

YMCA of Greater Cleveland Staff Code of Conduct

The YMCA expects employees to behave in a mature and responsible manner and to respect the rights of others. If you observe or become aware of a violation of this code of conduct, please report the information to your supervisor or the Human Resources Department immediately. Failure to report violations or suspected violations will result in disciplinary action up to and including termination.

1. In order to protect YMCA staff, volunteers, and program participants – it is generally advised that during a YMCA program a staff/volunteer person should not be alone with a single child where they cannot be observed by others. As staff/volunteer supervise children, they should space themselves in a way that other staff/volunteer can see them.
2. Staff/Volunteer shall never leave a child unsupervised.
3. Restroom supervision: Staff/volunteer will make sure the restroom is not occupied by suspicious or unknown individuals before allowing children to use the facilities. Staff/volunteer will stand in the doorway while children are using the restroom. This policy allows privacy for the children and protection for the staff/volunteer (not being alone with a child). If staff/volunteer is assisting younger children, doors to the facility must remain open. Similar guidelines should be observed when public restrooms are used during field trips.
4. Private activities such as diapering, putting on bathing suits, taking showers, etc., should be conducted or supervised by staff/volunteers who are working pairs. When this is not feasible, staff/volunteer should be positioned so that they are visible to others.
5. Staff/Volunteer shall not abuse children including:
 - a. Physical abuse – strike, spank, shake, slap;
 - b. Verbal abuse – humiliate, degrade, threaten;
 - c. Sexual abuse – inappropriate touch or verbal exchange;
 - d. Mental abuse – shaming, withholding love, cruelty;
 - e. Neglect – withholding food, water, basic care, etc.Any type of abuse will not be tolerated and may be cause for immediate dismissal.
6. Staff/Volunteer must use positive techniques of guidance, including redirection, positive reinforcement, and encouragement rather than competition, comparison, and criticism. Staff/Volunteer will have age appropriate expectations and set-up guidelines and environments that minimize the need for discipline. Physical restraint is used only in pre-determined situations (necessary to protect the child or other children from harm), is only administered in a prescribed manner and must be documented in writing.
7. Staff/Volunteer will conduct a health check of each child, each day, as they enter the program, noting any fever, bumps, bruises, burns, etc. Questions or comments will be addressed to the parent (when they pick-up the child or drop the child off) or child (that day) in a non-threatening way. Any questionable marks or responses will be documented.
8. Staff/Volunteer will respond to children with respect and consideration and treat all children equally regardless of sex, race, religion, culture, disability, etc.
9. Staff/Volunteer will respect children's rights to not be touched in ways that make them feel uncomfortable, and their right to say no. Other than diapering, children should not be touched.
10. Staff/Volunteer will refrain from intimate displays of affection towards others in the presence of children, parents, and staff/volunteers.
11. While the YMCA does not discriminate against an individual's lifestyle, it does require that they will, in the performance of their job, abide by the standards of conduct set forth by the YMCA.
12. Staff/Volunteer must appear clean, neat, and appropriately attired.
13. Using, possessing, or being under the influence of alcohol or illegal drugs during work hours is prohibited.
14. Smoking or use of chewing tobacco in the presence of children or parents during work hours is prohibited.
15. Profanity, inappropriate jokes, sharing intimate details of one's personal life, and any kind of harassment in the presence of children or parents is prohibited.
16. Staff/Volunteer must be free of physical and psychological conditions that might adversely affect children's physical or mental health. If in doubt, an expert should be consulted.
17. Staff/Volunteer will portray a positive role model for youth by maintaining an attitude of respect, loyalty, patience, courtesy, tact, and maturity.
18. Staff/Volunteer is prohibited from meeting outside the YMCA with children they have met in YMCA programs. This includes baby-sitting, sleepovers, and inviting children to your home. Any exceptions require a written explanation before the fact and are subject to administrator approval.
19. Staff/Volunteer is not to transport children in their own vehicles.
20. Staff/Volunteer may not date program participants under the age of 18 years of age.
21. Under no circumstances should staff/volunteer 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).
22. Staff/Volunteer are required to read and sign all policies related to identifying, documenting, and reporting child abuse, and to attend trainings on the subject as instructed by a supervisor.