



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# Abuse Prevention & Risk Policy Guide

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FOR STAFF & VOLUNTEERS

## YMCA OF CENTRAL STARK COUNTY

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To put Christian principles into practice through programs that build healthy spirit,  
mind, and body for all.

**Revision Dates:**

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9/2024



## **What is Praesidium Accreditation? Why is it important to our Y?**

Praesidium is an international leading organization in abuse risk management that has helped thousands of organizations that serve children, youths, and vulnerable persons. The Praesidium Accreditation Standards for Consumer Serving Organizations® are informed by thousands of root cause analyses, continuous scientific research and over three decades of field experience. Anchored by the Safety Equation, these Standards and Praesidium Accreditation provide a framework for organizations to create a culture of safety and an environment free from child sexual abuse and exploitation. Praesidium Accreditation allows organizations to publicly demonstrate their commitment to safety and abuse prevention. It is a lengthy standardized process involving a self-assessment, access to best practices and written resources, site visits, corrective action, consultation with experts and a Praesidium Accreditation Committee that recommends final Accreditation for the organization.

The benefits of Praesidium accreditation include:

1. **Enhanced Safety Measures:** Accreditation ensures that an organization has robust policies and procedures in place to create a safe environment for children and vulnerable populations.
2. **Credibility and Trust:** Accreditation demonstrates to stakeholders, including parents, members, and the community, that the organization takes child protection seriously and adheres to best practices.
3. **Compliance with Standards:** By meeting Praesidium's rigorous standards, organizations ensure they are compliant with legal and ethical guidelines regarding child protection.
4. **Risk Management:** Accreditation helps in identifying potential risks and implementing preventive measures to mitigate them, thereby reducing the likelihood of incidents.
5. **Continuous Improvement:** Accredited organizations often engage in ongoing training and evaluation to maintain accreditation, fostering a culture of continuous improvement in child protection practices.
6. **Positive Reputation:** Having Praesidium Accreditation can enhance an organization's reputation and attractiveness to potential members, donors, and partners who value strong child protection measures.

Overall, Praesidium Accreditation signifies a commitment to safeguarding children and vulnerable populations, promoting a safer and more secure environment within the organization. The YMCA of Central Stark County Abuse Prevention & Risk Policy Guide was adapted from Praesidium Standards.

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**KNOW**



**SEE**



**RESPOND**

## **Abuse Prevention & Risk Policies**

A foundational commitment of the Y is to provide a healthy atmosphere for the growth and development of children. The Y aims to promote a positive, nurturing environment while protecting consumers, employees, and volunteers. Thus, child abuse, and the resulting severe effects, are of primary concern to the Y. Child abuse is the mistreatment or neglect of a child, by parent(s) or others, resulting in injury or harm. 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.

NOTE: For purposes of these policies, the term “consumer” is used to describe all vulnerable populations of people, with emphasis on youth (anyone under age 18) that we serve at our YMCA locations and in our programs.

### **Employee and Volunteer Policy Prohibiting the Abuse or Mistreatment of Consumers**

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

### **Policy Prohibiting the Abuse or Mistreatment of One Consumer by Another Consumer**

The YMCA of Central Stark County has zero tolerance for abuse, mistreatment, or sexual activity among consumers within the organization. The Y is committed to providing all consumers with a safe environment and will not tolerate the mistreatment or abuse of one consumer by another consumer. Conduct by consumers that rises to the level of abuse, mistreatment, or sexual activity will result in intervention or disciplinary action, up to and including, dismissal from the program.

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

### **Classification of Volunteers**

There are two categories of volunteers: High-Access and Low-Access. The category of volunteer determines the level of screening, training, and supervision the volunteer requires.

\*If uncertain whether a particular volunteer opportunity is High-Access or Low-Access, pick High-Access because this category provides the greatest protection for consumers and for our organization.

## **High-Access Volunteers**

High-Access Volunteers typically interact often or over an extended period with consumers. Such volunteers may be readily known to consumers under their supervision and to other volunteers and employees in the program. They may also supervise consumers with or without an employee present. High-Access Volunteers may carry a substantial amount of responsibility in a program serving consumers and such volunteers may have opportunities to develop relationships with consumers over time.

Examples of High-Access Volunteers may include a volunteer program instructor, a regularly scheduled volunteer coach, and/or a mentor for a consumer.

High-Access Volunteer screening process:

- A completed Volunteer Application;
- In-person interview with behaviorally based interview questions;
- Two (2) Professional Reference checks and One (1) Personal Reference check; and
- A multi-state criminal background check including a national sex offender registry check for volunteers 18 years of age and older.

High-Access Volunteer training process:

- Review, sign and agree to follow abuse prevention policies & Code of Conduct
- Initial Abuse Prevention Training required of employees in similar position; and
- Annual Abuse Prevention Training required of employees in similar position.

## **Low Access Volunteers**

Low Access Volunteers typically interact with consumers only in line-of-sight of an employee and only infrequently. Such volunteer might be a parent/guardian who is helping at a one-time event, or someone who only works with adults, not consumers. Low Access Volunteers may not be known by the consumers in the program or to other volunteers and employees. Low Access/Occasional Volunteers have limited access to consumers and have few opportunities to develop relationships with consumers over time.

Examples of Low Access Volunteers may include a one-time event volunteer, parents/guardians who assist at a program where their child is a participant, a volunteer who works strictly with adults outside of our organization's property, a volunteer who helps with business activities and does not interact with consumers, and/or a board member. All branch board members and Board of Trustees are considered low-access volunteers.

\*Note – The YMCA of Central Stark County functions with boards at each local branch, in addition to the Board of Trustees. Each branch board is advisory in nature, not a governing body. While our Board of Trustees is advised on matters, our Executive Leadership Team

through the YMCA of Central Stark County makes final decisions related to operations, policy, personnel matters, etc.

Low Access Volunteer screening and training process:

- A completed Volunteer Application;
- A multi-state criminal background check including a national sex offender registry check for volunteers 18 years of age and older; and
- Review, sign and agree to follow abuse prevention policies & Code of Conduct

### **Acknowledgment of Abuse Prevention & Risk Policies / Annual Review**

The YMCA of Central Stark County requires all employees and volunteers to read, acknowledge, and sign a statement of acknowledgment and compliance with all organizational Abuse Prevention & Risk Policies, Code of Conduct, and consumer protection standards upon hire and repeated annually.

To this end, the HR & Risk Department, in conjunction with our Executive Leadership Team, will annually review all abuse prevention policies for relevance, utility, and necessity, and will modify as appropriate. Any policy changes will be announced at Core Meetings, branch staff meetings, in training in-services for both staff and volunteers and publicly through YMCA newsletters and on our Child Abuse Prevention web page.

By reading and signing the Abuse Prevention & Risk Policies, employees and volunteers also acknowledge and understand their legal and ethical duty to report suspected mistreatment or abuse. No employee or volunteer may have access to consumers until the Y receives a signed acknowledgment.

### **Criminal Background Checks**

All individuals, 18 years of age and older, seeking employment and/or volunteer opportunities must consent to a criminal background check. Employment is contingent on the results and must be completed prior to working or volunteering with consumers. 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 dismissed.

Our organization requires a background check for each employee and volunteer at the following intervals:

- Upon hire or rehire;
- Return from seasonal absence or furlough longer than three months; and
- Once every two years, or more frequently if required by local, state, or federal law.

Our criminal background check screening is a search that covers all counties/states the person has lived, worked or attended school over the last seven (7) years. It also includes a National Sex Offender Registry check on all employees and volunteers.

### **Procedures for Criminal Background Check Review**

Individuals seeking employment and/or volunteer opportunities must consent to a criminal background check with employment being contingent on the results (national/state/local).

The HR & Risk Department will assess the results and looks for a clean criminal record within the past five years; however, if a person has (a) criminal record(s), the HR & Risk Department will evaluate it on a case-by-case basis using criteria such as nature & severity of the offense, and frequency/history of the criminal record – even if it exceeds seven years (i.e., misdemeanor vs felony). Follow-up may be done with the individual for further clarification or to receive further information related to the findings.

Childcare/Day Camp/Resident Camp-all levels/volunteers: Anyone seeking employment and/or volunteer opportunities directly relating to the care of children & youth in these program areas will have all of the above screening, in addition to fingerprinting via the FBI and BCI.

On a case-by-case basis, when discoveries are made, they may be communicated to our Executive Leadership Team for discussion and review (as a committee). All reviews are documented electronically in the HR & Risk Department.

### **Driver & MVR Policies**

#### **What is an MVR?**

MVR stands for "Motor Vehicle Record". An MVR is the history of your time behind the wheel as recorded by your state's department or bureau of motor vehicles. Records in Ohio are kept for a period of 3 years and includes accidents, suspensions, expirations, speeding tickets, moving violations and some criminal convictions involving driving. A motor vehicle record (MVR) is considered a consumer report similar to a background check report.

The YMCA of Central Stark County performs ongoing reviews of motor vehicle records (MVRs) via a third-party vendor - *Embark Safety, LLC* - that includes monthly driver safety monitoring. Applicable employee drivers must consent and agree to the review and monitoring as part of their employment and will complete a consent form granting permission to obtain & monitor their driving record. Information contained in the MVR will be evaluated to determine driver acceptability for applicable pre-hire candidates and for current employees identified as 'employee drivers' (refer to the Driver & MVR Manual).



Employees that drive personal vehicles [or Y-owned vehicles] on behalf of the YMCA of Central Stark County for work purposes on a recurring or consistent basis as part of their regular job duties are required to:

- verify auto insurance coverage with Ohio minimum coverage limits and send a copy of coverage to the HR & Risk Department to have on file
- read and review the *YMCA Driver & MVR Manual* and return a signed acknowledgement page to the HR & Risk Department
- complete the MVR electronic consent form at time of hire

Embark Safety, LLC is a CRA (Consumer Reporting Agency) and will not reach out to YMCA employees directly to obtain personal or sensitive data. Therefore, all MVR reporting processes will be administered by the HR & Risk Department.

In compliance with the Fair Credit Reporting Act (FCRA), we are required to notify applicable staff that their Motor Vehicle Records will be accessed via Embark. In addition, the continuous monitoring process will report any negative changes in motor vehicle history that may occur after this date.

Please refer to the *YMCA Driver & MVR Manual* for full policy details.

### **Alcohol, Tobacco and Drugs Prohibited (*adapted from Staff Handbook*)**

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

- Any Y facility
- Property owned by the Y or used to run Y programs
  - Excludes camp staff private residence
  - Considerations may also be made for YMCA-sponsored community events, philanthropic events (such as benefit auctions), etc.
- YMCA rented, leased, or owned vehicles, or
- While conducting Y business

Our organization reserves the right, based upon reasonable suspicion, to remove an employee and/or volunteer and require testing for alcohol and/or controlled substances. The determination of reasonable suspicion shall be based on specific observations of the appearance, behavior, speech, or body odors of the employee and/or volunteer whose motor ability, emotional equilibrium, or mental acuity seems to be impaired. Consumers will not be permitted to participate in any program while under the influence of alcohol, drugs, or illicit substances. Parents/guardians will be notified as appropriate.

### **Arrest or Criminal Conviction *(adapted from Staff Handbook)***

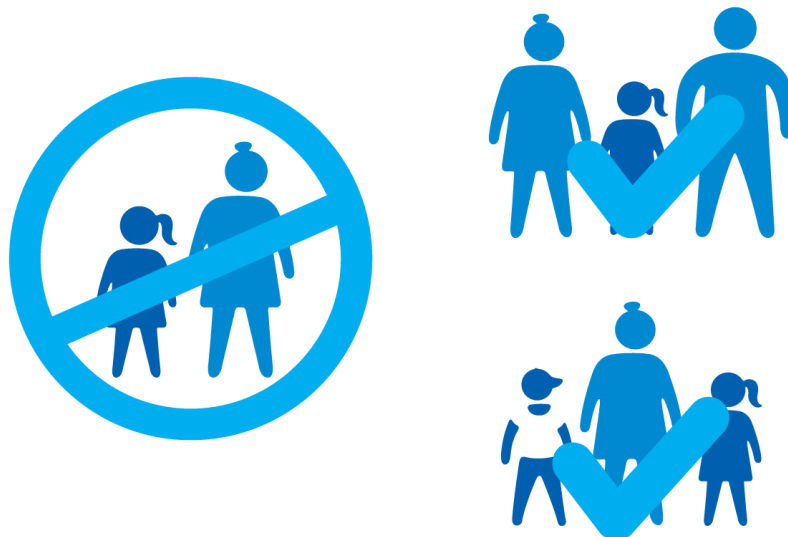
All employees and/or volunteers are required to report any criminal conviction and/or arrest to the YMCA, regardless of their position. The report of arrest or conviction should be made promptly, within five days of when the arrest or conviction occurred. The report should be made in writing to the HR & Risk 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 and will result in disciplinary action up to and including termination. Volunteers and independent contractors who fail to disclose an arrest or conviction subsequent to their engagement with our organization will have their relationship terminated immediately.

### **Managing One-on-One Interactions Between Employees, Volunteers, and Consumers**

At no time during a Y program may staff or volunteers be alone with a consumer where they cannot be observed by others. Staff and volunteers should position themselves in such a way that others can see them. A child may not be left unsupervised. Doors should always remain open.

Our organization follows the YMCA's Rule of Three. This is a child protection policy that states there is always a combination of staff and/or volunteers with youth in sets of three (ex. one youth and two adults, two youth and one adult). Exceptions may include cases of medical emergencies or special needs approved by the parents. The rule aims to reduce the likelihood of abuse by ensuring that staff and/or volunteers are never left alone with a single child.



## Policy Defining Appropriate and Inappropriate Physical Contact

The Y encourages appropriate physical contact with consumers and appropriate personal relationships between consumers are encouraged. However, our organization prohibits inappropriate displays of physical contact. Consumers are not permitted to hold hands, sit on others' laps, use full-frontal hugs, or kiss other consumer participants while in programming.

Adult staff and volunteers are prohibited from dating and/or becoming romantically involved with consumers (youth and vulnerable populations). Employees and volunteers under the age of 18 are discouraged from these types of relationships, as well, and may not have direct supervision over consumer participants in which a romantic or otherwise personal relationship does exist.

Our organization's policies for appropriate and inappropriate physical interactions include, but are not limited to:

<b><i>Appropriate Physical Interactions</i></b>	<b><i>Inappropriate Physical Interactions</i></b>
<p>Contact initiated by the consumer such as:</p> <ul style="list-style-type: none"> <li>• Side hugs</li> <li>• Shoulder-to-shoulder or "temple" hugs</li> <li>• Handshakes</li> <li>• High-fives and hand slapping</li> <li>• Holding hands (with young children in escorting situations)</li> </ul> <p><i>**Avoid giving hugs or resting your hand anywhere on a youth's body.</i></p> <p><i>***Physical contact should be shared only in the presence of trustworthy witnesses and never in one-on-one situations.</i></p>	<ul style="list-style-type: none"> <li>• Full-frontal hugs</li> <li>• Kisses</li> <li>• Playing games that involve inappropriate contact</li> <li>• Tickling</li> <li>• Wrestling</li> <li>• Lap sitting</li> <li>• Allowing a consumer to cling to an employee's or volunteer's leg</li> <li>• Laying down beside someone</li> <li>• Piggyback rides</li> <li>• Any type of massage given by or to a consumer</li> <li>• Any form of affection that is unwanted by the consumer or the employee or volunteer</li> <li>• Contact with the bottom, chest, or genital areas that is outside authorized and documented personal care assistance (bathing suit areas)</li> </ul>

By knowing and understanding policies, Y employees and volunteers can help identify, interrupt, and report policy violations.

