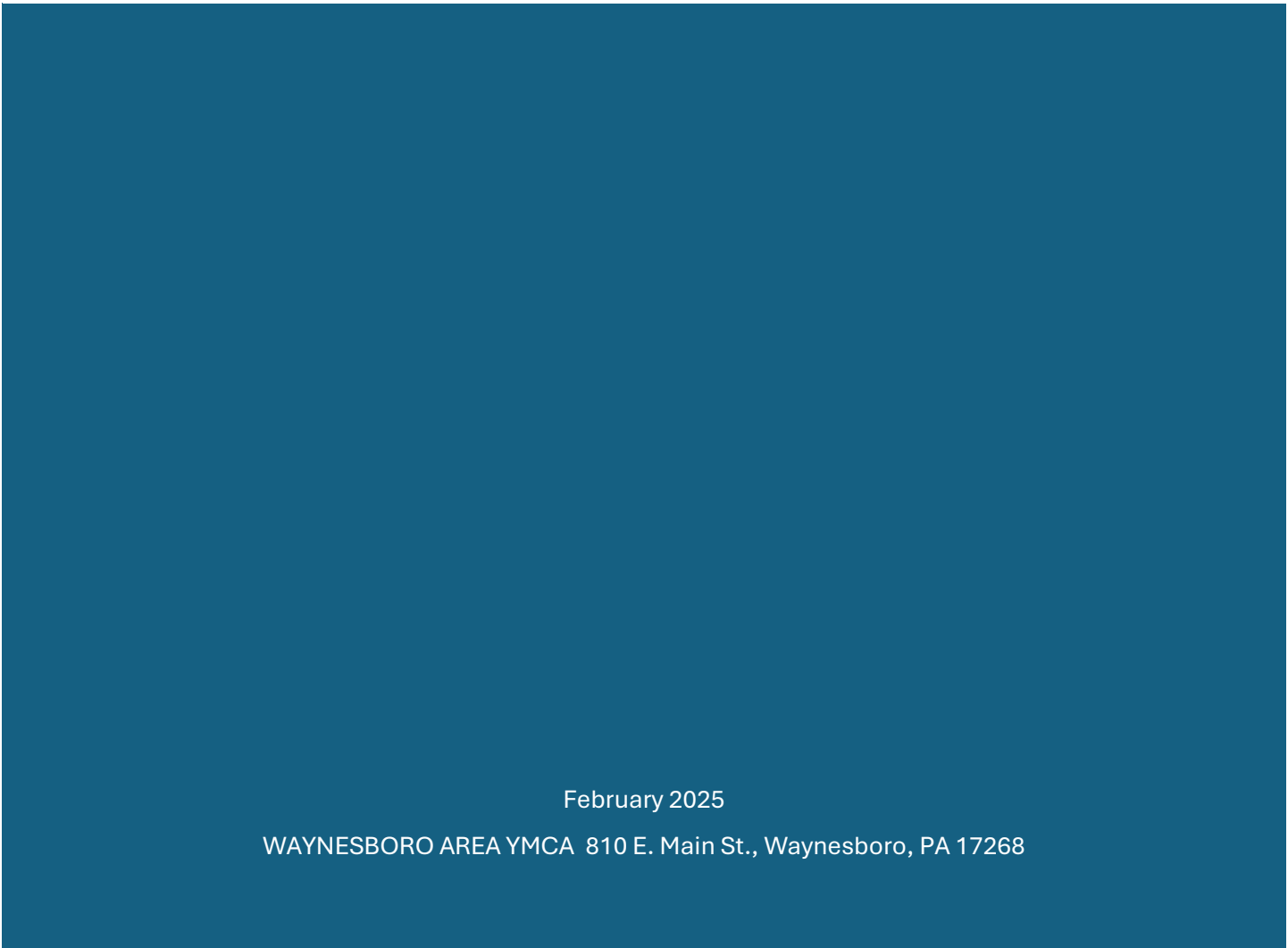




WAYNESBORO AREA YMCA CHILD ABUSE PREVENTION HANDBOOK

February 2025

WAYNESBORO AREA YMCA 810 E. Main St., Waynesboro, PA 17268





FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Welcome to the YMCA!
"...the Friendliest Place in Town!"

At the Waynesboro Area YMCA, we are concerned for the safety and wellbeing of everyone. These guidelines are to educate you on ways to reduce the risk of child abuse.

Here are a few things you should know about our YMCA:

- Established – The Waynesboro location opened in 1915.
- Christian – We are a Christ-Centered organization with our doors open to people of all faiths.
- Broad in Service – We have programs for people of every age and all abilities.

We want you to understand all the warning signs of child abuse so you can be on the lookout for any red flags. We want everyone to enjoy their time with us and that includes knowing that the Y is a safe place. These guidelines are an important part of the YMCA experience. You should become familiar with our policies and use these guidelines to ensure the safety of all children. Please speak to the HR department if you have any questions. My door is always open! If I can help you in any way, please feel free to let me know.

Thank you for taking the time to learn more about all the way to keep our children safe. Thanks for being part of the Waynesboro Area YMCA where you can find your Y!

Sincerely,

Kim Eaton
CEO

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100 Introduction

101 Waynesboro Area YMCA Mission and Vision

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

Vision: To be the leader in creating experiences that strengthen children, families, and the community.

102 Handbook Purpose

The purpose of this handbook is to support the mission and vision of the Waynesboro area YMCA (herein referred to as “Association,” “YMCA,” or “Y”) through its staff and contractor practices. These guidelines outline all the ways you can help to keep children safe in all types of environments. Suggestions and resources are also included to help you know what to say and how to deal with these types of situations. The more we know about how abuse happens, the more we can work to prevent it. The more we recognize the possible trauma associated with abuse, the better equipped we can be to help others recover. Preventing child abuse is everyone’s responsibility.

103 Handbook Definitions

This handbook uses the term “staff” in place of “employee” or “volunteer.” This is done to make the content easier to read and comprehend. Each time the word staff is used, please be aware that the words employee and or volunteer can be substituted in its place.

200 Code of Conduct

The YMCA has zero tolerance for abuse and will not tolerate the mistreatment or abuse of consumers in its programs. Any mistreatment or abuse of one person by another person will result in appropriate action including cooperation with law enforcement.

In addition, the YMCA will not tolerate any behavior that is classified under the definition of bullying, and to the extent that such actions are disruptive, the organization will take the necessary steps to eliminate such behavior.

Please refer to the Employee Handbook or the Volunteer/Contractor Handbook for more information regarding the Y’s policies regarding consumer use of the facility and interactions. Please be aware there is a Consumer Handbook, too.

201 Code of Conduct with Youth

The following policies are intended to assist staff in making decisions about interactions with youth. For clarification of any guideline, or to inquire about behaviors not addressed here, contact your supervisor.

Our organization provides our youth with the highest quality services available. We are committed to creating an environment for youth that is safe, nurturing, empowering, and that promotes growth and success.

No form of abuse will be tolerated, and confirmed abuse will result in immediate dismissal from our organization. All reports of suspicious or inappropriate behavior with youth or allegation of abuse will be taken seriously. Our organization will fully cooperate with the authorities if allegations of abuse are made that require investigation.

The Code of Conduct with Youth outlines specific expectations of the staff as we strive to accomplish our mission together.

- Youth will be treated with respect.
- Youth will be fairly treated regardless of race, sex, age, or religion.
- Staff will adhere to uniform standards of displaying affection as outlined by our organization.
- Staff will avoid affection with youth that cannot be observed by others.
- Staff will not stare at or comment on youth's bodies.
- Staff will not date or become romantically involved with youth.
- Staff will not use or be under the influence of alcohol or illegal drugs in the presence of youth. (refer to Employee Handbook, 1005 Drug Free Workplace Policy)
- Staff will not have sexually oriented materials, including printed or online pornography, on our organization's property.
- Staff will not have secrets with youth and will only give gifts with prior permission.
- Staff will comply with our organization's policies regarding interactions with youth outside of our programs.
- Staff will not engage in any electronic communication with youth.
- Staff are prohibited from working one-on-one with youth in a private setting.
- Staff will use common areas when working with individual youth.

Staff will not abuse youth in any way including, but not limited to, the following:

- Verbal abuse: degrading, threatening, cursing
- Emotional or mental abuse: shaming, humiliation, cruelty
- Physical abuse: hitting, spanking, shaking, slapping, unnecessary restraints
- Sexual abuse: inappropriate touching, exposing oneself, sexually oriented conversations
- Neglect: withholding food, water, shelter

300 Child Abuse Prevention

301 Guidelines

Individuals can contribute to their own safety if they know what is acceptable and what to expect from staff, contractors, and consumers. If violations occur, they can spot them and be empowered to let the YMCA administrative staff know so that the situation can be handled appropriately.

Our organization has handbooks which provide information explaining our organization's policies and procedures related to conduct. There are handbooks for staff, contractors, and consumers to provide the same information as it pertains to the role of the individual.

302 Maintaining Awareness

Individuals can contribute to their own safety if they know what is acceptable and what to expect from staff, contractors, and consumers. Considerable research shows that repetition and reinforcement work to heighten awareness of abuse risk and prevention.

Our organization may use one or more methods for maintaining ongoing awareness of abuse risk and prevention such as:

- Workshops
- Group training and activities
- Videos
- Online activities
- Newsletters
- Safety messages
- Posters, signs and bulletin boards
- When applicable, partner with community-based and non-profit organization for ongoing training opportunities

303 Child Abuse Prevention Training Requirements

Staff and contractors should be aware of the consumer information regarding child abuse prevention. Always check with a supervisor or the HR department if you have any questions or concerns. A rule to follow is: if you are not sure if what you saw warrants a report then you should report it. Anything that you question should be reported so others know about the situation. There is no harm in reporting something. When dealing with child abuse prevention, it is always better to be safe than to ignore a situation.

Volunteers are required to complete the required child abuse prevention courses as required by the department they are serving. No volunteer will be allowed to work with program participants until the required trainings are completed. High-access volunteers will have more extensive required training than that of low-access volunteers.

Low-access volunteers are subject to completing the standard application used by the YMCA, a multistate background check, and abuse training that is assigned based on the department and the amount of interaction the volunteer might have with underage consumers.

Event or "one-time" volunteers with access to underage consumers will be treated like visitors and asked to sign in the visitor sign-in sheet. In addition, these volunteers will sign the Code of Conduct form to ensure they are aware of the YMCA's behavioral expectations. The YMCA will also check these volunteers on the sex offender registry.

