



GREATER GREEN BAY YMCA

# CHILD SAFETY HANDBOOK



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## **ABUSE/MISTREATMENT OF CONSUMERS**

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

## **ABUSE/MISTREATMENT FROM CONSUMER-TO-CONSUMER**

The Y has zero tolerance for abuse, mistreatment, or sexual activity among consumers within the organization. This Y is committed to providing all consumers with a safe environment and will not tolerate the mistreatment or abuse of one consumer by another consumer. Conduct by consumers that rises to the level of abuse, mistreatment, or sexual activity will result in intervention or disciplinary action, up to and including termination of membership/dismissal from the program. In addition, the Y will not tolerate any behavior that is classified under the definition of bullying, and to the extent that such actions are disruptive, the Y will take the necessary steps to eliminate such behavior.

## **CONSUMER DISCIPLINE**

The Greater Green Bay YMCA will establish age and developmentally appropriate expectations and behavioral guidelines for consumers. To the extent that discipline of a consumer is warranted, this organization will apply discipline in a professional, fair, and consistent manner. Employees or volunteers engaging in any discipline beyond verbal redirection should document the behavior and disciplinary method. This organization retains the option to exclude participants from future programs based on disciplinary issues.

In all cases, employees and volunteers are prohibited from using physical contact for disciplinary purposes. This prohibition includes spanking, slapping, pinching, hitting, or any other physical force as retaliation or correction for inappropriate consumer behaviors.

## **APPROPRIATE AND INAPPROPRIATE VERBAL INTERACTIONS**

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

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

The Y's policies for appropriate and inappropriate verbal interactions include, but are not limited to:

### **Appropriate Verbal Interactions:**

- Positive reinforcement.
- Appropriate jokes.
- Encouragement.
- Praise.
- Strength-based conversations.
- Self-disclosure as a supervised therapeutic tool by licensed clinicians, medical professionals, and pastoral counseling.

**Inappropriate Verbal Interactions:**

- Name-calling.
- Discussing sexual encounters or in any way involving consumers in the personal problems or issues of employees and volunteers.
- Sarcasm.
- Secrets.
- Cursing.
- Off-color or sexual jokes.
- Shaming, belittling.
- Oversharing personal history.
- Derogatory remarks.
- Harsh language that may frighten, threaten, or humiliate consumers.
- Derogatory remarks about the consumer or their family.
- Compliments related to physique or body development.

**CONFIDENTIALITY OF REPORTS**

The Y will protect the confidentiality of anyone who reports allegations or disclosures of abuse, or other violations of law or policy to the extent possible under law. Legal and civil authorities (police, child or adult protective services) may require confidential information in order to investigate any report of illegal conduct but this does not eliminate the requirement to maintain confidentiality within the organization and its employees, volunteers, and consumers.

**FOLLOW-UP WITH INDIVIDUALS WHO REPORT CONCERNS OR COMPLAINTS**

The Y is committed to creating a safe environment for our employees, volunteers, and especially our consumers and their parents/guardians. For that reason, we will treat every concern or complaint with the utmost seriousness and provide a timely, thorough, and objective response in every instance. When an individual shares a concern or complaint:

- They will be given the time and attention necessary to allow them to share their thoughts in person.
- They will be thanked for sharing their concerns with the organization and for contributing to maintaining a healthy and safe environment for everyone.
- They will be advised that their concern is being taken seriously and that action will be taken.
- They will be reassured that they have done the right thing by reporting and that their communication is valued.
- They will be informed, in general statements, of the steps that the organization will take in addressing the matter.
- They will be given contact information for someone in the organization with whom they can contact should they become aware of additional information.
- They will be provided regular updates of how the process is advancing.
- The organization will protect them from any form of retaliation.

## **ANONYMOUS REPORTING FOR EMPLOYEES, VOLUNTEERS, PARENTS/GUARDIANS, & CONSUMERS**

While we hope that our employees, volunteers, parents/guardians, and consumers feel that they can openly communicate any concerns, complaints, or grievances directly to someone in the organization, we understand that doing so can often be difficult. Because it is important to us that everyone be able to share their concerns, we provide the following mechanisms through which you can make an anonymous report.

- An anonymous online form that you can find here: <https://forms.office.com/r/5pwL89AYWY>
- An anonymous letter sent to the Human Resources Department at  
235 N Jefferson Street  
Green Bay, WI 54301

## **CONSUMER CODE OF CONDUCT**

The Greater Green Bay YMCA (“the Y”) is committed to providing a safe and welcoming environment for all. To promote safety and comfort, the Y asks all persons to act appropriately at all times in our facilities, on Y property, and while participating in our programs.

