



YMCA

the 

EMPLOYEE HANDBOOK

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WELCOME

WELCOME STATEMENT

Welcome to the YMCA of Greater Cleveland. You have joined and are representing an organization with a rich history of service to our community. It is a privilege to have you join our team.

Our YMCA is committed to serving our community through our mission driven programs and services. You now hold a key role in practicing, instilling, and modeling the YMCA core values of caring, honesty, respect, and responsibility.

Website:	www.clevelandymca.org
YMCA Main Office Address:	1501 Euclid Avenue, Suite 800 Cleveland, OH 44115
YMCA Main Office Phone:	216.781.1337

ABOUT THE HANDBOOK

The Employee Handbook is a general source of information about the organization's policies, employee benefits, rights, and expectations of the YMCA of Greater Cleveland. This Handbook and the policies contained herein do not in any way constitute a contract of employment, express or implied, between the YMCA and the employee.

For the purposes of this Handbook, "YMCA of Greater Cleveland" will be used interchangeably with "Greater Cleveland YMCA", "YMCA", and "Association".

Any violation of the policies and procedures in this Handbook will result in corrective action up to, and including, termination of employment.

The YMCA of Greater Cleveland may change, delete, suspend, or discontinue any part of the policies in the Handbook at any time without prior notice. Any such action shall apply to existing and future employees. In addition, the YMCA retains its rights to interpret and apply its policies at its sole discretion. Employment with the YMCA of Greater Cleveland remains on an at-will basis, which means either the employee or the YMCA may end the employment relationship at any time.

Effective August 12, 2024, this Handbook supersedes and replaces any previous Handbook and single policy memos issued in the past.

OTHER SOURCES OF INFORMATION

The YMCA of Greater Cleveland has additional policies and procedures which may be communicated to you by your supervisor, by Human Resources, or in training sessions.

Some benefit programs and policies are described in booklets and documents provided during benefit orientation or during open enrollment. You will find a summary of benefits in this Handbook. In the event there is a conflict between the provisions of the Handbook and the plan documents with respect to employee benefits, the applicable plan document will take precedence. If you have any questions, please contact Human Resources.

CORE VALUES

The YMCA of Greater Cleveland strives to practice the following values in all its programs, guiding interactions with employees, volunteers, and members.

Caring

To love others, to be sensitive to the well-being of others, to help others.

Honesty

To tell the truth, to be worthy of trust, to have integrity; to ensure that choices match values.

Respect

To value the worth of every person.

Responsibility

To do what is right and to be accountable for behavior and obligations.

OUR MISSION

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

To be the premier community-based, charitable organization that embraces collaborations to build strong kids, strong families, and strong communities.

HISTORICAL OVERVIEW

Founded in London in 1844 by a group of Christian men, the Young Men's Christian Association was first introduced to the United States in 1851. In 1854, the YMCA of Greater Cleveland was organized at the Old Stone Church on Public Square.

Throughout the years, the YMCA of Greater Cleveland established the educational institution that became Fenn College and later Cleveland State University; founded the Social Service Club, which formed the city's juvenile court; built 26 playgrounds; obtained free medical care for the poor; monitored elections; and planted the seeds for the Legal Aid Society, City Club, Civic Leagues, and Gardening Association.

The YMCA of Greater Cleveland, like all YMCAs, provides services to our community that exemplify the balanced development of individuals' spirit, mind, and body.

CODE OF CONDUCT FOR EMPLOYEES AND VOLUNTEERS

Praesidium Accreditation® publicly demonstrates to consumers that the YMCA of Greater Cleveland has achieved the highest industry standards in abuse prevention.

PART I – INTERACTIONS WITH PEOPLE OF ALL AGES

NOTE: In this document, the term “consumer” refers to any person of any age (adult or youth) involved in or visiting YMCA facilities, programs, and services.

The YMCA expects employees/volunteers to behave in a mature and responsible manner and to respect the rights of others. Any violation of this code of conduct must be reported immediately to a supervisor, or to Human Resources, or by completing the form on <https://www.clevelandymca.org/youth-family>. Failure to report violations or suspected violations may result in corrective action up to and including termination of employment. Abuse of any kind will not be tolerated, and confirmed abuse will result in immediate dismissal from this association. The association will fully cooperate with authorities if allegations of abuse are made that require an investigation.

The following policies are intended to help employees/volunteers make decisions about consumer interactions. For clarification of any guideline, or to inquire about behaviors not addressed here, contact Human Resources.

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

The Code of Conduct outlines specific expectations of employees/volunteers as we strive to accomplish our mission together.

1. Employees/volunteers will exhibit the highest ethical best practices and personal integrity.
2. Employees/volunteers will provide a professional work environment free from physical, psychological, written, or verbal intimidation or harassment.
3. Employees/volunteers will not physically, sexually, or emotionally abuse, neglect, or bully any youth or adult.
4. Employees/volunteers will accept their personal responsibility to protect all people of any age from all forms of abuse.
5. Employees/volunteers will only give and accept gifts in accordance with association policies.
6. Employees/volunteers will respond to all people with respect and consideration and treat all people equally regardless of sex, race, religion, culture, disability, sexual orientation, age, gender, gender identity, etc.
7. Employees/volunteers must be clean, neat, and appropriately attired.
8. Using or being under the influence of alcohol or illegal drugs during work hours is prohibited. Violation will result in corrective action up to and including termination of employment.
9. Smoking/vaping of any substance or use of chewing tobacco is prohibited on YMCA premises, including branches and program sites. Violation will result in corrective action up to and including termination of employment.
10. Profanity, inappropriate jokes, sharing intimate details of one’s personal life, and any kind of harassment is prohibited. Employees/volunteers will not possess sexually oriented materials, including printed or online pornography, on our association’s property. Employees/volunteers are prohibited from accessing, displaying, producing, and/or distributing pornography on our association’s property or equipment.
11. Employees/volunteers will refrain from intimate displays of affection towards others.

12. Employees/volunteers will uphold the mission of the YMCA by respecting the rights of youth, families, and adults. We shall not discriminate nor the basis of race, color, religion/creed, gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status in any YMCA activities or operations.

PART II – INTERACTIONS WITH YOUTH

In the state of Ohio, YMCA employees/volunteers are considered mandated reporters of child abuse. Employees and volunteers must report abuse-related concerns or complaints about other employees and volunteers, other adults, or youth to their supervisor, and/or the branch Executive Director, and/or the Vice President of Youth Development at 216-386-7149, and/or by completing the anonymous form on clevelandymca.org/youth-protection, and/or to the State of Ohio anonymous line at 855-642-4453 (855-O-H-CHILD), , and/or by contacting the local or state authorities.

1. Employees/volunteers will be positive role models for youth by maintaining an attitude of respect, loyalty, patience, courtesy, tact, and maturity.
2. Employees/volunteers will not abuse children in any way, including but not limited to:
 - a. Physical abuse – including but not limited to striking, spanking, shaking, slapping, using unnecessary restraint.
 - b. Verbal abuse – including but not limited to humiliating, degrading, threatening, cursing.
 - c. Sexual abuse – including but not limited to inappropriate touching or verbal exchange, exposing oneself, participating in sexually-oriented conversations.
 - d. Mental abuse – including but not limited to shaming, withholding love, cruelty.
 - e. Neglect – including but not limited to withholding food, water, basic care, shelter, etc.
3. Any type of abuse will not be tolerated and will be cause for corrective action up to and including termination of employment.
4. Our association will not tolerate any behavior that is classified under the definition of bullying, and to the extent that such actions are disruptive, we will take steps needed to eliminate such behavior. Anyone who sees an act of bullying, and who then encourages it, is also engaging in bullying. This policy applies to all members, participants, guests, 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:

- a. Physical bullying: when one person engages in physical force against another person, such as by hitting, punching, pushing, kicking, pinching, or restraining another.
- b. Verbal bullying: when someone uses their words to hurt another, such as by belittling or calling another hurtful names.
- c. Nonverbal or relational bullying: when one person manipulates a relationship or desired relationship to harm another person. This includes social exclusion, friendship manipulation, or gossip. This type

of bullying also includes intimidating another person by using gestures.

- d. Cyberbullying: the intentional and overt act of aggression toward another person by way of any technological tool, such as email, instant messages, text messages, digital pictures or images, or website postings (including blogs). Cyberbullying can involve:
 - i. Sending mean, vulgar, or threatening messages or images.
 - ii. Posting sensitive, private information about another person.
 - iii. Pretending to be someone else to make that person look bad.
 - iv. Intentionally excluding someone from an online group.
 - e. Hazing: an activity expected of someone joining or participating in a group that humiliates, degrades, abuses, or endangers that person regardless of that person's willingness to participate.
 - f. Sexualized bullying: when bullying involves behaviors that are sexual in nature. Examples of sexualized bullying behaviors include sexting, bullying that involves exposures of private body parts, and verbal bullying involving sexualized language or innuendos.
- 5. Employees/volunteers must be able to perform their job without adversely harming children's physical or mental health. If in doubt, an expert must be consulted.
 - 6. Employees/volunteers will adhere to uniform best practices of appropriate and inappropriate verbal interactions as outlined by our association.
 - 7. Employees and volunteers will not have secrets with youth and will only give and accept gifts in accordance with association policies.
 - 8. Employees/volunteers must use positive techniques of guidance including redirection, positive reinforcement, and encouragement rather than competition, comparison, and criticism.
 - 9. Employees/volunteers will have age-appropriate expectations and design 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.
 - 10. To protect YMCA employees, volunteers, and program participants, employees/volunteers must not be alone with a single child where they cannot be observed by others. As employees/volunteers supervise children, they will space themselves in a way that other employees/volunteers or participants can see them.
 - 11. Employees/volunteers will never leave a child unsupervised.
 - 12. Restroom supervision: Youth are not to be sent to the restroom without a YMCA employee/volunteer member present. The "buddy system" or three children going to the restroom together without an employee/volunteer member are not permitted. Similar guidelines are to be observed during off-site trips.
 - a. The employee/volunteer will make sure the restroom is not occupied before allowing children to use the facilities.
 - b. For single stall restrooms, the employee/volunteer will be positioned outside of the restroom to make sure no one else enters the restroom.

