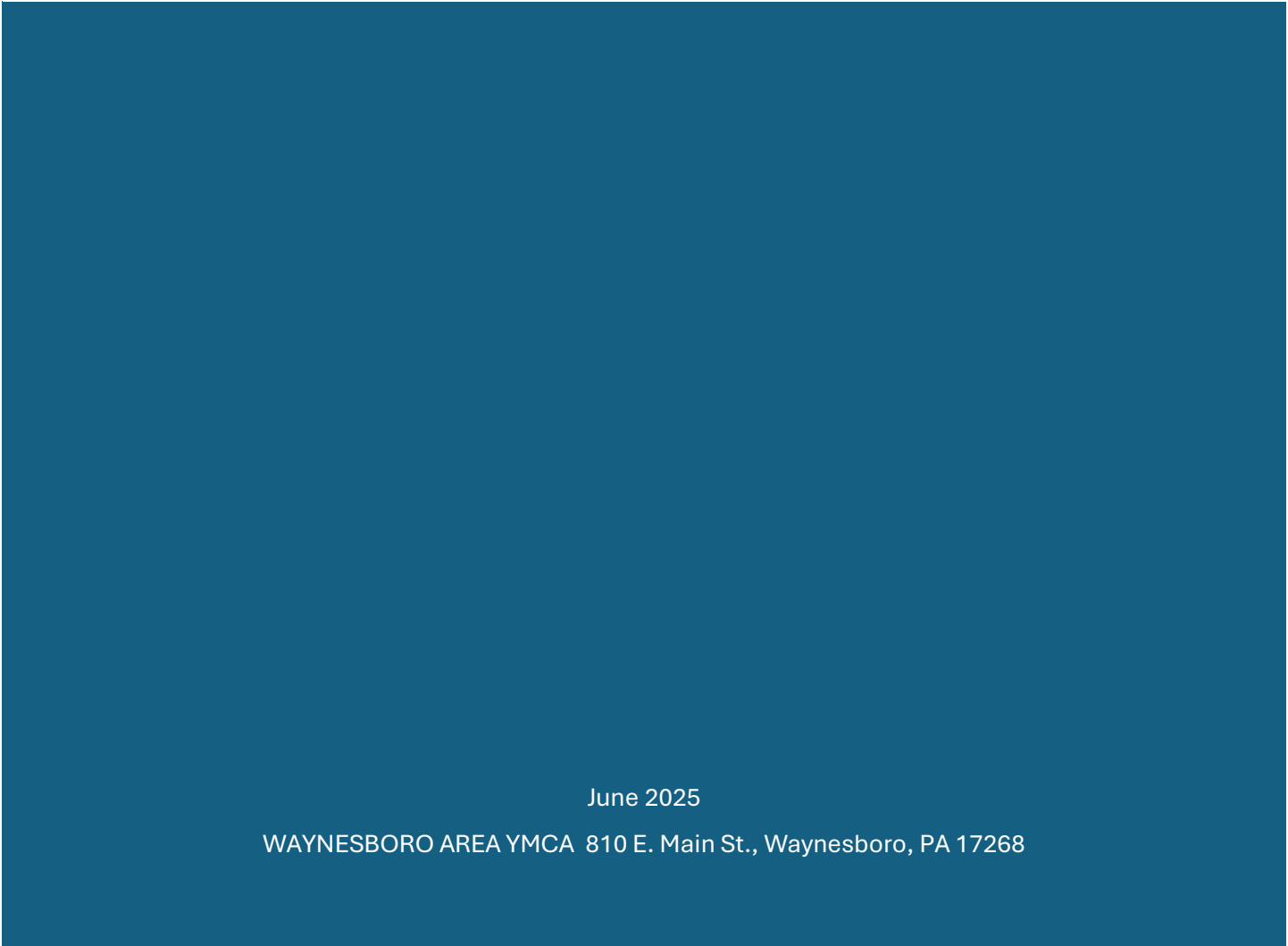




WAYNESBORO AREA YMCA CONSUMER HANDBOOK

June 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!"

Thank you for enjoying the Waynesboro Area YMCA! We are thrilled to have you join the YMCA family.