Volunteers and contractors who are suspected of red flag behaviors or policy violations will be suspended from continuing in that capacity at the YMCA. Behavior and violations may be reported to the appropriate authority.

303A Training for Staff and Volunteers

All YMCA staff and volunteers must complete the required child abuse prevention courses required by their department and status before working with any program participants. **Staff and high-access volunteers must complete all child abuse prevention and reporting training within 2 weeks of their start date.** Annually, all YMCA staff complete any required refresher courses within the allotted time frame given by the HR department. Failure to complete the requirements will result in removal from the work schedule until courses are completed. Failure to complete the requirements within the allotted time frame could result in disciplinary action up to and including termination.

303B Abuse Prevention Training – New Recruits

Newly recruited staff and high-access volunteers must complete child abuse prevention training, which includes information on how to respond to boundary violations, prior to their starting date. The staff and high-access volunteers will be given access and log on information for the required course at the time of hire. Individuals will be aided in accessing the course, if needed. Everyone will be required to provide proof of passing the course before being placed on the work schedule.

The newly recruited staff and high-access volunteers will be required to successfully complete the Pennsylvania Mandated Reporter training within 2 weeks of the work start date. Failure to successfully complete the course by the required date will result in the individual being taken off the work schedule until the course is completed. Failure to successfully complete the course by the due date could result in termination of employment or volunteer status.

303C Annual Abuse Prevention Training

The YMCA recognizes the importance of providing training and professional development activities that relate to our staff roles and responsibilities. Examples of training and professional opportunities offered by this Association include but are not limited to eLearning, workshops, courses, classes, and professional conferences for qualifying staff. Staff must have prior permission from their supervisor to attend training for which they expect compensation.

Annual abuse prevention training refreshes previously learned concepts and provides additional knowledge and skills to enhance the ability of staff to protect consumers. When first hired, staff must complete the required training prior to working with consumers.

All staff and high-access volunteers are responsible for annually completing training on the following concepts:

- The organization's policies related to preventing and responding to abuse
- How to maintain appropriate boundaries with consumers and how to respond to boundary violations
- Effective monitoring and supervision practices for managing consumers and high-risk activities

- Additional topics that contribute to staff skills and knowledge related to abuse prevention. These may vary according to an employee's role within the Association.

Supervisors are responsible for additional training in effective supervision practices related to abuse risk management.

Failure to complete the required training will result in disciplinary actions up to and including termination.

304 Anti-Harassment Policy

The YMCA prohibits sexual harassment and harassment based on pregnancy, childbirth, or related medical conditions, race, religious creed, color, national origin, or ancestry, physical or mental disabilities, medical condition, marital status, age, sexual orientation, gender identity, or any other basis protected under federal, state, or local laws and regulations. Any individual who engages in the behaviors defined below violates the YMCA's Anti-Harassment policy and will be subject to disciplinary action determined appropriate by the person's association with the YMCA.

304A Definition of Harassment

Prohibited unlawful harassment includes but is not limited to the following behaviors:

1. Unwanted sexual advance, invitations, propositions, comments, or sexual flirtation
2. Offering of employment benefits in exchange for sexual favors
3. Making or threatening reprisals after a negative response to sexual advances
4. Derogatory and/or sexually oriented posters, photography, cartoons, or drawings
5. Leering or making sexual gestures
6. Making or using derogatory comments, slurs, or jokes
7. Verbal abuse of a sexual nature, sexual jokes, graphic verbal comments about an individual's body, sexually degrading words used to describe one's body
8. Suggestive or obscene letters, notes, emails, texts, or invitations
9. Verbal abuse based on any other protected basis, such as race, age, religion, national origin, or sexual orientation
10. Unwanted touching
11. Assault
12. Retaliation for having reported or threatened to report harassment
13. Any verbal, visual, or physical conduct with a minor
14. Bullying, whether intentional or unintentional
 - a. Verbally: slandering, ridiculing or maligning a person or the person's family; persistent name calling which is hurtful, insulting, or humiliating; using a person as the object of jokes; abusive and offensive remarks
 - b. Physically: pushing, shoving, kicking, poking, or tripping; assault or threat of physical assault; damage to a person's work area or property
 - c. Gestures: non-verbal threatening gestures or glances which can convey threatening messages
 - d. Exclusion: socially or physically excluding or disregarding a person in work-related activities

305 Abuse or Mistreatment

Our organization's top priority is keeping individuals safe. Any form of abuse or mistreatment of staff, consumers, children, or contractors is prohibited. 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 with dignity and respect. Every allegation of abuse will be taken seriously. The organization will cooperate fully with the authorities.

305A Verbal or Emotional Abuse or Mistreatment

Individuals will not engage in verbal or emotional abuse or mistreatment of consumers, staff, or contractors.

Appropriate Verbal Interactions for Consumers	Inappropriate Verbal Interactions for Consumers
• Appropriate jokes • Encouragement • Praise	• 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 his/her family • Inappropriate games like <i>Truth or Dare</i> and <i>Never Have I Ever</i>

305B Physical or Sexual Abuse or Mistreatment

Individuals will not engage in physical or sexual abuse or mistreatment of consumers, staff, or contractors.

Appropriate Physical Interactions for Consumers	Inappropriate Physical Interactions for Consumers
• Side hugs • Shoulder-to-shoulder or "temple" hugs • Pats on the shoulder or back • Handshakes • High-fives and hand slapping • Verbal praise • Pats on the head when culturally appropriate	• Full-frontal hugs • Kisses • Showing affection in isolated areas • Lap sitting • Wrestling • Piggyback rides • Tickling • Exposing oneself

• Touching hands, shoulders, and arms • Arms around shoulders • Holding hands (with young children in escorting situations)	• Any type of massage given by or to a consumer • Any form of affection that is unwanted • Compliments relating to physique or body development • Touching bottom, chest, or genital areas • Hitting • Spanking • Shaking • Slapping • Unnecessary restraints • Viewing or showing others pornographic materials
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305C Bullying

The Association will not tolerate the mistreatment or abuse of another person in any interactions. Bullying is defined as aggressive behavior that is intentional, is repeated over time, and involves an imbalance of power or strength. Bullying can take on various forms including:

1. Physical bullying – when one person engages in physical force against another person, such as hitting, punching, pushing, kicking, pinching, or restraining another.
2. Verbal bullying – when someone uses their words to hurt another, such as by belittling or calling another a hurtful name.
3. 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.
4. 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).

<i>Examples of Cyberbullying</i>
• Sending mean, vulgar, or threatening messages or images. • Posting sensitive, private information about another person. • Pretending to be someone else 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 include sexting, bullying that involves exposures of private body parts, and verbal bullying involving sexualized language or innuendos.

306 One-on-One Interactions

Most abuse occurs when an adult is alone with a consumer, or when a consumer is alone with another consumer. The YMCA aims to eliminate or reduce these situations and prohibits private one-on-one interactions unless approved in advance by the YMCA's administration. If you observe possible inappropriate one-on-one interactions between staff, contractors, and consumers or between consumers, you should report this to the YMCA's Member Service Desk or the HR department for further investigation.

If presented with a one-on-one situation, where other staff are not present, you are expected to ask the parent/caregiver if they can stay until the other staff arrives. Another option is to call a supervisor until the other staff arrives. If no other adult is present, then a call to the supervisor is useful to not be alone with a child.

In those situations where one-on-one interactions are approved, staff should observe the following additional guidelines to manage the risk of abuse or false allegations of abuse:

Guidelines for Approved One-on-One Interactions
• When meeting one-on-one with a youth, do so in a public place where you are in full view of others whenever possible. • Avoid physical affection, no touching. • If meeting in a room or office, leave the door open or move to an area that can be easily observed by others passing by. • Inform other staff that you are alone with a youth and ask them to randomly drop in. • Document and immediately report any unusual incidents, including disclosures of abuse or maltreatment, behavior problems and how they were handled, injuries, or any interactions that might be misinterpreted.

306A Personal Relationships

The Association strongly discourages displays of romantic relationships in the facility. Actions such as lap sitting, use of full-frontal hugs, or kissing in front of consumers is discouraged.

306B Off-site Contact

Many cases of organizational abuse occur off-site and outside of regularly scheduled activities. This contact outside of regularly scheduled activities may put staff and our organization at increased risk.

Our organization prohibits interactions outside of regularly scheduled program activities unless approved by the organization's administration.

<i>Appropriate Outside Contact</i>	<i>Inappropriate Outside Contact</i>
• Attending sporting activities with groups of youth* • Attending functions at a youth's home with the parent(s)/caregiver(s) present*	• Taking youth on an outing without the parent's/caregiver's written permission • Visiting youth in the youth's home, without a parent/caregiver being present • Entertaining youth in the home of staff • Youth spending the night with staff

* If staff are attending extracurricular activities or attending functions at a youth's home, they need documentation of why they are attending and to notify the director of their respective department.

In addition, when outside contact is unavoidable, ensure that the following steps are followed:

- a. Supervisors should identify for staff what types of outside contact are appropriate and inappropriate.
- b. Ensure that staff have parents' permission to engage in outside contact with the youth. Consider requiring the parents to sign a release-of-liability statement.

307 Use of Electronic Equipment

The YMCA prohibits access, display, production, possession, or distribution of pornography on any of the association's property or equipment by any staff, youth, consumer, or contractor.

308 Photographs, Videos, or Audio Recordings

The YMCA prohibits consumers, volunteers, or employees from taking photographs or making video or audio recordings of others in areas where there is a reasonable expectation of privacy, such as bathrooms, locker rooms, or other areas of the YMCA facility, property, or while on YMCA sanctioned outings such as summer camp field trips. Sharing such photographs may also violate policy 307 Use of Electronic Equipment and 309 Electronic Communication in this handbook.

Violation of these policies may result in the YMCA notifying the appropriate authorities. Violation by a consumer may result in a loss of membership. Volunteers and employees who violate the policy may be subject to discipline up to and including termination.

Consumers may give the YMCA written permission to use appropriate photos or videos of group activities taken during program events. Such photos or videos may be shared on Facebook, the Waynesboro Area YMCA website, or other social media or commercial platforms.

309 Electronic Communication

Any private electronic communication between staff and youth, including the use of social networking websites like - Facebook, Instagram, Snapchat, instant messaging, texting, email, etc. - is prohibited. All communication between staff and youth must be transparent.