- c. At minimum, when multiple children are in the restroom or locker room, YMCA employee/volunteer members will be standing in the open doorway so they can have at least auditory supervision of the children.
 - d. Entrance doors to multi-stall restrooms must remain open when used by youth using YMCA services.
 - e. Employees/volunteers are encouraged to be inside the facilities so they can be easily seen by the children and can immediately stop any inappropriate activity. This is best done with multiple employees/volunteers, so an individual employee/volunteer is not subjected to unwarranted allegations.
13. Private activities such as diapering, putting on bathing suits, taking showers, etc. will be conducted or supervised by employees/volunteers working in pairs. When this is not feasible, employees/volunteers must be positioned so that they are visible to others.
14. Employees/volunteers 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 or drop off the child) or to the child (that day) in a non-threatening way. Any questionable marks or responses will be documented and reported to a YMCA supervisor.
15. Appropriate physical contact is important in the emotional development of all children, and children at different developmental levels will need differing degrees of physical contact.
- a. Appropriate physical interactions initiated by the consumer include:
 - i. Side hugs.
 - ii. Shoulder-to-shoulder or “temple” hugs.
 - iii. Pats on the shoulder or back.
 - iv. Handshakes.
 - v. High-fives and hand slapping.
 - vi. Pats on the head when culturally appropriate.
 - vii. Touching hands, shoulders, and arms.
 - viii. Arms around shoulders.
 - ix. Holding hands (with young children in escorting situations).
 - b. Inappropriate physical and verbal interactions include:
 - i. Full-frontal hugs.
 - ii. Kisses.
 - iii. Showing affection in isolated areas or while one-on-one.
 - iv. Wrestling.
 - v. Piggyback rides.

- vi. Tickling.
 - vii. Allowing a consumer to cling to an employee's or volunteer's leg.
 - viii. Allowing consumers, older than kindergarten, to sit on an employee or volunteer's lap.
 - ix. Any type of massage given by or to a consumer outside of accepted and documented medical treatment.
 - x. Any form of affection that is unwanted by the consumer, employee, or volunteer.
 - xi. Outside of accepted and documented medical treatment and authorized and documented personal care assistance, touching ^[08]any body location that would be covered by a bathing suit, especially the bottom, chest, or genital areas, is prohibited.
 - xii. Picking up school-aged youth.
 - xiii. Name-calling, cursing, shaming, belittling, derogatory remarks, secrets, off-color or sexual jokes.
 - xiv. Discussing sexual encounters or oversharing personal history.
 - xv. In any way involving youth in the personal or work problems or issues of employees/volunteers.
16. Except for in diapering, employees/volunteers will respect children's rights to not be touched in ways that make them feel uncomfortable. Employees/volunteers will respect children's right to say no.
17. Employees/volunteers will not comment on youth's bodies.
18. Employees/volunteers are not permitted to date or become romantically involved with consumers under the age of 18.
19. Employees/volunteers are prohibited from meeting outside of the YMCA with children/teens whom they have met in YMCA programs. This includes baby-sitting, tutoring, private lessons or coaching, mentoring, sleepovers, and inviting children to their home, having any type of one-to-one correspondence with the youth unless one of the following conditions exists:
- a. Employee/volunteer and the child's family or custodian have a relationship that predates the commencement of your employment or volunteering at the YMCA.
 - b. Employee/volunteer and the child's family or custodian have a relationship which predates the child's enrollment in a YMCA program.
 - c. Employee/volunteer and the child, the child's family, or the child's custodian are related.
- For exceptions to be authorized, the parent/guardian must complete the form titled AUTHORIZATION for OUTSIDE CONTACT, which also must be signed by the employee/volunteer's supervisor. This form must remain on file in the association's designated location.
20. Employees/volunteers are not to transport children in their own vehicles.
21. Under no circumstances are employees/volunteers to release children to anyone other than the authorized parent, guardian, or other adult authorized by the parent or guardian (written parent authorization must be

on file with the YMCA) except for law enforcement or Child Protection Services.

22. Employees/volunteers are required to read and sign all policies related to identifying, documenting, and reporting child abuse and to attend annual trainings on the subject as instructed by a supervisor.

If you observe, suspect, or learn of any suspicious or inappropriate behaviors and/or policy violations on the part of employees, volunteers, or other consumers, you **MUST** immediately report your observations.

Report any suspicions

- to the branch Executive Director, and/or
- to the Vice President of Youth Development at 216-386-7149, and/or
- by completing the anonymous form on <https://www.clevelandyymca.org/youth-protection>, and/or
- to the State of Ohio anonymous line at 855-642-4453 (855-OH-CHILD), and/or
- by contacting the local or state authorities.

ELECTRONIC COMMUNICATION POLICY

The terms “electronic communications” and “social media” or “social network” refer to activities that integrate technology, telecommunications, and social interaction using words, images, video, or audio tools. Examples include, but are not limited to social websites, blogs, message boards, wikis, podcasts, image-sharing 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.

It is mandatory that all programs that require communication with youth and parents/guardians use a group communication app, to be used exclusively for communication about program details. The YMCA approves the use of Remind.

The YMCA does not permit employees/volunteers to use electronic communication and/or social media using their own personal sites/accounts with consumers. However, if these interactions are part of programming or otherwise unavoidable, employees/volunteers will:

1. Require employees/volunteers to sign the Social Media Policies located in the Employee Handbook/Volunteer Handbook that includes guidelines about appropriate and inappropriate communication with consumers.
2. Employees/volunteers are required to use Remind or another YMCA authorized communication platform to allow communication to be seen by all consumers and parents/guardians.
3. Employees/volunteers may not electronically contact a consumer under the age of 13 outside of the YMCA-approved app.
4. Employees/volunteers should keep communications professional in nature and limit discussion to programmatic purposes.
5. Employees/volunteers will respond to private electronic communication from youth consumers stating that

this is prohibited under the Code of Conduct.

- a. Exceptions may be made under emergency situations wherein private messages may occur to locate consumers and secure their safety, but all such contact must be documented accordingly.
 - b. If a consumer reveals abuse or inappropriate interactions with an adult or child, the employee/volunteer must report this information to a supervisor and child protective services or law enforcement immediately.
6. Employees/volunteers are required to include a supervisor or the YMCA in their direct communications with a consumer.
 7. Provide consumers and parents/guardians with information about how to respond to inappropriate communication from employees and volunteers. The responding procedure includes:
 - a. Contact information for the program administration.
 - b. An anonymous method for reporting concerns.
 8. Requests to discontinue – Parents/guardians may request in writing that a consumer not be contacted by the YMCA through any form of electronic communication or social media.

EQUAL OPPORTUNITY AND COMMITMENT TO DIVERSITY

EQUAL EMPLOYMENT OPPORTUNITY

The YMCA provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex (including but not limited to gender identity and expression), pregnancy, military status, national origin, disability, age, or ancestry or any other characteristic protected by applicable federal, state, or local laws. This policy applies to the hire, promotion, termination, tenure, and any other terms, conditions, or privileges of employment, or any matter directly or indirectly related to employment.

The YMCA expressly prohibits any form of unlawful employee harassment or discrimination based on any of the characteristics mentioned above.

If a qualified employee needs a reasonable accommodation from the Greater Cleveland YMCA to perform in their position due to a physical or mental disability, or for any other reason protected by law, that employee should contact Human Resources at HRdept@clevelandymca.org and specify what accommodation they are seeking. The Greater Cleveland YMCA will engage in the interactive process, as required by law. The Greater Cleveland YMCA may require, upon request, submission of medical documentation supporting the request. Regardless of the status or outcome of this request, the Greater Cleveland YMCA will not unlawfully retaliate against an employee for making a request for reasonable accommodation.

Any employees with questions, concerns, or complaints about a violation of this policy should contact Human Resources at HRdept@clevelandymca.org.

The Greater Cleveland YMCA does not permit any form of retaliation against individuals who raise complaints of equal employment opportunity. Employees who feel they have been subjected to any act of unlawful retaliation should also bring it to the attention of Human Resources.

AMERICANS WITH DISABILITIES ACT (ADA)

It is the policy of YMCA of Greater Cleveland to comply with the Americans with Disabilities Act. The YMCA

provides reasonable accommodation for the known disability of a qualified applicant or employee where reasonable accommodation is required for performance of the essential functions of the job unless the accommodation would cause undue hardship. The employee must notify their supervisor or Human Resources of any request for accommodation.

COMMITMENT TO DIVERSITY

The YMCA of Greater Cleveland provides an environment that is characterized by diversity. The members, volunteers, and communities where we operate are comprised of people representing a mix of cultures, races, religions, ages, abilities, experiences, interests, and talents. Our effectiveness in interfacing with, and satisfying the needs of, these diverse individuals and groups is enhanced because the composition of our YMCA reflects this environment. The YMCA is committed to developing a healthy environment in which all people are valued, and which supports personal growth and contribution.

HARASSMENT PREVENTION AND COMPLAINT PROCEDURE

The YMCA of Greater Cleveland prohibits harassment of job applicants, contractors, interns, volunteers, or employees by another employee, supervisor, vendor, member, or third party based on actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender, including pregnancy, childbirth, and pregnancy-related conditions, gender identity or expression, sexual orientation, marital status, military service and veteran status, physical or mental disability, genetic information, or any other characteristic protected by applicable federal, state, or local laws. Such conduct will not be tolerated.

Retaliation against any individual who has complained about sexual or other harassment, or retaliation against individuals for cooperating with an investigation of a harassment complaint, is similarly unlawful.

All reasonable steps will be taken to prevent and eliminate unlawful harassment.

Definition of “unlawful harassment”

“Unlawful harassment” is conduct that has the purpose or effect of creating an intimidating, hostile, or offensive work environment; has the purpose or effect of substantially and unreasonably interfering with an individual’s work performance; or otherwise adversely affects an individual’s employment opportunities because of the individual’s membership in a protected class.

“Unlawful harassment” includes, but is not limited to, epithets; slurs; jokes; pranks; innuendo; comments; written or graphic material; stereotyping; or other threatening, hostile, or intimidating acts based on race, color, ancestry, national origin, gender, sex, sexual orientation, marital status, religion, age, disability, veteran status, or another characteristic protected by state or federal law.

Definition of “sexual harassment.”

“Sexual harassment” may include the above actions, as well as other unwelcome conduct, and is defined under both state and federal law as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature whereby:

- Submission to or rejection of such conduct is made either explicitly or implicitly as a term or condition of any individual’s employment, or as a basis for employment decisions.
- Such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance, or creating an intimidating, hostile, or offensive work environment.