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 enjoy your time with us! This handbook is designed to be an important part of your YMCA experience. We encourage you to become familiar with our policies and use this guide as a helpful resource. If you have any questions, our friendly front desk staff will be glad to assist you. My door is always open, and if I can help you in any way, please don't hesitate to let me know.

Thank you again for joining us!

Sincerely,

Kim Eaton
CEO

Contents

100 Introduction	4
101 Consumer Handbook Purpose	4
102 Waynesboro Area YMCA Mission and Vision	4
103 History of the Waynesboro Area YMCA	4
104 Areas of Focus	5
104A Youth Development	5
104B Healthy Living	5
104C Social Responsibility	6
200 YMCA Practices	6
201 Administration	6
202 Interpretation	6
203 Review	6
204 Diversity & Inclusion	6
205 Community Relationships	6
206 Employee Demeanor	7
207 Smoke Free Facility	7
208 Consumer Enjoyment of the YMCA	7
208A Consumer Expectations	7
208B Consumer Demeanor	7
209 Determining a Program's Fit for a Consumer's Unique Needs	7
210 Progressive Discipline	8
210A Consumer Disciplinary Guidelines	9
211 Child Abuse Prevention	9
212 Monitoring and Supervision	10
212A Monitoring & Supervising Aquatic Programs	10
213 Feedback & Grievance Procedures	10
214 Anonymous Reporting Mechanism	11
214A Praesidium Helpline	11
300 Facility Use	12
301 Age Limitations	12
302 Wellness Center and Weight Room	12
304 Locker rooms	12

305 After Hours Access	12
306 Building Security	12
307 Parking Lot	13
308 Facilities.....	13
400 Code of Conduct	13
401 Abuse or Mistreatment.....	13
402 One-on-One Interactions	14
402A Outside Contact	14
402B Electronic Communication.....	14
402C Gift Giving	14
403 Use of Electronic Equipment.....	14
404 Photographs, Videos, or Audio Recordings	14
405 Alcohol, Drugs, and Tobacco.....	15
406 Weapons	15
407 Violence.....	15
408 Disruptive Behavior.....	15
409 Personal Relationships	15
410 Abuse Reporting.....	15
411 Code of Conduct Violations.....	16

Waynesboro Area YMCA

Consumer Handbook

100 Introduction

101 Consumer 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 customer practices. These guidelines outline what you can expect from us and what we can expect from you. The core values below are our foundation for all we do and how we serve our community.

Our core values are:

CARING: To be sensitive to the needs of others

HONESTY: To tell the truth, have integrity and build trust

RESPECT: To value the worth of every person and treat others as you would like to be treated

RESPONSIBILITY: To do what is right and be accountable for your behavior and obligations

102 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.

103 History of the Waynesboro Area YMCA

On January 5, 1914, a meeting was held in the Wayne building by a committee composed of J.J. Oller, J.G. Benedict, Dr. D.B. Snively, W.J.C. Jacobs and J.H. Stoner, committee chairman. Eventually a fund-raising goal of \$100,000 was set. The subsequent campaign gave a tremendous lift when Mr. D.M. Wertz, who was then in Jerusalem, pledged \$50,000 to the committee. His donation challenged the committee to raise a matching amount. Almost \$170,000 was eventually raised. A decision was then reached to build a four-story brick building on North Potomac Street. It was to include a basement billiard room, shower and locker rooms, bowling alleys, a lobby, swimming pool, gymnasium, kitchen, running track over the gym, and thirty-eight rental rooms.

On Wednesday, May 5, 1915, Carl R. Gray, President of the Western Maryland Railway Company, laid the corner stone in the presence of a large crowd. Pennsylvania Governor Brumbaugh delivered the dedicatory address. The newspaper, 1915 mint coins, and a list of directors and supporters were placed inside the corner stone. Waynesboro’s schools were closed for the occasion so the boys could march with the Wayne Band. The building was completed 6 months later.