## Policy Defining Appropriate and Inappropriate Verbal Interactions

Our organization's top priority is keeping our community safe. Any form of abuse or mistreatment of consumers, children, employees, and volunteers is prohibited. Consumers shall not abuse or mistreat employees, volunteers, or other consumers in any way.

Use of abusive language, obscene or profane language, including racial, religious or sexual references directed at other people will not be tolerated. It is important to treat others as you would like to be treated.

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

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

Our organization's policies for appropriate and inappropriate verbal interactions include but are not limited to:

<i>Appropriate Verbal Interactions</i>	<i>Inappropriate Verbal Interactions</i>
<ul style="list-style-type: none"><li>• Positive reinforcement</li><li>• Age-Appropriate jokes</li><li>• Encouragement</li><li>• Praise</li><li>• Strength-based conversations</li></ul>	<ul style="list-style-type: none"><li>• Name-calling</li><li>• Bullying</li><li>• Cursing</li><li>• Secrets</li><li>• Off-color or sexual jokes</li><li>• Shaming, belittling</li><li>• Derogatory remarks</li><li>• Derogatory remarks about the consumer or his/her family</li><li>• Oversharing personal history</li><li>• Discussing sexual encounters or in any way involving consumers in the personal problems or issues of employees and volunteers</li><li>• Harsh language that may frighten, threaten or humiliate consumers</li><li>• Compliments relating to physique or body development</li></ul>

## Interactions between Employees, Volunteers, and Consumers Outside the Organization

The YMCA of Central Stark County strongly encourages employees and volunteers to refrain from outside contact with consumers with which they do not have a preexisting familial or social relationship (i.e., children are friends at school, families attend same religious institution). This includes babysitting, sleepovers, driving or riding in cars, and inviting children to their homes. However, if interactions with consumers outside of regularly scheduled program activities are otherwise unavoidable, our organization offers the following guidelines:

- Ensure proper boundaries are drawn while in organizational programming v. in social settings to differentiate roles (i.e. how the adult is addressed- Ms. Employee vs. First Name, Rule of Three must exist for ride sharing, sleepovers, vacations, etc.).
- The consumer and parent/guardian must understand the contact is not affiliated with or represented by the employee or volunteer's professional role within the organization.
- To ensure that the contact is not affiliated with the organization, employees and volunteers must notify a supervisor in writing (text/email are ok) if a preexisting familial or social relationship exists with a consumer. Text/email an administrator to increase transparency when social outings occur.

### *Examples of Suspicious or Inappropriate Behaviors Between Employees/Volunteers and Consumers*

- Violation of any abuse prevention policies outlined by the organization
- Seeking private time or one-on-one time with consumers
- Buying gifts for individual consumers
- Making suggestive comments to consumers
- Picking favorites

## Electronic Communication Systems *(adapted from Staff Handbook)*

The terms "electronic communications" and "social media" or "social network" refer to activities that integrate technology, telecommunications, and social interaction through words, images, video or audio tools. Examples include, but are not limited to social websites, blogs, message boards, wikis, podcasts, image- and video-sharing sites, text and voice chat platforms for gaming, live webcasting, and real-time web communities. Additionally, sending text messages between two or more mobile phones or fixed or portable devices over a phone or wireless network is included within these definitions.

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 or volunteer's improper use of Y electronic communication systems can waste time and resources, cause embarrassment for both the Y and the individual, and create potential legal liability.

Employees and volunteers should have no expectation of privacy or confidentiality with respect to use of 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 employee or volunteer.

Employees and volunteers may not use the Y's systems to conduct personal business or non-work-related tasks and should not maintain personal files on the Y's electronic communication systems. All communication between employees/volunteers and consumers must be approved by a consumer's parents/guardians and must be in an open electronic environment. The "Rule of Three" must be observed in all electronic communications between consumers and employees/volunteers. For example, there should be two employees/volunteers included on text messages and emails with consumers. Direct, private messaging between consumers and employees/volunteers is not allowed.

#### PERSONAL PHONE CALLS AND TEXTING *(adapted from Staff Handbook)*

Positions involving direct service to consumers, members and/or participants are not permitted to use personal mobile communication device(s) while working. If an emergency situation requires an employee or volunteer to use a mobile device, they must notify a supervisor before taking calls, making the call or text to be relieved from duties to attend to the situation. Phones are to be silenced or on vibrate while working. Employees and volunteers may not use mobile communication devices (e.g., cell phones) while driving a vehicle for the Y. If they need to contact someone while driving, they are expected to safely park before doing so. This applies to making or receiving calls, texting, emailing, etc.

Consumer participants will comply with the organization's policies governing the use of personal mobile communication devices. If a consumer attempts to communicate with an employee or volunteer via text, a supervisor must be notified immediately.

Employees and volunteers 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 IT department.

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, volunteers and/or consumers. The Y strictly prohibits the access, display, production, possession, or

distribution of pornography on our property and/or equipment or during any organization-associated activity.

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 and volunteers 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.

### **Gift-Giving and Gift Acceptance Policy *(adapted from Staff Handbook)***

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

- The gift must be authorized by a supervisor or designated administrator;
- The gift must be given to all consumers in that same group/ program/ department/ event/etc. (i.e., celebration of special events/holidays or group recognition);
- Employees and volunteers are to communicate that the gift is given on behalf of the YMCA of Central Stark County, not the individual employee or volunteer; and
- Guardians should be notified any time a gift is given to a consumer.

Employees and volunteers have an obligation to act solely in the Y's best interest. Therefore, employees and volunteers should not accept any gifts, favors, or entertainment valued at more than \$100.00 from any member, vendor, potential vendor, or other outside party. Tips or other gratuities may not be accepted in any amount.

Employees and volunteers 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 and volunteers 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.

## Training

The YMCA of Central Stark County requires all employees and high-access volunteers to complete foundational abuse prevention training UPON HIRE or PRIOR TO having access to consumers. Abuse prevention training is also required annually for both employees and high-access volunteers.

All employees and high-access volunteers are trained on the following topics:

- The organization's policies related to preventing and responding to abuse;
- How to maintain appropriate boundaries with consumers;
- Definitions of abuse, facts about sexual abuse & how abuse happens;
- Types of offenders & how they operate;
- How to manage high-risk activities;
- Keeping our Y safe with effective monitoring & supervision practices;
- How to prevent false allegations;
- How to recognize and respond to red-flag behaviors and policy violations;
- How to recognize and respond to suspicions or allegations of abuse;
- Mandatory reporting requirements and how to respond if abuse is disclosed.

As part of the onboarding process, all new employees and high-access volunteers must complete the Abuse Prevention & Reporting curriculum in [GreatAcademy](#) which includes these courses:

- Foundations in Preventing Abuse in Youth Organizations (45 min)
- Keeping Your Y Safe (25-45 min)
- Duty to Report: Mandated Reporter (30 min)

*NOTE: Some departments may choose to offer equivalent courses in abuse prevention training for staff and high-access volunteers, but training must cover topics listed above.*

Two (2) hours of compensation are awarded for completion of abuse prevention training requirements for employees. Compensation is awarded upon completion of the full curriculum and once a certificate has been presented. Supervisors will add compensation in UKG. This online curriculum will be renewed annually, and GreatAcademy will re-assign training 30 days before expiration.

Failure to complete required trainings will result in disciplinary action up to and including termination or removal from the organization.

A variety of methods for maintaining ongoing awareness of abuse risk and prevention will be discussed and distributed throughout the year, bringing to light our culture of safety. In particular, staff, volunteers and members of the community are encouraged to participate in [Five Days of Action](#), a week-long campaign designed to raise awareness and inspire adults to take action to protect children from sexual abuse. You can print and sign your own pledge card from the Appendix in the back of this policy guide. Display it where you work or post it on your own social media with [#FiveDaysofAction](#).



## Training Instructions Abuse Prevention & Reporting Curriculum

Upon hire and prior to having access to consumers, staff and high-access volunteers must complete the Abuse Prevention & Reporting curriculum in GreatAcademy.

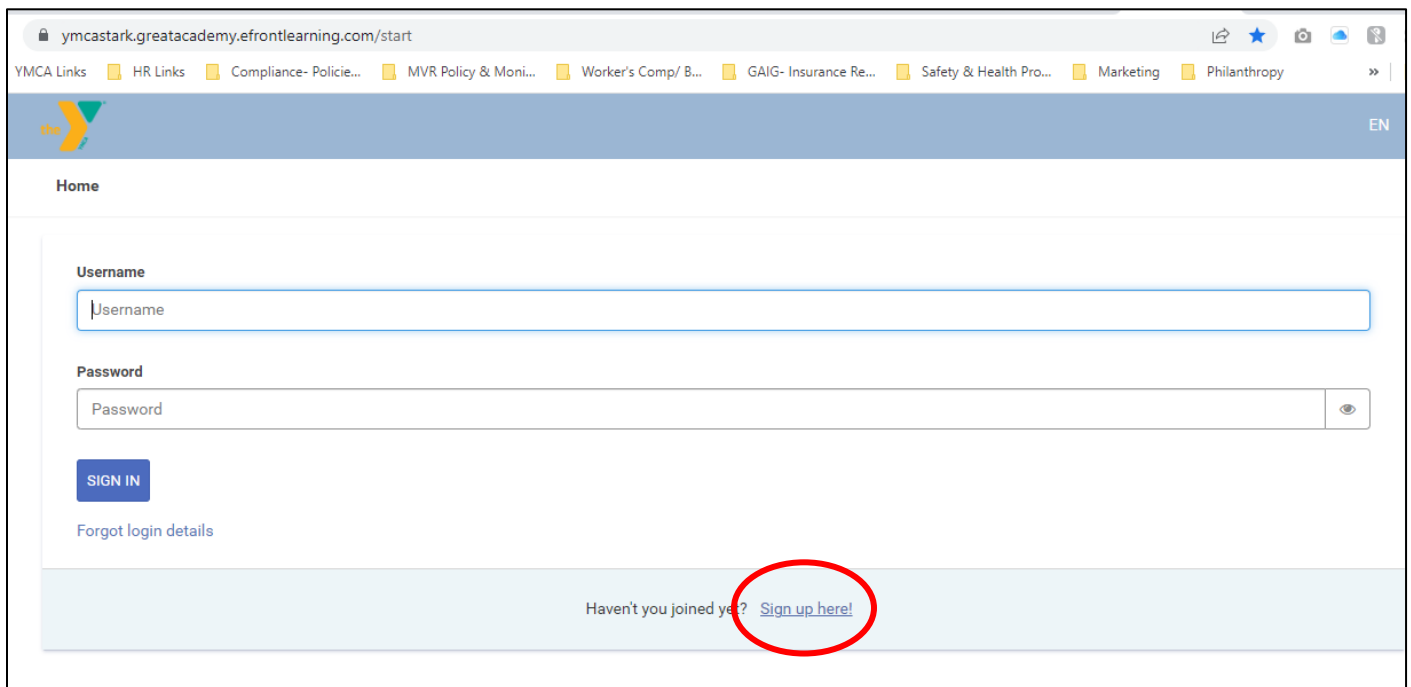
Create an account in GreatAcademy using the link below. Upon activation, an administrator will enroll the staff member or volunteer in the curriculum.

They will receive an email that they have been enrolled in the curriculum and now have access to take the courses.

**Staff and high-access volunteers must present the completion certificate to a direct supervisor on the first day of onboarding and prior to having access to consumers.**

Go to GreatAcademy and click on 'Sign up here!' to create an account.



<https://ymcastark.greatacademy.efrontlearning.com/start>










The screenshot shows a web browser window with the URL [ymcastark.greatacademy.efrontlearning.com/start](https://ymcastark.greatacademy.efrontlearning.com/start). The page features a navigation bar with various links such as 'YMCA Links', 'HR Links', 'Compliance- Policie...', 'MVR Policy & Moni...', 'Worker's Comp/ B...', 'GAIG- Insurance Re...', 'Safety & Health Pro...', 'Marketing', and 'Philanthropy'. Below the navigation bar is a 'Home' section with a login form. The form includes a 'Username' field, a 'Password' field with an eye icon for visibility, a blue 'SIGN IN' button, and a link for 'Forgot login details'. At the bottom of the page, there is a light blue banner with the text 'Haven't you joined yet?' and a link 'Sign up here!' which is circled in red.

Example of what an email from GreatAcademy will look like:

Welcome to the course Keeping Your Y Safe (ymcastark).

 GreatAcademy <noreply@greatacademy.efrontlearning.com>  
To 

  Reply  Reply All  Forward  

 If there are problems with how this message is displayed, click here to view it in a web browser.

This sender is trusted.

Hello

You now have access to the course **Keeping Your Y Safe (ymcastark)**.

[Click to access it](#)

Yours sincerely,  
The Welcome to GreatAcademy team

[Welcome to GreatAcademy.](#)

Click [here](#) to stop receiving notifications.

Example Certificate:

 **GreatAcademy** 

Certificate of Achievement  
This Certificate is Awarded

For the successful completion of:  
Alcohol Prevention & Reporting

With grade:

*Instructor*

\_\_\_\_\_  
Instructor                      Serial Number                      Date                      Expire

**EXAMPLE**

## MONITORING & SUPERVISION

### **Dress Code and Uniforms** *(extracted parts from Staff Handbook)*

By dressing appropriately for work and modeling good personal hygiene, our employees and volunteers help create a welcoming environment as well as favorable professional image of themselves and the Y.

Grooming and dress standards include the following:

- All employees and volunteers are expected to meet generally accepted standards of cleanliness and hygiene;
- YMCA issued staff or volunteer shirts will be worn during work hours;
- All employees and volunteers must meet uniform and/or dress codes that may be required for their particular jobs;
- All clothing should be neat, clean, and in good repair at all times;
- Clothing should not be distracting to others, expose undergarments, or present a safety hazard.

Supervisors can answer any questions about what is considered proper attire. Employees and/or volunteers whose religious beliefs and practices require a change or modification (an accommodation) to these standards may submit a request to their supervisor.

All team members at Y facilities, program sites, and other locations, with the exception of aquatic team members in swimsuits and group exercise instructors actively instructing a class, must wear Y identification badges. Badges must be worn above the waist and be visible at all times.