Other sexually oriented conduct that is unwelcome and has the effect of creating a work environment that is hostile, offensive, intimidating, or humiliating to workers may also constitute sexual harassment.

While it is not possible to list all those circumstances that may constitute sexual harassment, the following are examples of conduct that, if unwelcome, may constitute sexual harassment.

- Unwanted sexual advances, whether they involve physical touching or not;
- Sexual epithets; jokes; written or oral references to sexual conduct; gossip regarding one's sex life; comments about an individual's body; and comments about an individual's sexual activity, deficiencies, or prowess;
- Displaying sexually suggestive objects, pictures, or cartoons;
- Unwelcome leering, whistling, brushing up against the body, sexual gestures, or suggestive or insulting comments;
- Inquiries into one's sexual experiences; and
- Discussion of one's sexual activities.

Complaint procedure

Employees who believe they have been subject to or have witnessed unlawful discrimination, including sexual or other forms of unlawful harassment, or other inappropriate conduct, are requested and encouraged to make a complaint.

Complaints may be made directly to the employee's own immediate supervisor or department manager, Human Resources, or any other member of management with whom they feel comfortable bringing such a complaint. Similarly, if employees observe acts of discrimination toward or harassment of another employee, they are requested and encouraged to report this to one of the individuals listed above. Confidentiality will be protected to the extent possible. All complaints will be investigated in a timely manner.

If the investigation confirms that conduct violating this policy has occurred, corrective action will be taken up to and including termination of employment.

No adverse action will be taken against an employee for making a good faith complaint or report of discrimination or harassment, or for assisting in the investigation of any such complaint or report. Any suspected retaliation or intimidation should be reported immediately to one of the persons identified above.

WHISTLEBLOWER POLICY

In keeping with the policy maintaining the highest standards of conduct and ethics, the Greater Cleveland YMCA will investigate any suspected fraudulent or dishonest use or misuse of its resources or property by staff, board members, consultants, or volunteers.

Staff, board members, consultants, and volunteers are encouraged to report suspected fraudulent or dishonest conduct (i.e., to act as "whistleblower"), pursuant to the procedures set forth below.

Reporting

A person's concerns about possible fraudulent or dishonest use or misuse of resources or property should be reported to his or her supervisor or, if suspected by a volunteer, to the staff member supporting the volunteer's work. If, for any reason, a person finds it difficult to report their concerns to a supervisor or staff member supporting the volunteer's work, the person may report the concerns directly to the Chief Executive Officer or the Whistleblower compliance liaison. Alternately, to facilitate reporting suspected violations where the reporter wishes to remain anonymous, a written statement may be submitted to one of the individuals listed above.

Whistleblower Compliance Liaison

The organization's Whistleblower compliance liaison is responsible for investigating and resolving all reported complaints and allegations concerning violations and shall advise the Chief Executive Officer. The Whistleblower

compliance liaison has direct access to the audit committee of the board and must report to it at least annually on compliance activity. The organization's Whistleblower compliance liaison is the chair of the audit committee.

Accounting and Auditing Matters

The audit committee of the board shall address all reported concerns or complaints regarding corporate accounting practices, internal controls, or auditing. The Whistle-blower compliance liaison shall immediately notify the audit committee of any such complaint and work with the committee until the matter is resolved.

Acting in Good Faith

Anyone filing a complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation of the Greater Cleveland YMCA's high standards and ethics. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

Confidentiality

Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

Handling of Reported Violations

The Whistleblower compliance liaison or the Chief Executive Officer will notify the sender and acknowledge receipt of the reported violation or suspected violation within 3 business days. All reports will be promptly investigated, and appropriate corrective action will be taken if warranted by the investigation. All relevant matters, including suspected but improved matters, will be reviewed, and analyzed, with documentation of the receipt, retention, investigation, and treatment of the complaint. Appropriate corrective action will be taken, if necessary, and findings will be communicated to the reporting person and their supervisor. Investigations may warrant investigation by independent people such as auditors and/or attorneys.

Definitions

Baseless Allegations

Allegations made with reckless disregard for their truth or falsity or knowingly false allegations individuals making such allegations may be subject to disciplinary action by the Greater Cleveland YMCA and/or legal claims by individuals accused of such conduct.

Fraudulent or Dishonest Conduct

A deliberate act or failure to act with the intention of obtaining and unauthorized benefit. The follow is a non-exhaustive list of the kinds of improprieties that should be reported:

- Forgery or alteration of documents.
- Unauthorized alteration or manipulation of computer files.
- Pursuit of a benefit or advantage in violation of the Greater Cleveland YMCA's Conflict of Interest Policy.
- Misappropriation or misuse of Greater Cleveland YMCA resources, such as funds, supplies, or other assets.
- Authorizing or receiving compensation for goods not received or services not performed.
- Authorizing or receiving compensation for hours not worked.
- Supplying false or misleading information on the Greater Cleveland YMCA's financial or other public documents, including its Form 990.
- Providing false information to or withholding material information from the Greater Cleveland YMCA's board or auditors.
- Destroying, altering, mutilating, concealing, covering up, falsifying, or making a false entry in any records that may be connected to an official proceeding, in violation of federal or state law or regulations.

- Altering, destroying, or concealing a document, or attempting to do so, with the intent to impair the document's availability for use in an official proceeding or otherwise obstructing, influencing, or impeding any official proceeding, in violation of federal or state law or regulations.
- Embezzling, self-dealing, private inurement (i.e., Greater Cleveland YMCA earnings inuring to the benefit of a director, officer, or senior management) and private benefit (i.e., YMCA assets being used by anyone in the organization for personal gain or benefit).

Whistleblower

An employee, consultant, board member, or volunteer who informs a supervisor or the Chief Executive Office about an activity related to the Greater Cleveland YMCA which that person believes to be fraudulent or dishonest.

Whistleblower Protection

The Greater Cleveland YMCA will protect whistleblowers as defined below:

- The Greater Cleveland YMCA will use its best efforts to protect whistleblowers against retaliation. Whistleblowing complaints will be handled with sensitivity, discretion, and confidentiality to the extent allowed by the circumstances and the law. This means that whistleblower complaints will only be shared with those who have a need to know so that the Greater Cleveland YMCA can conduct an effective investigation, determine what action to take based on the results of any such investigation, and in appropriate cases, with the law enforcement personnel. (Should disciplinary or legal action be taken against a person or persons because of a whistleblower complaint, such person may also have the right to know the identity of the whistleblower.)
- Employees, consultants, and volunteers of the Greater Cleveland YMCA may not retaliate against a whistleblower for information management about an activity which that person believes to be fraudulent or dishonest with the intent or effect of adversely affecting the terms or conditions of the whistleblower's employment, including but not limited to, threats of physical harm, loss of job, punitive work assignments, or impact on salary or fees. Whistleblowers who believe that they have been retaliated against may file a written complaint with the Chief Executive Officer or to the chairperson of the board. Any complaint of retaliation will be promptly investigated, and appropriate corrective measures taken if allegations of retaliation are substantiated. This protection from retaliation is not intended to prohibit supervisors from acting, including disciplinary action, in the usual scope of their duties and based on valid performance-related factors.
- Whistleblowers must be cautious to avoid baseless allegations (as described earlier in the definitions section of this policy).

Rights and Responsibilities

Supervisor

Supervisors are required to report suspected fraudulent or dishonest conduct to the Chief Executive Officer. Reasonable care should be taken in dealing with suspected misconduct to avoid

- Baseless allegations,
- Premature notice to persons suspected of misconduct and/or disclosure of suspected misconduct to others not involved with the investigation.
- Violations of a person's rights under law.

Due to the important yet sensitive nature of the suspected violations, effective professional follow-up is critical. Supervisors, while appropriately concerned about "getting to the bottom" of such issues, should not in any circumstances perform any investigative or other follow-up steps on their own. Accordingly, a supervisor who becomes aware of suspected misconduct:

- Should not contact the person suspected of further investigation the matter or demand restitution.
- Should not discuss the case with attorneys, the media, or anyone other than the Chief Executive Officer.
- Should not report the case to an authorized law enforcement officer without first discussing the case with the Chief Executive Officer.

CORRECTIVE ACTION

CORRECTIVE ACTION PROCESS

Violations of YMCA rules, regulations or policies and failure to otherwise maintain satisfactory job performance may result in disciplinary action which may include employee counseling or termination of employment. The severity of the corrective action to be taken by the YMCA, at its discretion, depends upon the YMCA's interpretation of all the circumstances including the nature and seriousness of the offenses, and the employee's record. Corrective actions include, but are not limited to:

Documented Verbal Counseling

Upon identifying a policy violation, performance deficiency, or other employment issue, the Supervisor will discuss the situation with the employee and give them the opportunity to correct the problem. This counseling session is an important interaction between the employee and supervisor to set expectations and work together to resolve a situation before further action becomes necessary. The supervisor will document the date and details of the situation, the conversation, and the outcome of the verbal counseling session. The documentation will be kept in the employee's file.

First Written Warning

When verbal counseling is not effective, or a situation is sufficiently serious, then the supervisor may proceed to a First Written Warning. Human Resources will be consulted, and the offense or offenses will be documented in writing, discussed with the employee, and will include an action plan for correcting the situation. Documentation of written counseling will be forwarded to Human Resources and kept in the employee's file.

Final Written Warning and Formal Performance Improvement Plan

When the first written warning is not effective, or a situation is sufficiently serious, then the supervisor may proceed to a Final Written Warning. The supervisor will work with Human Resources to develop a formal Performance Improvement Plan, including expectations and milestones to reach them. Documentation of the Final Written Warning and the Performance Improvement Plan will be forwarded to Human Resources and kept in the employee's file.

Termination of Employment

When a Final Written Warning is not effective, or a situation is sufficiently serious, the YMCA may terminate the employee's employment. An employee may be subject to immediate discharge at any time at the discretion of the YMCA, even if that employee has received no other form of discipline or prior counseling.

The corrective actions described above are only guidelines and do not constitute a legal contract between the YMCA and its employees. The YMCA reserves the right to set the corrective action which it, in its sole discretion, believes to be in the best interest of the YMCA. Moreover, this policy is not intended and should not be relied upon by the employee to alter the at-will employment relationship which each employee has with the YMCA of Greater Cleveland.