Over the next 60 years, the Waynesboro YMCA served as a center for spiritual, mental, and physical growth for many people of all ages in the area. During these years, many lives were touched by programs such as bowling, Leaders Club, Saturday Night Club, Ladies Auxiliary, swim lessons, Good Friday breakfasts, gymnastic shows, Y’s Men’s club, Y-Gradales, an annual circus, Y-Hi tournaments, Platter Plaza, City League Basketball, Tri-Hi-Y clubs, Mora club, Bible study, wrestling, and swim teams.

In the early 1970's, the need for a new building became obvious. With continual growth in interest and participation, the facilities of the 60-year-old building became inadequate. A fund-raising campaign began. Thanks to the strong support from Waynesboro and the surrounding areas, over \$1 million was raised and a new YMCA was built on East Main Street. The stunning new facilities included a six-lane Olympic-style swimming pool, fully equipped gymnasium, lounge, weight-lifting room, meeting and conference rooms, men's and women's locker rooms, and an outdoor play area.

The YMCA membership and facilities have grown steadily since moving to the new location. In 1979, two racquetball courts were added and then in 1984 a new gym storage area was built, and the former storage was converted into a small fitness center. In the first 10 years the YMCA was on East Main Street, membership went from 750 to almost 2000. The number of program offerings increased from 25 to over 100 and the Association budget grew by almost 400%. This growth soon led to plans for expansion. In 1980, the Board of Directors set the wheels in motion to add to the facilities. In November 1984, a \$1 million fund-raising drive was launched. The campaign was successfully completed in the summer of 1985 and construction began in March 1986. This project added a full fitness center, second gymnasium, general-purpose room, additional parking, and other renovations.

In 1988, plans for a youth center were stimulated by a \$35,000 bequest from the estate of John and Mildred Minnich. Additional funds were raised quietly and the new center, located in the front of the building, was dedicated in early 1989.

In 1992, planning was initiated for another expansion. In September 1994, a \$1.1 million campaign began with a public kickoff in February 1995. This resulted in a facility renovation that ended in 1996 that included a second smaller and warmer pool, childcare space, and other features. The YMCA had over 3000 members.

The YMCA embarked on a \$1.5 million campaign in 2005 to add a new fitness center, teen adventure center, Kids' Zone, special needs locker rooms, additional storage, and other internal renovations. Membership had reached nearly 3,600 with over 100 different programs offered.

Today, much is different about the facility and programs offered compared to when the YMCA started back in 1915. What remains the same is the emphasis on the total person – body, mind and spirit with a Christian basis.

104 Areas of Focus

104A Youth Development

The YMCA provides youth development programs and promotes the benefits and love of lifelong physical activity to hundreds of children through our aquatics and youth sports programs.

104B Healthy Living

Healthy living becomes real at the YMCA for people of all ages. Programs designed for seniors help them reclaim or maintain their health with better balance, relief from arthritis restrictions, and social interaction. Encouraging all members to be active, to practice proper nutrition, and maintain healthy relationships is the core of our healthy living programs.

104C Social Responsibility

We are building a stronger community through supporting charitable giving and advocacy for healthy living and youth development. We enable people from all walks of life and neighborhoods to come together at the YMCA for a common cause and to build healthier relationships.

Each year, we financially assist youths and adults with membership and programs here at the Waynesboro Area YMCA. A Y for All is our belief. No one should be left out because of a lack of funds. Financial assistance can be given for general membership, adult or youth programs, childcare, and Summer Camp.

200 YMCA Practices

201 Administration

The YMCA's Board of Directors employs the Chief Executive Officer (CEO) to whom it delegates responsibility for the administration of personnel matters according to this policy. The direct administration of this policy and supervision of staff are the responsibility of the CEO. Authority may be delegated to others where appropriate.

202 Interpretation

All matters pertaining to the interpretation of this policy are referred to the CEO. Matters that cannot be resolved should be referred to the YMCA's Board of Directors' Executive Committee.

203 Review

The handbook will be reviewed on a regular basis and as necessary. It may be changed at any time upon approval by the YMCA's Board of Directors. It does not preempt or replace applicable state or federal laws. This handbook supersedes and replaces all previously existing YMCA policies, procedures, manuals, and handbooks.

