



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# CODE OF CONDUCT

## METROPOLITAN YMCA OF THE ORANGES





## Guidelines for Employee/Volunteer Conduct

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In order to provide a productive, respectful and safe work environment, where all employees/volunteers act responsibly and with honesty, the Metropolitan YMCA of the Oranges (hereinafter referred to as the "YMCA" or "Y") will not tolerate misconduct. Each employee/volunteer must realize that misconduct of one person may have serious detrimental results for all employees/volunteers and the Association. Thus, standards of conduct must be set and maintained. The following non-exhaustive list is illustrative of the type of conduct that is not acceptable and may result in disciplinary action, up to and including termination. Employees/volunteers are required to fully cooperate with an investigation by the Y, any law enforcement agency or any authorized outside agency; failure to do so is considered misconduct.

- Discrimination or harassment in violation of our equal employment policy and anti-discrimination/anti-harassment policies
- Mistreatment or neglect of members, guests or Y participants
- Inappropriate behavior with or around children
- Failure/refusal to comply with or carryout job assignments; failure/refusal to follow instructions as management requests or other insubordinate acts
- Failure to properly record time worked or to turn in time sheets when due
- Failure to notify the Y of a conviction or arrest
- Making dishonest statements in forms or reports submitted to or required by the Y in the performance of one's duties
- Theft or willful damage of Y property or to the property of others or the removal of property without permission from Y management
- Abusive or profane language towards any of the Y's members, customers, vendors, suppliers, employees/volunteers, or any member of the public or other individual who is in contact with the Y
- Fighting or threatening another person
- Possession of a weapon or explosive device
- Reporting to/being under the influence of drugs or alcohol during work time, while on Y premises or on Y business
- Possessing, distributing or manufacturing controlled substances
- Unexcused absence or absence without proper notification to supervisor
- Inefficient or substandard performance of an assigned duty or responsibility
- Horseplay, unsafe/dangerous behavior or unauthorized sleeping on the job
- Failure to follow any of the Y's health or safety policies and/or procedures
- Absenteeism or tardiness in reporting to work or returning from breaks
- Conduct unbecoming
- Unfriendly, uncooperative and/or unhelpful attitude toward members, customers, vendors, suppliers, employee/volunteers, or any member of the public or other individual who is in contact with the Y
- Failure to be respectful, cooperative and courteous to fellow employees
- Failure to take proper care of Y records, including personnel information, financial data and other information relating to the Y
- Violation of any of the Y's policies or procedures including, but not limited to, its Child Abuse Prevention Policy

## Conduct with Children and Youth

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A foundational commitment of the Y is to provide a healthy atmosphere for the growth and development of children. Families and other legal guardians entrust their children to the Y's care, and our promise to these families is that we will provide a safe environment in which all participants are treated in a caring, honest, respectful and responsible manner. This includes all dealings with the community, inside and outside of the workplace (both on and off duty).

- At no time during a Y program may an employee and/or volunteer be alone with a single child where he or she cannot be observed by others. Employees/volunteers should position themselves in such a way that other employees or volunteers can see them.
- Employees/volunteers shall never leave a child unsupervised.
- Restroom supervision: Children who are participating in Y programs are not to be sent to bathrooms without a Y employee/volunteer present. (The buddy system or three children together are not acceptable). Staff/volunteer member will make sure the restroom is not occupied by suspicious or unknown individuals before allowing children to use the facilities. Staff/volunteer members will stand in the doorway of the restroom while children are using the restroom. This policy allows privacy for the children and protection of staff/volunteers (not being alone with a child). If staff/volunteers are assisting younger children, doors to the facility must remain open. No child, regardless of age, should ever enter a bathroom alone on a field trip or at other offsite locations.
- Employees/volunteers should conduct or supervise private activities in pairs; e.g. diapering, putting on bathing suits, taking showers, etc. When this is not feasible, staff and/or volunteers should be positioned so that they are visible to others.
- Employees/volunteers shall not abuse or mistreat children in any way, including
  - physical abuse: striking, spanking, shaking, slapping, etc.;
  - verbal abuse: humiliating, degrading, threatening, etc.;
  - sexual abuse: touching or speaking inappropriately;
  - mental abuse: shaming, withholding kindness, being cruel, etc.;
  - neglect: withholding or deprivation of food, water, or basic care; and
  - subjecting children to isolation, corporal punishment, or abusive physical exercise as a means of punishment.
- No type of child abuse will be tolerated. Any abuse by an employee/volunteer will result in disciplinary action, up to and including termination.
- Employees/volunteers must use positive techniques of guidance, including redirection, positive reinforcement and encouragement rather than competition, comparison and criticism. Employees/volunteers will have age-appropriate expectations and setup guidelines and environments that minimize the need for discipline. Physical restraining is used only in situations (when necessary to protect the child or other children from harm), administered only in a prescribed manner, and must be documented in writing.
- Employees/volunteers will conduct a visual 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 or child in a non-threatening manner. Any questionable marks or responses are to be documented.

