

The Family YMCA

Employment Handbook



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

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INTRODUCTION TO THE HANDBOOK

Purpose

This Handbook aspires to guide personnel administration decisions in a manner which is equitable to employees and in accordance with the YMCA's objectives. **This Handbook does not constitute, or reflect the terms of, an employment contract.** All employees of the YMCA are employed at-will.

Administration

The Board of Directors of the YMCA employs the Chief Executive Officer (CEO), to whom it delegates all authority and responsibility for the overall administration and interpretation of this adopted Handbook. The direct administration of the Handbook, the policies and principles set forth herein, and the supervision of staff are sole responsibilities of the CEO. However, these may also be delegated to representative(s), where appropriate. The CEO consults with, and requests approval from the Executive Committee (the President, the Vice-President) or the Board of Directors, when necessary or appropriate, (from By-Laws).

Policies set forth in this Handbook do not create, or reflect the terms of, a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between The Family YMCA and any of its employees. The provisions of the Handbook have been developed at the discretion of management and may be amended or canceled at any time, at the sole discretion of the Board of Directors and the CEO.

Interpretation

All matters pertaining to the interpretation of this Handbook and the policies and principles set forth herein are referred to the CEO or designated representative(s).

Review

This Handbook will be reviewed on an as-needed basis but may be changed at any time upon approval of the YMCA's Board of Directors. It does not preempt or replace applicable laws. This Handbook supersedes and replaces all previous YMCA handbooks. Employees will be provided access to copies of any subsequent revisions.

Scope of Coverage

All employees and volunteers (including exempt, non-exempt, full-time, part-time, instructors, temporary, and seasonal) of The Family YMCA are covered by this Handbook as it pertains to them.

Official Employer

All employees of The Family YMCA are covered by the provisions of this handbook and are subject to all policies of The Family YMCA established by the Board of Directors.

Changes in the Handbook

Since this employee handbook is based on the YMCA's operational policies and procedures, policies and procedures required by federal and state statutes, and present employee fringe benefits programs, all of which are subject to change, so also must this handbook be subject to change.

SECTION 100. INTRODUCTION TO THE FAMILY YMCA

100.1

WELCOME TO THE FAMILY YMCA

We are pleased to provide you with this Employment Handbook which is a summary of the employment policies, procedures, rules and regulations of The Family YMCA which govern all employees. It has been prepared for informational purposes to help provide for orderly and efficient operations which result in the achievement of the purpose and goals of the YMCA.

This Handbook covers all employees of The Family YMCA and should be considered a guide. Changes in legislation, business conditions, administrating policies or other such factors may require management to change policies outlined in the Handbook without notice. While the Handbook will be updated whenever possible, please contact your supervisor/manager or Human Resources if any questions arise. This Handbook is a guide and should not be construed as an employment contract.

The YMCA's core values guide our everyday decisions and actions. We encourage everyone involved with the YMCA to accept and demonstrate positive values.

Caring is accepting others. It is being compassionate, generous, sensitive and thoughtful.

Honesty is shown through integrity, fairness and sincerity in words and deeds. It is being trustworthy and trustful.

Respect is acknowledging the inherent worth in oneself and others. It is treating others fairly and justly.

Responsibility is being accountable for one's behavior, obligations and actions. It is doing what is right.

As a Y employee, these values should guide you in every decision you make, in every word you speak, every behavior and action toward those with whom you come in contact.