## Ratios

Adult-to-consumer ratios help define the level of supervision necessary to be effective and safe. Ratios also enable employees, volunteers, and supervisors to easily identify when additional personnel are necessary. The YMCA of Central Stark County will ensure all programs adhere to specific consumer ratios relevant to that particular program, as necessary. Ratios will be well established, known, and followed consistently by all employees and volunteers. Ratios will vary depending on the age of consumers in the program. Employees and volunteers will always follow the lowest possible ratio when working with mixed-age groups.

### Child Care & Camps

Our Child Care Branch follows specific ratios as outlined by the Ohio Department of Job and Family Services (ODJFS) required under state licensing regulations. In addition, our ratio while on field trips is 1:10 for school age children. An additional staff is present on field trip vehicles for every group of 10 school-age children.

#### Staff to Child Ratios in Child Care:

Age of Children	Child Care Staff to Child Ratio	Maximum Group Size
<b>Young Infants</b> (birth to less than 12 months)	1:5 2:12 in the same room	12
<b>Older Infants</b> (at least 12 months old and less than 18 months old)	1:6	12
<b>Young Toddlers</b> (at least 18 months old and less than 2 ½ years old)	1:7	14
<b>Older Toddlers</b> (at least 2 ½ years old and less than 3 years old)	1:8	16
<b>Young Preschoolers</b> (at least 3 years old and less than 4 years old)	1:12	24
<b>Older Preschoolers</b> (at least 4 years old and not enrolled in or eligible to be in kindergarten)	1:14	28
<b>Young Schoolagers</b> (enrolled in or eligible to be enrolled in a grade of kindergarten or above and less than 11 years old)	1:18	36
<b>Older Schoolagers</b> (at least 11 years old and less than 15 years old)	1:20	40

#### General Overnight Staff to Camper Ratios

The following camper to staff ratios should be followed for direct overnight supervision with cabin groups, meal times and general camp activities. General camp activities may include sing-a-longs, crafts, flag, chapel, evening programs, cabin activity, camp fire, etc.

Camper Age	Staff	Campers
7-9 years old	1	6
10 - 14 years old	1	8
15 - 18 years old	1	10

Exceptions to the above ratios:

- Ratios of supervision are considered to be over campers in line of sight to staff.
- When possible, cabin groups should be supervised by a minimum of two staff.
- When a staff member is in the building in the next room, this ratio may be altered.
- All activities that require an instructor must have a minimum of 2 staff present.

### Aquatics

Swim lessons and programs are Y-USA ratios, and the rest are Y-USA best practices.

Program	Staff- Instructors / Lifeguards	Swimmers
<b>Swim Lessons</b> (Preschool- children ages 3-5 years old)	1 Instructor	6
<b>Swim Lessons</b> (School Age- children ages 6-12 years old)	1 Instructor	8
<b>Open Swim</b>	1 Lifeguard	25
<b>Day Camp</b>	2 Lifeguards (+ At least 2 counselors in water)	25
<b>Swim Team</b>	2 Lifeguards (+ At least 2 coaches on deck)	25
<b>Art, Gym and Swim</b> (Preschool Programs)	1 Instructor	6

### Sports Department, Gymnastics Classes & Teen & Family Programming

As best practice, our Program Directors maintain low ratios, often between a range of 1:6 – 1:10 (instructor-to-participant). Youth and Teen Programming (such as Leaders Club or Teen Nights) may have higher ratios, such as 1:12 or 1:18. Ratios may vary depending on the branch, program, sport, team, league, or age of consumers. Staff and/or volunteer availability may be a factor in some instances, but safety and the quality of instruction are always top priorities in these departments. These program areas are not regulated under specific ratios, but are monitored and supervised with these best practices in place.

## **Guidelines for Monitoring Members/Guests in our Y Facilities**

All members and guests, including consumers over the age of six, are expected to check in at the branch membership desk before accessing YMCA facilities for programs, services and activities. A YMCA Member & Guest Code of Conduct must be signed by all members and guests. A copy is provided in the Appendix.

**MEMBERS-** All YMCA of Central Stark County members will have their photo taken prior to membership cards being issued. A photo ID is required for members aged 16 and up. After receiving a membership card, members are required to scan in using a facility ID card, YMCA APP, or valid photo ID.

**GUESTS -** Members of the YMCA of Central Stark County are encouraged to invite guests to join them for a workout. Members may bring up to 2 guests per visit. Guests must be accompanied by the member. Guests over age 16 are required to present a current photo ID and have their photo taken. Guests must sign a waiver. Minors under age 18 cannot sign the waiver. Minors must already have a waiver on file or have a parent/guardian sign for them upon arrival.

**JUMP START-** A free Jump Start session is encouraged for each member 10 & older. It is required to use the Wellness Center for members ages 10-12. Members 13 and older may use the Wellness Center without going through a Jump Start session, but must abide by Wellness Center guidelines. Youth must be in authorized spaces according to this policy.

**CRIMINAL OFFENSE-** In addition, the YMCA reserves the right to deny access or membership to any person who has been accused or convicted of any crime involving sexual abuse, is or has been a registered sex offender, has ever been convicted of any offense relating to the use, sale, possession, or transportation of narcotics or habit forming and/or dangerous drugs, or is presently or habitually under the influence of dangerous drugs or chemicals, narcotics, or intoxicating beverages. The YMCA conducts regular sex offender screenings on all members, participants, and guests.

Additional guidelines for monitoring consumers include:

- **MEMBERSHIP APPLICATION-** Parents and/or legal guardians must complete a membership application which includes identifying information, legal indemnifications, the consumer's date of birth, and emergency contact information. In addition, the YMCA of Central Stark County requires staff and volunteers to document arrival and departure of consumers in scheduled programs, so that there is a record of entry and exit. Refer to the section on Guidelines for Entering & Exiting Programs for more information.

- **MEMBER & GUEST CODE OF CONDUCT-** Members & guests (including parents/guardians) are required to sign a Code of Conduct that outlines the Y's behavioral expectations and policies regarding appropriate and inappropriate interactions. Our Member & Guest Code of Conduct also includes a systematic disciplinary policy which explains that individuals will be suspended or dismissed from the program for policy violations. Guests must also sign a Member & Guest Code of Conduct.
- **SUPERVISION-** While in our Y facilities, consumers can be supervised directly, indirectly, or with a combination of the two techniques.
  - **For direct supervision:**
    - We offer structured, scheduled activities like basketball tournaments, swimming activities, arts and crafts, etc. These activities should have one or more employees assigned to lead and supervise.
  - **For indirect supervision:**
    - We designate certain building areas as authorized areas for consumers.
    - Each branch is different , but authorized areas may include a gymnasium, a game area, teen room or a youth lobby for doing homework and so on.
    - Authorized areas must be easily visible and routinely and systematically checked by employees and/or volunteers.
  - **Consumers should:**
    - Know that they will be supervised by staff and volunteers at all times.
    - Be greeted and welcomed when they enter the facility.
  - **Employees and volunteers should:**
    - Know which areas are authorized and which are not.
    - Direct consumers to the structured activities or authorized areas.
    - Redirect consumers who are not in an authorized area and closely observe those not participating in a structured activity.
    - Be aware that free and unstructured activities can include transitional times, such as waiting for transportation.
    - Be aware of the risks involved with mixing age groups and developmental levels and how to monitor activities involving mixed levels – including increasing supervision when necessary.
    - Routinely monitor high risk areas (such as bathrooms, locker rooms, and unused rooms)
    - Document the scheduled and periodic sweeps of all high-risk areas.

**Ultimately, consumers must be supervised at all times, regardless of age or developmental level. The key is to remember that members/guests can be supervised directly in structured activities and indirectly when they are in authorized areas.**

**Supervisors should have designated staff conduct scheduled observations using the YMCA Facility Observation Checklist and periodic sweeps using a Program Quick Check Form- see the Appendix for templates.**

## Working with Third Parties and Facility Rentals

Third-party and external organizations or individuals providing services to the YMCA of Central Stark County's consumers or using the organization's facilities fall within the scope of our abuse prevention policies.

Third parties are expected to adhere to all applicable abuse risk management policies. Further, the YMCA of Central Stark County will designate a person, a committee, or a department to oversee third-party compliance with our abuse prevention policies.

Third parties may have high access to consumers. Therefore, at a minimum, third parties must be required to include or adhere to the following items as part of their contractual agreement with the YMCA of Central Stark County:

### Code of Conduct

- Third parties are required to review and sign the YMCA of Central Stark County's Member & Guest Code of Conduct for working with consumers.

### Defense and Indemnity for sexual misconduct and molestation

- Third parties are required to defend and indemnify the YMCA of Central Stark County for claims stemming from sexual misconduct and molestation.

### Insurance

- For any business entity using a YMCA facility in a programmatic way and/or entering into a facility rental agreement (whether for profit or not for profit), it's recommended to collect a Certificate of Insurance from the organization with the following coverages/limits:
  - **General Liability** - \$1,000,000 (Per Occurrence) / \$2,000,000 (Annual Aggregate)
    - *Such coverage shall name the YMCA of Central Stark County as an "Additional Insured" with "Waiver of Subrogation"*
  - **Employers Liability (a/k/a Stop Gap)** - \$500,000 (by Accident) / \$500,000 (by Disease) / \$500,000 (each Employee)
- It's similarly beneficial to request these same coverages from outside vendors or third-party organizations operating on site (services, construction, property maintenance, etc.)
- For anyone who will be operating a vehicle on site, request proof of Automobile Liability - \$1,000,000, Combined Single Limit (*naming the YMCA of Central Stark County as an Additional Insured with "Waiver of Subrogation"*).



## **Screening**

- All third-party organizations and vendors must stop at a facility checkpoint or Membership Desk upon arrival to identify themselves.
- Third parties over age 16 are required to present a current photo ID, have their photo taken and be screened on a national sex offender registry check.
- During emergencies or otherwise unavoidable situations requiring immediate access to a Y location, screening checks are not required. The third-party must still identify themselves. Designated staff members will meet the vendor upon arrival. Monitoring and supervision efforts during these types of visits will be increased, as well as, entry and exit into spaces, rooms, and the Y location itself.

## **Supervision Procedures for Monitoring**

- For joint events, supervision responsibilities between the organization and the third parties must be clearly defined.
- Supervisors and staff must conduct scheduled and random observations of all third-party organizations' activities and programs to ensure that safety and best practices are always in place during their use of Y facilities.

## **Reporting**

- Third parties and facility renters must understand and provide written acknowledgement of the YMCA of Central Stark County's internal and external reporting requirements.
- Third parties and facility renters must report policy violations and incidents or allegations of sexual misconduct back to our organization and must follow mandated reporting requirements. See the Reporting section for further details.

## **Guidelines for Entering & Exiting Programs**

Each program is responsible for all consumers in the facility, including vulnerable adults. Although vulnerable adults may not need constant supervision, employees and volunteers should have some form of awareness and guidance as to where consumers are and what activities they are engaged in at all times. Standard procedures for monitoring consumers help organizations identify who is present in programming and allow employees and volunteers to document when and with whom consumers exit programming. Such procedures allow employees to quickly identify any consumer who may be missing and decrease opportunities for consumers to be left unsupervised.

When possible, specific programs will create a single point of entry and exit. If there is more than one entrance or exit, YMCA employees and/volunteers will ensure these other points of access are consistently monitored.

Employees and/or volunteers will maintain written or electronic documentation of rosters or attendance in programming to maintain awareness of each consumer's presence at all times. Employees and/or volunteers should initial rosters (or electronically sign) when consumers arrive and depart. YMCA employees and/or volunteers supervising consumers should utilize headcounts or conduct attendance checks to ensure continuous awareness of which consumers are in scheduled programming.

To ensure that only authorized persons may have contact with each consumer, licensed Child Care Branches follow these practices for governing arrival and departure of children:

- Each parent/guardian shall sign-in and sign-out his or her consumer, and shall escort the consumer to and from the program space each day.
- No consumer should be dropped off to come in alone for structured programming.
- All consumers will be initialed in and out by staff/volunteers on program's sign in/out sheet upon arrival and dismissal from the program.

### **Managing One-on-One Interactions with Consumers**

As outlined in our policies, our organization prohibits private one-on-one interactions. If you observe one-on-one interactions between employees or volunteers and consumers, interrupt the behavior and immediately report the observations to a supervisor, director, or other authority. If you are not comfortable making the report directly, make it anonymously through our [Online Reporting Tool](#). If the report is about a supervisor or administrator, contact the next level of management. Complete an Allegation or Incident of Abuse/Neglect Report Form as soon as possible to document the incident.

### **Managing Take-Home/Pick-Up: Events Involving Failure to Pick Up a Minor**

- Staff and volunteers must remain calm
- Call all primary, secondary and emergency phone numbers listed for the child
- If no contact can be made at these numbers, you should:
  - Continually assure the child that everything is OK
  - Notify the Program Director or Branch Executive Director
  - If parents/guardians still cannot be contacted, call police and social services
- Two (2) YMCA employees and/or volunteers should remain with the minor
- Obtain the child's full name, parent/guardians name, address and telephone numbers and any medical information for the authorities
- Assist authorities as necessary
- Document the incident on an incident report form and forward it to your supervisor and Branch Executive Director

## **GUIDELINES FOR MONITORING & SUPERVISION**

### **Consumer-to-Consumer Interactions**

Employees and volunteers must effectively monitor and supervise consumer-to-consumer interactions to prevent inappropriate behaviors and problematic sexual behaviors.

When supervising consumers, it is important to remember that adult employee and volunteer behavior sets the tone, and consumers should not determine what is and is not acceptable.

Employees and volunteers should ensure:

- Consumer interactions are age and developmentally appropriate.
- Consumers respect each other's boundaries.
- Consumers are not bullying, teasing, dominating, or displaying sexualized behaviors.
- Consumers solve problems without fighting.

Employees and volunteers will utilize monitoring and supervision best practices such as:

- Line of sight supervision
- Zone monitoring
- Listening and observing for inappropriate behaviors between consumers

Using these methods, employees and volunteers consistently monitor high-risk areas where sexual behavior between consumers is most likely to occur including:

### **FOR CHILDREN & YOUTH CONSUMERS:**

#### **Naptime/Sleeping areas:**

- Employees, volunteers, and consumers should not sit or lie on anyone's bed or be in anyone else's sleeping bag and/or cot.
- Encourage consumers to draw an imaginary line around their sleeping space and encourage them to report violations to an employee or volunteer.
- Employees and volunteers will not leave consumers alone during nap time.
- Do not let consumers share a sleeping mat, cot, blanket, or sleeping bag.
- Pay attention to who is sleeping next to whom.
- Arrange sleeping areas with as much space as possible between each consumer.
- Areas shall be lighted to allow for visual supervision of consumers at all times.
- Keep the room sufficiently lit so that you can easily observe all consumers.

**NOTE FOR CHILD CARE BRANCH:** Toddlers and preschoolers will rest on a cot for a period of time, not to exceed two hours, during the afternoon. Infants will sleep in their assigned crib according to their individual schedules. School agers will be provided a cot or mat should they request to rest or nap.