The following are examples of appropriate and inappropriate electronic communication:

Appropriate Electronic Communication	Inappropriate Electronic Communication
• If needing to communicate with youth, communication needs to be through the parents	• Harsh, coercive, threatening, intimidating, shaming, derogatory, demeaning, or humiliating comments • Sexually oriented conversations • Private messages between staff with youth • Posting organization participant pictures on social media sites • Posting inappropriate comments on pictures • "Friending" participants on social networking sites • "Gaming" or playing video/computer games online with youth

	• Creating fake or ghost accounts
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309A Cell Phone Use

While assigned to work with youth, staff are not permitted to use electronic communication devices except during approved breaks and emergency situations. Internet use, text messaging and/or emailing pictures while assigned to work with youth is strictly prohibited regardless of the type of device used and whether for business or personal reasons. Staff need to ensure that friends and family members are aware of this policy.

Use of personal electronic communication devices to contact (via voice, text, or pictures/video) organization members and/or program participants for personal and/or inappropriate reasons shall be grounds for discipline up to and including termination of employment.

309A-1 Acceptable Use of Cell Phones during Program Hours

There are occasions when staff will need to use personal, or organization-issued electronic communication devices. In these cases, staff will have explicit directions from supervisors governing use. Situations which may require the use of organization-issued or personal electronic communication devices include:

- a. Field trips
- b. Off-site programs
- c. Emergencies

309A-2 Youth Program Staff Cell Phone Use during Program Hours

Cell phones should be put away during working hours. Phones should be set on silent/vibrate. If you would like to check your phone, you may do so during your rest break(s) and meal period if applicable. If you are experiencing an emergency and feel you need to be easily reached, talk with your immediate supervisor on site to discuss potential options. Staff are not to take photos of participants or be on social media while working. All exceptions must be approved by the program director in advance.

309B Gift Giving

Child abusers routinely groom young people by giving gifts, thereby endearing themselves to the youth. They might instruct the youth to keep the gifts a secret, which then starts teaching the youth to keep secrets from parents. For this reason, staff should only give gifts to groups of youth and only under the following circumstances:

- a. Gifts must be from the YMCA and not from an individual.
- b. Administration must be made aware of and approve the gift.
- c. Parents must be notified.

Staff may not receive gifts from youth participants without the CEO's approval.

400 Monitoring & Supervision

When staff and high-access volunteers are adequately supervising the facility and programs, potential offenders are less likely to act on their impulses because they face detection. When youth are adequately supervised, they too are less likely to engage in inappropriate interactions with others. Similarly, the physical environment must be monitored, particularly out-of-the-way locations or locations that might permit an offender undue access to or privacy with a youth. Effective supervision and monitoring require that a variety of methods be used frequently, at both scheduled and random times.

401 Staff Background Checks

All staff, candidates for employment and high-access volunteers, are required to allow the YMCA to conduct a criminal background check and must satisfactorily clear a criminal background check as a condition of employment or volunteer status and as required. Failure to consent and/or satisfactorily clear a criminal background check according to the specified Waynesboro Area YMCA policies and practices will result in withdrawal of the job offer or immediate termination. Staff should refer to the Employee Handbook section 411 Background Checks and 412 Criminal Records Checks for more information. Volunteers should refer to the Volunteer & Contractor Handbook section Child Abuse Prevention for more information.

402 Facility Monitoring

Building architecture can increase or mitigate the risk of an incident or accident. Most incidents of sexual behavior occur in private, therefore it is important to manage the risk within the facility by monitoring all locations. Because most incidents of sexual behavior occur in private, the extent to which privacy is managed, risk is managed. Staff are made aware that all locations must be properly and consistently monitored.

The Waynesboro Area YMCA has surveillance cameras throughout the building and the parking lot. In addition, staff have opening and closing procedures that require staff to check isolated areas. Other safeguards are in place for different departments and areas of the facility. All staff should be aware of these procedures.

402A Opening & Closing Procedures

Part of the opening and closing procedures include checking for After Hours compliance. Upon opening, staff must check the Wellness Center and Weight Room for anyone who appears to be under the age of 18. An individual must be 18 years of age or older to purchase an After Hours key fob. After Hours key fobs cannot be shared. Anyone found sharing the key fob, bringing in someone under the age of 18, or coming in without using his or her key fob may lose this privilege. Appropriate authorities will be notified as necessary.

At closing, staff must check the entire facility to ensure everyone has left the secure perimeter. Staff must check that every person in the After Hours areas has a key fob. After completing the opening and closing procedures, staff must initial the appropriate checklist to document the procedures that were followed.

402B Facility Check In

When anyone (members, guests, construction workers, maintenance, etc.) enters the facility during operational hours, they must check in at the Members Service Desk located in the front lobby area. The front entrance is the only entrance that should be used by members and visitors. Staff may enter and leave by the staff entrance. Youth Program visitors should follow the provided directions for entrance and exit which may change depending on the program.

402C Facility Monitoring

The Y will systematically identify facility locations that allow for unnecessary privacy or limit line of sight supervision, and will implement a formalized system to manage these identified architectural risks, which include ensuring the following:

- Employees and volunteers are aware of these locations and circumstances
- Unused rooms, offices, and closets remain locked
- Keep sight visibility in rooms without windows
- Employees routinely walk through out of the way locations

403 Membership Screening Policy & Procedures

403A Policy Statement

At the Y, we have a responsibility to do everything in our power to protect youth in our care from those who would do them harm. Through the Child Abuse Prevention best practice of membership screening, we can better control who has access to our facilities and strengthen the ability to guard against child sexual abuse.

The Waynesboro Area YMCA is committed to serving a broad cross-section of people in the Waynesboro and surrounding areas but retains the right to deny or revoke a membership, or decline to permit participation, attendance, or visitation by any person, at its sole discretion.

The Waynesboro Area YMCA participates in the YMCA of the USA's Membership Reciprocity system. We will honor out of town members to our facilities and programs.

The YMCA conducts registered sex offender screening for all new members and Day Pass visitors over the age of 18.

403B Background Screening Procedures

All individuals wishing to use the YMCA facilities will complete an appropriate Membership or Day Pass form and present a form of Government ID to verify their full name, address, and birthdate. A one-time entrance without an ID can be granted by the CEO or HR Director.

At the time of the application, staff will verify through Activenet that the members name is not listed with any Level I, II, or III Sex offenses. If offenses are present, staff will follow the Positive Match Procedures.

403C Positive Match Procedures

If a search result comes back with a positive match, the staff will inform the CEO or the HR Director. The CEO or HR Director will double check the results by rerunning the search through the Dru Sjodin National Sex Offender Public Website (NSOPW) to determine if the result was a positive match or false positive.

The CEO and HR Director will then discuss the findings. If the findings show a Level I, II or III sex offender the membership will be immediately suspended. The CEO or HR Director will attempt to call the member twice. If no contact is made by phone, a letter will be sent via Certified mail informing the person of the membership cancellation and inviting them to contact the CEO by a specific date if there are any questions. If the member does not return the call or respond to the letter by the specified date, the membership is terminated permanently.

403D Appeal Process

An individual has the right to appeal the findings and the cancellation of the membership. The individual must make a written request to the CEO. The CEO will request the individual presents a current form of Government ID for review. The individual will sign a form consenting to the YMCA conducting a search. The CEO will request, at YMCA expense, a Background Check through the YMCA's screening service, another search service, and/or speak with a representative from the appropriate law enforcement.

For Level I Sex offender status, the CEO will consult with the YMCA Board President or appropriate board committee in making a final determination. If all parties agree, the membership will be reinstated. If there is disagreement, then the final decision will go to the YMCA Board Executive Committee for review. The decision of this committee is final.

Level II and III Sex offenders will not be admitted to any YMCA facility.

****The Executive Committee of the Waynesboro Area YMCA Board has the final say in any appeal process.*

404 Monitoring Activities

The YMCA recognizes the importance of providing guidelines for monitoring and supervision of consumers throughout the facility and during programs, sports events, and childcare activities. Staff and volunteers are provided with training and guidance for all activities they are responsible for checking. Specific departments or programs will share this information per regulations guiding those areas. For example, Safe Sport rules are followed for all sport and aquatic programs. Areas and activities that have established methods for monitoring and supervision area as follows: youth sport programs, off-site activities, bathrooms, locker rooms, changing areas, playgrounds, transportation, aquatics programs, one-on-one interactions with consumers, childcare areas, personal care such as diapering or toileting for children, and isolated areas of the building.

404A Program Supervision

The staff to youth ratios are determined by age and program. The Y will follow all staff-to-youth ratio mandates set up by the licensing agency. All youth will only be released to individuals listed on the youth's intake paperwork. Adults must initially provide ID to staff to ensure their identification matches the name on the paperwork.

The Waynesboro Area YMCA takes safety seriously. We have staff in the afternoons after school to supervisor the youth using the facility. Staff monitoring the activities in the various areas of the facility to ensure everyone is following rules and only in designated areas.

404B Childcare Bathroom Activities

Most incidents of youth-to-youth abuse occur in the bathrooms.

When supervising restroom use, adult staff members should first quickly scan the bathroom before allowing youth to enter. Bathroom supervision guidelines:

- a. For group bathroom breaks:
 - Staff are expected to take three children with them to the bathroom so that they always have two with them. Staff must also take enough children so that all staff members remain in ratio.
 - Minimize youth of different ages using the bathroom at the same time.
 - Only one child will be allowed in the bathroom at a time, unless staff are directly monitored.
 - Staff are required to stand outside the bathroom door but remain within earshot or be "spotted" by another staff.
- b. For single use restrooms:
 - Require youth to ask permission to use the bathroom.
 - Require staff to frequently check bathrooms.
- c. Prohibit staff from using the bathroom at the same time as youth.
- d. If assisting young youth in the stalls, the staff should keep the door open. If an employee needs to step inside to help a child in the bathroom, they will have two more kids join them inside the restroom or will have another employee "spotting" them – therefore they are never alone with a child.
- e. If children are washing hands only (after returning from outside or before/after snack), there can be one child per sink in the bathroom, with the door propped open so the employee can see what is going on.

404C Youth Sports Employee Bathroom Use

The following procedures will be used:

- a. When a YMCA employee uses a single person bathroom, they will make sure the restroom is unoccupied prior to entering.
- b. When a YMCA employee uses a multi-person bathroom, they will use a bathroom stall and secure the stall door.