Linda Daly

Chief Executive Officer /CEO

100.2 A BRIEF HISTORY OF THE FAMILY YMCA

- Began as an "Act of Congress" and was chartered in 1955, the first "Family" YMCA in the nation; now there over 490 Family YMCAs in the USA.
- Early YMCA programs were operated in conjunction with the County recreation program, and were funded until 1962 by county grants. THE County and the Y shared its Director.
- In 1956 the YMCA was accepted into the United Way, then known as the "Community Chest".
- In 1962 the YMCA became independent from the County and moved to an old Army barracks at our current location, 1450 Iris through a land transfer from the Atomic Energy Commission.
- In 1968 the YMCA completed construction of its fitness center facility which included two racquetball courts, two squash courts, a weight room, an aerobics room, a very small shower area and a larger one with a steam room that were alternately scheduled for men and women's use, a lobby area and several small administrative offices.
- The White Rock Branch opened in 1981 in 5,000 square feet of rented space; it included an aerobics room, 2 weight rooms, a childcare room, a small meeting/class room, and a lobby area. However, it closed in 1990 due to high costs and low usage.
- 1987-88 saw a major renovation of the "Hill" facility. A capital campaign to build a pool fell far short of goal. Instead, a racquetball court was added and the Weight room and Aerobics room were enlarged. A proper aerobic floor was installed. Large and modern locker/shower rooms were added as well as a large spa area with a Jacuzzi and steam room. The new lobby included an area for a pool table and foosball, and the old lobby became a multi-purpose room.
 - In late 1993, the weight room was completely renovated and all the old equipment was replaced with new Cybex machines. The lobby was sacrificed for a "cardio" room and a treadmill and several Stairmasters were added, as well as new stationary bikes. This prompted a 65% growth in membership.
 - In late 1994, due serving more members and non-members than ever before with classes and programs, a capital campaign, with a goal of \$1 million, was launched to raise funds to expand and renovate the existing facility. The pledge period for the campaign was five years. The expansion plan includes a climbing wall and a gymnasium.
 - April 1996, the Family YMCA invited the community to the groundbreaking for the renovation and expansion project. A little over \$500,000 of the million-dollar goal had been pledged.
 - May 1996, a 3,000 square-foot "Annex" was added in rented space nearby to serve expanding members and program members.
 - In 1997 the 900 square-foot, 32-foot high climbing wall opened on the south side of the facility.
 - A 5700 square-foot gymnasium was built to the North side of the main facility in fall of 2001. The Annex was closed and classes moved to the "main facility".
 - October 2007, Española YMCA Teen Center opened through an agreement and partnership with the City of Española and several funding agencies.
 - In 2009, phase 1 of a three part expansion plan was completes. This included removing closets in the Cardio and Circuit rooms to enlarge these areas. A squash court was converted to In-door cycling area when the School District reclaimed "Canyoncito School". Offices are rented off-site for program staff. Soon after, the remaining squash court was converted to a Child Watch room. A movable wall was added to a racquetball court converting it to a dual use (squash/racquetball) court.
 - In January 2011, the Y opened the LA Teen Center, located across from LAHS, first level of Trinity on the Hill Church. The Y signed a contract the County for the administration of the Teen Center and programs serving teens. The County plans to open the renovated the former Community Building as the new LATC in 2015, with the Y operating it through a multi-year contract.

- July 2011, the Y completed phase 2 of facility remodel and update: final expansion of Cardio room, new HVAC throughout the facility, offices opened in the converted spa area. Cardio room doubled in size. Phase 3 addresses-remodel of locker rooms and lobby, completion date sometime in 2015.
- In 2013, the Y Express opened in Central Park Square in order to better serve a growing membership with a functional training room and a large multipurpose room. Business/HR offices and the conference/training room moved to Y Express.
- In 2014, the Y White Rock Studio opened for classes such as Yoga and Piyo.

100.3 At-Will Policy

Employment with The Family YMCA is voluntarily entered into, and the employee is free to resign at will at any time, with or without cause. Similarly, The Family YMCA may terminate the employment relationship at will at any time, with or without notice or cause, subject to the provisions of applicable federal or state law.

100.4 Introduction

The goal of The Family YMCA Human Resources Department and its management staff, is to consistently recruit, develop, motivate, reward and retain the most competent employees possible in aiding the YMCA's achievement of its mission and values. We strive to build character by incorporating our mission and values into all of our activities, interactions and decisions.

100.5 Mission, Values, Vision, Focus

Our Values are:

Caring, Honesty, Respect, and Responsibility

Our Mission is:

"We build strong kids, strong families and strong communities in spirit, mind and body."

Our Vision is:

The Family YMCA will be recognized as the premier community-based, charitable organization that embraces collaborations to build strong kids, strong families and strong communities.

Our Focus is:

- **FOR YOUTH DEVELOPMENT:** Nurturing the potential of every child and teen.
- **FOR HEALTHY LIVING:** Improving the nation's health and well-being.
- **FOR SOCIAL RESPONSIBILITY:** Giving back and providing support to our neighbors.

100.6 Statement of Corporate Goals

The primary goals of The Family YMCA are:

- To maintain financial strength and succeed in financial development projects;
- To provide quality wellness and community programs that anticipate and meet community needs and that sustain personnel, equipment, and facilities;
- To provide training and development for staff and volunteers; and
- To upgrade facilities and support systems so that we can continually improve the quality of our services.

Staff and Board work together to establish annual objectives that connects to our goals and the YMCA Strategic Plan. You may find the most recent Strategic Plan on our website:

www.laymca.org.

In order to fulfill these and other objectives, we as employees must all:

- Know our jobs and perform them consistently to the best of our ability;
- Accept the responsibilities of our jobs, and desire to and do assume accountability for the results;
- Be willing to accept new ideas and techniques that are geared to improve the quality of life in our community, and the processes and systems within our organization on which our very working careers are so dependent; and
- Work together as a team. Management (defined as the Board of Directors and the Executive Director) must communicate with employees and employees must communicate with management.