**When assisting consumers with personal care:**

- Always use the least intrusive methods possible. For example, allow the consumer to do as much as they can by themselves. To the degree possible, use verbal prompts, instead of physical contact with consumers, to guide the consumer in self-assisting tasks.
- Avoid staring at the consumer's body.
- Document any observed injury, disclosures of abuse, or any interactions that may have been misinterpreted.
- Keep bathroom doors cracked so passersby can see the adult assisting but not the consumer.
- Make every attempt to have employees of the same gender as that of the consumer to provide personal care.

**For diapering:**

- Place the changing table in an open area where adult actions can be observed by others.
- No child shall be left unattended on a diaper changing table and diapers should only be changed when at least two adults, or individuals, are present.
- Written documentation is required of diaper changing.
- Inform supervisors if employees notice anything out of the ordinary or concerning while changing the consumer's diaper.
- Employees must follow all licensing requirements having to do with diapering.

**Playgrounds/Recreational Spaces:**

Playgrounds and recreational activities can allow mixed age groups of consumers to have access to one another and create increased opportunities for inappropriate interactions between consumers. Playgrounds may have blind spots or equipment which obstruct supervision.

**Special considerations:**

- Ratios should mirror other activity ratios.
- Size and configuration of playground/recreation area, i.e. barriers to supervision, whether physical boundaries like fences exist, geography and location, whether other outside groups will also be present.
- If outside groups or mixed ages are using facilities at the same time, delineate boundaries so that different groups do not intermix.
- Monitoring barriers (such as storage sheds, playhouses, tunnels, and shrubs):
  - Identify in advance any blind spots or equipment that obstruct line of sight supervision and designate them off limits or plan regular walk throughs of those areas;
  - Station employees and volunteers near playground equipment such as tunnels and slides in order to reduce the appearance of privacy.

- Zone monitoring:
  - Employees and volunteers should be assigned to specific areas to supervise.
  - Adequately spaced around the whole area and be positioned around the perimeter of the recreation area to ensure ample supervision and that consumers remain in approved spaces.
  - Monitors should continuously move within their assigned zone.
- Active supervision:
  - employees and volunteers should position themselves to be able to see and hear all consumers to whom they are assigned;
  - anticipate what consumers will do and redirect when necessary;
  - listen and notice changes in sound or absence of sound;
  - remain engaged with consumers rather than socializing with other employees or volunteers.
- Review boundaries and rules with consumers prior to the activity, including that they are to remain in line of sight of employees and volunteers at all times and how to report inappropriate behaviors.
- Define bathroom procedures while maintaining ratios at all times.
- Employees and volunteers periodically scan and conduct name to face roll calls for each age group and whenever moving from one activity or space to another.



**FOR CONSUMERS OF ALL AGES (when possible):**

**Monitoring & Supervising Bathrooms, Locker Rooms and Changing Areas:**

Bathrooms, locker rooms and changing areas are high-risk locations for sexual activity between consumers, and adult offenders can use the privacy afforded in these areas to abuse a consumer. Consequently, they require close and regular monitoring, and these practices must be carefully managed. Locker rooms also present increased risk, because consumers and adults may be nude or partially nude and consumers may engage in horseplay.

Managers and/or on-duty supervisors must frequently check bathrooms and locker rooms in the facility. Supervisors will develop a system to ensure locker rooms, changing areas, and bathrooms are monitored consistently. The schedule should appear to be “random” so that people in the locker room know that someone from the organizations could enter at any time.

Employees and volunteers must recognize suspicious or inappropriate behavior in locker rooms, changing areas, and bathrooms, including:

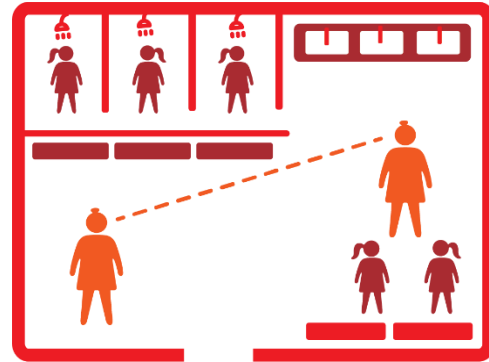
- Adults:
  - Loitering in the locker room
  - Watching/staring at consumers in the locker room
  - Making inappropriate comments to the consumers in the locker room
- Consumers:
  - Consumers seeking out unsupervised areas
  - Mixed age groups of consumers
  - Making inappropriate comments to other consumers in locker rooms, changing areas, and bathrooms.

**Staff and Volunteer Responsibilities:**

- When supervising consumers, adult employees and volunteers should first quickly scan the bathroom, locker room or changing area before allowing consumers to enter to ensure the area is vacant.
- Before sending in consumers, check for blind spots in the locker room or changing area and be aware to pay close attention to these spaces.
- Employees and volunteers must take groups of two or more consumers to the bathroom or locker room – following the “Rule of Three” or more.
  - If the bathroom only has one stall, only one consumer should enter the bathroom while the others wait outside with the employee or volunteer.
  - If there are multiple stalls, only send in as many consumers as there are stalls or urinals available for use.
- Minimize consumers of different ages using these areas at the same time.
- Require employees to stand in the doorway with the door ajar while the consumer uses the restroom. If employees must enter the restroom to assist a consumer, ensure that the door to the restroom remains open.
- For locker rooms and changing areas, if visual supervision compromises consumer privacy or is otherwise not feasible, ensure auditory supervision in/near the area.
- Make it a point to walk through the locker room at least every five minutes and let your presence be known, make noise, say hello, or sing a song.
- Consumers should be given a strict time limit of how long they can be in the locker room to limit opportunity for inappropriate interactions and activities.
- Locker room horseplay, such as towel snapping, is prohibited.

### For shower time:

- Only one consumer can be in a shower stall at any given time.
- If there are multiple stalls, only send in as many consumers as there are stalls.
- Ensure shower doors/curtains do not extend all the way to the ground so employees and volunteers can easily glance into the bathroom to see how many feet are in each shower stall.
- Employees and volunteers are prohibited from using the bathroom or showering at the same time as consumers.
- When necessary to assist young consumers in the stalls, employees and/or volunteers should keep the door to the stall open.
- Consumers who require assistance with personal care activities should have this documented within their file and include the level of assistance necessary.



### Secluded areas:

- Lock doors to unused or seldom used rooms and spaces.
- Use signage to deter consumers from trying to access secluded areas.
- Ensure employees and volunteers frequently monitor secluded areas like stairwells and hallways.

### FOR ADULT CONSUMERS:

Adult consumers (i.e., individuals with disabilities, those experiencing homelessness, or other adult participants in general programming) also require effective monitoring and supervision practices to prevent inappropriate consumer-to-consumer interactions. Employees and volunteers should provide line of sight supervision, structured or guided activities, designated or authorized program areas they may access, and observations of red-flag or inappropriate behaviors to deter and intervene on inappropriate adult consumer interactions.

### FOR OFF-SITE ACTIVITIES:

Off-site activities, field trips, and outings present unique risks for the safety of consumers and are among the most common settings where adult-to-consumer and consumer-to-consumer sexual misconduct occurs.

Some of the special circumstances which cause these to be high-risk environments are that large groups are difficult to monitor, consumers may be more likely to act out in a less structured environment, and organizations cannot screen all other adults who may have access to consumers off-site.

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

#### **SITE SELECTION**

- Visit the destination in advance, when possible, to assist with planning.
- Prior supervisor approval is required for all off-site activities and trips, with advance approval for any long-distance or overnight trips.

#### **PERMISSION SLIPS**

- Written parental/guardian approval is required from all consumers on the trip in the form of a permission slip, including rules for consumers to follow, prior to each off-site activity and trip.
- Employees and volunteers should take these permission forms and medical releases with them on the trip and also have them on hand during the activity.

#### **RULE OF THREE**

- Use the "Rule of Three" when transporting consumers: At least two employees must transport a single consumer, or at least two consumers must be present if transported by a single employee.

#### **GROUP & SEAT ASSIGNMENT**

- Assign each employee or volunteer to a specific group of consumers to supervise. Groups should be separated according to age, gender, and/or behavior of consumers.
- Employees and volunteers should sit in seats that permit maximum supervision.
- Employees and volunteers should not share seats with consumers.
- Discourage mixed age groups or developmental levels from sitting together.
- When possible, high-risk consumers should be seated by themselves or in close proximity to an employee or volunteer.

#### **ROSTERS & ROLL CALL**

- Y personnel should have a list of the consumers on the trip and each employee or volunteer must maintain a roll sheet listing all the consumers in his or her group.
- Name-to-face roll checks should be conducted when boarding the bus to leave, when leaving the bus at the site, periodically throughout the trip and whenever moving from one activity or space to another, and then again when boarding the bus to return.

#### **EMERGENCY PLANS & COMMUNICATION**

- Employees and volunteers must have a way to communicate while off-site.
- An emergency plan must be in place for responding to incidents.

#### **UNAUTHORIZED STOPS**

- Prohibit drivers from making unauthorized stops.
- Consumers may not be brought to an employee or volunteer's home or the home of any employee or volunteer's family member.



## DOCUMENTATION

- Document the beginning and ending time of the trip and the mileage, names of the consumers being transported, other employees and volunteers who are involved in transportation, purpose of the transportation, and the destination.
- Employees and volunteers should document any unusual occurrences.

## PUBLIC TRANSPORTATION

- When public transportation is used (in addition to the transportation procedures listed above):
  - Consumers should remain in one area of the bus/train, if possible.
  - Employees and volunteers that are assigned to a group should remain with that group.

## UNIQUE SETTINGS

- Consider specific recommendations based on the location and type of activity (for example, amusement parks, water parks, arcades, etc.). If the trip is to a location where consumers will be interacting in a large space and/or it is not possible to assign specific employees and volunteers to specific groups of consumers, then:
  - Set boundaries at the location. Tell consumers where they may and may not go. Then post employees and volunteers around the boundaries and at the entrance and exit points.
  - Assign remaining employees and volunteers to monitor specific areas. Post at least one employee or volunteer near the bathrooms.
  - Consumers should check in at designated meeting points at least once every hour.



## **FOR OVERNIGHT AND RESIDENTIAL SETTINGS:**

Overnight activities and residential settings can present unique risks to consumers and employees and volunteers. Overnight and residential settings often involve changing clothes; consumers of different ages interacting in a more intimate atmosphere than regular program activities; more unstructured and novel activities; and increased opportunities for a consumer to avoid supervision and for employees and volunteers to be distracted.

### **Overnight Activities at a Facility**

- Authorized areas within the facility must be clearly defined and explained to the consumers.
- Each employee and/or volunteer will be assigned to a specific group of consumers to supervise. Each employee or volunteer should then maintain a roll sheet that lists consumers in his or her group. Head counts and roll checks should be conducted routinely throughout the overnight activity.
- Employees and/or volunteers will be assigned to high-risk areas in the facility, such as the bathrooms, entrances and exits, hallways, etc. If it is not possible to assign specific employees to these areas, periodic facility “walk-throughs” must be conducted.
- With regards to sleeping arrangements, separate the male and female consumers into separate rooms. Employees and/or volunteers should be posted at the entrances and exits to these rooms. If this is not feasible, separate males and females by as much space as possible.
- When performing room checks, staff and volunteers should always go in pairs.
- For overnight activities, where sleeping is not part of the activity (i.e. a lock-in), at least three employees and/or volunteers must stay awake overnight.

### **Overnight Activities Away from the Facility**

- Overnight stays at private homes are prohibited.
- Volunteers staying overnight at off-site locations are considered high-access volunteers and must go through proper screening and training protocols.
- Physical boundaries at the off-site location must be clearly defined and explained to the consumer.
- Each employee will be assigned to a specific group of consumers to supervise. Each employee should then maintain a roll sheet that lists the consumers in his or her group. Head counts and roll checks should be conducted routinely throughout the event.
- In hotel rooms, assign consumers to rooms based on gender and age. Employees are prohibited from sharing rooms with consumers.
- All employees are to be on duty in the halls or cabins at night until an hour after lights out and all rooms are quiet.
- Supervisors will provide structured guidelines for conducting overnight room checks.

## Residential Settings

- Employees/caregivers will remain awake as long as consumers are awake and/or enact 24/7 “awake-night supervision” procedures as required by licensing or external regulations.
- Hilltop Time is often zone defense supervision. Consumers must be in eyesight of staff, in earshot of staff, clearly visible by the whole group and in groups of 3 or more (Rule of Three).
- At the waterfront, buddy checks are called every 15 minutes to ensure safety.
- Supervisors will specify adult-to-consumer ratios for awake and overnight hour time frames. Consumer counts are done going in and coming out of evening programs.
- Supervisors will develop a written/structured schedule of events.
- Supervisors will develop structured guidelines for conducting overnight room checks, including the documentation of these conducted checks.

## Camp Counselors agree to the following (*adapted from the Covenant of Care*):

- Camp’s Rule of 3s – never being alone with a camper;
- There is no “hazing” of campers by campers or counselors;
- Campers will not be subjected to “initiation” rites by adults during changing times;
- Younger children are encouraged to change their own clothes as much as possible;
- Campers will not be alone with a counselor in his or her quarters;
- Staff members are prohibited from sharing a bed or sleeping bag with a camper;
- Counselors will set limits with children who “cling” or hang on them;
- Counselors will abide by appropriate physical interactions outlined in this guide;
- Counselors will abide by appropriate verbal interactions outlined in this guide;
- Pillow fights or wrestling matches and the like are not allowed;
- Overnights need a minimum of two adults. At least one counselor must be the same gender as the campers;
- Counselors sleeping together on overnights is grounds for dismissal;
- Romantic lives of counselors can, under no circumstances, be shared with campers;
- Counselors should stay out of cabins, other than their own, after lights out at camp unless on specific camp business;
- **Whatever is done with campers should be done in broad daylight, with company!**

## FOR AQUATIC PROGRAMS:

Aquatics is a prime example of preventative safety culture – rather than a reactive safety culture. This culture supports safety in an environment that naturally presents risk.

Aquatics programs are considered “high risk” as they can quickly provide opportunity for both adult-to-consumer abuse as well as consumer-to-consumer abuse.

In an aquatics environment, there are many consumers in one shared space, often there is less parent/guardian supervision, infrequent ‘gatekeeping’ of those coming and going, partially clothed individuals allowing for higher probability of inappropriate interactions, and a perception of less supervision in a relaxed environment. It’s important to ensure all staff and volunteers know how to prevent abuse in aquatic settings.

**Behavior in the Water: Adults (Watch for, and respond to, these behaviors):**

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

**Behavior in the Water: Consumers (Watch for, and respond to, these behaviors):**

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

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

*Refer to established organization policies and procedures for monitoring locker rooms, changing areas, and bathrooms.*

**Behavior During Swim Lessons:**

- Instructors must teach swim lessons in open, viewable swim areas under the supervision of other employees and/or volunteers.
- Instructors must follow our organization's guidelines for appropriate physical interactions. Monitor for any inappropriate physical contact with consumers.
- Instructors should keep their hands above water and visible to others.
- When assisting a child during the lessons, instructors must explain out loud where they will touch the child – "I am going to put my hand under your back to help you float."
- When possible, encourage parents/guardians to observe swim lessons.