- Employees/volunteers will respond to children with respect and consideration and treat all children equally, regardless of gender, race, religion, culture, disability, or economic level of the family.
- Employees/volunteers will respect children's rights to not be touched or looked at in ways that make them feel uncomfortable, and their right to say "no". Other than diapering, children are not to be touched on areas that would be covered by a bathing suit.
- Employees/volunteers will refrain from intimate displays of affection toward others in the presence of children, parents, and other employees/volunteers.
- Employees/volunteers will not transport children in their own vehicles or allow youth participants old enough to drive to transport younger children in the program.
- Employees/volunteers are role models to children and therefore must appear clean, neat and appropriately attired.
- Being under the influence of alcohol or drugs, as well as smoking, or using of tobacco or vaping in the presence of children or parents, during assigned hours is prohibited.
- Using Y computers/devices to access pornographic sites, send emails with sexual overtones or otherwise inappropriate messages, or development of online relationships is not allowed.
- Profanity, inappropriate jokes, displays of intimate affection, sharing intimate details of one's personal life, and any kind of harassment in the presence of children, parents, volunteers, or other employees is prohibited.
- Outside the Y, employees/volunteers may not be alone with children whom they meet in Y programs. This includes babysitting, sleepovers, driving or riding in cars, and inviting children to their homes. Employees/volunteers will not initiate contact with or respond to contact initiated by a program participant outside of approved Y activities. Employees and/or volunteers will not accept supervisory responsibility for participating children outside of Y approved activities. Any exceptions require written explanation before the fact submitted to the Executive Director and are subject to prior approval from the Human Resources Department.
- Employees/volunteers must be free of physical and psychological conditions that might adversely affect the children's physical or mental health. If in doubt, an expert should be consulted. The Y will provide reasonable accommodations to employees/volunteers with disabilities who request accommodation (based on pertinent medical information and the essential requirements of the job), where accommodation does not create undue hardship or a safety or health hazard, in accordance with law.
- Employees/volunteers are expected to be positive role models for youth by maintaining an attitude of respect, loyalty, patience, courtesy and tact. Employees/volunteers will act in a caring, honest, respectful and responsible manner consistent with the mission of the Y.
- Employees/volunteers may not single out children for favored attention and may not give gifts to youth or their parents. Gifts around celebrations and holidays are to be shared with all participants.
- Employees/volunteers may not date program participants who are under the age of 18.
- Under no circumstances should employees/volunteers release children to anyone other than the authorized parent, guardian, or other adult authorized by the parent or guardian (authorization on file with the Y).

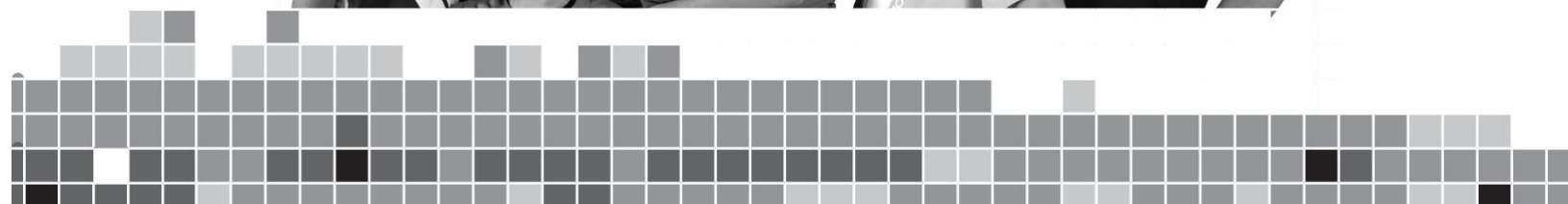
- Employees/volunteers, who have access to confidential information during the course of work, have an obligation not to disclose that information to other employees, volunteers, members or persons, within or outside the Y.
- Employees/volunteers are to report to their supervisor or next level of supervision anyone who violates any of these rules.
- Employees/volunteers are required to read and sign all policies related to identifying, documenting, and reporting child abuse and to attend trainings on the subject, as instructed by management.
- Employees/volunteers are required to fully cooperate with any investigation by the Y, any law enforcement agency or any other authorized outside agency. Failure to do so is considered misconduct and will result in termination.

## **Electronic Communication with Youth Participants**

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

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

Employees/Volunteers who violate this policy or use electronic communication systems improperly are subject to disciplinary action, up to and including termination. Using Y electronic communication systems for defamatory, illegal, or fraudulent purposes also is subject to potential civil liability and/or criminal prosecution.







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