An Organizational Chart is available on ADP's (Automated Data Processing) home page: portal.adp.com. Please become familiar with the structure of the YMCA.

SECTION 200. EMPLOYMENT PRACTICES

200.1 Employment Mission

The YMCA endeavors to select applicants who meet the necessary standards of educational and occupational qualifications; who can effectively advance the objectives of the YMCA; who have the capacity for personal and professional growth; and who can become a viable part of the organization. All employment practices shall be consistent with applicable laws and other acts and regulations which control the employment relationship. As we serve the needs of our community, all employees should possess a cooperative spirit and hold the goodwill of their associates, the members they serve and the public at large.

200.2 Personnel Philosophy

It is the policy of The Family YMCA to:

- Recognize each person as an individual;
- Establish appropriate objectives or standards for each position within the organization;
- After the introductory period and annually thereafter, review the performance of all employees to inform them of their status and to provide them with continuous guidance to help them to progress in knowledge and their jobs;
- Promote from within those individuals qualified to fill job vacancies or new positions. The YMCA will promote from within whenever possible and will select, on the basis of merit, the employee best qualified to fill a job vacancy or a new position. An individual is considered for promotion on the strength of many factors including job knowledge, record of accomplishment, leadership potential, and seniority, all other criteria being equal. Sometimes, when special training, education and/ or experience is required, it will be necessary to fill the position from outside The Family YMCA;
- Maintain salary scales that compare favorably with those of other companies in the industry and the local business community for similar work; to administer salaries in a manner that recognizes the importance of each position and rewards competent and meritorious performance;
- Maintain a benefits program in keeping with the knowledge that financial security and personal welfare are of great value to members of the staff, their dependents, and The Family YMCA;

- Provide an efficient environment by maintaining good physical working conditions and fostering harmonious relations among employees;
- Provide planned training, education, and staff-development activities, regarding them as an investment for the mutual benefit of the employees and The Family YMCA;
- Communicate openly to all members of the staff and to encourage communication from them; and
- Encourage employees to participate in local or statewide civic affairs, and community projects.

200.3 Dating or Fraternalizing Policy

Socialization or associating with program participants who are under the age of 18 outside of the YMCA activities (such as baby-sitting, private lessons, etc.) requires a permission form signed by YMCA program supervisor, CEO and parent(s).

YMCA employees may date; develop friendships and relationships both inside and outside of the workplace as long as the relationships do not negatively impact work. Any relationship that interferes with the company culture of teamwork, the harmonious work environment or the productivity of employees will be addressed by applying the progressive discipline policy. Adverse workplace behavior or behavior that affects the workplace that arises because of personal relationships will not be tolerated.

The exception to this policy relates to managers and supervisors. Anyone employed in a managerial or supervisory role needs to heed the fact that personal relationships with employees who report to him or her may be perceived as favoritism, misuse of authority, or potentially, sexual harassment. Even if no improper conduct occurs, the relationship may cause gossip, hard feelings, dissatisfaction, and distraction among other employees in the workplace. The relationship may appear to other employees as an inappropriate use of position power. Additionally, any fraternization with any employee who reports to the manager or whose terms and conditions of employment such as pay raises, promotions, and advancement are potentially affected by the manager is prohibited. The fraternization that is prohibited by this policy includes dating, romantic involvement, and sexual relations; close friendships are discouraged in any reporting relationship. Under no circumstances may a manager date, become romantically involved with, or have sexual relations with a reporting employee. If a manager decides to pursue a close relationship with an employee, he or she needs to inform their manager and Human Resources immediately. The Family Y will then decide what, if any, actions are necessary to take in regard to assignments and jobs. Employees who disregard this policy will be disciplined up to and including termination of employment.

The Family YMCA recognizes that employees have different definitions and understandings about what constitutes a close relationship, a friendship, or romantic involvement. Consequently, if you have questions or need further clarification, contact the Human Resources department.

200.4 Desk Audits

A desk audit is a method of measuring time management, specifically how long it takes to do a specific task. It is a means of measuring how, and on what, an employee is spending their time. It is not meant to be punitive, and may result in a job reclassification for an employee. Two individuals independently assess an employee, through observation. The employee may not be told they are being observed as that may skew the results. The employee is asked to assess their time. The auditors' findings, together with the employee's assessment, are combined for consensus.

