



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY



YMCA OF NWNC CODE OF CONDUCT

III. CODE OF CONDUCT

The ability of the Y to serve the community results from the efforts and dedication of staff members and volunteers. It is imperative that all employees conduct themselves with integrity and transact all business in a strictly ethical manner. Adherence to the following statements will guide the Y in its efforts to better serve the community and preserve its image.

EMPLOYEE CONDUCT

Each staff member is critical to delivering the mission of the Y. Y employees are expected to show exemplary behavior both to other employees and to members, program participants, and volunteers. Employees must recognize that they represent the Y to the community, and are expected to conduct themselves in a manner that will not reflect adversely on the Y or the principles on which the Y is founded.

COMMITMENT TO DIVERSITY

The Y, throughout its history, has asserted the dignity of all people without exception. The YMCA of Northwest North Carolina recognizes that individuals, families, and communities are diverse. The Y values and respects this diversity and chooses to be inclusive through its acceptance of all individuals regardless of race, age, gender, religion, ability, cultural identity or sexual orientation, asserting that all individuals, without exception, are intrinsically valuable.

The Y is committed to:

- Welcoming all individuals in its programs and facilities.
- Developing programs that respond to the needs of its membership, participants, and community.
- Utilizing hiring and employment practices that are free of bias.
- Hiring and maintaining a diverse staff and corps of volunteers.
- Maintaining a safe environment that is free of acts of discrimination or harassment against an individual.



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GREETING MEMBERS, GUESTS, PARTICIPANTS AND VISITORS

First impressions are important, and depend largely on employees' attitude, skills and appearance. Employees should always introduce themselves to members and guests, and give them undivided attention. Employees are expected to be responsible, show pride in the Y, and always show respect for the individual.

COMPLIANCE WITH LAWS AND REGULATIONS

Y business is to be conducted in compliance with all applicable legal requirements. Therefore, each employee is required to comply with both the letter and spirit of such laws and regulations. The understanding of legal requirements by all concerned is a responsibility of the staff and board. If a question arises, employees should consult with the appropriate staff or officer.

The Association Board of Directors, with the assistance of staff and legal counsel, will prescribe procedures to assure understanding and compliance with laws and regulations. Staff will implement necessary procedures to follow the Board's directive and to assure understanding and compliance within their areas of responsibilities. Minutes of all Board and committee meetings shall be written and approved. Attendance and votes shall be recorded.

CONFLICTS OF INTEREST

When engaged in personal and outside interests, employees should be free from any interest, influence or relationship that might conflict, or appear to conflict, with the best interests of the Y; or that might affect their judgment or loyalty. If employees have interests that could conflict with those of the Y, they are required to discuss them with their supervisor. Participation in any activity in violation of this policy, or potential violation of this policy, must not be started or continued without written approval of the President/CEO or designee. The President/CEO or designee, the responsible Branch Executive and legal counsel, if necessary, will prescribe procedures for determining whether objectionable conflicts do in fact exist; and will be the final arbiter as to whether or not a particular activity violates this policy. Some examples of employee activities that would presumably violate the Conflicts of Interests policy are:

- Other employment that may interfere with or adversely affect work performance.
- Direct or indirect ownership by employees or members of their immediate family of a substantial equity or debt interest in a supplier to the Y.



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- Accepting substantial gifts, entertainment, loans, compensation, concessions or benefits of any kind from a supplier to the Y.
- Having financial interests in any Y transaction involving the purchase or sale, lease or rental of any goods, materials, equipment, supplies, services or property.
- Unauthorized disclosure or use of confidential information.
- Using employees, materials, equipment or other assets of the Y for any unauthorized purpose without written approval from the responsible Branch Executive.
- Involvement in any other business activity, transaction or relationship that could reasonably be interpreted by others as illegal or unethical conduct or in conflict with Y interests.