**Monitoring the Pool Deck and any Lounge Areas:**

- Active supervision of these areas is always critical. Building monitors or other designated personnel are responsible for monitoring the pool deck/lounge areas.
- Ensure all entrances and exits to the pool deck are regularly monitored.
- Monitor consumers to ensure they are following our guidelines for appropriate interactions (including physical/verbal interactions and electronic communications).
- Have a plan of action for responding to any deck changing (individuals changing on the pool deck and not in the appropriate locker room or changing area).

## FOR YOUTH SPORTS:

Our Sports Department regularly trains staff and volunteers in consumer protection practices. All staff and volunteers working in our Sports Department are trained in abuse prevention through Great Academy.

Staff and volunteers are required to complete training in:

- Athlete Protection- provided by Praesidium
- Duty to Report: Mandatory Reporter- provided by Praesidium
- Concussions in Youth Sports –provided by the National Alliance for Youth Sports
- Lindsay’s Law – Sudden Cardiac Arrest, AEDs & requirements of Lindsay’s Law

**Sexual abuse among young athletes is “shockingly widespread” in the USA, with around 13% of student-athletes being survivors of sexual assault, and approximately one in 12 athletes having been sexually abused by a “sports official or peer athlete”, which is likely much worse due to the “pattern of underreporting”. ([Humanium.org](https://www.humanium.org/), March 29, 2022)**

The statistics are staggering. Some experts suggest that perhaps as many as 20% of children in competitive sports are at risk of abuse or exploitation.

**\*\*All adults who are authorized to interact with minors or amateur athletes are considered mandated reporters. You should now consider yourself a mandated reporter.**

The YMCA of Central Stark County, as well as all employees and volunteers, will abide by the U.S. Center for SafeSport, [2022 Minor Athlete Abuse Prevention Policies](#). These prevention policies include models for:

- One-on-one interactions
- Meetings and training sessions
- Athletic training modalities, massages, and rubdowns
- Locker rooms and changing areas
- Electronic communications
- Transportation
- Lodging

Other more specific prevention policies include:

- Well-written child abuse/molestation risk management programs
- Requiring the presence of more than one adult at every activity
- Having a take-home/pick-up policy to prevent one-on-one situations with a child who was not picked up by parents after practice
- Defining appropriate contact with a child
- Avoiding socialization with participants outside of sponsored activities
- Avoiding overnight sleepover social functions

## **Policy Governing Consumer Discipline *(adapted from Child Care Parent Handbook)***

We understand each consumer is different and responds differently in certain situations. Through behavior management, we will try preventing problems, using redirection, having clear rules, which are developmentally appropriate, and giving positive reinforcement.

The YMCA's goal is to set guidelines to develop a feeling of self-worth and competence for each child that results in social and emotional growth. The Y has developed a set of expectations that are developmentally appropriate for their age group. YMCA rules are expected to be followed both in and outside of the Y building and at all times.

### **Consumer Expectations**

Consumers are expected to follow these behavioral guidelines, with considerations given to age and developmental ability:

- Using appropriate language.
- Walking while inside the building.
- Speaking at an appropriate tone.
- Putting belongings in the proper place.
- Cleaning up after themselves.
- Respecting others and their property.

Additionally, the YMCA of Central Stark County is committed to offering parents, guardians and consumers information on abuse safety awareness at orientations and open houses, in New Member packets, in monthly newsletters and program emails, through resources on our website and a guidance for discussions is available in the Appendix for staff.

### **Behavior Management**

When behavior management problems arise, employees and volunteers will use a problem-solving approach to support consumers in resolving conflicts. Employees and volunteers will make every attempt to resolve conflict quickly and safely. At all times, employees and volunteers will treat consumers and families with dignity and respect.

In this six-step approach, a staff will:

1. Approach calmly, stopping any hurtful actions or language.
2. Acknowledge the consumer's feelings using simple descriptive words.
3. When the consumer is calm, gather information by asking the consumer to describe the problem in their own words.
4. Restate the problem to clarify issues and restate any hurtful language.
5. Ask the consumer for ideas and choose a solution together involving natural consequences.
6. Give follow-up support to make sure the problem is solved, and the consumer is satisfied.

### **Progressive Discipline Steps:**

- **First Discipline Report:** Written warning and parent/guardian will be contacted.
- **Second Discipline Report:** The consumer will be sent home and serve a suspension.  
Parent/Guardian will be contacted and must discuss with Program Director.
- **Third Discipline Report:** The consumer will be sent home and serve a suspension. Cannot return until parent/guardian meets with the Program Director to develop a specific behavior management plan.
- **Fourth Discipline Report:** The consumer will be removed from the program and services will no longer be provided.

\*When there are recurring problems, sufficient attempts to follow the above steps have failed, and/or the behavior involved may result in unsafe conditions for the consumer, others or the program environment, immediate removal from the program may be necessary. These situations will result in an immediate “pick-up” and the Program Director will determine the most appropriate next step. Each YMCA location reserves the right to skip steps in this process as deemed necessary.

If removed from the program, the consumer will not be re-admitted to any program within the Y, unless a specific exception is made at the time of the request.

### **Staff Expectations**

To the extent that discipline of a consumer is warranted, the YMCA of Central Stark County will apply discipline in a professional, fair, and consistent manner. Employees or volunteers engaging in any discipline beyond verbal redirection should document the behavior and disciplinary method on an Incident Report and immediately report it to a supervisor.

Employees and volunteers should use developmentally appropriate techniques suitable to the consumer’s ages and relevant to the circumstances such as, but not limited to:

- Setting clear limits.
- Redirecting consumers to an appropriate activity
- Showing positive alternatives.
- Modeling the desired behavior.
- Reinforcing appropriate behavior and remaining calm, but firm.
- Encouraging consumers to control their own behavior, cooperate with others and solve problems by talking things out.

Intervene, when needed, as quickly as possible to ensure the safety of all consumers, employees and volunteers.

In all cases, employees and volunteers are prohibited from using physical contact for disciplinary purposes. Employees and volunteers **shall not**:

- Abuse, endanger or neglect children.
- Utilize cruel, harsh, unusual, or extreme techniques.
- Utilize any form of corporal punishment.
- Delegate children to manage or discipline other children.
- Use physical restraints on a child.
- Restrain a child by any means other than holding children for a short period of time, such as in a protective hug, so that the children may regain control.
- Prone restraint of a child is prohibited.
- Prone restraint includes physical or mechanical restraint.
- Place children in a locked room or confine children in any enclosed area.
- Confine children to equipment such as cribs or high chairs.
- Humiliate, threaten or frighten children.
- Subject children to profane language or verbal abuse.
- Make derogatory or sarcastic remarks about children or their families.
- Punish children for failure to eat or sleep or for toileting accidents.
- Withhold any food, including snacks and treats, rest or toilet use.
- Punish an entire group of children due to the unacceptable behavior of one or a few.
- Isolate and restrict children from all activities for an extended period of time.

**Commit to being a safe adult that follows behavior guidelines, listens, promotes consent and respect, and cares about the consumers you serve.**





## **Grievance Policy for Employees and/or Volunteers**

The Y is committed to the highest ethical standards and to providing the best possible working conditions. Our employees and volunteers have valuable thoughts and insights to share regarding the workplace and our operations. Accordingly, the YMCA encourages employees and volunteers to share opinions, suggestions, concerns, questions and/or grievances about our policies, personnel issues, and/or other workplace matters and our organization.

In general, the best person initially to bring opinions, suggestions, concerns, and/or questions to is the employee's direct supervisor or the volunteer's direct report. However, to the extent the concerns relate to his/her direct supervisor, or to the extent an employee and/or volunteer believes his/her direct supervisor/report did not fully address a matter, they may direct their opinions, suggestions, concerns, and/or questions to the next level of management (in many cases, this being the Associate or Branch Executive Director, District Executive Director or Vice President of Operations) or directly to the HR & Risk Department.

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

- Wages, hours, and/or conditions of employment;
- Harassment or discrimination;
- Inappropriate Behavior by Employees/Volunteers;
- Inappropriate Behavior by Consumers;
- Other violations of law or policy;
- Retaliation; and/or
- Whistleblower complaints.

Verbal complaints are encouraged, particularly for issues that may be easily and expeditiously resolved, but a written complaint is required to initiate a formal grievance.

Grievances can be mailed to a member of the Y's Executive Leadership Team. Reports should be mailed to:

**YMCA of Central Stark County  
Association Service Center  
4700 Dressler Rd NW  
Canton, Ohio 44718**

Violations or suspected violations may be submitted confidentially by the employee or anonymously. The employee submitting the report is encouraged to include an address and telephone number where s/he may be contacted.

To ensure a timely and effective response, complaints should include the following information to the extent possible:

- The name(s) of employee(s) and/or volunteers involved;
- The date(s) the behavior occurred;
- The name(s) of any known witness(es);
- A summary of the conduct meriting the grievance including:
  - The behavior complained of and/or the alleged policy or legal violation(s);
  - Direct quotes when relevant and available; and
  - Any relevant documentation.
- The remedy sought by the employee and/or volunteer making the complaint.

NOTE: A blank Grievance Form can be found in the Appendix.

### **Grievance Process**

- Employees and/or volunteers must provide a written complaint via email to their direct supervisor, report, next level of management and/or the Human Resources & Risk Department within 5-10 business days as this policy is to timely and objectively resolve complaints.
- The direct supervisor, next level of management and/or the Human Resources & Risk Department will meet with the employee or volunteer to hear their concern and attempt to resolve the complaint within 24-72 hours (about 3 days) of receiving the written complaint.
- Following that meeting, the direct supervisor, next level of management and/or the Human Resources & Risk Department will provide a written response to the employee and/or volunteer who brought the complaint no later than 5 business days from the meeting date. This allows for a quick resolution, but also time for investigation, including brief written findings on the issues raised and relief sought.
- If the employee and/or volunteer is not satisfied with the written response, the employee and/or volunteer who brought the complaint may submit an appeal to the Executive Leadership Team no later than 5 business days from the time the written response was received.
- The Executive Leadership Team will hear and decide on the final appeal, will meet with the employee and/or volunteer to hear their concern and attempt to resolve the complaint within 10 business days of the appeal being submitted.
- Following the appeal meeting, the Executive Leadership Team will provide a written response to the employee who brought the complaint no later than 5 business days from the meeting date. This allows for a quick resolution, but also time for investigation, including brief written findings on the issues raised and relief sought.

## **Methods for Publicizing Our Grievance Policy**

Our Grievance Policy will be shared with employees and volunteers annually and any changes to this policy will be communicated in writing to employees and volunteers.

Other methods we use for publicizing the way in which to report concerns, complaints, or grievances also include but are not limited to:

- Abuse Prevention & Risk Policy Guide is included in the HireForms packet;
- Volunteers receive Abuse Prevention & Risk Policy Guide during onboarding;
- Abuse Prevention & Risk Policy Guide is available in our internal SharePoint files;
- Announcements are made periodically at trainings and employee meetings; and
- Abuse Prevention & Risk Policy Guide is available on our [website](#).

## **Confidentiality**

The direct supervisor, the Human Resources & Risk Department and/or the Executive Leadership Team will thoroughly investigate the issues raised in the grievance. The Executive Leadership Team is the final arbiter of grievance matters in our Y association. Reports of violations or suspected violations will be kept confidential of all parties involved to the extent possible by law, consistent with the need to conduct an adequate investigation. All employees and/or volunteers must cooperate with the investigation. If the YMCA determines a violation of policy or law has occurred, the organization will take appropriate disciplinary action, up to and including termination.

## **Retaliation**

Any Y employee and/or volunteer 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. This organization strictly prohibits retaliation against employees and/or volunteers for reporting, filing, testifying, assisting or participating in any manner in any investigation, proceeding or hearing conducted by the YMCA or a federal or state law enforcement agency or court.

Employees and volunteers should report any suspected retaliation to their direct supervisor, report, or another supervisory level employee immediately after becoming aware of it. Any report of retaliatory conduct will be objectively, timely and thoroughly investigated. If a report of retaliation is found to be valid, the organization will take appropriate remedial action, up to and including discharging the employee(s) responsible and/or separating with the volunteer. The Y will not retaliate against any employee for raising a complaint and will not knowingly permit retaliation by management or other employees.

## Responding to Reports: Red-Flag or Inappropriate Behaviors, Policy Violations, Allegations or Incidents of Sexual Abuse

The Y is committed to creating a safe environment for our employees, volunteers, and especially our consumers and their parent/guardians. For that reason, we will treat every concern or complaint with the utmost seriousness and provide a timely, thorough, and objective response in every instance. Employees and volunteers are required to report any suspected or known abuse of consumers. Employees or volunteers should make a report immediately, so that proper steps may be taken to ensure the safety of alleged victims and others who may be at risk. Report the behavior to a supervisor, director, or other authority. Our procedures will be carefully followed to ensure that the rights of all those involved are protected.

### **WARNING SIGNS (Source: [National Sex Offender Public Website](#))**

It's important to identify the signs of sexual abuse and abusive behaviors, so that abuse can be stopped as soon as possible — or before anyone is harmed.

Warning signs are often seen as “red-flag” behaviors in children, teens and adults. Being able to recognize these behaviors can help you respond appropriately.

#### **Warning Signs To Look For in Children**

- Nightmares or other sleep problems without an explanation
- Seems distracted or distant at odd times
- Sudden change in appetite (increase or decrease)
- Sudden mood swings: rage, fear, insecurity or withdrawal
- Leaves “clues” that are likely to provoke a discussion about sexual issues
- New or unusual fear of certain people or places
- Refusal to talk about a secret shared with an adult or older child
- Writes, draws, plays or dreams of sexual or frightening images
- Talks about a new older friend
- Suddenly has money, toys, or other gifts without reason
- Thinks of self or body as repulsive, dirty or bad
- Exhibits new adult-like sexual behaviors, language and knowledge
- Has physical signs of sexual abuse (rarer, but may include the following):
  - Pain, bleeding, discharge or other physical trauma to the genitals, anus or mouth
  - Vaginal infections (girls) or sexually transmitted diseases
  - Persistent or recurring pain during urination or bowel movements
  - Wetting or soiling accidents unrelated to toilet training
  - Trouble swallowing

### **Warning Signs Typically Found in Teens**

- Signs of depression or anxiety
- Self-harming behaviors (cutting, burning)
- Suicidal thoughts or attempts
- Compulsive eating or dieting
- Inadequate personal hygiene
- Drug and alcohol abuse
- Sexual promiscuity
- Running away from home
- Fear of intimacy or closeness
- Extra money or gifts without explanation

### **Warning Signs in Adults**

- Signs of depression or anxiety
- Self-harming behaviors (cutting, burning)
- Suicidal thoughts or attempts
- Compulsive eating or dieting
- Sudden changes in behaviors or unusual changes in mood
- Withdrawn behavior
- Avoiding specific situations, people or places
- Increase in drug or alcohol use or other self-destructive behaviors
- For college students, sudden falling grades or withdrawing from classes or previously enjoyed activities

Vulnerable populations, including individuals with physical disabilities, intellectual disabilities and elders, have significantly higher incidence of sexual assault than the general population. Individuals with cognitive disabilities are not able to consent to sexual acts because of their inability to understand what is happening (e.g., intellectual disabilities, Alzheimer's or dementia). It may be especially difficult or impossible for these populations to talk about what happened. Therefore, listen or watch carefully for any disclosure of sexual abuse or any unwanted sexual contact.

