opportunities to participate in Y and non-Y conferences and training events

Each employee is encouraged to work with his or her supervisor to create an individual training and development plan. This should be a written plan that serves as a general guide for participation in training and development activities, subject to budgetary and other considerations.

The Y's Leadership Competency Model

To help develop cause-driven leadership at all staff levels across the Y, YMCA of the USA has created a Leadership Competency Model that we use to guide our efforts. The model comprises the knowledge, skills and behaviors required for success in the Y.

For more information about the Y's Leadership Competency Model, please speak with your supervisor or visit the Staff Development section of <https://link.ymca.net>.

Performance Appraisals

An appraisal shall be conducted at least annually for the purpose of evaluating an employee's performance, assisting in the employee's continued growth and development, and to ensure that the goals and objectives are being met through the employee's work-effort. Such performance appraisals shall be conducted by the employee's immediate supervisor, documented in written form, and reviewed with that employee.

Required Training and Certifications

Though professional development is the primary responsibility of the individual, the CEO shall be responsible for providing such opportunities for the staff, as a part of his/her management functions.

The YMCA recognizes that the quality of its work is directly related to the continuing career-growth and training opportunities for employees. Developmental training experiences will be provided for all employees, based upon the Association's goals and an individual's career plan and job responsibilities.

Consequently, periodic consultations between employees and their supervisors to identify training and career development needs will be conducted, and a written annual training plan for each prepared.

Staff Development Expenses

Expenses related to career development and other training opportunities may be paid in full by the YMCA, when such requests are submitted in advance and approved by the employee's supervisor. Included in these types of training experiences for which the YMCA will pay are YMCA Professional Development Program, workshops, seminars, and conferences.

YMCA Reimbursement

If a staff leaves the YMCA voluntarily within 6 months of a professional development training, 50% of the costs of the training expenses will be reimbursed to the YMCA. Repayment of these costs must be made within twelve (12) months of the date the staff member voluntarily leaves employment at the YMCA.

Travel/Accident Coverage

Employees, while traveling on assignment or at the direction of the YMCA (for the purpose of conducting business for the YMCA) will be covered under the YMCA's Workers Compensation Plan.

800. Employee Handbook - Benefits

Benefits Eligibility

Employee benefits represent a significant part of a staff member's compensation package.

All full-time employees (exempt and non-exempt) are eligible to enroll for benefits at the time of employment. However, full participation may be subject to meeting the plan-requirements of specific benefits coverage or by restrictions, detailed in other parts of these guidelines. Subject to the amount of benefits offered to full-time employees of the YMCA, there will be no interruptions of benefits for employees in the same classification who have been transferred from another YMCA Association.

Benefits available to full-time employees include but are not limited to: health insurance, life insurance, short term disability insurance, phone stipends, paid time off (PTO), and paid holidays. Information detailing these benefits can be found in the YMCA's benefits brochure. Eligibility and enrollment are subject to the terms, conditions, restrictions, and other requirements set out in the plan documents available from the HR department. Benefits may be modified or terminated at the

discretion of the YMCA. In the event of any discrepancy between the description in the handbook and each benefit document, the applicable benefit document shall prevail. This description of benefits does not create a contract for benefits. If you have questions about current eligibility requirements or other provisions of the plan, please contact the HR department.

Membership and Program Benefits

Full-time employees are eligible for a complimentary family membership upon date of hire. In addition, a 50% reduction of fees and program cost, including childcare, may be granted with a family membership for full-time employees. Participation in reduced fee classes and/or programs may be limited or not available based on class sizes and other expense-related criteria.

Part-time employees regularly scheduled for more than 2 hours per week, are eligible for a complimentary individual membership or a discounted family membership upon date of hire. In addition, a 25% reduction of fees and program cost, including childcare, may be granted with an individual membership for part-time employees. Participation in reduced fee classes and /or programs may be limited or not available based on class sizes and other expense-related criteria. Eligibility will be reviewed quarterly.

The CEO may extend courtesy membership privileges to retired YMCA professional directors living in the YMCA service area.

Retirement Benefits

Participation in the YMCA Retirement Plan is a condition of employment for all qualified employees. The amount contributed to the Retirement Fund by the employee and the YMCA may change annually. Employees may wish to pay additional contributions to the YMCA Retirement Plan within the limits of Federal Law. For details, see the HR department.

Professional Society Dues

The payment of membership dues and related expenses in professional organizations that are deemed to further the interests of the YMCA may be paid by the YMCA. Dues are subject to the approval of the CEO or a designated representative.

Holidays

The YMCA may operate facilities and programs on holidays throughout the year. For the purpose of this policy, holidays are defined as: New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving, Christmas Eve, and Christmas Day. If hourly part-time employees are required to or choose to work on a holiday, they will be paid 1.5x their normal hourly rate. Full-time and salaried employees may

float their holiday to another time during the year, but must be taken within the calendar year.