More information about conflicts of interest may be found in the Code of Ethics Policy located in section XVIV of this handbook. The Policy must be thoroughly reviewed by all employees. All employees must sign Attachment A acknowledging receipt of the Code of Ethics Policy when they are hired, and each year thereafter.

OFFERING OR ACCEPTING GIFTS OR GRATUITIES

The Y's continued success and prosperity shall not be impaired by acts or situations that cause it embarrassment; or obligations or liabilities that compromise its ability to operate independently and effectively. Accordingly, it is the Y's policy to generally prohibit the giving and accepting of gifts or gratuities. Whenever an employee deals with a supplier, a customer or governmental agency as an agent of the Y, the employee has an obligation to act solely in the Y's best interest. This obligation includes not only those acts formalized by written contracts, but also covers the everyday business relationships with suppliers, customers, governmental officials and government employees. Employees are prohibited from giving or accepting substantial gifts or gratuities. For purposes of this employee handbook, the Y defines substantial gifts or gratuities, as anything in excess of \$100.00. No gifts or gratuities of any value should be accepted that could cause the Y to be embarrassed, obligated or incur liability. Cash gifts (including cash or any item that may be exchanged for cash) are not permitted regardless of the amount. There may be certain hardship situations, such as when an employee has an extended illness or loses property in a natural disaster, for which others wish to make contributions of money or supplies to help ease the employee's financial burden. In such situations, the President/ CEO or designee may approve an exception to the \$100.00 limit and/or exception to giving cash gifts.



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Y employees may accept meals, refreshments or entertainment of nominal value in connection with business discussions. Luncheons or dinner meetings, held to conserve time and build relationships, are an acceptable practice. They should, however, be infrequent and the other party should not be permitted to consistently bear the expense. Such expenditures should be nominal. Common sense should be used to define "nominal" and to determine what is lavish, extravagant or frequent. All employees have a personal responsibility to ensure that their acceptance of such meals, refreshments or entertainment is proper and could not reasonably be construed as an attempt by another to secure favorable treatment.

Y employees are not permitted to solicit or accept personal gifts from individuals, firms or their representatives who have or seek business relationships with the Y. If other than nominal gifts are received and cannot be returned, they are to be given to the Branch Executive for disposition.

Except for loans by recognized banks and financial institutions, Y employees may not accept loans, guarantees of loans or payments from individuals or firms doing or seeking business with the Y. Employees may also not accept services, accommodations or travel of any value unless received in conjunction with the performance of Y business.

Employees shall not make personal purchases via Y channels from outside suppliers. This provision excludes authorized employee-purchases of Y products under programs established for such purposes.

OUTSIDE CONSULTING

Subject to the approval of their supervisor, employees are permitted to provide consultant services to other Ys and/or kindred organizations with similar goals and objectives for up to 10 days per calendar year. If an employee is released from job responsibilities to provide such services and remuneration is received, the Y must be reimbursed by any consulting fee received by the employee. If they consult during their time-off, then the employee may retain any remuneration.

POLITICAL ACTIVITY

Employees are free to exercise their full liberties as citizens; including the right to express their personal convictions on issues such as social, economic, religious and political subjects. However, employees must refrain from giving any impressions that their views and positions are those of the Y.



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The Y recognizes the importance and responsibility of employees to participate in the political process and upholds their right to support political parties, candidates, committees and causes.

Staff and lay leadership may represent the Y in areas of public policy with political representatives at the local, state and national level. Such relationship building is carried out to achieve positive results in public/private partnerships, collaborations, joint ventures, and to be pro-active in protecting the Y's tax status and UBIT (unrelated business income tax) position.

However, in accordance with Section 501(c)3 of the Internal Revenue Code, Ys are prohibited by statute from directly or indirectly participating in or intervening in any political campaign on behalf of or in opposition to any candidate for public office. A Section 501(c)3 organization should not contribute time or money to political campaigns, should not publish or distribute statements on behalf of a political candidate and should not engage in any other activity that may be considered political.