### **Warning Signs in Vulnerable Populations and Elders**

- Sudden or significant changes in demeanor, such as showing fear or becoming withdrawn around a specific individual, situation, place or activity
- Bruising in the breast or genital area
- Torn, stained or bloody underclothing or sheets
- Unexplained vaginal or anal bleeding
- Unexplained sexually transmitted infections/diseases/pregnancy
- Evidence of pornographic material being shown to anyone with diminished capacity
- New vocabulary for body parts or sexual activity

**Examples of red-flag or inappropriate behaviors that all employees and volunteers are required to report (*not an exhaustive list*):**

- Any violation of the organization's abuse prevention policies
- Seeking unauthorized private time or one-on-one time with consumers, excluding outside contact with consumers with which they already have a preexisting familial or social relationship
- Buying gifts for individual consumers, except when authorized by a supervisor and/or given collectively as a group
- Sending unauthorized electronic communications through text messaging, social media, online gaming, etc. in violation of the organization's electronic communication policy
- Making suggestive comments to consumers (refer to inappropriate verbal interactions)
- Showing favoritism towards a consumer or type of consumer (i.e. showing preferential treatment beyond what is being shown to others)
- Consumers disclosing that an employee or volunteer makes them feel uncomfortable

**When an individual shares a concern or complaint:**

- They will be given the time and attention necessary to allow them to share their thoughts in person, thanked for sharing their concerns and reassured that they have done the right thing by reporting.
- They will be informed, in general statements, of the steps that the organization will take in addressing the matter.
- They will be given contact information for someone in the organization with whom they can contact should they become aware of additional information.
- They will be provided with regular updates of how the process is advancing.

If employees or volunteers *witness* suspicious or inappropriate behaviors, policy violations, or incidents of abuse, the individual is instructed to do the following:

- If you witness abuse, safely interrupt the behavior immediately.
- If abuse is disclosed to you, assure the individual disclosing that he or she was correct to tell you. Refer to the Crisis Communication Plan in Appendix.
- Immediately report the observations to a supervisor, director, or other authority.
- Complete an Allegation or Incident of Abuse/Neglect Report Form (template included in the Appendix of this policy guide) and only include facts (who, what, where, when etc.), but do not investigate. The internal review process is completed by the HR & Risk Department.
- If you are not comfortable making the report directly, make it anonymously through the [Online Reporting Tool](http://www.ymcastark.org/child-abuse-prevention), available on our website at [www.ymcastark.org/child-abuse-prevention](http://www.ymcastark.org/child-abuse-prevention) and click on the **Report Abuse** button.
- If the report is about a supervisor or administrator, contact the next level of management.
- You will be provided with regular updates of how the process is advancing.

## **Responding to Youth Problematic Sexual Behavior (YPSB)**

Youth problematic sexual behaviors can include inappropriate contact, exposing body parts, using sexualized language, making threats of sexual activity, engaging in sexual activity, and similar types of interactions.

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

- Safely separate them as soon as possible.
- Calmly explain that such interactions are not permitted.
- Notify your supervisor immediately of the situation.
- Parents/guardians (when applicable) should be notified immediately of the report, and no less than by the time of pick up on the same day.
- Complete an Allegation or Incident of Abuse/Neglect Report Form (and include what you observed and how you responded).
- Follow your supervisor's instructions regarding notifying the authorities
  - Do not attempt to determine whether the consumer's behavior was "sexual curiosity". There is not a standard definition of what normal sexual curiosity looks like. An external body, such as law enforcement, utilizes criterion to investigate and determine whether the consumer's behavior is sexual curiosity.
- If the problem is recurring, additional action may be required including not allowing one or both consumers to return to the program.
- Identify how consumers will be managed or supported to prevent further occurrences of sexual activity (i.e., safety or behavioral plans including additional supervision requirements)

## **We operate under a victim-centered response plan, so please be prepared to:**

- Understand the dynamics of disclosure and why survivors sometimes take years to come forward.
- Understand that certain aspects of the survivor's recollection of events may be fuzzy but that does not mean the survivor is not credible.
- Ensure that outreach is offered and available to those affected.
- Document all details provided including the name of the reporter, when they made their report and who took the report.
- Thank the individual for reporting.
- Inform the reporter that the information will be passed to the designated organization point person who will follow up with additional support as soon as possible.

Individuals and their families affected by an incident, allegation or crisis, should be referred to the Vice President of Human Resources & Compliance, Shantel Bradley, sbradley@ymcastark.org or by phone, 330-491-9622 ext. 251.

## **Mandatory Reporting Requirements for Employees and Volunteers**

A mandated reporter is someone required by law to report if they suspect or know that child abuse is occurring. In the state of Ohio, employees and volunteers working on behalf of the YMCA are considered mandated reporters due to the nature of our work with youth.

All employees and volunteers must follow our state specific mandatory reporting requirements. Employees and volunteers must be trained to be aware of and understand their legal and ethical obligation to recognize and report suspicions of mistreatment and abuse.

Employees and volunteers will:

- be familiar with the characteristics of abuse and neglect, including physical, sexual, verbal, and emotional abuse;
- know and follow organization policies and procedures that protect against abuse;
- report suspected abuse or neglect to the appropriate authorities as required by state mandated reporter laws; and
- follow up to ensure that appropriate action has been taken.

With the support of your supervisor, as required by mandated reporting laws, employees and volunteers must report any suspected abuse or neglect of a consumer—whether on or off organization property or whether perpetrated by employees, volunteers, or others—to state authorities.

A person who mistakenly reports suspected abuse is immune from civil or criminal liability if the report was made in good faith and without malice. Reports may be made confidentially or anonymously.

Please refer to the [Ohio Department of Job & Family Services](#) for more information on mandated reporting requirements, definitions of abuse and more specific reporting information. To report suspected child abuse neglect, call 1-855-642-4453 (855 O-H-CHILD).

Our organization takes every allegation of abuse seriously and will cooperate fully with the authorities. Employees and volunteers shall cooperate with any external investigation by outside authorities or internal investigation conducted by the organization or persons given investigative authority by the organization. An employee or volunteer's failure to cooperate with an investigation will result in disciplinary action up to and including termination of employment or dismissal from the organization.



## **Anonymous Reporting Mechanism for Employees and Volunteers**

While we hope that our employees and volunteers feel that they can openly communicate any concerns, complaints, or grievances directly to someone in the organization, we understand that doing so can often be difficult. You do not need proof that abuse is occurring to make a report, only reasonable suspicion. Reporting child sexual abuse is key in preventing and intervening in abuse.

Because it is important to us that everyone be able to share their concerns, the following is a list of anonymous reporting methods provided:

- [Online Reporting Tool](#)- reports may be submitted anonymously
- Call Praesidium's Helpline at (855) 347-0751
- Send in a report by mail to the HR & Risk Department:

**Association Service Center  
Attn: Human Resources & Risk Department  
4700 Dressler Rd NW  
Canton, OH 44718**

Please keep in mind that our ability to respond quickly and adequately may be affected if the information provided is limited. However, we are committed to responding to all anonymous concerns to the extent possible.


### **Praesidium Helpline**

We have partnered with Praesidium to establish a helpline that is available to everyone (employees, volunteers, parents/guardians, consumers, community members, etc.) 24 hours a day, seven days a week, 365 days a year.

**What is the Praesidium Helpline?** The Praesidium Helpline is a consultation line anyone in the organization can call to discuss observations of inappropriate behaviors, suspicious behaviors, policy violations, instances of consumer-to-consumer sexual activity, and any other abuse prevention questions and issues.

**What can you expect when you call?** One of Praesidium's experts will be ready to answer your call and gather any information relevant to your concern or question. If the matter the caller shares is one deemed to be suspected or known sexual abuse, the caller will be instructed by Praesidium to immediately call the civil authorities.

**What happens once you get off the call?** Praesidium's team of risk management experts comprised of social workers, attorneys, and other professionals will staff the concern or situation and develop recommended responses and next steps. Praesidium will then share the concern and the recommendations with stakeholders at the organization.



**24/7 HELPLINE 855.347.0751**

**PRAESIDIUM**

capinfo@praesidiuminc.com  
[www.praesidiuminc.com](http://www.praesidiuminc.com)

## **Praesidium's Helpline Dedicated to YMCA's**

Praesidium's Y Helpline provides employees, volunteers, parents, and participants with a way to report suspicious or inappropriate behaviors and policy violations. Anonymously, if desired.

Y staff and volunteers can also use the helpline to ask specific and topical questions about child sexual abuse prevention and seek advice and guidance about abuse prevention best practices.

Note: this helpline does not replace any applicable mandated abuse and neglect reporting to state authorities and does not include legal advice.

# Appendix

# **List of Resources**

**Definitions of Child Abuse and Neglect**

**Frontline Staff- Guide to Crisis Communication**

**Five Days of Action Pledge**

**YMCA Facility Observation Checklist**

**Program Quick Check**

**YMCA of Central Stark County-  
Member & Guest Code of Conduct**

**Employee & Volunteer Grievance Form**

**YMCA of Central Stark County-  
Allegation or Incident of Abuse/Neglect Report Form**

**YMCA of Central Stark County-  
Employee & Volunteer Code of Conduct**

**YMCA of Central Stark County-  
Employee & Volunteer Acknowledgment Form**

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# Definitions of Child Abuse and Neglect - Ohio

**DATE: MAY 2022**

## Physical Abuse

**Citation: Rev. Stat. §§ 2151.031; 2919.22**

'Abused child' includes any child to whom any of the following apply:

- Is endangered, as defined § 2919.22
- Exhibits evidence of any physical or mental injury or death, inflicted by other than accidental means, that is inconsistent with the history given of it
- Suffers physical or mental injury that harms or threatens to harm the child's health or welfare because of the acts of their parent, guardian, or custodian
- Is subjected to out-of-home-care child abuse

'Endangering children' includes any of the following acts committed against a child under age 18 or a mentally or physically handicapped child under age 21:

- Abuse, torture, or cruel abuse
- Corporal punishment, other physical disciplinary measure, or physical restraint in a cruel manner or for a prolonged period that creates a substantial risk of serious physical harm to the child
- Repeated and unwarranted disciplinary measures that, if continued, create a substantial risk of serious impairment of the child's mental health or development
- Allowing the child to be on the same parcel of real property and within 100 feet of, or, in the case of more than one housing unit on the same parcel of real property, in the same housing unit and within 100 feet of, the illegal manufacture of drugs, cultivation of marijuana, or possession of chemicals for the illegal manufacture when the person knows that the act is occurring, whether or not any person is prosecuted for or convicted of the violation

## Neglect

**Citation: Rev. Stat. § 2151.03(A)**

'Neglected child' includes any child to whom any of the following apply:

- Who lacks proper parental care because of the faults or habits of the child's parents, guardian, or custodian
- Whose parents, guardian, or custodian neglects the child or refuses to provide proper or necessary subsistence, education, medical or surgical care or treatment, or other care necessary for the child's health, morals, or well-being
- Whose parents, guardian, or custodian neglects the child or refuses to provide the special care made necessary by the child's mental condition

- Whose parents, legal guardian, or custodian have placed or attempted to place the child in violation of statutes regarding the placement and adoption of children
- Who, because of the omission of the child's parents, guardian, or custodian, suffers physical or mental injury that harms or threatens to harm the child's health or welfare
- Who is subjected to child neglect while in out-of-home care

### **Sexual Abuse/Exploitation**

**Citation: Rev. Stat. §§ 2151.031; 2907.01; 2919.22**

The term 'abused child' includes a child who is the victim of sexual activity when such activity would constitute an offense, except that the court need not find that any person has been convicted of the offense in order to find that the child is an abused child. Sexual activity means sexual conduct or sexual contact or both.

'Sexual conduct' means vaginal intercourse between a male and female; anal intercourse, fellatio, and cunnilingus between persons regardless of sex; and, without privilege to do so, the insertion, however slight, of any part of the body of any instrument, apparatus, or other object into the vaginal or anal opening of another. Penetration, however slight, is sufficient to complete vaginal or anal intercourse.

'Sexual contact' means any touching of an erogenous zone of another, including, without limitation, the thigh, genitals, buttocks, pubic region, and, if the person is a female, a breast, for the purpose of sexually arousing or gratifying either person.

A person commits the crime of 'endangering children' when the person does any of the following to a child: entice, coerce, permit, encourage, compel, hire, employ, use, or allow the child to act, model, or in any other way participate in, or be photographed for, the production, presentation, dissemination, or advertisement of any material or performance that the offender knows or reasonably should know is obscene, sexually oriented, or nudity-oriented matter.

### **Emotional Abuse**

**Citation: Rev. Stat. § 2151.011**

'Mental injury' means any behavioral, cognitive, emotional, or mental disorder in a child caused by an act or omission that is described in § 2919.22 and is committed by a parent or other person who is responsible for the child's care.

### **Abandonment**

**Citation: Rev. Stat. §§ 2151.03(A); 2151.011**

The term 'neglected child' includes a child who is abandoned by their parents, guardian, or custodian.

A child shall be presumed abandoned when their parents have failed to visit or maintain contact with them for more than 90 days, regardless of whether the parents resume contact with the child after that period of 90 days.

### **Standards for Reporting**

**Citation: Rev. Stat. § 2151.421**

A report is required when a mandatory reporter acting in an official or professional capacity knows, or has reasonable cause to suspect based on facts that would cause a reasonable person in a similar position to suspect, that a child younger than 18 or a person younger than age 21 with a developmental disability or physical impairment has suffered or faces a threat of suffering any physical or mental wound, injury, disability, or condition of a nature that reasonably indicates abuse or neglect

of the child.

## Persons Responsible for the Child

**Citation:** Rev. Stat. §§ 2151.03(A); 2151.011

Responsible persons include the following:

- The child's parents, guardian, or custodian
- Other persons responsible for the child's care

## Exceptions

**Citation:** Rev. Stat. §§ 2151.03(B); 2151.031; 2919.22

Nothing in this chapter shall be construed as subjecting a parent to criminal liability when, solely in the practice of religious beliefs, the parent fails to provide adequate medical or surgical care or treatment for the child. This section does not do any of the following:

- Eliminate or limit any person's responsibility to report child abuse or neglect that is known or reasonably suspected or believed to have occurred and to report children who are known to face or are reasonably suspected or believed to be facing a threat of suffering abuse or neglect
- Preclude any exercise of the authority of the State, any political subdivision, or any court to ensure that medical or surgical care or treatment is provided to a child when the child's health requires it

A child exhibiting evidence of corporal punishment or other physical disciplinary measure by a parent is not an abused child if the measure is not prohibited under § 2919.22 (that prohibits cruel or excessive means of discipline).