404D Locker Rooms and Changing Areas

Locker rooms and changing areas are high-risk locations for sexual activity between consumers, and adult offenders can use the privacy afforded in locker rooms to abuse a consumer. Consequently, locker rooms require close and regular monitoring, and these practices must be carefully managed. Locker rooms also present increased risk, because consumers and adults may be nude or partially nude and consumers may engage in horseplay.

Locker room and changing areas procedures:

- Require employees and volunteers to stand within earshot of locker room when in use by consumers that are being supervised in a program such as Summer Camp.
- Require employees to intermittently and briefly check inside the locker room so users know the locker room is monitored.
- Encourage employees to provide consumers with a strict time limit of how long they can be in the locker room to limit the opportunity for inappropriate interactions and activities.
- Discourage the use of locker rooms by consumers of different ages at the same time.
- Prohibit the use of locker room horseplay such as towel snapping.
- Require all employees (including maintenance) and volunteers to also watch for suspicious or inappropriate locker room conduct.

404E Diapering and Toileting

If a child needs to be changed, the employee must let the child know their diaper/pants will be checked. The employee should only use the back side of their hand to see if the diaper/pants are soiled.

When changing a child's diaper or clothing the employee must never be alone. Following the rule of three, you must have two additional children present or another staff. Follow the diaper changing procedure that is posted near the changing station.

The changing procedures include:

- a. Requiring staff to stand within earshot of the room when in use by youth.
- b. Children will change in the restrooms, one at a time before the activity.

404F Transition Times

Transition times pose a high risk for incidents because during these times, staff may not be assigned to supervise a particular group of youth. To decrease the risk of incidents, follow these procedures:

- a. Require youth to always remain in line-of-sight of staff.
- b. Specify the staff-to-youth ratio.
- c. Specify narrow geographic boundaries in the program areas.
- d. Ensure that all staff are assigned specific areas to supervise ("zone monitoring").
- e. Include bathroom procedures.
- f. Require periodic roll calls for each age group.
- g. Require supervisors to conduct periodic check-ins and sweeps of the entire activity area.

- h. Locate and minimize barriers to supervision. Keep areas locked when possible.

404G Quiet and Nap Times

Our organization has written procedures for managing quiet and nap times. Our employees know and follow these procedures, which at a minimum include:

- Employees, volunteers, and consumers should not sit or lie on anyone's cot, sit or lie beside anyone's resting area, or be in anyone else's sleeping bag.
- Encourage consumers to draw an imaginary line around their sleeping space and encourage them to report violations to an employee or volunteer.
- Employees and volunteers will not leave consumers alone during quiet or nap time.
- Do not let consumers share a sleeping mat, blanket, or sleeping bag.
- Pay attention to who is sleeping next to whom.
- Arrange sleeping areas with as much space as possible between each consumer.
- Do not let consumers nap or lay in areas not visible to employees and volunteers.
- Keep the room sufficiently lit so that you can easily observe all consumers.

404H Playground Activities

The playground procedures require:

- a. Youth should always remain in the line-of-site of staff.
- b. Definition of specific and narrow geographic boundaries around the playground area.
- c. Specific instructions on how to monitor barriers of supervision (such as storage sheds, playhouses, tunnels, and shrubs).
- d. That all staff are assigned specific areas to supervise ("zone monitoring").
- e. When on the playground, staff are expected to take enough children inside to use the bathroom so that both groups will be in ratio. Also, staff must make sure they will not be left alone with a single child.
- f. Staff to conduct periodic roll calls for each age group.
- g. Supervisors to conduct periodic check-ins and assessments of the activity period and of the entire activity area.

404I Transportation Activities

Transporting youth may increase the risk of abuse or false allegations of abuse because staff may be alone with youth or may make unauthorized stops with youth. In addition, transportation activities may provide a time for unsupervised youth to engage in youth-to-youth sexual activity.

The transportation guidelines are designed to reduce these risks:

- a. Require written parent permission for all youth on the trip. Staff take these permission forms and medical releases with them on the trip.
- b. Require staff to have a list of the youth on the trip. The employee takes a roll when boarding the bus, when leaving the bus, periodically throughout the trip, and then again when boarding the bus.
- c. Conduct name-to-face head counts.

- d. Specify staff-to-youth ratios. The driver does not count in the supervision ratio.
- e. Require staff to sit in seats that permit maximum supervision.
- f. Discourage mixed age groups from sitting together. When possible, high-risk youth are seated by themselves or with another employee.
- g. Prohibit drivers from making unauthorized stops.
- h. Where applicable (such as in mentoring programs), require staff to document the beginning and ending time of the trip and the mileage (if applicable), names of the youth being transported, and the destination.
- i. Require documentation of any unusual occurrences.
- j. Separate by gender when possible.
- k. Prohibit towels or other items from being placed over head or lap.

***Staff are not to transport youth in personal vehicles. In case of medical emergencies, staff should contact 911 for transportation and medical assistance.

404J Off-Site Activities

The off-site procedures include:

- a. Requiring supervisor approval for all off-site activities.
- b. Requiring parental approval.
- c. Specifying staff-to-youth ratios for the activity.
- d. Requiring staff and youth to be easily identifiable.
- e. Including specific bathroom and locker room procedures as applicable to outing.
- f. Including transportation procedures.
- g. Including instructions for a supervisor to observe the off-site activities at scheduled times and random intervals.
- h. Considering specific recommendations based on the location and type of activity (for example, Amusement parks, Water Parks, Arcades, etc.).

405 Aquatic Programs

Aquatics programs are considered “high risk” as they can quickly provide opportunity for both adult-to-consumer abuse as well as consumer-to-consumer abuse. The following factors play a role in aquatics program safety and should be considered to ensure safety:

- Easy access to consumers. With many aquatics’ programs, there are many consumers in one shared space.
- Lack of supervision. Often, there is less parent/guardian supervision during these programs.
- Public access. Many aquatics program facilities do not require sign-in or out and it is relatively easy to drop into programming.
- Partial nudity. Employees and consumers alike are partially clothed.
- Ease of contact. There is the possibility for inappropriate interactions in aquatic programs.
- Perception of a relaxed environment. Consumers and adults may perceive there is less supervision and more opportunities for inappropriate behavior.

To ensure efficient monitoring and supervision of aquatics programs, and in addition to training our employees, our organization follows supervision procedures to watch for red flag behaviors in the areas below.

- Monitoring for suspicious or inappropriate behavior in the water
- Monitoring locker rooms, changing areas, and bathrooms (as allowed by Safe Sport rules)
- Monitoring during swimming lessons
- Monitoring the pool deck and any lounge areas

405A Monitoring During Swim Lessons

To ensure safety in the pool during swimming lessons, our organization enforces the following supervision procedures.

- Ensure instructors teach swimming lessons in open, viewable swimming areas under the supervision of other employees.
- Monitor for interactions with consumers that are following your organization's guidelines for appropriate and inappropriate physical interactions.
- Require instructors, when possible, to keep their hands above water and visible to others.
- Require instructors, when assisting a child during the lessons, to explain out loud where they will touch the child – "I am going to put my hand under your back to help you float."
- When possible, encourage parents/guardians to observe swimming lessons.

405B Monitoring the Pool Deck and Viewing Areas

To ensure safety around the pool, our organization upholds the following supervision procedures.

- Ensure all entrances and exits to the pool deck are appropriately and regularly monitored.
- Designate specific employees responsible for monitoring the pool deck and lounge areas (other than lifeguards). Active supervision of these areas is always critical.
- Monitor consumers to ensure they are following your organization's guidelines for appropriate interactions (including physical interactions, verbal interactions and electronic communications).
- Have a plan of action for responding to any deck changing (individuals changing on the pool deck and not in the appropriate locker room or changing area).

406 Monitoring and Supervision Youth Sports Programs

To ensure safety and quality in the various youth sports programs, practices must be monitored and evaluated by a full-time employee or supervisor who is familiar with policies and procedures.

- Keep a record. Document your supervision visits. Include information like your arrival and departure times, which youth and parents/guardians were present, and a summary of the information collected. Provide employees with feedback about visits.

- Vary your observation times. Do not develop a predictable pattern of observation. Drop in at different times each day. Occasionally leave and come back immediately.
- Arrive before employees. Check punctuality and the routine that employees follow to prepare for the youth to arrive.
- Survey the physical environment. Is this a suitable location for the activity (e.g. size of area for number of youths, ability to supervise all areas used by youth, landscaping that may inhibit supervision)?
- Watch activities. Are they planned and organized? Are the employees actively involved?
- Ask to see the schedule of activities and compare with what is going on at a given time.
- Observe bathroom and locker room activities. Observe bathroom and locker room activities to ensure that the employees are complying with the established policies and procedures.
- Observe employee interactions with youth. Look for the following:
 - Do employees use the proper voice tone with youth?
 - Do employees give praise to youth?
 - Do employees follow the physical affection guidelines?
 - Do employees know the youth by first and last name?
 - Do employees sound enthusiastic?
 - Do employees set limits and boundaries with youth?
 - Do employees interact with all the youth?
 - Do any employees pay undue attention to any youth?
 - Do employees listen to the youth when they make reports or express concerns?
 - Do employees exhibit inappropriate power dynamics with certain youth?
- Observe employee interactions with each other. Look for the following:
 - Do employees pay more attention to the youth than to each other?
 - Are employees spread out and monitoring the entire facility?
 - Do employees know who is supervising which youth?
 - Do employees communicate with each other when one must leave the area?
 - Do employees use polite voice tones with one another?
 - Do employees share responsibilities around the program?
 - Do employees have stress management methods that they implement appropriately?
- Observe employee interactions with parents/guardians. Look for the following:
 - Do employees greet parents/guardians?
 - Do employees know the parents/guardians by name?
 - Do employees provide adequate information to the parents/guardians?
 - Do employees ask the parents/guardians if they have any questions?
 - Do employees spend too much time with any parent/guardian?

407 Abuse Reporting

Because the YMCA is dedicated to maintaining zero tolerance for abuse, it is imperative that everyone, including staff, consumers, and contractors, actively participate in the protection of others. For this reason, staff and contractors may be required to pass background checks and complete mandatory training as required by the position.

If a person observes any suspicious or inappropriate behaviors and/or policy violations, it is their personal responsibility to **immediately report** their observations. Remember, at our organization, the policies apply to everyone.

Examples of Suspicious or Inappropriate Behaviors
• Violation of any abuse prevention policies outlined by the Association • Seeking private time or one-on-one time with another person outside of supervisory duties • Buying gifts for an individual • Making suggestive comments to another person • Picking favorites among consumers

Everyone is encouraged to report concerns or complaints about staff, contractors, or consumers to the Member Service Desk or the HR department. We will try to keep the report confidential to the extent of our ability in each situation.