Employees may personally contribute to a candidate or cause, and party of their choice. However, no employees shall be compensated or reimbursed for any such personal contribution and their efforts devoted to political activity must be outside of working hours and must not involve Y assets (member or staff information, Y electronic equipment, or Y systems). It must also be clear that any statements on public issues are their own and not those of the Y.

With the exception of serving as an official polling location, facilities owned, leased, or managed by the YMCA of NWNC may not be used to host political activities.

COMPLIANCE AND CORRECTIVE ACTION

Failure to comply with Y standards will result in corrective action that may include termination of employment, termination of contract, referral for criminal prosecution and/or reimbursement to the Y for any losses or damages resulting from the violation. All employees charged with a violation of the Code of Ethics will be given an opportunity to explain their actions before the appropriate corrective action is taken. Corrective action will be taken:

- against any employee who knowingly authorizes or participates directly in actions which are a violation of this policy.
- against any employee who deliberately fails to report a violation or withholds relevant and material information concerning a violation of this policy.
- against the violator's manager or supervisor when the circumstances reflect inadequate supervision or lack of diligence.



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- against any supervisor or manager who directly or indirectly retaliates against any employee for reporting a violation of this policy or encourages others to do so.

IV. EMPLOYMENT POLICIES, PROCEDURES AND EXPECTATIONS

PRIVATE EMPLOYMENT

The Y does not endorse or recommend its present or former staff or volunteers for private hire in any capacity. This includes, but is not limited to, in-home care of any type, such as babysitting, before- or after-school care, sick care, or elder care. Such activities are outside of the scope of an employee or volunteer's duties with the Y. Employees and volunteers shall not engage in any conduct relating to private employment during work hours. The Y cannot be responsible for any harm that may occur while a Y staff member is privately employed.

The Y does not assume any responsibility for off-duty private employment including, but not limited to, legal liability that may occur. Under such circumstances, the Y is not the individual's employer and does not provide workers' compensation or other coverage for such non-Y employment or activity. Any private employment of Y staff is separate and independent from the Y and is the sole responsibility of the hiring party and the Y staff member.

CHILD ABUSE PREVENTION

A principal endeavor of the Y is to provide a healthy atmosphere for the growth and development of children. Any suspected or reported child abuse will be treated in accordance with applicable laws and approved policies. The Y's complete Prevention of Child Abuse Policy is located in section XII of this employee handbook (see below) and must be thoroughly reviewed by all employees.

XII. CHILD ABUSE PREVENTION POLICY

This policy covers the required steps involved in the hiring, training and supervision of staff; appropriate conduct related to the supervision of children; reporting procedures of suspected abuses; responsibilities to parents and recommendations for good practices related to the above.

DEFINITION OF TERMS

Staff: All full -time, part-time, temporary or seasonal staff including director, program leaders, teachers or aides. All volunteer staff who have frequent and



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routine contact with children. Parents who volunteer for special events are excluded from hiring and training requirements but are expected to follow requirements guiding staff relationships with children.

Child: 17 years of age or under.

STAFF HIRING, TRAINING AND SUPERVISION

(For infant, preschool, school-age child care, day and residence camp programs)

- A minimum of two reference checks are conducted, documented and filed on all potential staff prior to employment. References must include immediate prior employment and/or any employment involving supervision of children.
- Child abuse and criminal record checks are conducted on all staff.
- Y Staff name tags will be worn by all employees during program operation and/or work hours. Children are instructed to avoid any person not so identified.
- All child care staff receive the following orientation training before or within the first 30 days of employment:
 - Y policies related to swimming pool safety, transportation and prevention of child abuse.
 - Y emergency procedures.
 - National Y child care program standards.
 - Y of the USA Child Abuse Prevention Training.
 - Training in recognizing the signs of suspected child abuse.
 - Training in CPR, First Aid and Bloodborne Pathogens.
- Program Executive supervising decentralized sites of operation or designee makes unannounced visits at least two times per month. Site observation forms are filled out and original is filed at the Association Office.
- President/CEO, , Branch Executive, Program Director or designee, other than staff referred to in above, visits each child care site at least two times a year.