## **ABUSE OR MISTREATMENT**

The Y’s top priority is keeping everyone, including youth and vulnerable populations, safe. Any form of abuse or mistreatment of consumers, employees, and volunteers is prohibited. Consumers shall not abuse or mistreat employees, volunteers, or other consumers in any way. Use of abusive language, obscene or profane language, including racial, religious, or sexual references directed at other people will not be tolerated. It is important to treat others as you would like to be treated.

Consumers shall not engage in verbal, emotional, physical, or sexual abuse or mistreatment of other consumers, employees, or volunteers.

### **Appropriate Verbal Interactions:**

- Appropriate jokes.
- Encouragement.
- Praise.

### **Inappropriate Verbal Interactions:**

- Name-calling.
- Bullying.
- Ridicule or Humiliation.
- Discussing sexual encounters.
- Cursing.
- Hazing.
- Off-color or sexual jokes.
- Shaming.
- Belittling.
- Derogatory Remarks.
- Harsh language that may frighten, threaten, or humiliate another consumer.
- Derogatory remarks about another consumer or their family.
- Inappropriate games like “Truth or Dare” or “Never Have I Ever”.

Consumers shall not engage in the physical abuse or mistreatment of other consumers, employees, or volunteers. These types of behaviors include, but are not limited to:

**Appropriate Physical Interactions:**

- Side hugs.
- Shoulder-to-shoulder hugs.
- Pats on the shoulder or back.
- Handshakes.
- High-fives and hand slapping.
- Pats on the head when culturally appropriate.
- Touching hands, shoulders, and arms.
- Arms around shoulders.
- Holding hands.

**Inappropriate Physical Interactions:**

- Full-frontal hugs.
- Kisses.
- Showing affection in isolated areas.
- Lap sitting.
- Wrestling.
- Piggyback rides.
- Tickling.
- Any type of massage.
- Hitting, spanking, shaking, slapping, etc.

**PERSONAL RELATIONSHIPS**

Appropriate and supportive personal relationships between consumers are encouraged. However, the Y strongly discourages romantic relationships between consumers while engaged in programming. Consumers, no matter the age, may not hold hands, sit on others' laps, kiss, or engage in other physical or sexual contact with other consumers while in programming.

Additionally, there should never be, under any condition, a romantic or otherwise sexual relationship between a consumer and an employee or volunteer.

**ONE-ON-ONE INTERACTIONS WITH YOUTH**

Most abuse occurs when an adult is alone with youth, or when a youth person is alone with another youth person. Our organization aims to eliminate or reduce these situations and prohibits private one-on-one interactions unless approved in advance by Y leadership. If you observe one-on-one interactions between an employee and a youth person, you should report this to the Human Resources Department at 920 436 9556.

**ALCOHOL, DRUGS, AND TOBACCO**

Possession and/or use of alcoholic beverages, drugs, and tobacco products while at the organization is strictly prohibited. Consumers will not be permitted to participate in any program while under the influence of alcohol, drugs, or illicit substances.

**WEAPONS**

We want our organization to be a safe place for all individuals. Weapons, and items that may be considered weapons, are prohibited. Anyone found to be in possession of such items will be required to leave and the items will be confiscated. The authorities may be notified as appropriate.

## **VIOLENCE**

Our organization seeks to provide a safe environment for individuals in our community. Violence and threats of violence will not be tolerated at our organization, on our grounds, in our facilities, in other facilities being utilized or visited by our organization, or during organization-sponsored activities and events. Employees are available to assist in the resolution of differences.

## **BULLYING**

The Y will not tolerate the mistreatment or abuse of one consumer by another consumer. Bullying is aggressive behavior that is intentional, is repeated over time, and involves an imbalance of power or strength. Bullying can take on various forms including:

- **Physical bullying** – when one person engages in physical force against another person, such as by hitting, punching, pushing, kicking, pinching, or restraining another.
- **Verbal bullying** – when someone uses their words to hurt another, such as by belittling or calling another hurtful name.
- **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.
- **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:**

- Sending mean, vulgar, or threatening messages or images.
- Posting sensitive, private information about another person.
- Pretending to be someone else in order to make that person look bad.
- Intentionally excluding someone from an online group.
- **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.
- **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.

Anyone who sees an act of bullying, and who then encourages it, is engaging in bullying. This policy applies to all consumers, employees, and volunteers.