900. Employee Handbook - Leave Benefits

Family and Medical Leave Act

The Y strives to support the family and medical needs of employees and will grant family and medical leave in accordance with the requirements of applicable state and federal law, including the Family and Medical Leave Act (FMLA). Please contact the CEO as soon as you become aware of the need for a family or medical leave. The following is a summary of the relevant provisions:

To be eligible for family and medical leave benefits, an employee must

- have worked for the Y for a total of at least 12 months (may be non-consecutive)
- have worked a total of at least 1,250 hours during the previous 12 months; and
- have worked at a location where at least 50 employees are employed by the Y within 75 miles.

Eligible employees may receive up to a total of 12 work weeks (or up to 26 weeks of military caregiver leave to care for a covered service member with a serious injury or illness) during a 12-month period. A 12-month period begins on the date of an employee's first use of federal family and medical leave. Successive 12-month periods commence on the date of an employee's first use of such leave, after the preceding 12-month period has ended.

Leave may be used for one or more of the following reasons:

- The birth of a child or placement of a child for adoption or foster care
- The care of an immediate family member (spouse, child, or parent) with a serious health condition
- Inability to work because of his/her own serious health condition
- Qualifying exigency leave for families of members of the National Guard or Reserves or a regular component of the Armed Services, when the covered military member is on covered active duty or called to covered active duty
- Military caregiver leave to care for an injured or ill service member or veteran

Under some circumstances, employees may take family and medical leave intermittently, which may mean taking leave in blocks of time or reducing their normal weekly or daily work schedule.

Within five (5) business days after the employee has submitted the appropriate certification form, the HR Department will send a notification and response to the employee.

Employees seeking to use family or medical leave may be required to provide one or more of the following:

- Thirty day's advance notice when the need for the leave is foreseeable.
- Medical certification from a health-care provider (both prior to the leave and prior to reinstatement).
- Periodic recertification.
- Periodic reports during the leave when the leave is needed to care for an immediate family member or the employee.
- To return to work, a fitness-for-duty report may be required, if the leave is due to the employee's medical situation.

When leave is needed to care for an immediate family member or the employee's own serious health condition, and is for planned medical treatment, the employee must try to schedule treatment so as not to unduly disrupt the Y's operation. See Human Resources for additional details or questions regarding FMLA situations.

Jury Duty

Employees who are called for jury duty and are not able to work a normal work day are paid the difference between the regular daily pay and the amount paid for the jury duty.

Military Leave

When an employee is called or recalled for active duty, the YMCA will grant an official leave of absence without pay. Re-employment rights correspond to existing applicable laws. Employees who are completing their military training in the Armed forces, Reserves, or National Guard may use their PTO for such training to receive full salary for that period.

1000. Americans with Disabilities Act

Service Animal Policy

The YMCA, through these policies, intends to address compliance with the Americans with Disabilities Act (the "ADA") and other federal and state requirements. The following set of procedures implement this policy with regard to the use of service animals by persons with disabilities who are registered participants in YMCA programs or authorized users of the YMCA and its facilities, by YMCA employees with disabilities, and by visitors with disabilities in our sites and facilities.

The purpose of these procedures is to ensure that participants and authorized users, employees, and visitors with disabilities who have service animals can participate in and benefit from YMCA services, programs, and activities, and to ensure that the YMCA does not discriminate unlawfully on the basis of disability as defined in the ADA.

Participants and authorized users may request to have a service animal accompany them in facilities where they are authorized users as a reasonable modification. Persons with disabilities are invited to contact the YMCA staff at (712) 336-9622.

Employees may request to have a service animal as a workplace accommodation. Please contact the YMCA Human Resources Department for information regarding this process.

Visitors may be accompanied by a service animal when observing programs and activities, or enjoying YMCA facilities, without making a request for a reasonable modification. Persons with disabilities are invited to contact the YMCA staff at (712) 336-9622 for any questions about this policy.

Definitions

Service Animal: A dog or a miniature horse that has been individually trained to perform tasks for the benefit of a person with a disability. Exceptions may be made by the Y on a case-by-case basis in accordance with the law. Tasks may include, but are not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to sounds, pulling a wheelchair, or retrieving dropped items. Dogs or miniature horses that are not trained to perform tasks that mitigate the effects of a disability, including dogs or miniature horses that are used purely for emotional support, are not considered service animals and are not allowed at YMCA facilities premises, unless otherwise specifically permitted, such as at a dog park or equestrian facility.

Partner/Handler: A person with a disability who uses a service animal as a reasonable modification, or a trainer.

Team: A partner/handler and a service animal. The two work as a cohesive team in accomplishing the tasks of daily living.

Trainee: A dog or a miniature horse being trained to become a service animal has the same rights as a fully trained service animal when accompanied by a partner/handler and identified as such.

General Rule Regarding Service Animals

As a general rule, the YMCA will modify policies, practices, and procedures to permit the use of a service animal by an individual with a disability.