204 Diversity & Inclusion

The YMCA is made up of people of all ages and from every walk of life working side by side to strengthen communities. Together, we work to ensure that every individual – of any gender, income, faith, race, sexual orientation or cultural background – has the opportunity to live life to the fullest. We share the values of caring, honesty, respect, and responsibility – everything we do stems from these.

At the Waynesboro Area YMCA, we know that the key to effectively nurturing the potential of children, improving the nation's health and well-being and supporting our neighbors is a passionate, experienced and diverse staff, volunteers, and members who value what everyone brings to the table. The YMCA organization works in 10,000 U.S. communities and more than 120 countries worldwide. Diversity and inclusion are paramount to the YMCA's mission.

205 Community Relationships

As a general principle, the service of staff members shall be given without charge to churches, public institutions, and social service agencies to such an extent as is consistent with the scheduled responsibility of the employee and approved by the employee's supervisor.

206 Employee Demeanor

Employees are expected to be alert, efficient, friendly, and enthusiastic on the job. Association members should be treated with respect and patience. Employees should do their best to ensure that all member needs are met within the scope of the YMCA's policies and procedures. If an employee is unsure how to handle a situation, the employee should consult with his or her supervisor or appropriate staff person.

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

207 Smoke Free Facility

Smoking and tobacco use is prohibited in the YMCA facility and on its property. This includes vaping.

208 Consumer Enjoyment of the YMCA

The goal of the Association is to consistently develop programs to help to motivate our consumers toward better health and wellness. We have the following expectations for everyone to get the most enjoyment out of the Y experience and to aid in the achievement of the YMCA's mission.

208A Consumer Expectations

A consumer of the YMCA can expect:

1. Fair and respectful treatment in relationship to services provided
2. Cheerful and friendly staff
3. A safe environment to relax and work out
4. Sufficient information to develop an understanding of the YMCA and what it has to offer

208B Consumer Demeanor

The Association has expectations for the consumer. Consumers are expected to:

1. Be respectful to staff and other consumers
2. Dress appropriately for the activity

The following behaviors will not be tolerated.

1. Use of profanity
2. Wearing clothing or having personal items that display profanity or sexual images
3. Refusing to follow rules on the appropriate use of equipment
4. Breaking any rules that are set up by the YMCA

209 Determining a Program's Fit for a Consumer's Unique Needs

Every effort will be made to serve consumers participating in programs. To best meet the needs of consumers, the Y begins by asking participants to identify any unique needs during the intake process. Intake forms may ask parents or guardians to identify behavioral issues or needs of children being signed up for a program. Designated staff will review the completed intake forms and may follow up with the parent or guardian for further information or details. When necessary, the leadership team may meet to discuss the unique needs of the consumer to determine if the Y's staff can meet those needs. The Y will

do its best to accommodate unique needs of a consumer, however, not all programs can meet the needs of all consumers. When the demands placed on employees and volunteers exceed the staff's skills or the scope of the program, accidents or abuse may occur. The Y keeps the safety of its employees, volunteers, and consumers in mind when decisions regarding program participation are made.

The YMCA considers the following when determining if a program can meet the unique needs of a consumer.

- Are the YMCA employees and volunteers able to adequately supervise this consumer without compromising the interactions with other consumers?
- Has this consumer previously posed a threat to others?
- Does this consumer pose a risk to the safety and well-being of others?

We understand each consumer responds differently in certain situations. Through behavior management, we will try preventing problems by 1) using redirection, 2) having clear rules which are developmentally appropriate, 3) using progressive discipline to try to avoid behavior escalation, and 4) giving positive reinforcement. In some cases, a safety plan may be implemented to keep everyone safe. At other times, one-on-one supervision, if possible and appropriate, may be used. When these measures fail to control or decrease behaviors, a consumer may be dismissed from the program due to the YMCA's inability to adequately manage the consumer's behaviors.

210 Progressive Discipline

There are times when discipline problems arise. If this happens, the YMCA policy is to use progressive discipline to help the consumer manage the behaviors and remain in the program. Progressive discipline refers to increased severity if a consumer repeatedly violates rules or becomes harmful to self or other consumers. Behavior standards will be broken into three categories, Level I, Level II and Level III. Each category carries its own series of consequences. Below you will find the definition of each violation.