## **DISRUPTIVE BEHAVIOR**

We take pride in the integrity of the Y and we always want to ensure individuals are safe. Inappropriate or disruptive behavior is not permitted in our organization. This includes, but is not limited to, graffiti, littering, spitting, or throwing objects that could intentionally or unintentionally harm others or cause disorder.

## **PHOTO POLICY**

Photography of any kind within the YMCA or site will not be permitted without prior consent. In instances in which permission is granted, the images must exclude any individual(s) who have not previously signed a YMCA Photo Release Form. Failure to support this policy may result in the confiscation of the photographic/video image and the involvement of law enforcement.

## **OTHER UNACCEPTABLE BEHAVIORS**

**Other behaviors that are not permitted at the Y include, but are not limited to:**

- Smoking on YMCA property. This includes vaping and e-cigarettes.
- Inappropriate or revealing attire. This includes clothing that contains language that promotes hate, profanity, drug references, sexual content, etc.
- YMCA facilities to work with a “client” for a fee without being an employee of the YMCA.
- Theft or behavior that otherwise results in the destruction and/or loss of property.
- Loitering on YMCA property after being requested to leave.
- Use of social networking sites in a manner that is contrary to the YMCA’s mission, is detrimental to the community, or is in violation of the law.

In addition, the YMCA reserves the right to deny access or membership to any person who has been accused or convicted of any crime involving sexual abuse, is or has been a registered sex offender, has ever been convicted of any offense related to the sale, possession and /or transportation of illegal drugs, or is currently under the influence of illegal or dangerous drugs or chemicals, narcotics, or intoxicating beverages.

## **REPORTING**

Because the Y is dedicated to maintaining zero tolerance for abuse, it is imperative that everyone actively participate in the protection of consumers. In the event that a consumer observes or learns of any suspicious or inappropriate behaviors and/or policy violations on the part of other employees, volunteers, or other consumers, it is their personal responsibility to immediately report their observations or concerns.

**Examples of Inappropriate Behaviors Between Employees/Volunteers and Youth Include:**

- Violation of any abuse prevention policies outlined by the Y.
- Seeking private time or one-on-one time with another consumer.
- Buying gifts for individual consumers.
- Making suggestive comments to consumers picking favorites.

Consumers are encouraged to report concerns or complaints about other employees, volunteers, and other consumers to the Human Resources Department at 920 436 9556.

Suspension or termination of YMCA membership may result from a violation of this Code of Conduct. While an incident is being investigated, the membership of the person(s) accused of violating this Code of Conduct may be temporarily suspended pending a final decision.

## **ELECTRONIC COMMUNICATION AND SOCIAL MEDIA CODE OF CONDUCT**

Over the years, electronic communication and social media platforms have become increasingly popular. While these tools provide many benefits, they also present the potential for inappropriate behavior, increased access to vulnerable consumers, and privacy violations. Employees, volunteers, and consumers participating in the Y’s programs, events, and activities shall adhere to the following Electronic Communication and Social Media Code of Conduct:

1. Do not engage in behavior or comments that are, or could be construed by any observer to be, harsh, abusive, coercive, threatening, intimidating, shaming, derogatory, demeaning, or humiliating.
2. Do not engage in personal attacks, sexually oriented conversations, or discussions about sexual activity.

3. Be a positive role model by exhibiting professionalism in all interactions; portray an attitude of respect, loyalty, patience, courtesy, tact, and maturity.
4. Only program-related messaging may be communicated electronically between employees and volunteers of the Y and consumers, and parents/guardians. Such communication should generally occur during standard business hours.
5. Employees and volunteers are prohibited from sending private messages to consumers and/or replying to private messages from a consumer. If a consumer attempts to privately communicate with an employee or volunteer electronically, their supervisor must be notified immediately.
6. Personal social networking profiles and/or blogs of employees and volunteers shall be private and not shared with consumers. Employees and volunteers with profiles on social networking sites shall not request to be "friends" with or follow consumers or approve friend or follow requests from consumers.
7. Employees and volunteers may not engage in electronic communication or social media contact with other family members or friends of consumers.
8. Never reveal sensitive or confidential information, including identifiable details or photos of a consumer without written consent from their parent or legal guardian.
9. Employees and volunteers may not post or share on their personal social media accounts any photographs or videos of consumers participating in the Y's programs.
10. Employees and volunteers may not post or share inappropriate photos or comment on photos of consumers.
11. Do not make pornography in any form available to consumers participating in the Y's programs, events, and activities or assist consumers in any way in gaining access to pornography.
12. Employees and volunteers may not create web pages on behalf of the Y unless they have prior approval to do so from the Director of Marketing & Brand, and may not misrepresent their work with the Y or the Y itself.
13. Employees and volunteers engaging in social media and online communication become a public figure associated with the organization and are responsible to help protect the Y and its consumers. Always act in a professional and constructive manner and use sound judgement before posting or sharing content.
14. Employees are prohibited from interacting on social media with individuals who are still minors and whom they encountered during their time as a Y program staff, regardless of whether these individuals are currently enrolled in Y programming or not.
15. Rather than personally defend the Y's reputation, employees and volunteers should notify their supervisor or an administrator of a negative comment or online representation or if any member of the media contacts them about any matter related to the organization.
16. Employees and volunteers must adhere to uniform standards of electronic communication and social media use as outlined in any applicable Y policies and procedures.