500 Consumer Information

The following information is provided to consumers in the Consumer Child Abuse Prevention Handbook, so they have information to help keep children safe from abuse. Please be aware of this information so your own education as well as gaining an understanding of how to help others.

501 Information for Parents and Guardians

Even very young children can learn skills to help keep themselves safe from sexual abuse, but it is often up to parents/guardians to help them learn what they need to know. Here are some important things you can teach your child to stay safe. (Note: Many of these tips may be applicable to parents/guardians of individuals with disabilities.)

501A Teach Your Children About Their Bodies

- **Names of all Parts of Their Bodies.** Talk to your child about the proper names for body parts and use the proper name for private parts in that discussion. This will give your child the correct words to use when he/she needs to tell you anything about his/her body, like an injury or rash or other problem in that area.

501B Rules About Appropriate Physical Touch

Children understand the idea of rules. They know there are rules about hitting and biting, rules about playing nicely with others, and rules about being safe, like wearing seat belts. So, as you teach these rules, just add rules about appropriate physical touch. Say things like, “Never let other people touch your private parts,” or “Never let anyone make you touch their private parts either.”

501C Teach Your Child What to do if Someone Tries to Break the Rules

Children need to know what to do when someone breaks the rules about touching them. They need to know:

- **What to say** to someone who breaks the rules about touching,

- **To move away** from someone who is breaking the rules about touching, and
- **To tell you** or another adult if someone breaks the rules about touching.

501D Teach Your Child to Say No

Children should know they have the right to say no. Give them the words to say such as:

- “No!”
- “No! Don’t touch my private parts.”
- “My body is private. You can’t touch me there.”
- “Leave me alone.”
- “Don’t do that.”

Teach your child to say this to other children as well as to adults. It is important to practice saying phrases like these with your child.

501E Teach Your Child to Move Away

Your child should know they should move away from anyone who is breaking the rules about touching. Tell your child that it’s ok to get out of someone’s lap or pull away from a hug, even if an adult tells or asks you to sit on their lap or hug them.

501F Teach Your Child to Tell

Your child should know he/she should tell you or another trusted adult, like a teacher or caregiver, if someone breaks the rules about touching them. They should know that they should keep telling someone until they respond and do something about it. If one person doesn’t do anything then the child should tell someone else.

501G Recognize Warning Signs

Now let’s talk about what you can do if someone is breaking rules about touching your child. No one knows your child better than you. So, as parents/guardians, watch for warning signs, listen for warning signs, and follow up when you see or hear warning signs.

If something is wrong, you may see a sudden change in your child’s behavior, or you may hear unusual comments. If you see or hear these things, follow up. Find a relaxed time to talk one-on-one with your child.

501H How to Respond to Warning Signs

Follow these five steps:

1. Keep your eyes and ears open.
2. Talk with your child or loved one.
3. Then, ask them about your concerns.
4. If what you learn from them or if what you’ve observed or overheard sounds like abuse, **call the toll-free ChildLine hotline at 1-800-932-0313**. Or you can call the local police.
5. If what you learn from them, or if what you’ve observed or overheard, sounds like a boundary violation, suspicious or inappropriate behavior, or a policy violation, then:

- a. Share your concerns with the Member Service Desk or HR department at the YMCA.
- b. You can share your concerns with a director or make a report to the Y by making a call or sending an email.

502 Parent/Guardian Response to Reports of Inappropriate Behavior

If your child tells you about inappropriate behavior or you witness it, such as someone who is too physical with him/her or who makes him/her uncomfortable, ask him/her to give you an example. If the interaction was inappropriate, but not actual abuse - talk with the person. Specify your concern and check back with your child to make sure it does not continue.

Abuse can be very private and embarrassing, so keep in mind that your child may not say anything at all. Your response plays a big role in how your child understands the abuse and how he/she recovers.

502A How to Respond to an Abuse Disclosure

You may find yourself in a situation where a person confides in you that he or she has been sexually abused by a teacher, family member, a coach, or other trusted adult. If this happens, follow these four steps:

Step 1: Listen

Do your best to stay calm and let the person talk. Don't pry, but you can ask a few questions that will help you understand what happened.

Step 2. Reassure

The person may be scared, angry, confused and crying. You can reassure them with a few simple comments like:

- "I know how hard this is to talk about."
- "You are very brave for bringing this out."
- "Don't worry, you are doing the right thing by letting someone know."
- "This isn't your fault. You've done nothing wrong."
- "I'm very sorry this has happened to you."

Step 3. Protect

Make sure the person is safe. Do not let the accused person have any further contact with him or her and tell the victim/survivor you will do everything you can to keep him or her safe and/or supported. Let them know you must share what he or she has told you with others who can help.

Step 4. Report

Write down as quickly as you can everything the person shared with you in as much detail as possible, using the person's actual words, not your own interpretation. To report concerns or suspected abuse, **call the toll-free ChildLine hotline at 1-800-932-0313**. Or you can call the local police department.

It's up to adults to do all we can to prevent child sexual abuse. It's up to all of us, especially parents/guardians, to create safe environments for children. Teaching them about their bodies, recognizing warning signs, and responding to yours and your child's concerns are important first steps.

503 Tips for Parents/Guardians When Talking with Children

This information is designed to help you talk to your child in situations where there is a possibility that he or she might reveal information about inappropriate boundaries they have experienced with an adult or another consumer.

It may be difficult to do, but it's important to try to stay calm when you speak with your child. Your demeanor will communicate more than your words. Children can be traumatized by emotional, angry, or accusatory reactions.

503A Things to consider before talking with your child about sensitive subjects:

- Timing and atmosphere are very important. Choose a calm, unhurried, private time to talk with your child.
- Before beginning this type of conversation, be sure you are ready. Be calm, emotionally controlled and confident. You want to communicate to your child that you are open to discussing this topic and that you can handle whatever they need to tell you.
- If this is difficult for you to talk about, practice first with a friend, your partner, or in a mirror.
- Use simple, conversational language, gauged to your child's level of understanding.
- Do not make the talk scary or gloomy. Self-protection is an issue to discuss with children on a regular basis. Conversations such as this should be a positive learning experience for children so that they feel comfortable talking about their bodies. This also increases the chances that your child will seek your advice in the future. Remember, "If you can't talk about it, you can't protect it."
- If your child shares difficult information, stay calm. Do not say, "Why didn't you tell me?" Do let the child continue to talk. Say that you are proud that he or she found a way to get help. If you are at all agitated, it may be best to wait until you have a chance to contact a local resource to continue the discussion. Tell your child, "I'm really proud that you've shared this with me, and I think we should continue this discussion when we can get some extra help from a counselor who has helped other children with these things. How does that sound?"

503B How to begin a conversation:

Start the conversation casually

"How was your day?"

"What did you do at school today?"

"It's nice to have a chance to sit and talk for a minute, isn't it?"

Identify the circumstances in question

"How is everything going at camp?"

“What is your favorite thing to do there?”

“What is your least favorite thing to do?”

“Has anyone made you feel uncomfortable?”

“Remember that if anyone makes you feel uncomfortable you should tell mommy, daddy, a teacher or a trusted grown up.”

“You know it’s very important that if anything like that happened to you that you tell me right away, right? That way I can make sure you are safe.”

Questions if you and your child want to continue to talk

“Tell me more, I’m listening.”

Your child may be uncomfortable so you will want to do what you can to put him or her at ease. Sitting close, using a calm voice tone, giving a hug or keeping your arm around him or her will help.

You can also say something like, “Honey, you know I love you very much and I’m concerned that you might be upset about something. Can you tell me what you’re thinking?”

If your child stops talking or gets upset, continue comforting him or her.

If your child does disclose that something happened

“I’m really glad you told me about this. You did the right thing by telling me. I know you are upset but you know I am here for you. are here for you.”

After the conversation

Write down notes about the conversation while it is fresh in your mind.

504 Support for Someone Who Has Experienced Abuse or Exploitation

It can be hard to know what to do to help a friend, family member, or student who is a survivor of abuse or exploitation. Victims of abuse and/or exploitation may experience a range of emotional responses after an incident. Please read below for some helpful hints for parents/guardians or partners/friends of those who have experienced abuse and/or exploitation. Here’s how you can help:

504A What to say to a survivor:

“I’m sorry this happened to you.”

“It wasn’t your fault.”

“Thank you for telling me.”

“I’m always here if you want to talk.”

“Can I do anything for you?”

504B What parents/guardians can do:

The process of recovering from abuse and/or exploitation takes time. As a parent/guardian, your help during this process is essential. Survivors need a great deal of support and caring as they begin to address and survive a very frightening and sometimes violent experience. Parents/guardians can help by doing the following:

- Listen and be available
- Believe and do not judge
- Recognize that recovery takes a long time
- Respect the decisions that the survivor makes
- Be gentle, sensitive, and respectful of the survivor's wishes for closeness and affection
- Find your own support

504C What NEVER to say to a survivor:

"It was your fault."

"You could have avoided it had you . . ."

"It's been so long! Get over it!"

"You wanted it / You were asking for it."

"It's not that big of a big deal; it happens to lots of people."

"I don't believe you."

504D What friends and partners can do:

Friends and partners play a key role in both preventing abuse and exploitation from occurring as well as lending support to a survivor. They are often the first people in whom a survivor might confide. Here are a few things to keep in mind to support your friend.

- Believe your friend / partner. People rarely lie about sexual assault, intimate partner violence, stalking, or harassment.
- Listen to your friend/partner and concentrate on understanding their feelings.
- Ask how you can help... and do it.
- Offer to accompany your friend/partner in seeking medical attention, counseling, or reporting to law enforcement.
- Help the friend/partner regain a sense of control by supporting her or him in making decisions about whom to tell and how to proceed.
- Remind your friend/ partner that sexual violence is NOT their fault!
- Offer shelter or companionship so that she/he doesn't have to be alone.
- Be available and supportive

There's no "right way" to heal from trauma. Be there to listen, to care, and to help!

504E How to Cope with the Effects of Abuse or Exploitation

Recovery from psychological trauma is often a difficult and gradual process. When a trauma survivor takes direct action to cope with problems, they often feel a greater sense of personal power and

control. Positive coping actions are those that help to reduce anxiety or other distressing reactions and improve the situation in a way that does not harm the survivor any further.