Situations that could result in corrective action include, but are not limited to:

- Violation of Child Safety policies
- Attendance issues such as lateness or no call no show
- Insubordination
- Rudeness or aggressive behavior toward members or colleagues

- Harassment
- Verbal or physical altercations with members, employees, or visitors
- Violation of Safety Rules
- Poor work performance
- Violation of Handbook policies
- Violations of controlled substance policies

WORK EXPECTATIONS

The following standards are subject to change at any time and are provided as a guideline of prohibited conduct. They are not all encompassing, nor are corrective actions limited only to these types of conduct.

These standards apply to all employees, members, guests, volunteers, and YMCA participants.

- Mistreatment, gross neglect, harassment, or discriminatory behavior.
- Unsatisfactory work performance.
- Damage, loss, misuse or destruction of YMCA, member, or employee property due to willful or careless acts.
- Theft or dishonesty.
- Willful refusal to perform work as directed, insubordination.
- Fighting, swearing or abusive language while at work.
- Absence without proper notification to supervisor, unexcused absence.
- Excessive absences or lateness.
- Sleeping on the job.
- Leaving the worksite or workstation during work hours without prior authorization.
- Non-work-related use of personal communication devices while on duty.
- Falsifying YMCA records such as an employment application, medical/ incident reports, timecards, or expense reports.
- Safety violations, violations including the Drug-Free Workplace Act, Workplace Violence Policy, or Weapons Policy.
- Failure to follow YMCA policies and procedures.
- Engaging in any other act which is inconsistent with acceptable standards of conduct as determined by the YMCA.

SUBSTANCE ABUSE POLICY

It is the policy of the YMCA of Greater Cleveland to maintain a Drug-Free Workplace, as required by the Drug-Free Workplace Act of 1988. The use of controlled substances, which includes, but is not limited to alcohol, marijuana, cocaine, heroin, fentanyl, morphine, barbiturates, and amphetamines, is prohibited.

All YMCA employees are prohibited from engaging in the unlawful manufacture, distribution, dispensation, possession, sale, or use of controlled substances on YMCA premises, or while conducting YMCA business. In addition, employees are prohibited from the off-premises use of alcohol and possession, use, or sale of illegal drugs when such activities adversely affect job performance, job safety, or the YMCA's reputation.

If there is reason to suspect drug or alcohol possession, use or sale on YMCA premises, an employee's personal effects, clothing, locker, handbag, and any container brought onto YMCA premises may be subject to immediate inspection. In such circumstances, an employee's car parked in lots that are owned, operated, or for the use of YMCA parking may also be subject to immediate inspection.

Where there is reasonable suspicion to believe that an employee is impaired, the employee should not be allowed

to continue work; however, they should also not be permitted to drive a motor vehicle. A relative or an emergency contact should be called to assist the employee.

If the YMCA observes employee behavior that may be related to, or result from, alcohol or substance abuse, the YMCA reserves the right to request that the employee be sent for drug testing. Such behavior may include:

- Unexplained erratic behavior.
- A protracted decline in performance.
- High rate of tardiness or absenteeism.
- Other behavior/odor that gives rise to a reasonable suspicion of alcohol or substance abuse.

Supervisors and managers will contact Human Resources for a decision whether an alcohol/drug test should be conducted. In no case shall the employee's immediate supervisor decide if they are to be tested.

Human Resources will provide information as to where the employee is to be taken for a drug/alcohol test. Employees must be escorted to those sites by a supervisor and brought back to the facility when the testing is completed. Tests will be conducted by a qualified laboratory, and the proper chain of custody will be observed for samples.

Any employee who falsifies and/or tampers with a drug/alcohol test or the test results will be terminated from employment. If the employee refuses to cooperate with the test's administration, they will be advised that failure to cooperate may result in termination of employment.

The employee will be notified of the test results when they are received. If the results are positive, the employee will be given the opportunity to explain. In the absence of an acceptable explanation, the decision whether the employee will continue work will be made by Human Resources.

Exceptions

- All aspects of the YMCA of Greater Cleveland Substance Abuse Policy apply to Y-Haven employees. However, due to the nature of the substance abuse treatment program Y-Haven employees who test positive on a 'for cause' test, or who refuse to take such a test, will be terminated from employment.
- The use of medication prescribed for a YMCA employee by a health care practitioner and according to the practitioner's directions is not prohibited by this policy. However, an employee taking prescribed medication must notify their supervisor of any known side effect(s) which may limit the employee's ability to perform their job safely and effectively.

Note

Employees who are convicted of offenses involving controlled substances (including a no-contest plea) must inform their supervisor and Human Resources within 5 days of the conviction or plea. Conviction of a drug related offense may impact employment at the YMCA.

Privacy

The YMCA of Greater Cleveland respects the privacy of all its employees and will take the necessary steps to ensure that medical and personal information remains confidential. Information will be handled on a "need to know" basis only.

WORKPLACE SAFETY

SMOKE, TOBACCO and VAPE FREE ENVIRONMENT

The YMCA maintains and enforces a smoke, tobacco, and vape free environment in all branches and program sites.

The use of tobacco products, smokeless tobacco products, and vaping devices or products is prohibited in all work areas, meeting/conference rooms, waiting rooms, rest rooms, stairwells, or hallways.

SAFETY

Workplace Accidents

The YMCA makes a continued effort to provide a safe, secure workplace for its employees. All employees are expected to comply with all safety regulations.

In the event of an accident or injury, no matter how minor, on YMCA property or while conducting YMCA business, employees are required to notify their supervisor and Human Resources as soon as practical. The YMCA employees are eligible for Workers' Compensation insurance for work-related injuries or diseases. Eligibility for benefits is governed by applicable rules and regulations of Bureau of Workers' Compensation.

Workplace Violence

Workplace violence, which includes but is not limited to, threats, threatening behavior, intimidation, and assault, will not be tolerated.

Weapons

The possession of weapons, including but not limited to knives and guns, is prohibited on YMCA property. This includes but is not limited to any premises owned or leased by the YMCA and YMCA-owned or leased vehicles, company-sponsored events, any sites where employees perform services, and any property where YMCA programs are being conducted, unless otherwise authorized by law.

INCLEMENT WEATHER / UNSCHEDULED CLOSING

The YMCA of Greater Cleveland will attempt to remain open for general member use as long as the ability to properly staff the location exists without a risk of employee safety.

Branch Leadership will work with the Senior Vice President of Branch Operations concerning closing of their unit due to severe weather or any unscheduled event that would threaten the health and safety of employees, members, and program participants. If a location is closed, after receiving approval from the Senior Vice President of Branch Operations, the Facility Leader will notify the Chief Marketing Officer, members, and all affected employees as quickly as possible. Local school closings are not to be used as a condition for closing a facility.

The Chief Executive Officer, or designated representative, is responsible for the closing of YMCA Offices due to inclement weather, and in extreme circumstances may close all facilities, except those with residences. If YMCA Offices are to be closed due to inclement weather or any unscheduled event, the Chief Executive Officer or designee will inform any locations that remain open.

If the facility is closed due to inclement weather or any unscheduled event, there is no loss of pay to full-time employees who are scheduled for duty during that period. If the facility remains open during inclement weather, but a full-time employee is unable to report to scheduled work, they may use a vacation day, a sick day, or a floating holiday to cover the absence. There is no compensation in either case for part-time employees.

I.T. HARDWARE AND SOFTWARE USAGE

This policy ensures the safety and reliability of the YMCA of Greater Cleveland systems and data.

Acceptable Use

Hardware devices, software programs, and network systems purchased and provided by the YMCA of Greater Cleveland are to be used only for creating, researching, and processing company-related materials. By using the company's hardware, software, and network systems you assume personal responsibility for their appropriate use and agree to comply with this policy and other applicable company policies, as well as city, state, and federal laws and regulations.

Hardware

All hardware devices acquired for or on behalf of the company or developed by company employees or contract personnel on behalf of the company are and shall be deemed company property. All such hardware devices must be used in compliance with applicable licenses, notices, contracts, and agreements. Hardware includes desktop/laptop computers, screens, projectors, printers, scanners, Wi-Fi devices, hard drives, tablets, and cell phones.

No outside equipment may be plugged into the company's network without the IT department's permission. Hardware may only be used for YMCA related business. Personal use of hardware is strictly prohibited.

All YMCA issued equipment must be returned upon termination of employment. All lost, stolen, or damaged equipment will be charged to the employee.

Software

All software acquired for or on behalf of the YMCA of Greater Cleveland or developed by company employees or contract personnel on behalf of the company is and shall be deemed company property. All such software must be used in compliance with applicable licenses, notices, contracts, and agreements.

All purchasing of company software shall be centralized to ensure that all applications conform to corporate software standards and are purchased at the best possible price.

Each employee is individually responsible for reading, understanding, and following all applicable licenses, notices, contracts, and agreements for software that they use or seek to use on company computers. Unless otherwise provided in the applicable license, notice, contract, or agreement, any duplication of copyrighted software, except for backup and archival purposes, may be a violation of federal and state law. In addition to violating such laws, unauthorized duplication of software is a violation of the company's Software/Hardware Policy.

Network Systems

Each employee is responsible for documents and programs used and saved on the network including the internet and public drive. YMCA of Greater Cleveland resources should not be used for activities unrelated to business functions. Personal use of the network system is prohibited (i.e., saving personal documents to the network).

Users must refrain from seeking to gain unauthorized access to information resources or enabling unauthorized access. Attempts to gain unauthorized access to a system or to another person's information are a violation of policy and may also violate applicable law, potentially subjecting the user to both civil and criminal liability. However, authorized system administrators may access information resources, but only for a legitimate operational purpose and only the minimum access required to accomplish this legitimate operational purpose.

Sharing an online identity (user ID and password or another authenticator such as a token or certificate) is prohibited.

Users must not send, view, or download fraudulent, harassing, obscene, threatening, or other messages or material that are a violation of applicable law or YMCA policy. Material contributing to the creation of a hostile work environment is prohibited.

Violations and Discipline/Penalties

Penalties for violating the IT Hardware and Software Usage Policy will vary depending on the nature and severity

of the specific violation.

Any employee who violates the IT Hardware and Software Usage Policy will be subject to:

- Disciplinary action including but not limited to termination of employment.
- Civil or criminal prosecution under federal and/or state law.

CONFLICTS OF INTEREST AND CONFIDENTIALITY

CONFLICTS OF INTEREST

It is the policy of the YMCA of Greater Cleveland that no employee shall engage in activities contrary to its interest or inconsistent with the responsibilities entrusted to them. While an exhaustive list of conflict situations cannot be given, in general, there is a conflict whenever an employee achieves personal gain or incurs obligation to others at the expense of the YMCA. Such personal gain need not be direct and might include gain by family members or relatives.