17. This Code of Conduct and associated policies and procedures shall be provided to parents/guardians of consumers. It shall also be available on the Y's website for public view.
18. Consumers and parents/guardians may request in writing that a consumer not be contacted through any form of electronic communication or social media by an employee or volunteer of the Y.

## **TECHNOLOGY CODE OF CONDUCT**

The Y utilizes technology in nearly every facet of programming, communication, and operation. This policy outlines expectations for the use of technology, both provided by the organization and personally owned (during programming), by employees, volunteers, and consumers ("Users"). Technology is a comprehensive term including, but not limited to, all organization and personally owned computers, projectors, televisions, iPads, tablets, multimedia players, cameras, cell phones, smartwatches, and/or other technologies.

All members of our community have a responsibility to use both personal and organization owned technology in a responsible, lawful, and ethical manner. User use of technology during programming must be consistent with our organization's philosophy, goals, and ethical standards. This organization will educate Users regarding the acceptable and responsible use of technology, appropriate online behavior and interaction on social networking websites, and an awareness of, and response to, cyberbullying.

### **Use of Filters on Organization-Owned Technology:**

This organization will block or filter content over its internet and technology that the organization considers inappropriate. This includes pornography, obscene material, and other material that may be harmful to consumers or against the mission and standards of this organization.

The organization reserves the right to block or filter other content deemed to be inappropriate, lacking educational or work-related content or that poses a threat to the network. The organization may, in its discretion, disable such filtering for certain users for bona-fide research or other lawful educational or business purposes. Users shall not use any website, application, or methods to bypass filtering of the network or perform any other unlawful activities.

### **Standards of Electronic Communication:**

All communication that takes place using personally owned (during programming) or organization owned technology must reflect the mission and values of our organization. This includes but is not limited to emails, texts, messages, and posts online. Additionally, user communications must be through official organizational email accounts for all programmatic and organization-related business. Official organization email accounts will be provided for users for such purposes. Email is intended for use for programmatic purposes only.

### **In order to responsibly communicate online, users MAY NOT:**

1. Access, send, receive, download, produce, or distribute any offensive, profane, threatening, pornographic, or sexually explicit material at any time, for any reason.
2. Access websites, newsgroups, or chat areas that contain material that is counter to the Y's mission or that promote illegal acts.

### **When using technology, users are expected to:**

1. Use technology tools and hardware for programmatic purposes only.
2. Refrain from using personal or organization owned devices in restrooms, locker rooms, or other areas where there is a reasonable expectation of privacy.

3. Refrain from using cell phone cameras and/or any recording functions, on the cell phone or within apps, during programming unless permission is granted. If permission is granted, the camera or recording feature is only to be used as directed by the employee or volunteer, and only for that particular purpose.
4. Use the network for any activity or to transmit any materials that violates federal, state, or local laws.
5. Refrain from harassing, bullying, taunting, hazing, or otherwise acting in manner toward employees, volunteers, members, and consumers that is counter to the organization's mission, including its prohibition against bullying and hazing. The Y has zero tolerance for cyberbullying.
6. Refrain from engaging in personal attacks, harassing others, posting confidential and/or personal information about others, or posting in a libelous, disrespectful, or harassing manner will face disciplinary action, up to and including removal from the organization.

### **EXPECTATION OF PRIVACY**

Users should not have an expectation of privacy in communications transmitted through the Y's devices or technology. The Y reserves the right to monitor and track online behaviors and interactions via Y-owned technology. Emails, messages, and other information sent through the Y's network can be inspected and files saved onto Y computers may be reviewed at any time.

In addition, users have a limited expectation of privacy when using their own technology, particularly when activity violates the law or Y policy, and/or compromises the safety and wellbeing of other members of the Y. We will investigate reports of inappropriate posts or other online activity, and hold employees, volunteers, and consumers accountable for online activity that violates the law or organization policy, and/or compromises the safety and wellbeing of other members of the Y.