- Level I
 - Disrespectful towards employees and volunteers
 - Disrespectful towards other consumers
 - Disruptive Behaviors
 - Repeatedly not following direction Repeatedly not following program/ game rules
 - Excessive Horseplay
- Level II
 - Pushing
 - Tripping
 - Hitting
 - Kicking
 - Spitting
 - Threatening Comments or gestures Uncontrollable Behaviors
 - Inappropriate Language
 - Aggressive behavior towards other consumers/ employees and volunteers Teasing or embarrassing others
 - Willful destruction of the program property
- 1. Level III
 - Fighting

- Leaving assigned area without permission
- Biting
- Harassment, Intimidation, Bullying

210A Consumer Disciplinary Guidelines

Progressive disciplinary actions are in place to handle each level and each violation. When a consumer reaches the limit of the disciplinary actions the appropriate action will take place. The YMCA wants to keep all consumers safe.

When program violations occur, staff will use disciplinary guidelines to determine the appropriate response. Guidelines may vary depending on the program. Below is an example of typical guidelines used by the YMCA.

	First Violation	Second Violation	Third Violation	Fourth Violation	Fifth Violation
Level I	Verbal notice to parent/guardian describing the behavioral concern	Written notice to parent/guardian describing behavior problem	Written notice to parent/guardian describing the behavioral problem and parent/guardian conference	1-3 days out of program suspension (tuition not prorated or reimbursed)	Expulsion from the program without reimbursement from the program.
Level II	Verbal and written notice to parent/guardian describing behavioral problem	Written notice to parent/guardian describing the behavioral problem and parent/guardian conference	1-3 days out of program suspension	Expulsion from the program without reimbursement from the program.	NA
Level III	1-3 days out of program suspension or immediate expulsion (tuition not prorated or reimbursed)	NA	NA	NA	NA

Please note that if a consumer had a Level I violation and then a Level II violation, the Level II Second Violation will be used. The violation progresses based on the highest level of offense.

At the completion or end of a program, the progressive discipline guidelines are reset. For example, if an individual is on Level II Second Violation at the end of Summer Camp and are enrolled in the Before and After School Care (BASC) program, the individual will start BASC program without any disciplinary infractions.

211 Child Abuse Prevention

One of the principal endeavors of the YMCA is to provide a healthy atmosphere for the growth and development of children. Any suspected child abuse will be treated in accordance with applicable laws. All staff interacting with children, teens, and/or seniors must pass all appropriate and required clearances specific to their position as well as complete all required child abuse reporting courses. Every

allegation of abuse will be taken seriously. The organization will cooperate fully with the authorities. Please refer to the Waynesboro Area YMCA Child Abuse Prevention Handbook for more information. You may ask the staff at the Member Service Desk to see a copy.

212 Monitoring and Supervision

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, childcare programs, naptime or quiet time activities, personal care such as diapering or toileting for children, and isolated areas of the building.

212A Monitoring & Supervising 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

213 Feedback & Grievance Procedures

Feedback: For lessor concerns or suggestions, consumers may complete a Feedback Form found in the lobby area. Consumers can leave compliments, too! Completed forms are placed into the box provided and reviewed monthly by the CEO. The consumer may include their name and contact information if they would like a response. The other option is to provide feedback anonymously.

Grievances: For the purposes of this policy, grievance is a complaint or conflict over an alleged violation of an approved YMCA policy, procedure, practice, or applicable law. To contact Human Resources or the appropriate level of management to handle your grievance, please check the Waynesboro Area YMCA

website: <https://www.waynesboroymca.org/contact-us/>. To resolve complaints and problems, consumers are encouraged to first seek assistance from the department staff who should strive to arrive at a prompt and equitable solution. If staff are not able to resolve the issue, then the issue should be transferred to the department supervisor for review. If the consumer is not satisfied with the supervisor's response to the issue the consumer has the option to complete a Consumer Grievance Form. This written grievance will be given to the CEO for review. After appropriate investigation, the CEO will render a decision on the matter.