The following list includes areas where a conflict of interest is likely to arise, but it is not meant to limit the areas where employees should exercise discretion:

- Personal benefit from any corporate transaction: sale, purchase, rent, lease of property, employee services or supplying products.
- Receiving gifts, special payments or favors greater than a nominal value (generally \$100.00 or less) from an individual or organization that is providing goods or services to the YMCA or receiving goods or services from the YMCA. At no time should an employee solicit, request, or otherwise indicate gifts, payments, favors are expected.
- Use of YMCA personnel in an individual venture or in conjunction with any business outside that of the YMCA.
- Misuse of "insider" information or confidential information not available to the public for personal or others' gain, including, but not limited to, membership, contributor or employee mailing lists, or any use of such information to the YMCA's disadvantage or the employee's or others' improper advantage.
- Use of YMCA tax exemption for purchase of personal material or equipment.
- Use of YMCA resources to develop competitive programs for personal use or use by others.
- Employment, activities, investments, or other interests which may compete with, conflict with, or create the appearance of a conflict with the interest of the YMCA.

It is important that conflicts of interest, whether actual or perceived, be resolved or eliminated. Any conflict or potential conflict of interest must be disclosed to Human Resources and your supervisor prior to becoming involved in the conflict.

CONFIDENTIAL INFORMATION

In the normal course of business, any person connected with the YMCA of Greater Cleveland has the potential to encounter confidential information. In some cases, exposure to such information is coincidental or incidental; in others it is an integral part of the employees' job function. This information may be personal, clinical, financial, or other. It may be computerized (that is, in electronic form), or in hard copy, or oral.

Examples of such confidential information include but are not limited to employee or member records, financial records and reports, medical records, information distributed to committee members to inform deliberation and decision making, and information found accidentally. It also includes information gained through discussion in committees, from employees, from members and clients and their families or friends, from external agencies, or from the media.

It is the policy of the YMCA to maintain confidential information in strict confidence. Therefore, all employees who

have access to confidential information are prohibited from disclosing such information in any unauthorized manner. They must use this information only in ways that are consistent with this commitment to confidentiality. Consistent with the principle of “need to know,” anyone who is exposed to confidential information must use only as much of such information as is needed to do their job or perform their function.

It is also the responsibility of anyone with confidential information to preserve such records against loss, destruction, tampering and inappropriate access and use, including inappropriate disposal.

Any breach of confidentiality represents a failure to meet the expected legal, professional, and ethical standards and constitutes a violation of YMCA policy. A breach need not take the form of a deliberate attempt to violate confidentiality but includes any unnecessary or unauthorized use or disclosure of confidential information due to carelessness, curiosity, concern, or for personal gain or malice, including but not restricted to informal discussion.

EMPLOYMENT

EMPLOYMENT AT WILL

As noted throughout the Employee Handbook, employment at the YMCA of Greater Cleveland is one of “employment at will,” meaning that either the employee or the YMCA may terminate the employment relationship at any time, for any reason or for no reason.

CRIMINAL RECORDS

All candidates for employment are required to undergo a criminal background check. Employees being considered for re-employment with the YMCA of Greater Cleveland, and who have been away from the YMCA for more than six months, are required to undergo another criminal background check. The YMCA may, at its discretion, require criminal background checks periodically for existing employees.

EMPLOYMENT VALIDATION/REFERENCE CHECKS

Human Resources responds to employment validation/reference check inquiries. All outside requests for employment validation/reference must be forwarded to Human Resources hrdept@clevelandymca.org. Only Human Resources is authorized to provide employment validation/references, by confirming dates of employment, salary, and position(s) held.

WORKPLACE GUIDELINES

ATTENDANCE

The YMCA depends on the combined efforts of all employees to meet the needs of our members, program participants, coworkers, and volunteers. Punctuality and attendance are vital to ensuring smoothly running operations. Employees must be at work on time and are expected to schedule any time off with their supervisor.

When an employee is unable to report to work due to illness or emergency, they must call their supervisor as far in advance as possible (or as required by their branch/department) prior to the beginning of the scheduled shift. Messages left with co-workers or members are not acceptable. Failure to provide proper notification of an absence or lateness, unexcused absences, late arrivals or early departures and excessive lateness or absenteeism from work may result in corrective action. Some positions or situations may require that employees who are planning to be absent find qualified substitutes to cover their job responsibilities.

Failure to report to work for three consecutive scheduled workdays without notification to their supervisor will be considered a voluntary resignation.

DRESS CODE

YMCA employees are always expected to model good personal appearance and personal hygiene in their roles as representatives of the YMCA.

All employees are expected to follow these guidelines:

Clothing

- YMCA approved apparel; business casual or formal business attire is always acceptable.
- Footwear should be appropriate to the job function.
- When attending formal business meetings with volunteers or the public, business attire is advised.
- Employees leading or attending programs involving physical activity should wear approved YMCA apparel.
- Apparel should be appropriate to the function of the position.
- All employees at YMCA facilities, program sites, etc. (except aquatic employees in swimsuits) will always wear YMCA nametags.

Supervisors have the right to request that an employee adjust their attire if deemed inappropriate. Employees failing to comply will not be permitted to complete their shift and will not be paid for the time off.

Grooming

The YMCA expects good personal hygiene.

- Perfumes and fragrances should not be used in excess and should be evident only when close to someone else.
- Hair should be clean and neatly kept.
- Facial hair should be clean and neatly trimmed.
- Visible tattoos must not portray a negative message or theme.
- Jewelry should not be excessive and must not portray a negative message or theme.

DRIVING FOR THE YMCA

Employees who operate vehicles for the YMCA as part of their employment responsibilities always demonstrate safe driving skills and good safety habits. Prior to driving for the YMCA, employees must meet criteria as established by our insurance carrier and all Federal and State regulations.

Responsibilities of the employee while operating a vehicle for employment purposes:

- Maintain a current driver license for the category of the vehicle being operated.
- Always carry their driver license.
- Immediately notify their supervisor if their driver license has been suspended, cancelled, or had limitations placed upon it.
- Notify their supervisor of company vehicle defects and any issues or alerts, or mechanical problems.
- Follow all driving laws, regulations, and speed limits.
- Wear a seatbelt and ensure that all occupants wear seat belts.
- Immediately notify supervisor of any accident, regardless of severity.

The following actions while driving company or personal vehicles for work are prohibited:

- Non-YMCA individuals are not permitted to be in the vehicle at any time.
- Drinking or being under the influence of drugs while driving, including prescription or over the counter medication that might cause drowsiness or other impairment.

- Driving without a valid license, including a suspended license.
- Reckless or dangerous driving.
- Failure to stop after a collision.
- Any actions that call for the suspension of a license.
- Knowingly using a vehicle that is damaged or otherwise unsafe.
- Use of handheld cell phone while driving.

SOCIAL MEDIA POLICY

This policy applies to all employees, volunteers, and representatives of the YMCA of Greater Cleveland, hereafter referred to as "employees" and is intended to protect the YMCA's image, reputation, and legal standing.

1. Representing the YMCA
 - a. Professional Conduct: Employees must always conduct themselves professionally and respectfully on social media, in line with our values of honesty, respect, responsibility, and caring.
 - b. Identification: When discussing YMCA-related matters, employees should clearly identify themselves as YMCA employees but also state that their views do not represent the official position of the YMCA of Greater Cleveland unless authorized to do so.
 - c. Confidentiality: Maintain the confidentiality of YMCA members, programs, and internal affairs. Do not share sensitive information without proper authorization.
2. Personal Use of Social Media
 - a. Respect and Civility: Exercise discretion, respect, and civility towards colleagues, members, and our community. Avoid engaging in discussions that could reflect negatively on the YMCA or harm its reputation.
 - b. Privacy: Respect the privacy of all YMCA members and employees. Do not post personal information or photos without obtaining prior consent.
 - c. Compliance with Laws: Adhere to all applicable laws and regulations, including copyright, defamation, and privacy laws.
3. Prohibited Conduct
 - a. Harassment and Bullying: The YMCA does not tolerate any form of harassment or bullying on social media. Any such behavior may lead to disciplinary action, up to and including termination.
 - b. Discriminatory Speech: Do not engage in or endorse speech that discriminates against any individual or group based on race, gender, religion, nationality, disability, sexual orientation, or age.
 - c. Negative Commentary: Avoid making derogatory comments about the YMCA, its employees, members, or competitors.
4. Reporting and Compliance
 - a. Monitoring: The YMCA of Greater Cleveland reserves the right to monitor social media usage as it relates to the organization. However, this will be done in accordance with applicable laws and respect for privacy.
 - b. Reporting Concerns: Employees are encouraged to report any social media activity that they believe violates this policy to their supervisor or Human Resources.
 - c. Disciplinary Action: Violations of this policy may result in disciplinary action, up to and including termination of employment.
5. Guidance and Support
 - a. Questions: If you have any questions about what is appropriate to post in relation to your role at the YMCA, please consult with your supervisor or the Communications Department.
 - b. Training: The YMCA will provide training and resources about responsible social media use and the implications of digital behavior. Questions should be directed to the Marketing Department.

SOLICITATION

Non-employees may not trespass, solicit or distribute materials anywhere on YMCA property without

authorization, including but not limited to soliciting funds or signatures, conducting membership drives, distributing gifts or literature, or offering to sell merchandise or services. Non-employees engaging in such solicitation should be reported to Site Leadership.

EMPLOYMENT RELATIONSHIP

BACKGROUND AND EMPLOYMENT VERIFICATION CHECKS

All offers of employment at the YMCA of Greater Cleveland are contingent upon clear results of a thorough background check. Background checks will be conducted on all final candidates and on all employees who are promoted, as deemed necessary.

Background checks will include:

- **Social Security Verification:** validates the applicant's Social Security number, date of birth and former addresses.
- **Prior Employment Verification:** confirms applicant's employment with organizations listed; references including dates of employment; position held with the organization; performance ratings; reason for departure; and eligibility for rehire. This verification will include the past three employers or the previous ten years, whichever comes first.
- **Personal and Professional References:** inquiries to individuals listed as references by the applicant.
- A phone reference check with a family member will be conducted.
- **Educational Verification:** confirms the applicant's stated educational institution, including the years attended and the degree/diploma received.
- **Criminal History:** includes review of criminal convictions and probation. The following factors will be considered for applicants with a criminal history:
 - The nature of the crime and its relationship to the position.
 - The time since the conviction.
 - The number of convictions.
 - Whether hiring, transferring, or promoting the applicant would pose an unreasonable risk to the YMCA, its employees or its customers and vendors.