Positive coping methods can include:

- Learning about trauma and its effects
- Talking to another person for support
- Practicing relaxation methods
- Challenging negative thoughts and beliefs
- Increasing positive and enjoyable activities
- Calling a therapist for help

505 Consumer Reporting Red Flag Behavior and Policy Violations

Our organization has zero tolerance for abuse. It is imperative that every individual actively participates in the protection of others.

If an individual observes red flag or inappropriate behavior and/or a policy violation by other another person, it is their professional and personal responsibility to immediately report their observations in accordance with the organization's reporting procedures.

Remember, at our Y, the policies apply to everyone.

The following are examples of red flag or inappropriate behaviors that should be reported:

- Any violation of the organization's abuse prevention policies
- Seeking unauthorized private time or one-on-one time with another person
- Seeing or visiting with a consumer outside of scheduled programming
- Buying gifts for individual consumers
- Sending unauthorized electronic communications through text messaging, social media, online gaming, etc. in violation of the organization's electronic communication policy
- Making suggestive comments to consumers
- Showing favoritism towards a consumer or type of consumer
- An individual disclosing that another person makes them feel uncomfortable

All reports of suspicious or inappropriate behavior will be taken seriously. Our procedures will be carefully followed to ensure that the rights of all those involved are protected. All allegations of violations will be reviewed by the HR director or the CEO depending on who is the first person available to review the report. Appropriate steps will be taken as per policies and procedures.

506 Consumer Complaint Procedure

If an individual witnesses suspicious or inappropriate behaviors or policy violations, the individual is instructed to do the following:

- Interrupt the behavior.
- Report the behavior to the Member Service Desk or the HR department.

- If you are not comfortable making the report directly, make it anonymously by calling the Member Service Desk and leaving a message explaining your concerns. Be as specific as possible so that a proper investigation can be made.

Each allegation will be investigated as quickly and discreetly as possible.

507 Recommended Reading for Young Children

If Only I had a Green Nose, by Max Lucado

Theme: Self-esteem, self-acceptance, peer pressure, bullying

Age range: K-8th

Summary: Punchinello is a Wemmick who falls into the trap of peer pressure. Once he stops visiting his maker, he becomes desperate to get a green nose like everyone else. The popular green nose then changed to red, then blue, and so on. Punchinello becomes tired of trying to fit in and becomes sad. His friend, Lucia, lets him know that his maker asks about him every day. He decides to go back to see his master, Eli, and he helps Punchinello be the Wemmick that he made him to be.

Impatient Pamela Calls 9-1-1, by Mary Koski

Theme: Calling for help, patience, and knowing important information

Age range: 1st-4th

Summary: This book teaches a very important lesson about when to call 911 for help. It also stresses the importance of learning pertinent information such as your home address. Throughout, the book stresses the importance of being patient and waiting to call 911 until there is truly an emergency.

Little Monkey's One Safe Place, by Richard Edwards

Theme: A safe place for children

Age range: K-3rd

Summary: Little monkey searches through the jungle for the one place where he can be safe. He found his one safe place in his mother's arms. This book can help you talk with children about safety, whether it is in the arms of a parent/guardian or in the arms of someone else. This book helps adults work with kids on helping them locate a place where someone makes them feel secure and loved.

My Body is Private, by Linda Girard

Theme: Appropriate touching

Age range: 1st- 5th

Summary: A mother-child conversation introduces the topic of sexual abuse and ways to keep one's body private. The book respects readers' intelligence by using the proper terminology for genitalia and the generic term "bottom" to mean the buttocks. This book is a good teaching tool for discussion of a serious topic. It is one that all ages would find beneficial. Gray areas such as tickling are explored. Tickling can be fun, but it can also go too far where the one being tickled is not enjoying it. That is another example of when to demand that a certain "touch" or tactile activity be stopped. The children are well within their rights to do so at any time. Hugs and kisses are described as generally being welcome and acceptable, but children should not be forced to kiss or endure being kissed by someone who makes them feel uncomfortable.

Something Happened and I'm Scared to Tell, by Patricia Kehoe

Theme: Sexual Abuse

Age range: 1st- 4th

Summary: This book takes an honest approach to the subject and, more importantly, emphasizes that the blame for sexual abuse belongs to the perpetrator not the victim. Many victims have been groomed to believe the opposite and need this message. This book is a good resource for school counselors and for parents/guardians.

The Right Touch, by Sandy Kleven

Theme: Appropriate touching

Age range: 1st -4th

Summary: This book gives tools for parents/guardians to facilitate discussions with their children. The book addresses bad touch and good touch, private parts, and telling parents/guardians or other trusted adults if someone makes children feel uncomfortable. Be aware that the book includes an illustration of the mom and son looking at a book and their book has a picture of a little boy and girl naked so that they can identify “private parts”.

The Trouble with Secrets, by Karen Johnson

Theme: Secrets/ Follow up to discussing good touch/bad touch

Age range: 1st -4th

Summary: This book uses concrete examples to help children learn how to decide which secrets should be kept and which should be told. This is an appropriate book to read with young children, who need to understand the difference between a good secret and a toxic secret. It helps children realize they are not alone, and that not all secrets are fun, and that some even need to be shared with a trusted adult.

Who Is a Stranger and What Should I Do?, by Linda Walvoord Girard

Theme: Strangers and what children should do in different situations

Age range: 3rd-6th

Summary: This book discusses both strangers that do not pose a threat and those who may make children feel uncomfortable. More importantly, the book describes specific steps that children can take in various situations such as when children are approached by a stranger, when children see strangers in playgrounds, when strangers call by phone or ring the doorbell. In addition, the book describes some “tricks” that strangers may use to lure children into talking with them or going somewhere with them. In all situations, children receive specific advice for keeping themselves safe. For younger children, this book will be best received, and its suggestions best reinforced, if read with a parent/guardian.

Your Body Belongs to You, by Cornelia Spelman

Theme: Touching

Age range: K-2nd

Summary: This is an introduction to talking about physical boundaries with children. The kids start to learn about touching without having to hear about “bad” people or scary things. Additionally, it gives the parent/guardian and child a common vocabulary to use in their early discussions. The book encourages children not to keep secrets if they are approached and touched inappropriately or made to touch someone else against their will. Private parts are rightfully defined as the parts of the

body one's underwear and bathing suits cover. The book stresses what to do if the touch is neither wanted nor welcome and that it is perfectly all right not to want to be touched in certain ways.

600 Employee & Volunteer Information

This section outlines the policies and procedures in place to for reporting instances of red flag or inappropriate behaviors and policy violations. Always check with a supervisor or the HR department if you have any questions or concerns. To contact Human Resources or the appropriate level of management, please check the Waynesboro Area YMCA website:

<https://www.waynesboroymca.org/contact-us/>.

A rule to follow is: if you are not sure if what you saw warrants a report then you should report it. Anything that you question should be reported so others know about the situation. There is no harm in reporting something. When dealing with child abuse prevention, it is always better to be safe than to ignore a situation.

601 Responses to Red Flag Behaviors and Policy Violations

The Y has zero tolerance for abuse. It is imperative that every employee actively participates in the protection of consumers.

If employees or volunteers observe red flag or inappropriate behaviors and/or policy violations by other employees or volunteers, it is their professional and personal responsibility to immediately report their observations in accordance with the organization's reporting procedures.

Remember, at our organization, the policies apply to everyone.

601A Employee and Volunteer Response

The following are examples of red flag or inappropriate behaviors that all employees and volunteers are required to report:

- Any violation of the organization's abuse prevention policies
- Seeking unauthorized private time or one-on-one time with consumers
- Seeing or visiting with a consumer outside of scheduled programing
- Buying gifts for individual consumers
- Sending unauthorized electronic communications through text messaging, social media, online gaming, etc. in violation of the organization's electronic communication policy
- Making suggestive comments to consumers
- Showing favoritism towards a consumer or type of consumer
- Consumers disclosing that an employee or volunteer makes them feel uncomfortable

All reports of suspicious or inappropriate behavior with consumers will be taken seriously. Our procedures will be carefully followed to ensure that the rights of all those involved are protected.

If employees or volunteers witness suspicious or inappropriate behaviors or policy violations from another employee or volunteer, the individual is instructed to do the following:

- Interrupt the behavior.
- Report the behavior by completing an incident report form and giving it to a supervisor, director, or other authority.
- If you are not comfortable making the report directly, make it anonymously.
- If the report is about a supervisor or administrator, contact the next level of management.
- After reporting, do not investigate.
- Keep reporting until the appropriate action is taken.

601A-1 Incident Reporting

If employees or volunteers observe red flag or inappropriate behaviors and/or policy violations by other employees or volunteers, a YMCA Incident Report Form should be completed. This form is available from your supervisor or found in the mailbox area behind the Member Service Desk. The form should be completed with as much detail as possible. This form should be completed and given to your supervisor, Human Resources, or higher-level management, if necessary. To contact Human Resources or the appropriate level of management to handle your incident report, please check the Waynesboro Area YMCA website: <https://www.waynesboroyymca.org/contact-us/>.

601B Supervisor Response

If a supervisor or an administrator receives a report of suspicious or inappropriate behaviors or policy violations from a staff, consumer, or parent/guardian, the supervisor is instructed to do the following:

- Report to the next level supervisor or administrator.
- Speak with the staff person who has been reported.
- Review the file of the staff to determine if similar complaints were reported.
- Determine the appropriate response based on the report. Take into consideration factors such as:
 1. Context of red flag or inappropriate behavior or policy violation
 2. Severity of red flag or inappropriate behavior or policy violation
 3. History of red flag or inappropriate behaviors or policy violations and
 4. Trainability of the staff person.
- Document the report on the appropriate internal incident report form.
- If at any point in gathering information about a report of red flag or inappropriate behavior, a concern arises about possible abuse, contact the state authorities and file a report.
- If appropriate, notify parents/guardians.
- Advise the person who reported the behavior that the report is being taken seriously.

Based on the information gathered, the following may be required:

- Increase monitoring or supervision of the staff and/or program.
- If policy violations with consumer(s) are confirmed, the staff must be subject to disciplinary action up to and including termination and prosecution. Disciplinary action will follow the Progressive Disciplinary Process outlined by the organization.
- If more information is needed, interview and/or survey other staff, contractors, or consumers.

601C Organizational Response

After the internal review of the red flag or inappropriate behaviors or policy violations, determine if system changes are necessary, such as:

- Review the need for increased supervision.
- Review the need for revised policies or procedures.
- Review the need for additional training.