Appeals: In cases where the CEO's decision is not accepted by the consumer, the grievance may be presented to the President of the Board of Directors. The President may consult with the Executive Committee of the Board of Directors. A decision at this level is final.

214 Anonymous Reporting Mechanism

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

The following is a list of anonymous reporting methods.

1. Mailbox: Located in the lobby across from the Member Service Desk. This will be checked at least once a month by the CEO. If a more immediate response is needed, you may mail your report to:
Waynesboro Area YMCA
810 East Main Street
Waynesboro, PA 17268
ATT: CEO
2. Praesidium's Helpline: You can call **866-607-7233** and make a report.

214A Praesidium Helpline

This organization is committed to creating an environment where everyone is encouraged to share their concerns, and those concerns are taken seriously. To this end, we have partnered with Praesidium to establish a helpline that is available to everyone (employees, volunteers, parents/guardians, consumers, community members, etc.) 24 hours a day, seven days a week, 365 days a year.

What is the Praesidium Helpline?

The Praesidium Helpline is a consultation line anyone in the organization can call to discuss observations of inappropriate behaviors, suspicious behaviors, policy violations, instances of consumer-to-consumer sexual activity, and any other abuse prevention questions and issues.

What can you expect when you call?

One of Praesidium's experts will be ready to answer your call and gather any information relevant to your concern or question. If the caller shares a matter that is deemed to be suspected or known sexual abuse, the caller will be instructed by Praesidium on what further actions to take.

What happens after the call?

Praesidium's team of risk management experts comprised of social workers, attorneys, and other professionals will staff the concern or situation and develop recommended responses and next steps. Praesidium will then share the concern and the recommendations with stakeholders at the organization.

300 Facility Use

The Y is dedicated to building healthy, confident, connected, and secure children, adults, families, and communities. The Y brings families together to have fun and grow together. As a family place, our Y sets policies that make coming to our facility and grounds as convenient as possible for families while maintaining a safe environment.

301 Age Limitations

All children aged 12 or under must be accompanied by an adult 18 years of age or older to use the facility outside of supervised sports/aquatic and childcare programs.

302 Wellness Center and Weight Room

Youth must be at least 13 years of age to use the Wellness Center and the Weight Room without supervision by an adult aged 18 or older. Youth 12 years of age must be supervised by an adult aged 18 or older. Youth aged 11 and under may not be in these spaces for any reason.

304 Locker rooms

Our Y has gender specific locker rooms as well as family/special needs locker rooms. The Y understands that there may be times when one adult is supervising a child(ren) of the opposite gender. Our Y accommodates these situations by allowing an adult to take children aged 5 and under into locker rooms for people of the opposite gender. Children aged 5 and older should use same-gender locker rooms. Children aged 5 and older who need supervision by an adult of the opposite gender can be accommodated by using the family/special needs locker rooms. The family/special needs locker rooms may be used by anyone who 1) wishes to have privacy, 2) has special needs that are accommodated by these locker rooms, or 3) has multiple children to supervise or a child aged 5 or older of the opposite gender.

305 After Hours Access

Members who are 18 years and older may purchase an After Hours pass that allows access to specific areas of the Y. At the time of purchase, members will be asked to sign the After Hours Rules and Waiver Agreement. This form outlines all the rules specific to after-hour use of the facility. A copy of this form is given to the individual at the time of signing.

306 Building Security

The YMCA has security cameras located throughout the public areas of the facility. There are no cameras in locker rooms, bathrooms, or changing areas. There are also cameras focused on the parking lot and entrance. This system records activities. These recordings are viewed by YMCA staff as necessary to ensure the safety and security of the facility and grounds. These recordings may be shared with the authorities, if required. Recordings will not be shared with individuals or agencies.

307 Parking Lot

The YMCA parking lot is monitored by security cameras and is well lit during evening hours. For the safety and comfort of everyone, please follow these rules:

1. Park only in designated parking spaces. Do not park in drive-through access areas.
2. Be alert for pedestrians. Always proceed with caution through the parking lot.
3. Drive slowly — safety is our top priority.
4. Help keep the parking lot clean by disposing of litter properly.
5. Smoking is not permitted in the parking lot.