200.5 Disability Accommodation

The Family YMCA is committed to complying with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis. Upon request, assistance in completing the job application will be made available. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position. Post-offer medical examinations are required only for those positions in which there is a bona fide job-related physical requirement. They are given to all persons entering the position only after conditional job offers are extended. Medical records will be kept separate and confidential.

Reasonable accommodations are available to all qualified individuals with disabilities where their disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual. Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as equality in job assignment, classifications, position descriptions, line of progression and seniority lists. Leave of all types will be available to all employees on an equal basis. This policy is neither exhaustive nor exclusive. The Family YMCA is committed to taking all reasonable actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

200.6 Employee Volunteering Policy

In order to avoid misunderstandings and comply with regulations, non-exempt employees may not volunteer their time to the YMCA in their own or a similar position. An employee may volunteer his or her time in a different capacity; for instance, an office employee may volunteer time to coach a youth sports team. There can be no promise, expectation or receipt of compensation for such volunteer services.

200.7 Employment of Relatives (Nepotism)

Relatives by blood, marriage or adoption may not be directly supervised by another relative at The Family YMCA. Exceptions to any of the above may only be made by the CEO or a designated representative. The employment of relatives in the same area of an organization may cause serious conflicts and problems affecting employee morale. In addition to claims of partiality in treatment at work, personal conflict from outside the work environment can be carried into day-to-day working relationships. Employees who are or become engaged or married to another employee at The Family YMCA may not remain employed if one is in a supervisory position to the other. If this situation occurs, a position will be offered to one spouse in another department, if available.

200.8 Equal Employment Opportunity (EEO) Statement

The policy of The Family YMCA is to comply with all federal and/or state laws regarding Equal Employment as they relate to employees and applicants for employment with The Family YMCA.

Accordingly, The Family YMCA is committed to:

- Ensuring that all personnel decisions for all job classifications are made without regard to race, creed, color, religion, national origin, age, sex, disability, marital status, sexual preference, gender identity or veteran status.
- Establishing a monitoring system to allow for the review of these objectives.
- Analyzing personnel actions periodically to ensure equal employment opportunities do exist.
- Ensuring equal access to professional development, through training.

200.9 Expenses and Allowances

Appropriate expenses incurred while on approved YMCA business will be reimbursed in accordance with the YMCA accounting procedures set in the Y's Business Guide. Such expenses may include:

- Travel expenses, including fares, mileage, meals and lodging.
- Conference and training event expense, including those related to travel, meals, lodging and registration fees.
- For exempt employees, membership dues and meals in a service club, professional society (including APD) or community organization where such membership is deemed advantageous to the YMCA.

The YMCA, in its sole discretion, shall determine the appropriateness of expenses for which an employee seeks reimbursement.

Original detailed receipts must be kept and submitted with an Employee Reimbursement Form or Travel Expense Form. Expense claims must be submitted within two months of purchase/use date and within the same fiscal year or they will be denied. If a purchase is related to a grant or contract with an end date, the reimbursement must be submitted by contract, grant or program end date, or it will be denied. See the Business Guide for more details.

200.10 Garnishment and Wage Assignments

The YMCA's practice shall be consistent with all applicable laws.

200.11 Initial Employment Period

All new hires are subject to an initial employment period. The initial employment period begins on the date of hire and extends for 90 days. During this period, full-time employees are eligible only for benefits provided by law and free Y membership.

200.12 Labor Posting Guidelines

Federal, state, and local posters that the YMCA is required to display are located on the wall next to the copier in the office area. All employees are encouraged to review these posters.

200.13 Other Employment (Moonlighting)

Full-time exempt employees may not hold regular and/or seasonal employment outside the YMCA. If the YMCA determines that an employee's outside work interferes with their performance or the ability to meet the requirements of their job with the YMCA, the employee may be asked to terminate the outside employment if he or she wishes to remain a YMCA employee. Outside employment of staff that constitutes a conflict of interest, the outside employment of competitors, or is contrary to the mission and values of the YMCA, is prohibited unless written permission is granted by the CEO.

200.14 Progressive Discipline Policy and Procedure

Purpose

Our progressive discipline policy and procedure is designed to provide a structured corrective action process to improve and prevent a recurrence of undesirable behavior and/or performance issues. It has been designed consistent with our organizational values, HR best practices and employment laws.

Outlined below are the steps of our progressive discipline policy and procedure. The Family YMCA reserves the right to combine or skip steps depending upon facts of each situation and the nature

of the offense. The level of disciplinary intervention may also vary. Some of the factors that will be considered depend upon whether the offense is repeated despite coaching, counseling and/or training, the employee's work record and the impact the conduct and performance issues have on our organization.