## Related Resources

PDF

### Definitions of Child Abuse and Neglect

#### National Initiatives

[National Child Abuse Prevention Month](#)

[National Foster Care Month](#)

[National Adoption Month](#)

#### States, Territories, & Tribal Resources

[State Statutes Search](#)

[National Foster Care & Adoption Directory](#)

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**1-800-394-3366** [info@childwelfare.gov](mailto:info@childwelfare.gov)



childwelfare.gov

**An official website of the Children's Bureau and Child Welfare Information Gateway**

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# FRONTLINE STAFF GUIDE TO CRISIS COMMUNICATION



If you receive a call or an in-person allegation of facility incidents or member misconduct, please use the following steps as your guide to responding and reporting.

## RESPONDING TO THE PERSON MAKING THE REPORT

**\*If this is an active situation, ensure that the scene is safe and/or take steps to prevent additional harm.**

1. Express compassion and empathy by thanking the individual for reporting.
  - a. *"Thank you for bringing this to our attention. The Y takes these matters very seriously. I will report this to our leadership who will contact you for more information as soon as possible."*
2. Document all details provided, including the name of the person making the report, their contact information, when the report was made and who took the report.
3. Follow mandatory reporting requirements by contacting your Branch Executive Director immediately.

## RESPONDING TO MEMBERS / PUBLIC

**All information, allegations, or questions should be passed to the Branch Executive Director.**

1. Do not elaborate or provide any details about the incident, including rumors or people involved.
2. Take the person's information, and let them know that you will forward their inquiry to the leadership team. *"If you would like to leave a message for our Executive Director, I would be glad to take down your information and pass it along."*

## RESPONDING TO MEDIA

**Do not use the responses "No comment" or "I don't know". Refer to the response in bullet 2 below.**

1. Always be courteous and respectful when speaking with a member of the media.
2. If a member of the media approaches a staff member, the response should always be: *"I am not permitted to speak on behalf of the YMCA, but I can put you in contact with somebody who is."*
3. Media members are never permitted to take photos/video or interview members/staff within the building without the Y's permission. This permission can only be granted by senior leadership staff. If someone is attempting to do so without permission, they should be asked to leave and a supervisor should be notified immediately.

**For media inquiries, use [marketing@ymcastark.org](mailto:marketing@ymcastark.org)**





**FIVE DAYS OF ACTION**

I, \_\_\_\_\_,

**PLEDGE TO TAKE ACTION  
& PROTECT CHILDREN  
FROM SEXUAL ABUSE.**

**Know. See. Respond.**



# YMCA FACILITY OBSERVATION CHECKLIST

<b>Date:</b>	<b>Time:</b> <input type="checkbox"/> a.m. <input type="checkbox"/> p.m.
<b>Location:</b>	<b>Observer:</b>

✓ indicates the item was observed. ⚠ indicates a noted gap or opportunity.

FACILITY MONITORING	✓	⚠
1. Staff proactively greet observer when entering and walking throughout facility.	<input type="checkbox"/>	<input type="checkbox"/>
2. Staff are easily identifiable (i.e., wearing uniforms, badges, lanyards, etc.).	<input type="checkbox"/>	<input type="checkbox"/>
3. Check-in. The process of signing people in to the facility is well executed. <ul style="list-style-type: none"> <li>- There is a check-in procedure.</li> <li>- Check-in staff verify photo identification.</li> <li>- If members self-scan, staff verify identity with each scan.</li> <li>- Guests and visitors sign in, and staff verify their identity.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
4. There is adequate staff in the facility to provide monitoring and presence.	<input type="checkbox"/>	<input type="checkbox"/>
5. There is a manager or supervisor on duty.	<input type="checkbox"/>	<input type="checkbox"/>
6. All windows into youth areas are clear and unobstructed for visibility.	<input type="checkbox"/>	<input type="checkbox"/>
7. There are no private areas where kids are allowed to go (e.g., behind bleachers, curtains, playground structures, bushes, backstops or in closets, unused rooms, dugouts, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
8. All areas used are open and observable by design (e.g., changing table position, art and posters covering windows, shower areas, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
9. All unused rooms, offices, storage areas, and closets are locked.	<input type="checkbox"/>	<input type="checkbox"/>
10. Stairwells are consistently monitored.	<input type="checkbox"/>	<input type="checkbox"/>
11. Exterior doors not monitored by staff are locked to prevent unauthorized entry.	<input type="checkbox"/>	<input type="checkbox"/>
12. The use of cameras (if available) is well executed. <ul style="list-style-type: none"> <li>- If cameras are used for live monitoring of unstaffed areas (e.g., gymnasium during youth use), specific staff is assigned to monitor footage.</li> <li>- As a monitoring mechanism, regular spot checks of cameras and recordings are done on a varying schedule.</li> <li>- Camera blind spots are shared with staff so they can use space accordingly.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>

Notes:

SIGNAGE AND INFORMATION	✓	⚠
13. Poster or sign is readily visible giving parents and youth information on youth protection in the program (e.g., boundaries, rules, reporting, etc.).	<input type="checkbox"/>	<input type="checkbox"/>
14. Youth-to-youth bullying and sexual activity protocol is readily available to staff.	<input type="checkbox"/>	<input type="checkbox"/>
15. Protocol for reporting concerns or suspected adult-youth abuse is posted or readily available with anonymous reporting option.	<input type="checkbox"/>	<input type="checkbox"/>

Notes:

BATHROOMS AND LOCKER ROOMS	✓	⚠
16. There is evidence of irregular and frequent bathroom checks by staff (e.g., log at front desk, posted in restrooms, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
17. Neither adults nor youth are just hanging out in the bathrooms or locker rooms.	<input type="checkbox"/>	<input type="checkbox"/>
18. Adult locker rooms only have adults present or children under the age of 5 are accompanied by their parent.	<input type="checkbox"/>	<input type="checkbox"/>
19. Family locker rooms only have families or adults requiring special assistance present.	<input type="checkbox"/>	<input type="checkbox"/>
20. Posted signage prohibits the use of cell phones or other photo and video devices from being used while in the locker room.	<input type="checkbox"/>	<input type="checkbox"/>
21. Cell phones and other photo and video devices are not being used in locker room areas.	<input type="checkbox"/>	<input type="checkbox"/>
22. Unused rooms (e.g., massage room, sauna, etc.) in the bathroom or locker room are secured.	<input type="checkbox"/>	<input type="checkbox"/>
23. Visibility into saunas and steam rooms allows for monitoring.	<input type="checkbox"/>	<input type="checkbox"/>
Notes:		

STAFF BEHAVIOR	✓	⚠
24. Staff interact with all youth and do not pay undue attention to specific youth.	<input type="checkbox"/>	<input type="checkbox"/>
25. Staff are not on cell phones or, if cell phones are an approved method of communication for the program, use while supervising is limited to essential communication only.	<input type="checkbox"/>	<input type="checkbox"/>
26. Do all verbal interactions align with the code of conduct and acceptable practices? <ul style="list-style-type: none"> <li>- Inappropriate verbal interactions: name-calling, secrets, cursing, off-color or sexual jokes, shaming, belittling, derogatory remarks, discussing sexual encounters, involving youths in the personal problems or issues of staff, harsh language that may frighten, threaten, or humiliate youth, derogatory remarks about the youth or their family</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
27. Do all physical interactions with youth align with the code of conduct and acceptable practices? <ul style="list-style-type: none"> <li>- Inappropriate physical contact: full-frontal hugs, kisses, affection in isolated areas, lap sitting, wrestling, piggyback rides, tickling, allowing youth to cling to an employee's leg, massages, unwanted affection, compliments relating to physique or body development, contact with bottom, chest or genital areas</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
28. The overall culture of the facility is proactive and engaged.	<input type="checkbox"/>	<input type="checkbox"/>
Notes:		

YOUTH SUPERVISION	✓	⚠
29. Unsupervised youth are regularly monitored, supervised, or both directly by area or monitor staff.	<input type="checkbox"/>	<input type="checkbox"/>
30. Drop-in areas have sign-in/sign-out documentation accurate to the number of youth present.	<input type="checkbox"/>	<input type="checkbox"/>
31. All adult-youth interactions are open and observable. <ul style="list-style-type: none"> <li>- All interactions are open and observed by other staff.</li> <li>- Interactions are open but not necessarily with other staff observing actively (e.g., meeting with door open, walking through facility, retrieving equipment from storage, etc.). These should be noted.</li> <li>- Private interactions occur only with clearly defined protocols in place (i.e., scheduled, documented, reporting of any unusual incidents).</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
32. All youth-youth interactions are open and observable. <ul style="list-style-type: none"> <li>- Staff-supervised youth programs have intentional supervision of areas with privacy (e.g., under tables, behind theater curtains, in closets, playground tunnels, houses, etc.)</li> <li>- Areas in which unsupervised youth activities occur (e.g., open gym, etc.) are monitored with staff sweeps, check-in times, etc.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
33. Play area is well monitored. <ul style="list-style-type: none"> <li>- Staff are positioned to see all areas in use by youth.</li> <li>- Staff are actively engaged with youth using the play area.</li> <li>- Play area is used only by Y program, or adequate protocol keeps Y youth supervised.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>

Notes:

**STAFF QUESTIONS**

- |   |                          |                          |
|---|--------------------------|--------------------------|
| 34. Where do visitors and vendors sign in? Is everyone required to sign in (e.g., snack machine vendor, IT or printer tech, etc.)? Are responses acceptable?<br>– <a href="#">Verify reason to be there, sign in, verify photo ID, badge, escorted by staff</a> | <input type="checkbox"/> | <input type="checkbox"/> |
| 35. At what times is it difficult to have everyone sign in? How are those times handled at your location? Are staff responses acceptable?   | <input type="checkbox"/> | <input type="checkbox"/> |
| 36. How many unsupervised youth are in the facility currently? Does your facility have a system for monitoring youth? Are staff responses acceptable?   | <input type="checkbox"/> | <input type="checkbox"/> |
| 37. Could you walk me through how you do a bathroom and facility sweep? What areas do you visit, and what are you looking for? Are staff responses acceptable?  | <input type="checkbox"/> | <input type="checkbox"/> |
| 38. I know that monitoring locker rooms during swim team practice can be challenging. Can you walk me through how your Y monitors this? Are staff responses acceptable?   | <input type="checkbox"/> | <input type="checkbox"/> |
| 39. Tell me about the times when staff-youth interactions are not open and observable. Are staff responses acceptable?  | <input type="checkbox"/> | <input type="checkbox"/> |
| 40. If you wanted to report a concern about youth protection, what are your options to make that report (e.g., who do you call, anonymous report, etc.)? Are staff responses acceptable?  | <input type="checkbox"/> | <input type="checkbox"/> |
| 41. Could you show me where and how you submit incident reports? Are staff responses acceptable?  | <input type="checkbox"/> | <input type="checkbox"/> |

Notes:





# Program Quick Check

Yes No

Staff/Volunteers are identifiable: staff/volunteer shirt, name tag/badge

Yes No

Staff, volunteers, & participants are in an open & observable environment

Staff/Volunteers exhibit professional demeanor by posture, behavior, and attentiveness

Staff/Volunteers maintain appropriate boundaries with participants & from one participant to another

Staff/Volunteers are actively engaged with participants, remain in line of sight, not on cell phone

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

Time: \_\_\_\_\_

Participants remain in designated program area

Completed by: \_\_\_\_\_



# Program Quick Check

Yes No

Staff/Volunteers are identifiable: staff/volunteer shirt, name tag/badge

Yes No

Staff/Volunteers are identifiable: staff/volunteer shirt, name tag/badge

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Completed by: \_\_\_\_\_



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Time: \_\_\_\_\_

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Completed by: \_\_\_\_\_



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Staff/Volunteers are actively engaged with participants, remain in line of sight, not on cell phone

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

Time: \_\_\_\_\_

Participants remain in designated program area

Completed by: \_\_\_\_\_

Comments:

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Comments:

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Comments:

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**YMCA of Central Stark County  
Member & Guest Code of Conduct  
(including all Program Participants, Third-Party Organizations, & Visitors)**

The YMCA of Central Stark County is committed to providing a safe and welcoming environment for all members and guests. We strive to create a culture that is safe, nurturing, empowering, and that promotes growth and success. To promote this climate, all individuals are asked to act appropriately at all times when in our facility or participating in our programs.

We expect persons using or visiting the YMCA to act maturely, to behave responsibly, and to respect the rights and dignity of others. Our Member & Guest Code of Conduct outlines acceptable and prohibited actions, but the actions listed below are not an all-inclusive list of behaviors.

**Zero Tolerance Policy**

The YMCA of Central Stark County has zero tolerance for abuse and will not tolerate the mistreatment or abuse of youth and/or vulnerable populations in its programs. Abuse of any kind will not be tolerated and confirmed abuse will result in immediate dismissal from this organization. Use of abusive language, obscene or profane language, including racial, religious, or sexual references directed at other people will not be tolerated. It is important to treat others as you would like to be treated. Members and guests shall not engage in verbal, emotional, physical, or sexual abuse or mistreatment of other individuals.

We will fully cooperate with the authorities if allegations of abuse are made that require an investigation.