308 Facilities

To ensure a clean, safe, and enjoyable environment for all, we ask that members and guests follow these guidelines:

1. **Keep restrooms and locker rooms clean.** Dispose of trash in the designated containers.
2. **Use a barrier on benches.** Please place a clean towel on locker room benches before sitting.
3. **Return equipment after use.** Weights, balls, games, and other items should be put back in their designated places.
4. **Report issues promptly.** If you see something that needs cleaning or repair, notify the Member Service Desk so staff can address it quickly.

400 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 by an employee or volunteer will result in disciplinary action, up to and including termination of employment or volunteer service and cooperation with law enforcement.

This Association is committed to providing all consumers with a safe environment and will not tolerate the mistreatment or abuse of one consumer by another consumer. Conduct by consumers that rises to the level of abuse, mistreatment, or sexual activity will result in intervention or disciplinary action, up to and including, dismissal from the program.

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.

401 Abuse or Mistreatment

Our organization's top priority is keeping consumers safe. Any form of abuse or mistreatment of consumers, children, employees, and volunteers is prohibited. Consumers shall not abuse or mistreat employees, volunteers, or other consumers in any way, verbally or physically. Use of abusive language, obscene or profane language, including racial, religious or sexual references directed at other people will not be tolerated. It is important to treat others as you would like to be treated. Every allegation of abuse will be taken seriously. The organization will cooperate fully with the authorities.

Please refer to the Waynesboro Area YMCA Child Abuse Prevention Handbook for definitions of the types of abuse, examples of appropriate and inappropriate behaviors, and resources for consumers. You may view the handbook on our website or ask the Member Service Desk for a copy.

402 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 employees or volunteers and consumers or between consumers, you should report this to the YMCA's HR department for further investigation.

402A Outside 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, volunteers, and our organization at increased risk.

Our organization prohibits interactions outside of regularly scheduled program activities unless approved by the organization's administration. See the Waynesboro Area YMCA Child Abuse Prevention Handbook for more information.

402B 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. See the Waynesboro Area YMCA Child Abuse Prevention Handbook for more information.

402C 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 and volunteers 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 and Volunteers may not receive gifts from youth participants without the CEO's approval.

403 Use of Electronic Equipment

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

404 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 403 Use of Electronic Equipment and 402B 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.

See the Waynesboro Area YMCA Child Abuse Prevention Handbook for more information.

Consumers may give the YMCA written permission to use 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.

405 Alcohol, Drugs, and Tobacco

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

406 Weapons

The YMCA wants our facility to be a safe place for employees, consumers, children, and families. Weapons and items that may be considered weapons, such as laser pointers, are prohibited. Appropriate action will be taken if anyone is in possession of such items. The authorities will be notified as appropriate.

407 Violence

The YMCA seeks to provide a safe environment for individuals in our community. Violence and threats of violence will not be tolerated at the Waynesboro Area YMCA, on our grounds, in our facility, in other facilities being utilized by our organization, or during any sponsored activities and events. Employees are available to assist in the resolution of differences. The appropriate authorities will be contacted as necessary.

408 Disruptive Behavior

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

409 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 other consumers is discouraged.

410 Abuse Reporting

Because the YMCA is dedicated to maintaining zero tolerance for abuse, it is imperative that everyone, including consumers, actively participate in the protection of others. If a person observes any suspicious or inappropriate behaviors and/or policy violations on the part of employees, volunteers, or consumers,

it is their personal responsibility to immediately report their observations. Remember, at our organization, the policies apply to everyone.

Please refer to the Waynesboro Area YMCA Child Abuse Prevention Handbook for more information about reporting procedures. You may view the handbook on our website or ask the Member Service Desk for a copy.

411 Code of Conduct Violations

The Y has policies and procedures governing violations of this code of conduct. All incidents will be reviewed in accordance with these policies and procedures. Decisions regarding the consequences of violating the code of conduct will be made on a case-by-case basis with the goal of keeping everyone at the Y safe.