601D Procedure for Internal Review

If there is a report of red flag or inappropriate behaviors or policy violation, specific staff will be responsible for reviewing circumstances surrounding red flag or inappropriate behavior and should be trained to conduct internal reviews or investigations so that larger or system-wide implications may be identified. Additionally, it is recommended, when possible, that these internal reviews occur collaboratively outside of the program involved so that an objective and thorough review can be conducted. The designated staff are instructed to do the following:

1. Evaluate the root-cause of the red flag or inappropriate behaviors or policy violations.
2. Define the problem.
 - a. Identify the Who, What, When, and Where
3. Gather all the information and data surrounding the problem.
 - a. Review the Incident
 - b. Review Documentation
 - c. Interview Key Individuals
 - d. Review Policies
 - e. Review Training Curriculum
4. Perform the Analysis and determine root cause(s).
 - a. Why/how did this happen?
 - b. What system-wide causes allowed the incident to occur?
5. Identify Corrective Action—recommendations to stop the recurrence of the problem in the future.
 - a. What operation(s) was found to be deficient?
 - b. What best practice standards can be put in place to prevent a recurrence?
 - c. What are the resources needed to implement the best practice standard?
 - d. How are we going to implement and ensure compliance?
6. Implement the necessary solutions.

602 Progressive Discipline Policy

This organization values the contributions of all staff and strives to provide an environment where those contributions can be acknowledged. To that end, regular and open communication between staff and supervisors is necessary to provide the necessary information and tools to ensure that each employee has the opportunity for success on the job.

602A Performance Expectations

This organization expects a high level of performance, professionalism, and accountability from staff. Communication between a supervisor and employee regarding performance-related issues should occur on a regular basis and a formal performance review, including a plan for employee development, should be conducted annually.

602B Coaching and Counseling

Staff are encouraged to ask questions and request guidance from their supervisors whenever needed, and, through coaching, supervisors are encouraged to provide regular feedback to staff on their performance and on their continued development.

When performance falls below expectations, supervisors may use a more formal counseling approach to address the performance issue. Counseling should be documented in writing and kept in the supervisor's files for future reference.

602C Corrective Action Process

When coaching, counseling, and development plans fail to assist an employee in achieving the expected level of performance, or when behavior or conduct is severe enough to require immediate corrective action, this organization follows a policy of progressive discipline for staff consisting of a four-step process:

602C-1 Verbal Warning

- The first level warning is an informal method of informing an employee of a relatively minor violation of organization policy or of failure to perform job duties in an acceptable manner. Such feedback could be as simple as a conversation but could also include a brief note to the HR department for the individual's personal file or email documentation of the verbal conversation.
- Consider including the following items in your documentation of Verbal Warnings:
 - The policy violation or issue giving rise to the written document. For example, is this a concern regarding performance or behavioral issues, or is it an attendance-related concern.
 - Specific examples of the behavior
 - Include dates and times where available. Utilize documentation from other Verbal Warnings to build this timeline.
 - Spotlight past counseling discussions or corrective action steps, if any.

602C-2 Written Warning

- When performance and/or attendance problems persist or when the offense is so serious that a first level warning is not appropriate, the supervisor should consult with the HR department to draft a written document to share with the employee noting the violations and dates giving rise to the supervisor's concern. A copy of this written document should be placed in their personnel file.
- Consider including the following items in the written document:

- The policy violation or issue giving rise to the written document. For example, is this a concern regarding performance or behavioral issues, or is it an attendance-related concern.
- Specific examples of the behavior
- Include dates and times where available. Utilize documentation from Verbal Warnings to build this timeline.
- Spotlight past counseling discussions or corrective action steps, if any.
- Describe how the employee's behavior negatively impacts the organization.
- How does what they're doing (or not doing) affect your organization's ability to achieve its goals/operate programming?
- Clearly set expectations and established time frame to be achieved.
- Include objectively ascertainable steps and tasks to indicate compliance and/or behavior changes.
- Describe the consequences for the infraction at hand.
- Consider discipline provided to you per policy such as a performance improvement plan, suspension with/ without pay, etc.
- Describe consequences of failure to improve behavior.
- Include a statement that failure to correct behavior will lead to further corrective action up to and including termination.
- Supervisor's signature.
- Employee's signature
- Include the following statement: "Employee signature indicates receipt of this memorandum and does not indicate agreement to the factual statements made herein."
- If the employee declines to sign it, this should be noted on the memo.

602C-3 Suspension

- Staff will be suspended for repeated violations or a one-time violation that caused safety issues for the YMCA, other staff, consumers, or program participants. Depending on the severity of the violation(s), the employee may be suspended without pay in full-day increments, consistent with federal, state, and local wage and hour laws. The employee will also receive a final written notice, outlining the steps needed to correct the behavior and, if not done so within 30 days, the employee will be terminated from employment. The HR department will retain all relevant documents in the employee's personnel file.

602C-4 Termination

- Termination of employment is the final action when all other appropriate steps have failed to achieve desired improvements. As such, ensure you speak to legal counsel and Human Resources prior to termination. In addition to the guidelines previously stated in this document, there may be additional considerations when the termination of an employee becomes necessary. For example, consider having a management witness present and/or security personnel on standby during the termination meeting.

602C-5 Appeal

- Staff can dispute corrective action and violations of this policy. During each step of the process, the offending employee may present evidence and extenuating circumstances that may have contributed to or caused the violation of this policy. The information provided will be considered by both the supervisor and the HR department. In no situation, however, shall the supervisor or the HR department provide any offending employee with special treatment or harsher penalties than outlined in this policy.

Staff should be aware that the YMCA has the right to apply disciplinary action in any situation up to and including termination of employment.

700 Administrative Monitoring

701 On-Site and Off-Site Programs

Supervisors and Administrators should periodically or randomly (whichever is appropriate) monitor programs based on the following:

- a. Keep a record- Document your supervision visits. Include information like your arrival and departure times, which youth and parents were present, and a summary of the information collected. Provide staff with feedback about visits.
- b. Vary your observation times- Do not develop a predictable pattern of observation. Drop in at different times. Occasionally leave and come back immediately.
- c. Arrive before staff- Check punctuality and the routine that staff follow to prepare for the youth to arrive.
- d. Survey the physical environment- Is this a suitable location for the activity? (e.g. size of area for number of youth, ability to supervise all areas used by youth, landscaping that may inhibit supervision)
- e. Watch activities- Are they planned and organized? Are the staff actively involved? Ask to see the schedule of activities and compare with what is going on at a given time.
- f. Observe bathroom and locker room activities to ensure that the employee is complying with the established policies and procedures.
- g. Observe interactions to ensure that staff are complying with the established policies and procedures.

702 Internal Review

In the case of any reports of suspicious/red flag behavior, allegations, or incidents of abuse the appropriate department supervisor, HR Director and the CEO will review the situation. If warranted, the Emergency Youth Protection Committee will be called to review the incident documentation and hear from the appropriate department supervisor on the situation and the actions taken. This committee is comprised of YMCA department heads and others. The committee will hear feedback from the CEO or others as determined necessary. This committee functions to hear reports and make recommendations on ways to ensure that policies and procedures are designed to keep young people safe while participating in Y activities or programs.

800 Vendors

801 Third-Party Requirements

Third-party and external organizations or individuals providing services to the organization's consumers or using the organization's facilities fall within the scope of the organization's abuse prevention policies. Third parties are expected to adhere to all applicable abuse risk management policies.

This organization requires third parties and external organizations or individuals to register programming prior to operation as set forth in this policy. Third-party agreements will include, at minimum, language to address compliance with mandatory reporting, insurance requirements, screening procedures and individual background clearances, and consumer protection training. Additionally, such entities or individuals that fall under this policy will be required to sign and adhere to the organization's Code of Conduct related to consumer safety.

Further, the organization will designate a person, a committee, or a department to oversee third-party compliance with the organization's abuse prevention policies.

Third parties may have high access to consumers. Therefore, at a minimum, third parties must be required to include or adhere to the following items as part of their contractual agreement with the organization:

900 Responding to Suspicious Behaviors

How an organization responds to suspicious or inappropriate interactions, policy violations, and incidents or allegations of abuse can dramatically affect the harm to the individuals involved and the damage to the organization. Once a staff, youth, or parent has expressed a concern or made an allegation about the treatment of a youth, swift and determined action must be taken to reduce any subsequent risk to the youth, to the accused person, and to the organization. Our response will always be a victim-centered approach to ensure that all situations are investigated, and all risks are mitigated quickly.

901 Suspicious/Inappropriate Behaviors/Policy Violations

Because our organization is dedicated to maintaining zero tolerance for abuse, it is imperative that every staff actively participates in the protection of youth. If a staff observes any suspicious or inappropriate behaviors and/or policy violations on the part of another staff, it is their personal responsibility to **immediately report** their observations. Remember, at our organization, the policies apply to everyone.

All reports of suspicious or inappropriate behavior with youth will be taken seriously. Our procedures will be carefully followed to ensure that the rights of all those involved are protected.

Examples of Suspicious or Inappropriate Behaviors Between Staff/Volunteers and Youth

- Violation of the abuse prevention policies described above
- Seeking private time or one-on-one time with youth
- Buying gifts for individual youth
- Making suggestive comments to youth
- Picking favorites

902 Staff and High-Access Volunteer Abuse Prevention

902A Staff and High-Access Volunteer Response

If a staff witnesses suspicious or inappropriate behavior or policy violations from another staff, the staff is instructed to do the following:

1. Interrupt the behavior.
2. Report the behavior to your immediate supervisor. If that person is not available, then go to a director. If a director is not available, report directly to the CEO. The Member Service Desk staff can reach the CEO at any time. Ask that staff to call the CEO so you can make the report directly.
3. If the report is about a supervisor or director, report directly to the CEO. The Member Service Desk staff can reach the CEO at any time. Ask that staff to call the CEO so you can make the report directly.
4. Reports should be completed and turned in during the shift that the behavior is seen or immediately after the shift has ended. If that is not possible, a verbal report should be made within that time period followed by a written incident report within 24 hours.
5. Reports should be written or typed on the YMCA Incident Report form.
6. Document the report, but do not conduct your own investigation.
7. Keep reporting the incident until the appropriate action is taken.

902B Supervisor and Administrator Response

If a supervisor or an administrator receives a report of suspicious or inappropriate behaviors or policy violations from staff, the supervisor is instructed to do the following within the first work shift after receiving the report:

1. Report to the next level of administration and determine the appropriate administrator to respond to the concern.
2. The CEO may decide to implement the Crisis Management Plan.
3. Determine the appropriate response based on the report.
4. Speak with the staff who have been reported.