The following additional background searches will be required if applicable to the position:

- **Motor Vehicle Records:** provides a report on an individual's driving history. This search will be run when driving is an essential requirement of the position.
- **Credit History:** confirms candidate's credit history. This search will be run for positions that involve management of YMCA funds and/or handling of cash or credit cards.

Procedure

- Final candidates for employment must complete a background check authorization.
- Human Resources will order the background check upon receipt of the signed release form, and Human Resources or an employment screening service will conduct the checks. A designated Human Resources representative will review all results.
- The Human Resources representative will notify the hiring manager regarding the results of the check. In instances where negative or incomplete information is obtained, the appropriate manager and the Chief Human Resources Officer will assess the potential risks and liabilities related to the job requirements and determine the hiring status of the applicant.

Background check information will be maintained for a minimum of six years in a file separate from Employment Files.

EMPLOYMENT CATEGORIES

YMCA policies and benefits are based on the following employment categories.

Regular Full-time

- Employed in full-time positions.
- Scheduled for 35 hours or more a week for 52 weeks per year.

Ten-month Full-time

- Employed in full-time positions.
- Scheduled for 35 hours or more a week for at least 40 weeks per year, typically for the term of a school year.

Regular Part-time

- Scheduled to work less than 35 hours per week for 52 weeks per year.

Seasonal / Temporary

- Employed for short-term assignments, no longer than 4 months.

PAY DAYS

- Employees are paid on a bi-weekly basis, and paychecks reflect two full work weeks.
- Normal pay day is every other Friday. If Friday is a federal holiday, then the pay day will be on the prior business day.
- Exempt employees are paid current.
- Non-exempt employees are paid two weeks behind for hours worked.
- The work week starts on Monday and ends on Sunday, officially beginning at 12:01am on Monday and continuing through the following Sunday at midnight.

BREAK AND MEAL PERIODS

Employees are entitled to break and meal periods as follows:

- Meal periods are provided to employees who are scheduled for an eight-hour shift or more. A branch executive or divisional leader may choose to provide meal periods to employees who work less than an eight-hour shift. For non-exempt employees, the meal period is unpaid if the employee can leave their work area during their lunch break and will be deducted from their time worked. A reasonable meal period (for exempt and non-exempt) is between 30 – 60 minutes.
- Other breaks should be provided for employees who cannot leave their work area for extended periods of time and who are scheduled for an eight-hour shift or more. A reasonable break is 10 minutes, twice a day and is paid. If the break is for more than 20 minutes at any one time, it is not counted toward hours worked and must be deducted from the employee's timesheet. Supervisors will determine break schedules based on employee job classification.
- Per Ohio Labor Law, the Fair Labor Standard Act does not mandate that companies provide meal periods or breaks.

TIMEKEEPING

- Exempt and certain non-exempt employees must record time and attendance using the payroll system.
- Employees are responsible for accurately recording the time of arrival and departures for all shifts worked using a time entry system.
- Under certain conditions, an employee may clock in or out at a different location, such as working at multiple sites or attending offsite functions.
- Time entries must be approved by the employee and the supervisor each pay period.
- Employees who miss a time entry must notify their department supervisor by email within 24 hours. The employee should include the reason for the missed entry time and the hours worked for that shift.

OVERTIME BASED ON EMPLOYMENT CLASSIFICATION: EXEMPT OR NON-EXEMPT

The Fair Labor Standards Act requires that all employees be categorized as exempt or non-exempt, based on regulatory guidelines published by the U.S. Department of Labor, Wage and Hour Division.

- EXEMPT employees are not eligible for overtime pay.
- NON-EXEMPT employees will receive overtime pay at one and one-half times their hourly rate for hours worked more than forty per work week.

All overtime must have prior supervisor approval. Failure to obtain advance approval may result in corrective action.

SAFE HARBOR POLICY

Exempt employees are entitled to a predetermined amount of pay each pay period. Deductions are only permissible for exempt employees under the following conditions:

- Full day absences for personal reasons,
- Full day absence for sickness or disability,
- FMLA absences (either full or partial day) other than sickness or disability,
- To offset amounts received as payment for jury and witness fees.
- The first or last week of employment in the event an employee works less than a full week.
- Full day absence for disciplinary suspensions for infractions.

Any exempt employee who believes that improper deductions have been made from their pay should promptly raise these questions with Human Resources. All complaints will be promptly investigated. Employees will be reimbursed for any improper deductions that are found to have occurred. The YMCA will act as necessary to stop and remedy any improper deductions.

EMPLOYEE FILES

Employees must complete all appropriate employment forms and other necessary records, as required by law, and for YMCA payroll purposes.

To ensure that all information is current, employees should regularly review their personal information and update as needed. Employees may ask for assistance from Human Resources in completing this task. Changes could include name, address, phone number, marital status, number of dependents, beneficiaries, and emergency contact information.

Employee files are maintained by Human Resources and are considered confidential. Managers and supervisors may only have access to personnel file information on a need-to-know basis. Employees may inspect their own personnel files and may request copies of their contents. Inspections by employees must be requested in writing to Human Resources and will be scheduled at a mutually convenient time, or as required under state law. Employee files are to be reviewed in Human Resources offices. Representatives of government or law enforcement agencies, in the course of their duties, may be allowed access to file information.

EMPLOYMENT OF RELATIVES AND DOMESTIC PARTNERS

Relatives and domestic partners may be hired if:

1. The people concerned will not work in a direct supervisory relationship.
2. Employment will not impact supervision, security, safety, or morale.

For the purposes of this policy, “relatives” are defined as spouses, children, siblings, parents, or grandparents. Family members might be related by blood, marriage, or adoption. A “domestic partnership” is defined as a committed relationship between two individuals who are sharing a home or living arrangements.

Current employees who marry, or become involved in a domestic partnership, will be permitted to continue employment provided there is not a direct supervisory relationship. If employees who marry or live together do work in a direct supervisory relationship, the YMCA will attempt to reassign one of the employees to another position for which the employee is qualified, if such a position is available. If no such position is available, the employees will be permitted to determine which one of them will resign.

Employees must notify Human Resources immediately upon entering a relationship as described above. Exceptions will be considered on a case-by-case basis, including the hiring of a relative or domestic partner for temporary summer employment.

Employees may refer a relative or domestic partner for employment.

SEPARATION OF EMPLOYMENT

Exempt employees who resign or retire are required to provide the YMCA of Greater Cleveland with at least four (4) weeks’ notice.

Non-exempt employees who resign or retire are required to provide at least two (2) weeks’ notice.

The YMCA reserves the right to accept an employee’s resignation effective immediately.

Employees who choose not to give notice as specified above or who do not work through their last day of employment, may not be considered eligible for rehire and will not be eligible to receive accrued vacation per the Separation of Employment policy.

On or before the last day of work, the employee must return all YMCA equipment, property, ID cards, and keys. Supervisors will provide a checklist of items and ensure receipt.

An employee’s final paycheck will be reduced by customary withholdings and the amount of any lawful debt the employee owes the YMCA. Final paychecks will be provided in accordance with the YMCA’s regular pay schedule, unless otherwise required by law.

COMPENSATION FOR TRAINING AND TRAVEL

Non-exempt employees will be compensated for travel time when assigned on a single day trip and/or a one-day assignment to a location other than their normal location. In such a circumstance, the time spent travelling is work time.

If a substitute employee starts work at one location and they are asked to travel to a different location, they are entitled to reimbursement for the mileage between locations. If they are regularly assigned to one location, and they are then temporarily assigned to another location, they are entitled to reimbursement for the difference in mileage between their commute to the first location and their commute to the second location.

Attendance at training, lectures, meetings, or seminars will be considered working time if the following criteria are met:

- Attendance is within of the employee's working hours;
- Attendance is mandatory; and
- The training, lecture, meeting, or seminar is directly related to the employee's job.

EXPENSES

Reasonable expenses incurred on authorized YMCA business will be reimbursed subject to prior approval of your supervisor.

- Expense claims must be submitted within 60 days of occurrence, in accordance with accounting procedures, or they may be denied. Receipts must be kept and properly submitted with the expense claim.
- Mileage reimbursements must be submitted within 60 days of usage and clearly indicate the starting and ending points.

JOB TRANSFERS AND PROMOTIONS

Employees who are applying for a different position within the YMCA of Greater Cleveland are expected to notify their present supervisor.

To be eligible for transfer or promotion, an employee must maintain a record of at least satisfactory job performance and have completed a minimum of one year in their current role.

Upon promotion or transfer, the employee will be eligible for benefits based on the new position, work status, employment status, and salary.

NEW EMPLOYEE ORIENTATION

All new employees are required to complete a New Employee Orientation program within their first 60 days of employment. Attendance at New Employee Orientation is mandatory.

OPEN DOOR POLICY

The YMCA of Greater Cleveland maintains an open-door policy for all employees and encourages employees to come forward with any complaints, issues, problems, or work-related concerns.

Employees may discuss any work-related concerns, and offer suggestions for improvement, with their supervisor, Human Resources, or any manager with whom they feel comfortable.

No employee will be penalized, formally or informally, for voicing a complaint in a reasonable, professional manner,

or for filing a complaint.

OUTSIDE CONSULTING

Exempt employees can consult with organizations outside the YMCA of Greater Cleveland or at other YMCAs, under specific conditions. Personal consulting is defined as providing service for this outside organization by applying the professional skills utilized on their job at the YMCA. Employees must secure prior approval for personal consulting activities from their supervisor and Human Resources.

Outside consulting assignments will not exceed 10 days per calendar year. All preparation for such assignments must be done on personal time and will not be compensated by the YMCA of Greater Cleveland.

Employees must charge approved, paid leave for the actual time spent consulting with a non-YMCA organization. Approved, paid leave may be charged as floating holidays or vacation.

Consulting assignments at other YMCA's must have supervisor approval and will be considered regular paid time.

PERFORMANCE REVIEW

The purpose of the performance appraisal review is to evaluate overall work performance, assist in employees' continued growth and development, and ensure that the YMCA's goals are being met through employees' work effort.