STAFF RELATIONSHIP WITH CHILDREN

(Pertaining to all Y programming with children)

- As a general rule, staff members should not be alone with a child(ren) in an area/location where they cannot be observed by other staff except where necessary and appropriate.
- Although the state requires a staff/child ratio of 1:25 in school-age care programs, the YMCA of Northwest North Carolina will exceed this standard by



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providing one staff member for each fifteen (15) children (1:15). A minimum of two staff should be assigned to each program operating site.

- Each decentralized site of operation will install or have access to a telephone on location and on buses during operating hours.
- As a general rule, children should not be left unsupervised.
- Y staff will have no one on one contact with children outside approved Y activities where there was no relationship with the child prior to Y employment, unless a signed release is obtained from the parent(s)/guardian(s). Any participation in activities with children outside approved Y activities will not be considered as functions of an employee of the Y; and the Y or anyone related to the Y cannot be held responsible for any adverse action, conduct or misbehavior that may arise from the association of any employee with children outside Y approved programs. Y staff violating this rule will be subject to corrective action up to and including termination.
- Staff behavior or disciplinary actions with children must avoid all abuse actions. Constructive methods must be used for maintaining group control and handling individual behavior. Corporal punishment and other humiliating or frightening techniques are prohibited. Appropriate disciplinary action must not be associated with food, rest, separation from group for illness or toilet training.

RESPONSIBILITIES TO PARENTS

- As part of an orientation, parents will be informed that they are invited and welcomed to visit program sites at any time.
- Under no circumstances will Y staff release children to anyone other than the authorized parent(s), guardian(s) or an individual authorized by parents in writing or verified by telephone. Formal sign-in and sign-out procedures will be established and appropriate records will be maintained and kept on file in accordance with published regulations which govern the operation and administration of a child care program and/or facility.
- Staff will check for signs of illness/injury and personal wellness of the children.
- A serious injury or life threatening situation will require us to act without the written authorization of parent(s), guardian(s) or other individuals.



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RECOMMENDATIONS

(Concerning involvement of Parents and Supervision of Children)

- Parents should receive regular written information about the program's content and schedules; feedback regarding their child's participation in program including behavior and general health; and an introduction to the program staff.
- Each Branch should offer positive assistance and resources for parents and children through workshops, counseling and the use of printed and audio-visual resources. All resources should be thoroughly investigated prior to use.

REPORTING REQUIREMENTS PERTAINING TO ALL Y PROGRAMS

Mandatory Reporting of Child Abuse: Y employees are recognized as mandated reporters under State guidelines. The Y requires all employees, especially child care employees, to report known or suspected child abuse to a child protective agency by telephone immediately or as soon as practically possible and to complete the Y Child Abuse Reporting Form. The original of this form must be sent as soon as possible to the SVP/COO or designee and a copy to the Branch Executive and a copy to the supervisor. A child protective agency may be a police or sheriff's department, a county probation department, a county welfare department or the Department of Social Services for the county in which the Branch is located. Reasonable suspicion means that it is objectively reasonable for a person to entertain such a suspicion, drawing when appropriate on his or her training and experience, to suspect child abuse. Failure to report is grounds for corrective action up to and including termination.

NOTE: Every staff member has an absolute duty to report and document any suspicion of child abuse, molestation or sexual misconduct to the proper authorities. The Department of Social Services will determine the accuracy of the report.

TELEPHONE NUMBERS:

Alexander County Department of Social Services: (828) 632-1080

Davie County Department of Social Services: (336) 751-8800

Forsyth County Department of Social Services: (336) 703-3400

Iredell County Department of Social Services: (704) 873-5631

Stokes County Department of Social Services: (336) 593-2861

Wilkes County Department of Social Services: (336) 651-7400

Yadkin County Department of Social Services: (336) 679-4210