Restrictions/Areas of Safety

The YMCA may impose some restrictions on service animals for safety reasons. Restrictions are considered individually to determine if the animal poses a danger to others at the YMCA sites, or could be in danger itself, and to determine if other reasonable modifications can be provided to assure that the individual enjoys

access to the park, facility, or program. Questions about restrictions on service animals should be directed to the contacts listed above.

Responsibilities of Individuals Using Service Animals

An individual with a service animal is responsible for the following:

- Discussing the use of the service animal with the YMCA prior to bringing the animal on site.
- Responding truthfully to the limited and appropriate inquiries that may be made by employees regarding the service animal.
- Maintaining up-to-date service animal registration.
- Ensuring that the animal meets any local licensing requirements, including maintenance of required immunizations for that type of animal.
- Service animal dogs are required to wear a dog license tag at all times.
- Partners/handlers must ensure that the animal is in a harness or on a leash or tether at all times. Exceptions may be considered individually.
- Partners/handlers must ensure that the animal is under control and behaves properly at all times. The supervision of the animal is solely the responsibility of its partner/handler. If the animal's behavior becomes a hygiene problem, or the animal acts in a threatening manner, the YMCA may require the partner/handler to remove the service animal from the site.
- Partners/handlers must ensure that all local ordinances or other laws regarding cleaning up after the animal defecates are strictly adhered to. Individuals with disabilities who physically cannot clean up after their own animals are not required to pick up and dispose of feces; however, these individuals should use marked service animal toileting areas where provided.
- Partners/handlers must keep the service animal in good health. If the service animal becomes ill, the partner/handler must remove it from the area. If such action does not occur, the staff may require it to leave.
- The YMCA may exclude a service animal from all parts of its property if a partner/handler fails to comply with these restrictions, and in failing to do so, fundamentally alters the nature of programs, services, or activity offered by the YMCA.
- The YMCA may exclude a service animal from all parts of its property if a partner/handler fails to control the behavior of a service animal and it poses a threat to the health or safety of others.

Requirements for Staff, Participants, and Authorized Users

Members of the YMCA staff, participants and authorized users, and visitors of YMCA sites, are responsible for the following:

- Allow service animals to accompany the partner/handler at all times and anywhere at a site except where animals are specifically prohibited, such as at a kitchen, pool, or equestrian facility. This list is not intended to be all-inclusive, and other prohibited locations may exist.
- Refrain from distracting a service animal in any way. Do not pet, feed, or interact with the animal without the partner/handler's invitation to do so.
- Shall not separate a partner/handler from a service animal.

The YMCA may take disciplinary action against any individual who fails to abide by these guidelines.

Temporary Exclusion of Service Animals

An employee may report a concern regarding a service animal to Human Resources.

Temporary Exclusion of an Employee's Service Animal

In response to an immediate concern, the YMCA Human Resources Department may determine that a service animal must be temporarily removed from sites, parks, or facilities. The Human Resources Department Director (or designee) shall notify the employee of this decision and that the incident will be reported immediately to the Y CEO. The Human Resources Department Director (or designee) shall then report the incident to the CEO.

The CEO will investigate all reported concerns and cases where service animals have been temporarily removed from sites, parks, and facilities. The CEO will consult with appropriate Y staff and determine whether or not the animal should be excluded for an extended period of time or permanently.

The CEO shall notify the employee of his or her decision. If it is appropriate for the animal to be excluded from sites, parks, and facilities permanently, the Y CEO will ensure the employee receives appropriate accommodations in place of the use of a service animal.

An employee who does not agree with the resolution may file an appeal or formal complaint following the Y ADA Process.

Conflicting Disabilities

Individuals with medical issues (such as respiratory diseases) who are affected by animals should contact Human Resources if they have a concern about exposure to a service animal. The individual will be asked to provide medical documentation that identifies a disability and the need for an accommodation. The appropriate Y staff will facilitate a process to resolve the conflict that considers the needs and conditions of all persons involved.

Clarifying an Animal's Status

It may not be easy to discern whether or not an animal is a service animal by observing the animal's harness, cape, or backpack, or the partner/handler's disability. However, in other cases, an animal may only have a leash, and in still other situations, the partner/handler's disability is not apparent. Therefore, it may be appropriate for designated Y staff such as facility managers, site directors, area staff, or administrative staff to ask (1) whether the animal is required because of a disability, and (2) what work or task the animal has been trained to perform.

Emergency Situations

Emergency Responders (ERs) are trained to recognize service animals and to be aware that animals may try to communicate the need for help. Also, an animal may become disoriented from the smell of smoke in a fire or facility emergency, or from sirens, wind noise, or shaking and moving ground. A partner/handler, service animal, and team may be confused in any stressful situation. ERs will remember that animals may be trying to be protective and, in its confusion, should not be considered harmful. ERs should make every effort to keep a service animal with its partner/handler; however, the ER's first effort should be toward the partner/handler, which may result in the animal being left behind in some emergency evacuation situations.