5. Review the file of the staff to determine if similar complaints were reported.
6. Document the report on the appropriate form.
7. If at any point in gathering information about a report of suspicious or inappropriate behavior, a concern arises about possible abuse, contact the state authorities and file a report.
8. If appropriate, notify parents and/or guardians.
9. Advise the person who reported the behavior that the report is being taken seriously.

Based on the information gathered, the following may be required:

- a. Increase monitoring or supervision of the staff or program.
- b. Depending on the severity, the staff will be removed pending investigation.
- c. If policy violations with youth are confirmed, the staff must be subject to disciplinary action up to and including termination and prosecution.
- d. If more information is needed, interview and/or survey other staff or youth.

902C Organizational Response

The organization's response will be based on the information gathered. The CEO may decide to implement the Crisis Management Plan.

Some steps may be taken immediately to ensure the safety of all consumers, staff, and volunteers. Other steps may take time to accomplish but should be done as quickly as possible. The organization may have to do one or more of the following:

- Review the need for increased supervision.
- Review the need for revised policies or procedures.
- Review the need for additional training.
- Report the incident to Y-USA and follow any instructions given.
- Report the incident to Y-USA and follow any instructions given.

903 Abuse Prevention Regarding Any Adult

903A Staff Response

As required by mandated reporting laws, staff must report any suspected abuse or neglect of youth whether on or off organization property or whether perpetrated by staff or others— to state authorities. Reports may be made confidentially. A person who mistakenly reports suspected abuse is immune from civil or criminal liability if the report was made in good faith and without malice.

The Waynesboro Are YMCA follows all federal, state, local, and applicable laws including the Safe Sports Act. Therefore, all staff working with young people at our organization could be considered mandatory reporters.

In addition to reporting to state authorities, staff are required to report any suspected or known abuse of youth perpetrated by staff directly to leadership so that immediate and proper steps may be taken to ensure the safety of alleged victims and others who may be at risk. Reports of suspected or known abuse may be made confidentially to the following:

- a. Immediate supervisor
- b. Directors

c. Administrators

Additional Guidelines for Staff Response to Incidents or Allegations of Abuse

- If you witness abuse, interrupt the behavior immediately.
- If abuse is disclosed to you, assure the individual disclosing the abuse that he or she was correct to tell you.
- Protect the alleged victim from intimidation, retribution, or further abuse.
- Immediately report the allegation or incident to the proper organization authorities (based on mandatory reporting requirements) and the designated authority.
- Be sure to document the incident, disclosure, or any circumstances causing your suspicion of abuse. State only the facts.
- It is not your job to investigate the incident, but it is your job to report the incident to your supervisor in a timely manner.
- Check back to make sure appropriate steps were taken. If not, report again to your supervisor or the designated organization authority.

903B Supervisors and Administrators Response

In addition to the above response procedures, supervisors and administrators should ensure the following:

- a. First, determine if the individual youth is still in danger and if so, take immediate steps to prevent any further harm.
- b. Gather as much information about the allegation as you can. For example, who made the report, who was allegedly abused, who was the alleged abuser, what was the nature of the alleged abuse, where and when did the alleged abuse occur, etc.
- c. Accurately record everything you learn in as much detail as you can. Remember your notes may be read by others. Stick to the facts.
- d. Contact the appropriate local authorities as indicated by your mandatory reporting procedures. Make sure you get a case number and the name and contact information of the person with whom you speak at the reporting agency.
- e. If the alleged abuse involves staff, notify your crisis management team and follow your crisis management plan.
- f. Suspend the accused staff until the investigation is completed.

904 Responding to Youth-to-Youth Sexualized Behaviors

Youth-to-Youth sexual activity and sexualized behaviors often remain unreported in organizations because staff are not comfortable or may not know how to documenting these situations. It is important to understand that these interactions should be documented to avoid abusive situations between peers.

904A Youth-to-Youth Interactions

Most serious incidents of youth-to-youth abuse are preceded by more subtle incidents such as name-calling, taunting, or roughhousing. Interrupting these interactions early and establishing and communicating standards of conduct can keep the program environments safe. Our organization recognizes that the following interactions are high risk and should be prohibited:

- a. Hazing

- b. Bullying
- c. Derogatory name-calling
- d. Games of Truth or Dare
- e. Singling out one child for different treatment
- f. Ridicule or humiliation
- g. Physical Contact – See section 304B Physical or Sexual Abuse or Mistreatment

To adequately respond to and track incidents within the organization, all sexual activity between youth and sexualized behaviors of youth must be consistently documented.

904B Staff Response

Youth-to-youth sexual behaviors can include inappropriate touching, exposing body parts, using sexualized language, making threats of sexual activity, engaging in sexual activity, and similar types of interactions.

If staff witness youth-to-youth sexual behaviors, they are instructed to follow these guidelines:

- a. If you observe sexual activity between youth, you should immediately separate them.
- b. Calmly explain that such interactions are not permitted and separate the youth.
- c. Notify your supervisor.
- d. Complete the necessary paperwork including what you observed and how you responded.
- e. Follow your supervisor's instructions regarding notifying the authorities and informing the parents of the youth involved.
- f. In some cases, if the problem is recurring, discipline may be required including not allowing one or both youths to return to the program.

904C Supervisor and Administrator Response

If a supervisor or administrator receives a report of a youth's sexualized behavior or youth-to-youth sexual activity, the supervisor should do the following:

- a. Meet with the staff who reported sexual activity to gather information.
- b. Confirm that the youth involved have been separated or placed under increased supervision.
- c. Review the steps taken by the staff on duty.
- d. Review the incident report to confirm it is accurately and thoroughly completed.
- e. Meet with parents of the youth involved.
- f. Determine what actions should be taken to make sure there is no recurrence, including assessing the suitability of the program for the children involved.
- g. Notify the proper authorities as needed.
- h. Develop a written corrective action or follow-up plan in response to the incident.

Based on the information gathered, the following may be required:

- a. Review the need for additional supervision.
- b. Review the need for revised policies or procedures.
- c. Review the need for additional training.
- d. Alert others in the organization.

904D Organizational Response

After the internal review of the observed sexualized behavior or youth-to-youth sexual activity, the organization will determine what can be done to prevent a recurrence, such as:

- a. Review the need for additional supervision.
- b. Review the need for revised policies or procedures.
- c. Review the need for additional training.
- d. Alert others in the organization.
- e. Report the incident to Y-USA and follow any instructions given.

905 Y-USA Reporting

Within 24 hours, Member associations must report the following events to Y-USA after following the internal emergency procedures:

Adult-to-Child Allegations- Allegations and/or criminal charges of child abuse, child sexual exploitation, or child sexual misconduct involving a current or former YMCA staff or member (including incidents related to the YMCA and outside the YMCA).

Child-to-Child Allegations- Allegations of sexual abuse, sexual exploitation, or sexual misconduct between youth participants in attendance at a YMCA and/or enrolled in YMCA activities. Child-on-child abuse is differentiated from normative play or anatomical curiosity and exploration as child-on-child sexual abuse is overt, deliberate and a nonconsensual act.

1000 Child Abuse Reporting

1001 Mandated Abuse Reporting

Employees and high-access volunteers are mandated reporters at the YMCA. Training on what constitutes abuse that is reportable is required when a person starts working at the YMCA and annually thereafter. Mandated reporters are required to report any behavior that falls under the rules for mandated reporting guidelines. If you have any questions or concerns, please contact your supervisor or the HR department for clarification or further information.

Employees and high-access volunteers with access to children must follow state specific mandatory reporting requirements and be trained to be aware of and understand their legal and ethical obligation to recognize and report suspicions of mistreatment and abuse. These employees and volunteers will:

1. Be familiar with the symptoms of abuse and neglect, including physical, sexual, verbal, and emotional abuse.
2. Know and follow Association policies and procedures that protect against abuse.
3. **Report suspected abuse or neglect to the appropriate authorities as required by state mandated reporter laws.** To report concerns or suspected abuse, **call the toll-free ChildLine hotline at 1-800-932-0313.** Or you can call the local police department.

The organization will cooperate fully with the authorities. An employee or volunteer who fails to cooperate with an investigation will be subject to disciplinary action up to and including termination of employment.

For Pennsylvania's mandated reporting requirements and contact information, go to:

<https://www.pa.gov/en/agencies/dhs/resources/keep-kids-safe/report-child-abuse.html>

Additionally, refer when applicable to Pennsylvania's adult protective services and elder abuse reporting agencies: <https://www.pa.gov/en/agencies/aging/report-elder-abuse.html>

1100 Guidance for a Victim-Centered Response Plan

The CEO is the primary victim assistance coordinator. The following recommendations will be considered whenever there is an alleged abuse report.

1101 Be Prepared

The CEO should be prepared to handle alleged abuse reports as follows:

- Understand the dynamics of disclosure and why survivors sometimes take years to come forward.
- Understand that certain aspects of the survivor's recollection of events may be fuzzy but that does not mean the survivor is not credible.
- Ensure the organization's response plan includes outreach to those affected.
- Know how to respond appropriately as a "front line" staff:
- Document all details provided including the name of the reporter, when they made their report and who took the report.
- Thank the individual for reporting. "Thank you for telling me." Inform the reporter that the information will be passed to the designated organization point person who will follow up with additional support as soon as possible.

1102 Steps after a Survivor Has Been Identified

The following steps should be part of the response once an abuse report has been clarified.

- Proactively reach out and offer to meet. If the survivor does not want to meet, ask what would be most helpful to them. What would they like to see happen as a result of coming forward?
- Ask how we can support them.
- Offer a list of community resources to meet the needs of those affected (i.e., counseling, therapeutic services, pastoral assistance).
- Assure the survivor that the abuse was not their fault.
- Be clear with the survivor about our reporting requirements.

1103 When Meeting with a Survivor

The following list are suggested responses when meeting with a survivor:

- Listen to all the information the reporter provides and be compassionate.
- Tell the survivor they were right to come forward.
- Let the survivor know you believe them.
- Assure the survivor that the abuse was not their fault.
- Provide confidence that child protection is your highest priority and safeguards are in place.
- Avoid expressing shock or outrage.
- Avoid questions that could make the survivor feel responsible (i.e. Why did you take so long for you to report?).
- Follow mandated reporting requirements.
- Inform the survivor that the organization will provide transparent and regular updates on the investigation and next steps as much as possible.