**CONDUCT WITH YOUTH & VULNERABLE POPULATIONS**

1. All members and guests will maintain an attitude of respect, loyalty, patience, courtesy, tact, and maturity.
2. Members and guests will be treated fairly, regardless of race, sex, sexual orientation, age, gender, or religious preference.
3. Members and guests will adhere to organizational policies regarding one-on-one interactions and will always follow the YMCA'S Rule of Three (Ex. two youth and one adult). During a Y program, members and guests may not be alone with a minor where others cannot observe them, outside of your own family members and guests.
4. Members and guests will adhere to best practices of appropriate and inappropriate physical & verbal interactions. Examples are outlined below:

Appropriate Physical Interactions	Inappropriate Physical Interactions	Appropriate Verbal Interactions	Inappropriate Verbal Interactions
<ul style="list-style-type: none"> <li>• Side hugs</li> <li>• Shoulder-to-shoulder or "temple" hugs</li> <li>• Handshakes</li> <li>• High-fives and hand slapping</li> <li>• Holding hands (with young children in escorting situations)</li> </ul> <p>**Avoid giving hugs or resting your hand anywhere on a youth's body.</p> <p>***Physical contact should be shared only in the presence of trustworthy witnesses and never in one-on-one situations.</p>	<ul style="list-style-type: none"> <li>• Full-frontal hugs</li> <li>• Kisses</li> <li>• Playing games that involve inappropriate contact</li> <li>• Tickling</li> <li>• Wrestling</li> <li>• Lap sitting</li> <li>• Laying down beside someone</li> <li>• Piggyback rides</li> <li>• Any type of massage</li> <li>• Any form of affection that is unwanted</li> <li>• Contact with the bottom, chest, or genital areas (bathing suit areas)</li> <li>• Exposing oneself</li> <li>• All forms of corporal punishment</li> <li>• Aggressive, angry or threatening physical contact with another person</li> <li>• Seeking private or one-on-one time with youth not observable by others</li> </ul>	<ul style="list-style-type: none"> <li>• Positive reinforcement</li> <li>• Age-Appropriate jokes</li> <li>• Encouragement</li> <li>• Praise</li> <li>• Strength-based conversations</li> </ul>	<ul style="list-style-type: none"> <li>• Name-calling</li> <li>• Bullying</li> <li>• Cursing</li> <li>• Angry or vulgar language</li> <li>• Verbally abusive shouting</li> <li>• Secrets</li> <li>• Off-color or sexual jokes</li> <li>• Shaming, belittling</li> <li>• Derogatory remarks</li> <li>• Oversharing personal history</li> <li>• Sexually explicit conversation</li> <li>• Harsh language that may frighten, threaten or humiliate others</li> <li>• Compliments relating to physique or body development</li> <li>• Harassment by words, gestures, or body language</li> <li>• Viewing or showing others pornographic materials</li> </ul>

## PROHIBITED ACTIONS

1. Physical bullying, verbal bullying, nonverbal or relational bullying, cyberbullying, sexualized bullying, and hazing.
2. Staring at or commenting on another person's body.
3. Romantic or otherwise sexual relationships between a minor and an employee or volunteer.
4. Direct or text messaging between minors and employees/volunteers, as well as, engagement on social media.
5. Use or possession of alcohol, illegal drugs or chemicals on YMCA property or in YMCA vehicles.
6. Smoking or vaping on YMCA property – the YMCA and its property is a smoke-free environment.
7. Carrying or concealing a weapon or any device or object that may be used as a weapon.
8. Violence and threats of violence on our grounds, in our facilities, in other facilities being utilized or visited by our organization, or during organization-sponsored activities and events.
9. Inappropriate or disruptive behavior. This includes, but is not limited to, graffiti, littering, spitting, or throwing objects that could intentionally or unintentionally harm others or cause disorder.
10. Theft or behavior that results in the destruction or loss of property.
11. Wearing inappropriate, immodest, or sexually revealing attire.
12. Loitering within or on the grounds of the YMCA.
13. Use of camera cell phones in the YMCA bathrooms, locker rooms and/or changing areas.
14. Taking pictures/videos of another person without their permission and/or knowledge.

Engagement in any of the above actions may result in suspension or termination of the YMCA membership and/or dismissal from the facility and/or any programming. These actions will be reported to the proper authorities, as appropriate, and will be prosecuted to the fullest extent of the law. In addition, the YMCA reserves the right to deny access or membership to any person who has been accused or convicted of any crime involving sexual abuse, is or has been a registered sex offender, has ever been convicted of any offense relating to the use, sale, possession, or transportation of narcotics or habit forming and/or dangerous drugs, or is presently or habitually under the influence of dangerous drugs or chemicals, narcotics, or intoxicating beverages. The YMCA conducts regular sex offender screenings on all members, participants, and guests. In order to carry out these policies, we ask that members and guests identify themselves to staff when asked.

## MEDICAL ATTENTION

Members and guests who require medical attention while at the Y, including needing medical care from staff or emergency services, will need to provide medical clearance to the Y staff when returning to wellness or programming.

## REPORTING

Members and guests are encouraged to notify a staff member if assistance is needed for any reason or if their personal comfort and safety may be threatened in any way. Members and guests should immediately report suspicious or inappropriate observations, concerns, behaviors and/or policy violations. Reports should be made to a YMCA employee and/or to the Associate or Branch Executive Director at that location. Branch Executive Directors will investigate all reported incidents. If in his/her discretion, a violation of the YMCA Member & Guest Code of Conduct has occurred, suspension or termination of YMCA membership privileges and access may result. Anonymous reports may also be submitted through our [Online Reporting Tool](#). Allegations or incidents of abuse or neglect can also be reported to the Ohio Department of Job & Family Services by calling 855 O-H-CHILD. Please refer to the ODJFS [website](#) on reporting child abuse and neglect for more information. The Praesidium Helpline is also available for questions and referrals by calling (855) 347-0751.

**I have read, acknowledge and agree to comply with the YMCA of Central Stark County Member & Guest Code of Conduct.**

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Member / Guest Printed Name *(Include Parent/Guardian Name for Minors)*

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Date

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Member / Guest Signature *(Include Parent/Guardian Signature for Minors)*

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Date



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

YMCA OF CENTRAL STARK COUNTY  
Association Service Center  
4700 Dressler Rd NW  
Canton, OH 44718  
(330)-491-9622 FAX (491)-8157  
[www.ymcastark.org](http://www.ymcastark.org)

### Employee and Volunteer Grievance Form

Branch: \_\_\_\_\_ Department: \_\_\_\_\_  
Date of occurrence \_\_\_\_\_ Time of occurrence: \_\_\_\_\_ AM \_\_\_\_\_ PM  
Individual Filing Grievance: \_\_\_\_\_ Employee \_\_\_\_\_ Volunteer  
Employee Position and/or Volunteer Role: \_\_\_\_\_

*\*Reports may be submitted anonymously*

#### Type of Complaint (select all that apply):

- \_\_\_\_\_ Wages;
- \_\_\_\_\_ Hours and/or conditions of employment;
- \_\_\_\_\_ Harassment or discrimination;
- \_\_\_\_\_ Inappropriate behavior by employees/volunteers;
- \_\_\_\_\_ Inappropriate behavior by members or program participants;
- \_\_\_\_\_ Other violations of law or policy;
- \_\_\_\_\_ Retaliation; and/or
- \_\_\_\_\_ Whistleblower complaints

**Describe the situation:** What happened, where it happened, when it happened, who was involved, who was present, who was notified? If suspected abuse, was it reported to the State? \_\_\_\_\_

Other Individuals Involved/Witnesses to Complaint \_\_\_\_\_

Has this situation ever occurred previously? \_\_\_\_\_

**Describe the remedy you seek.** Please list all remedies sought as a result of bringing this grievance. What would you like to see happen to solve this issue?

Submitted by: \_\_\_\_\_ Phone Number \_\_\_\_\_

Signature: \_\_\_\_\_ Date \_\_\_\_\_

Reviewed by: \_\_\_\_\_

\*Email completed form to [Human Resources/ Risk Department](#)





**YMCA of Central Stark County Allegation  
or Incident of Abuse/Neglect Report Form**

**Date/Time of Incident:** \_\_\_\_\_

**Location of Incident:** \_\_\_\_\_

**Type of Incident:** *(Check all that apply)*

- Verbal assault
- Physical assault
- Bullying/Hazing
- General policy violation
- Adult-to-consumer boundary violation
- Adult-to-consumer abuse / neglect
- Consumer-to-consumer sexual behavior
- Other: \_\_\_\_\_

**Name/Title/Role of Individuals Involved** (employees, volunteers, & consumers):

\_\_\_\_\_

**Name/Title/Role of Witnesses:**

\_\_\_\_\_

**Describe the Incident:**

\_\_\_\_\_  
\_\_\_\_\_

**Describe the Response:** [interrupt behavior, separate/protect consumers, increase supervision] \_\_\_\_\_

\_\_\_\_\_

**Date of Notification:** *(If applicable\*)*

\_\_\_\_\_ Supervisor/Administrator \_\_\_\_\_ \*Law enforcement - case # \_\_\_\_\_

\_\_\_\_\_ Parents/guardians \_\_\_\_\_ \*Child protective services - case # \_\_\_\_\_

**Submitted by** (Print Name/Title): \_\_\_\_\_

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

*NOTE: The term "consumer" is used to describe all vulnerable populations of people, with emphasis on youth (anyone under age 18) that we serve at our YMCA locations and in our programs.*

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**Supervisor/Administrator Use Only**

**Date of Notification/Follow Up: (if applicable\*)**

\_\_\_\_\_ Administrator                      \_\_\_\_\_ \*Law enforcement - case # \_\_\_\_\_

\_\_\_\_\_ Parents/guardians                      \_\_\_\_\_ \*Child protective services - case # \_\_\_\_\_

**Describe the Response/Corrective Action:**

- Notify administrators
- Notify law enforcement/ODJFS (if applicable)
- Follow crisis management plan
- Review with person reporting the incident
- Interview/survey additional employees, volunteers, & consumers
- Follow up with parents/guardians
- Review file of employee/volunteer/ consumer(s) involved
- Disciplinary action for employee/volunteer/ consumer(s) involved
- Increase monitoring & supervision of employee/volunteer/consumer/program(s)
- Review policies/training

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**Submitted by (Print Name/Title):** \_\_\_\_\_

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

**Reviewed by (Print Name/Title):** \_\_\_\_\_

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





## YMCA of Central Stark County Staff & Volunteer Code of Conduct

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

Abuse of any kind will not be tolerated and confirmed abuse will result in immediate dismissal from this organization. We will fully cooperate with the authorities if allegations of abuse are made that require an investigation.

Our staff and volunteers will provide a professional work environment free from physical, psychological, written, or verbal intimidation or harassment.

### CONDUCT WITH CONSUMERS

1. Consumers will be treated with respect. Staff and volunteers will portray a positive role model for youth by maintaining an attitude of respect, loyalty, patience, courtesy, tact, and maturity.
2. Consumers will be treated fairly, regardless of race, sex, sexual orientation, age, gender, or religious preference.
3. Staff and volunteers will adhere to organizational policies regarding one-on-one interactions with consumers and will always follow the YMCA'S Rule of Three. During a Y program, staff or volunteers may not be alone with a consumer where others cannot observe them. Staff and volunteers should position themselves in such a way that others can see them. Doors should always remain open. A child may not be left unsupervised.
4. Staff and volunteers must use positive techniques of guidance, including redirection, positive reinforcement and encouragement rather than competition, comparison and criticism. They 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 (necessary to protect the child or other children from harm), is only administered in a prescribed manner and must be documented in writing.
5. Staff and volunteers will adhere to uniform best practices of appropriate and inappropriate physical & verbal interactions as outlined by our organization.
6. Staff and volunteers will not stare at or comment on consumers' bodies.
7. Staff and volunteers 18 years of age and older will not date or become romantically involved with consumers (youth and vulnerable populations). Minors (staff & volunteers) are discouraged from these types of relationships, as well, and may not directly supervise a consumer in which this type of relationship does exist.
8. Staff and volunteers will not have sexually oriented materials, including printed or online pornography, on our organization's property. Staff and volunteers will comply with our organizational policies regarding electronic communication and social media with consumers.
9. Staff and volunteers are not to share inappropriate personal information or secrets with youth consumers and will only give gifts (to any consumer) in accordance with organizational policies.
10. Staff and volunteers will comply with our organization's policies regarding interactions with consumers outside of our programs.
11. Staff and volunteers are not permitted to transport consumers (children and/or youth) they meet in YMCA programs in their own vehicles.
12. Under no circumstances should staff or volunteers release children to anyone other than the authorized parent, guardian, or other adult authorized by the parent or guardian (written parent authorization on file with the YMCA).

13. Restroom/locker room supervision: Staff and volunteers will adhere to uniform best practices of monitoring and supervising bathrooms, locker rooms and changing areas as outlined by our organization. These practices include scanning the area before allowing consumers to enter, paying close attention to blind spots, following the "Rule of Three", positioning themselves in the doorway while children are using the facilities, sending in as many consumers as there are stalls, urinals and/or showers available for use, keeping doors to the area open, being visible to others, etc.). This policy allows privacy for the children and protection for Y personnel (not being alone with a child). No child, regardless of age, should ever enter a bathroom alone on a field trip.
14. No child shall be left unattended on a diaper changing table and diapers should only be changed when at least two adults, or individuals, are present- following the "Rule of Three". When this is not feasible, staff should be positioned visible to others and must comply with all licensing requirements having to do with diapering.
15. Staff and volunteers will not abuse consumers in any way including (but not limited to) the following: physical abuse, verbal abuse, sexual abuse, mental abuse, and/or neglect.
16. Our organization will not tolerate any behavior classified under the definition of bullying, and if such actions are disruptive, we will take steps needed to eliminate them. Anyone who sees an act of bullying, and who then encourages it, is engaging in bullying. This policy applies to all consumers, employees, and volunteers. Bullying is aggressive behavior that is intentional, is repeated over time, and involves an imbalance of power or strength. Bullying can take on various forms, including physical bullying, verbal bullying, nonverbal or relational bullying, cyberbullying, hazing, and/or sexualized bullying.
17. Staff and volunteers will report concerns or complaints about other employees and volunteers, other adults, or consumers to a direct supervisor using a YMCA of Central Stark County Incident Report, by using our [Online Reporting Tool](#) (anonymous reports may be submitted) or the Praesidium Helpline at (855) 347-0751.
18. Staff and volunteers will report allegations or incidents of abuse to an immediate YMCA supervisor and, with support of leadership, also to the Ohio Department of Job & Family Services by calling 855 O-H-CHILD. Please refer to the ODJFS [website](#) on reporting child abuse and neglect for more information.
19. Staff and volunteers may not have engaged in, been accused of, or convicted of consumer abuse, indecency with a consumer, or injury to a consumer.

**CONDUCT OF ONESELF**

1. Staff and volunteers must appear clean, neat, and appropriately attired.
2. Using, possessing, or being under the influence of alcohol or illegal drugs during direct involvement in a program is prohibited.
3. Smoking or use of tobacco in the presence of children or parents during direct involvement in a program is prohibited.
4. Staff and volunteers are required to read and sign all policies related to identifying, documenting, and reporting child abuse and attend training on the subject, as outlined in our Abuse Prevention and Risk Policy Guide.

**I understand that any violation of this Code of Conduct may result in termination and/or dismissal.**

\_\_\_\_\_

**Staff / Volunteer Printed Name**

\_\_\_\_\_

**Date**

\_\_\_\_\_

**Staff / Volunteer Signature**

\_\_\_\_\_

**Date**

## Acknowledgment of Abuse Prevention & Risk Policies

The YMCA of Central Stark County requires all employees and volunteers to read, acknowledge, and sign a statement of acknowledgment and compliance with all organizational Abuse Prevention & Risk Policies, Code of Conduct, and consumer protection standards upon hire and repeated annually. No employee or volunteer may have access to consumers until the Y receives a signed acknowledgment.

I have received a copy, read, and voluntarily agree to comply with the YMCA of Central Stark County's Abuse Prevention & Risk Policies. I understand that failure to comply with these policies may result in my removal from this organization.

*Please Print*

First and Last Name \_\_\_\_\_

Role/Title \_\_\_\_\_

Program / Branch \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

PRAESIDIUM