Your work performance will be reviewed during periodic meetings. Your supervisor will arrange to meet with you at least quarterly to discuss job expectations. This is an opportunity to discuss the position, to make suggestions for improvement, and to share any problems or difficulties.

Full Time Employees: formal performance appraisals take place annually toward the end of the calendar year, beginning after one full year of employment.

Part Time Employees: formal performance appraisal process begins on the employee's anniversary date.

Performance appraisals will be documented and become part of the employee record.

SALARY ADMINISTRATION

Salaries are based on organizational success, employee performance, industry standards and market rates.

Performance is compared against the standards, requirements, and goals of each position.

The principal objectives of salary administration are:

- To maintain a logical relationship between salary levels based on differences in position requirements.
- To establish and maintain salary range structures which are competitive for similar jobs in our industry and the local or national labor market.
- To recognize and reward differences in individual ability, attitude, and performance.

SALARY INCREASES

Types of salary increases:

- Merit: A salary change in recognition of employee performance.
- Promotion: A salary increase that compensates an employee for promotion into a new position with greater responsibility.
- Administrative Adjustment: A change resulting from a range or market adjustment.

VOLUNTEERING

To avoid misunderstandings and comply with the Fair Labor Standards Act, non-exempt employees may not “volunteer” their time to the YMCA in their own or a similar job function.

An employee may volunteer their own time in a different capacity; for instance, an office employee may volunteer to coach a youth sports team. There can be no promise, expectation, or receipt of compensation for such volunteer services.

Employees who volunteer for specific activities must complete a volunteer form and submit it to their immediate supervisor.

WORK PERMITS

Work permits are required when employees are between the ages of 15 and 17. The employee is responsible for obtaining a valid work permit within thirty (30) days of the start of employment.

An employee will not be permitted to work until their supervisor has:

- A copy of the work permit, or a copy of the application for a work permit;
- A signed parent or guardian consent form;
- A minor wage agreement; and
- Proof of age.

If an employee age 16 or 17 is employed in a “summer job” (a job which begins no sooner than one day after the close of school and ends no later than one day before school opens), the employee does not need a work permit, but must provide the YMCA with a copy of their proof of age and a parent or guardian consent form in order to start work.

YMCA of the USA CERTIFICATIONS AND CAREER DEVELOPMENT

YMCA employees are encouraged to participate in training sessions offered through the YMCA of the USA on a local or regional basis. Employees must obtain approval from their supervisor prior to registering for the training.

Expenses related to employee development and training will be paid in full by the YMCA when participation is submitted in advance and approved by the employee’s supervisor.

TIME OFF AND LEAVES OF ABSENCE

HOLIDAYS

Full Time Employees

The YMCA recognizes the following as paid holidays for full-time employees.

- New Year’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day
- Last working day before or after Christmas

In addition to these paid holidays, full-time employees will receive four floating holidays in each calendar year.

Employees with less than one year of service with the YMCA earn floating holidays as follows:

Employees Hired	Floating Days
January—March	4 Days
April—June	3 Days
July—September	2 Days
October—December	1 Day

Part Time Employees

When 30 or more hours are worked during a pay period, 2% of the total hours worked will be added to the Floating Holiday balance.

VACATION

Scheduling Vacation

Employees must submit vacation requests to their supervisor, and the request must be approved, prior to taking vacation time off. Each department or branch may have certain restrictions related to the scheduling of time off, and the amount that can be scheduled at any one time. Employees should confirm facility procedures with their supervisor before requesting vacation time.

Non-Exempt

Full-time non-exempt employees are eligible for vacation each calendar year (January 1st) based on their years of service. "Years of service" is defined as continuous full-time employment at any YMCA with no more than a 6-month break in full-time service.

Years of Service	Regular Full-time Eligible Time	Ten-Month Full-time Eligible Time*
After 6 months of service, but less than 1 year	1 day per month up to 10 days	1 day per month up to 8 days
After 1 year, beginning with following calendar year	2 weeks	8 days per year
After 6 years, beginning with the following calendar year	3 weeks	12 days per year
After 10 years, beginning with the following calendar year	4 weeks	16 days per year

After 20 years, beginning with the following calendar year	5 weeks	20 days per year
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* Ten-month employees do not accrue time during non-work months.

One day is considered (8) hours for 40 hours full-time or (7) hours for 35 hours full-time.

Exempt

Full-time exempt employees are eligible for vacation each calendar year (January 1st) based on their years of service. "Years of service" is defined as continuous full-time employment at any YMCA with no more than a 6-month break in full-time service.

Years of Service	Regular Full-time Eligible Time
After 6 months but less than 1 year	1 day per month up to 10 days
After 1 year	3 weeks
After 2 years	4 weeks
After 10 years	5 weeks

Effective January 1st each year employees are credited vacation based on their years of service. Vacation must be taken within the calendar year and cannot be carried over to the following year.

Vacation pay is calculated based on the employee's straight time pay rate in effect when vacation benefits are used. Vacation benefits for salaried employees will be based on their normal salary.

Vacation Pay for Separating Employees

Compensation is not paid in lieu of vacation time, except at the end of employment. Unused vacation will be paid out upon separation according to the following schedule. Employees who do not provide adequate notice or who are terminated for cause are not entitled to separation vacation pay.

Separation Date	Amount Time Paid Out
Within the first quarter of the year	25% of unused vacation
Within the second quarter of the year	50% of unused vacation
Within the third quarter of the year	75% of unused vacation
Within the fourth quarter of the year	100% of unused vacation

SICK TIME

Sick Time provides an economic buffer against the loss of pay during an illness or injury. It is not to be considered as additional time off. Sick time includes illness, injury, or scheduled medical appointments.

Employees requesting sick time must speak directly to their supervisor prior to their shift as required by their branch or department.

The YMCA may require verification of any illness, injury, or disability by a medical provider of choice. The YMCA reserves the right to request a note from the medical provider, on official letterhead and including contact information for the provider.

Sick time may be accumulated up to a maximum of 60 days. Employees will not be paid for their accumulated sick time upon separation of employment.

Eligibility

Regular Full-time and Ten-month Full-time employees are eligible for sick time based on their years of service. "Years of service" is defined as continuous full-time employment at any YMCA with no more than a 6-month break in full-time service within the period.

Years of Service	Regular Full-time Eligible Time	Ten-Month Full-time Eligible Time*
After 6 months of service, beginning with the following calendar year	1 day per month up to 10 days	1 day per month up to 8 days
After 2 years of service, beginning with the following calendar year	15 days per year	12 days per year
After 6 years of service, beginning with the following calendar year	20 days per year	16 days per year

* Ten-month employees do not accrue time during non-work months.

FAMILY & MEDICAL LEAVE ACT (FMLA)

The YMCA of Greater Cleveland recognizes that unusual or unavoidable circumstances may sometimes require an employee to stay absent from work for some time. Under certain circumstances, eligible employees may be permitted to take a leave as provided by the Family and Medical Leave Act of 1993 ("FMLA")

An eligible employee may take leave for the following circumstances:

- The birth of a child and to bond with the newborn child within one year of birth.
- The placement with the employee of a child for adoption or foster care and to bond with the newly placed child within one year of placement.
- A serious health condition that makes the employee unable to perform the essential functions of their job, including incapacity due to pregnancy and for prenatal medical care.
- To care for the employee's spouse, son, daughter, or parent who has a serious health condition, including incapacity due to pregnancy and for prenatal medical care.
- Any qualifying exigency arising out of the fact that the employee's spouse, son, daughter, or parent is a military member on covered active duty or on call for covered active-duty status.

Leave taken for any of the above reasons, including but not limited to workers compensation leave, will be counted toward the employee's 12-week (480 hour) entitlement regardless of whether paid or unpaid leave is used.

The eligible employee may be provided with up to twelve (12) weeks (480 hours) of leave during a twelve (12) month

period. The leave will be unpaid except to the extent that paid time off is utilized, see section "Use of Paid Time off Benefits." The twelve (12) week (480 hour) period which shall be used in computing the amount of FMLA leave shall be a backwards rolling year. To be eligible for such leave the employee must have worked for the YMCA for at least twelve (12) months and for at least 1,250 hours in the twelve (12) month period immediately preceding the start of the leave.

Where the leave is foreseeable, the employee must provide at least thirty (30) days' notice of the leave. If the need for leave is not foreseeable thirty days in advance, the employee must give as much advance notice as practicable, which notice must be given not later than two (2) business days after the need for leave arises. If the leave is for a planned medical treatment, the employee also must make a reasonable effort to schedule the treatment so as not to disrupt the YMCA's operations.

When medically necessary, FMLA leave may be taken intermittently or on a reduced leave schedule because of one of the circumstances listed above. For such leave, there must be a medical necessity and it must be the case that such medical need can best be accommodated through an intermittent or reduced leave schedule. An employee needing intermittent leave must attempt to schedule his or her leave so as not to disrupt the YMCA's operations. The YMCA reserves the right to assign the employee to a temporarily alternative position with equivalent pay and benefits that better accommodates such recurring periods of leave.

Procedure

An employee must provide to the YMCA a written request for leave, along with certification from a health care provider if the leave is the result of one of the circumstances listed above. The completed certification must be provided within fifteen (15) days of the YMCA's request for certification.

Failure to comply with the requirements in this provision may result in the loss of some or all leave rights. At its own expense, the YMCA may also require a second or third medical opinion. When an employee requests FMLA leave, the YMCA will provide a notice detailing the specific expectations and obligations of the employee and explaining the consequences of a failure to meet these obligations.

If the leave extends beyond the initial certification period, re-certification from the health care provider must be made before the current leave period expires. In addition, the YMCA will request recertification whenever an extension of the leave is sought, if there is a significant change in circumstances, or at any time the YMCA has reason to doubt the validity of the certification.

Benefits Continuation

While on leave, the eligible employee's medical insurance coverage will be continued under most circumstances. If an eligible employee currently pays a portion of their health care premiums, then the employee must continue to submit to Human Resources their portion of the premium on the 1st of every month. Failure to do so may result in termination of coverage. The date it becomes known that an eligible employee is not returning to work, or that payment has not been received 15 days following the 1st of the month, is a qualifying event under the Consolidated Omnibus Budget Reconciliation Act of 1986. At that time, the YMCA's obligation to provide benefits ends.

Return from Leave

As a condition of reinstatement from leave, the YMCA requires a fitness-for-duty certification from the employee's health care provider on official letterhead. Such a statement must include any work restrictions or accommodation that the employee may require. Upon return from leave, an employee will be restored to the same or an equivalent position unless the employee would not otherwise have been employed at the time reinstatement is requested.

Employees who are Spouses or Domestic Partners

Spouses or domestic partners who are both eligible for FMLA leave and who are both employed by the

YMCA may take only a combined total of twelve (12) weeks of leave during a twelve (12) month period if the leave is taken for any of the qualifying circumstances described above.

Use of Paid Time Off Benefits

The YMCA requires employees to use eligible sick, vacation, and floating holidays prior to taking leave without pay for FMLA leaves. Use of paid time does not extend FMLA. FMLA runs concurrently with other paid time off benefits. Any conflict that may arise between FMLA requirements and this policy, or any other YMCA policy, will be controlled by FMLA.

GENERAL MEDICAL LEAVE

The YMCA offers General Medical Leave as an option for employees who are not eligible for the Family Medical Leave Act.

After 90 days of employment, all employees are entitled to up to 6 weeks of leave to attend to their serious health condition. This policy covers all regular part-time employees, full-time employees not yet eligible for Family Medical Leave, and full-time employees who have utilized all eligible time under the Family Medical Leave Act. Eligibility for leave time is based on employees' regular schedule. Part-time employees will be entitled to 6 weeks of time pro-rated based on their regular work schedule.

Please refer to the full General Medical Leave policy for additional details, including conditions that are eligible, how to apply for leave, and required documentation.

Employees can contact Human Resources at HRDept@clevelandymca.org with any questions.

MILITARY SERVICE

The YMCA supports the military service obligation of employees and grants leaves for service in the uniformed services and reservists in the emergency workforce in accordance with applicable federal and state laws. Any employee who needs time off for such service should immediately notify Human Resources and the employee's supervisor, who will provide details regarding the leave. If an employee is unable to provide notice before leaving for uniformed service, a family member should notify the supervisor as soon as possible.

Upon return from leave, employees will retain certain rights with respect to reinstatement, seniority, layoffs, compensation, length of service promotions, and length of service pay increases, as required by applicable federal or state law. Failure to report for work within the prescribed time after completion of military service will be considered a voluntary termination.

All employees who enter service may accumulate a total absence of five years and retain employment rights.

BEREAVEMENT

Full-time employees may take up to three days of paid bereavement leave upon the death of a member of their immediate family.

"Immediate family member" is defined as spouse, domestic partner, parent, stepparent, legal guardian, sibling, stepsibling, children, stepchildren, grandparent, step-grandparent, grandchildren, step-grandchildren, parents-in-law, and son- or daughter-in law.

A one-day leave with pay may be granted to attend the funeral or memorial service of an extended family member such as aunts, uncles, or cousins.

Bereavement leave must be approved by the employee's supervisor. The YMCA may, at its discretion, require verification of the need for leave.

Payment for bereavement leave is computed at the regular hourly rate to a maximum of eight hours for one day. Time off granted in accordance with this policy will not be credited as time worked for the purpose of computing overtime.

JURY DUTY

All employees must notify their supervisor upon receipt of a jury duty notice. A copy of the notice must be given to their supervisor and presented to Human Resources before taking time off for jury duty.

Full time employees who are called to serve as a juror will be paid the difference between regular straight-time earnings and any compensation received from the court. Proof of compensation will be required.

If jury duty occurs during a scheduled vacation, the vacation may be rescheduled.

Employees are expected to be present at work during the normal working hours when not required to be present on jury duty.

Part-time employees who are called to jury duty will be excused from work without pay.

EMPLOYEE BENEFITS

BENEFITS PHILOSOPHY

The YMCA benefits program for full time employees is designed to enhance the work environment and represents a significant part of an employee's total compensation. Descriptive materials related to benefits are typically provided to employees during the benefit orientation, onboarding, during open enrollment, or whenever a change in coverage occurs.

Employee benefits may be modified or terminated at any time at the discretion of the YMCA.

GROUP BENEFITS

Eligible YMCA employees are provided a wide range of employee benefits, which may include health, dental, vision insurance, life insurance, LTD (Long Term Disability) flexible spending accounts, and retirement plans. Benefit eligibility is dependent upon a variety of factors, including employment category.

Enrollment

New, full-time employees have 30 days from their initial hire date to enroll in group health, dental, vision, life, and LTD. Otherwise, they must wait until the next open enrollment period, or upon experiencing a qualifying event.

Coverage

Group health, dental, vision and life coverage are effective beginning the first of the month after initial hire date. LTD coverage begins on the first of the following month after 90 days of continuous employment.

Plan Continuation

Employees and their dependents have the option of continuing health and other insurance coverage at their own expense upon the occurrence of certain qualifying events under the provisions provided for in the Consolidated Omnibus Budget Reconciliation Act (COBRA).

Qualifying events include the following:

- Death of the employee.
- Termination of the employee's employment (for reasons other than gross misconduct) or a reduction in the employee hours of employment.
- Parent's divorce or legal separation.
- Employee becomes entitled to Medicare.
- A dependent ceases to be a "dependent child" under the terms of the group health plan.

For specific details on eligibility and benefit programs, please contact Human Resources.

CONTINUATION OF BENEFITS FOR PREVIOUSLY EMPLOYED EMPLOYEES

Employees who leave the employment of the YMCA but return within a six-month period to a job classification that is equivalent to the previous position, will resume all benefits based upon the employee's original date of hire*. Former employees who return after six months will start as new employees.

Employees transferring from other YMCAs who meet eligibility requirements for vacation and sick time will receive prorated paid time off according to the following schedule:

Hire Date	Amount of Eligible Paid Time
Within the 1st quarter of the year	100%
Within the 2nd quarter of the year	75%
Within the 3rd quarter of the year	50%
Within the 4th quarter of the year	25%

*Benefits in this instance may not include retirement, which is governed by Federal regulations or certain insurance programs which are subject to the provisions of the group insurance contract contents.

LEGALLY MANDATED BENEFITS

The YMCA complies with all applicable laws regarding employee benefits, including:

Social Security (FICA)

All employees must participate jointly with the YMCA in the Federal Social Security System.

Workers' Compensation

Workers' compensation is a "no-fault" system that provides compensation for medical expenses and wage losses to employees who are injured, or who become ill on the job.

The YMCA pays the entire cost of workers' compensation insurance. The insurance provides coverage for related medical and rehabilitation expenses and a portion of lost wages to employees who sustain an injury on the job.

The YMCA abides by all applicable state Workers' Compensation laws and regulations. If an employee sustains a job-related injury or illness, the employee must notify the supervisor and Human Resources immediately. The supervisor will complete an injury report with input from the employee and return the form to Human Resources. Human Resources will file the claim with the insurance company. In cases of true medical emergencies, employees should report to the nearest emergency room.

Workers' Compensation benefits (paid or unpaid) will run concurrently with FMLA leave, if applicable, where permitted by state and federal law. In addition, employees will not be paid vacation or sick leave for approved absences covered by the workers' compensation program. Exceptions may include supplemental salary payments as allowed by state law.

Unemployment Compensation

Employees who become unemployed, other than through their own fault, will be eligible for unemployment insurance compensation as determined by the state of Ohio Unemployment Insurance law.

TUITION ASSISTANCE

Employees are encouraged to take advantage of educational opportunities to enhance their job-related skills, to promote career development and to reach their personal goals. Acquiring new skills; staying current with best practices and innovative technology; and gaining access to latest information improves employee productivity, creates a pool of qualified and productive employees, and promotes the YMCA's commitment to professional development.

1. Tuition Assistance will be paid up to a maximum of \$4,000.00 per year.
2. To be eligible for tuition assistance employees must:
 - a. be classified as full-time and benefits eligible;
 - b. have completed one (1) year of full-time continuous service prior to the date on which the course(s) commences;
 - c. be attending a technical skills course(s) offered through an accredited technical school approved by Human Resources;
 - d. be pursuing a degree or taking individual courses, at the undergraduate or graduate level, at an accredited college or university approved by Human Resources;
 - e. be in active employment status when the course(s) is completed.
3. The course(s) or program(s) must be related to the employee's current position or a probable future assignment.
4. Courses must be taken during non-work time.
5. Employees who resign, are released, or who are discharged after enrollment and prior to the class being completed are not eligible for tuition assistance.

Further information is available on the Human Resources SharePoint site.

YMCA MEMBERSHIP, DISCOUNTS, AND PROGRAM PRIVILEGES

In keeping with the YMCA's mission of providing programs that build healthy spirit, mind and body for all, the following benefits are offered:

- Full-time employees receive free membership for themselves, and their family as defined in the membership policy.

- Full-time employees receive 50% off the member rate for YMCA programs when economically feasible. The Senior Vice President of the Program area will approve all programs eligible for discount.
- Part-time employees receive free membership for themselves. They can extend the membership to their family, as defined in the membership policy, by paying the difference between the employee and family rate.
- Part-time employees would pay member rate for programs.
- The YMCA reserves the right to restrict program enrollment if the employee is taking the place of a paying member or if the enrollment proves to be a hardship to the YMCA. The employee will have the option of paying the full member rate for the program.
- Retired employees (age 55 or older) are eligible for fee membership at any YMCA of Greater Cleveland facility after 15 years of continuous full-time YMCA employment.

YMCA OF GREATER CLEVELAND ELECTRONIC ACKNOWLEDGMENT OF HANDBOOK RECEIPT

I acknowledge that I have reviewed the copy of the YMCA's Employee Handbook and that I was provided with the opportunity to ask any questions concerning its contents.

This includes, but is not limited to the following policies:

- Code of Conduct and Child Abuse Prevention
- Electronic Communication Policy
- I.T. Hardware and Software Usage
- Social Media Policy

I understand that I have access to the Handbook electronically.

I understand that neither this Handbook, nor any other YMCA policy, practice, or procedure, creates a contract relating to continued employment, compensation, or employment in a particular position.

I further understand that my employment relationship may be terminated by the YMCA or by me at any time, with or without notice, and for any or for no reason.

I understand and acknowledge that all policies and procedures in this Handbook or other YMCA documents, may be changed at any time at the sole discretion of the YMCA, with or without prior notice to employees.

I agree and understand that my electronic signature is the legal equivalent of my manual/handwritten signature and I consent to be legally bound by it.

Employee – Signature

Employee – Printed Name and Date