Procedure

- **Step 1: Counseling and Verbal Warning**

Step 1 creates an opportunity for the immediate supervisor to schedule a meeting with an employee to bring attention to the existing performance, conduct or attendance issue. The supervisor should discuss with the employee the nature of the problem or violation of company policies and procedures. The supervisor is expected to clearly outline expectations and steps the employee must take to improve performance or resolve the problem.

Within five business days, the supervisor will prepare written documentation of a step 1 meeting. The employee will be asked to sign this document. The employee's signature is needed to demonstrate the employee's understanding of the issues and corrective action needed.

- **Step 2: Written Warning**

While it is hoped that the performance, conduct or attendance issues that were identified in step 1 have been corrected, The Family YMCA recognizes that this may not always be the case. A written warning involves a more formal documentation of the performance, conduct or attendance issues and consequences.

During step 2, the immediate supervisor and HR will meet with the employee and review any additional incidents or information about the performance, conduct or attendance issues as well as any prior relevant corrective action plans. Management will outline the consequences for the employee of his or her continued failure to meet performance and/or conduct expectations. A formal performance improvement plan (PIP) requiring the employee's immediate and sustained corrective action will be issued within five business days of a step 2 meeting. A warning outlining that the employee may be subject to additional discipline up to and including termination if immediate and sustained corrective action is not taken may also be included in the written warning.

- **Step 3: Suspension and Final Written Warning**

There may be performance, conduct or safety incidents so problematic and harmful that the most effective action may be the temporary removal of the employee from the workplace. When immediate action is necessary to ensure the safety of the employee or others, the immediate supervisor may suspend the employee pending the results of an investigation.

Suspensions that are recommended as part of the normal progression of this progressive discipline policy and procedure are subject to approval from the CEO and HR.

Depending upon the seriousness of the infraction, the employee may be suspended without pay in full-day increments consistent with federal, state and local wage-and-hour employment laws. Nonexempt/hourly employees may not substitute or use an accrued paid vacation or sick day in lieu of the unpaid suspension. Due to Fair Labor Standards Act (FLSA) compliance issues, unpaid suspension of salaried/exempt employees is reserved for serious workplace safety or conduct issues. HR will provide guidance so that the discipline is administered without jeopardizing the FLSA exemption status.

Pay may be restored to the employee if an investigation of the incident or infraction absolves the employee.

- **Step 4: Recommendation for Termination of Employment**

The last and most serious step in the progressive discipline procedure is a recommendation to terminate employment. Generally, The Family YMCA will try to exercise the progressive nature of this policy by first providing warnings, final written warning and/or suspension from the workplace

before proceeding to a recommendation to terminate employment. However, The Family YMCA reserves the right to combine and skip steps depending upon the circumstances of each situation and the nature of the offense. Furthermore, employees may be terminated without prior notice or disciplinary action.

Management's recommendation to terminate employment must be approved by HR. Final approval will be required from the CEO.

Nothing in this policy provides any contractual rights regarding employee discipline or counseling nor should anything in this policy be read or construed as modifying or altering the employment-at-will relationship between The Family YMCA and its employees.

Appeal Process

Employees will have the opportunity to present information that may challenge information management has used to issue disciplinary action. The purpose of this process is to provide insight into extenuating circumstances that may have contributed to the employee performance and/or conduct issues while allowing for an equitable solution. Employees must first submit the appeal information to Human Resources if an equitable solution cannot be reached the appeal information may then be taken to the CEO. If the employee does not present this information during any of the step meetings, he or she will have five business days after that meeting to present information.

Performance and Conduct Issues Not Subject to Progressive Discipline

Behavior that is illegal is not subject to progressive discipline and may be reported to local law enforcement. Theft, intoxication at work, violations of Child Protection policies, fighting, and other acts of violence are also not subject to progressive discipline and may be grounds for immediate termination.

Documentation

The employee will be provided copies of all progressive discipline documentation, including all performance improvement plans. The employee will be asked to sign copies of this documentation attesting to their receipt and understanding of the corrective action outlined in these documents. Copies of these documents will be placed in the employee's official personnel file.

200.15 Recruitment and Placement

Employment Procedures

The Board of Directors selects the CEO, who in turn authorizes the selection of all other staff. Employment responsibility and authority may be delegated by the CEO.

Open Application/ Job Posting

The Family YMCA strives to provide the opportunity for promotion from within the organization by first posting job opportunities internally whenever possible. However, it also supports and participates, at its sole discretion, in the YMCA of the USA's open application process for staff placement.

Employment Applications

The Family YMCA relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented by a candidate for employment throughout the hiring process and employment. Any misrepresentation, falsification, or material omissions in any of this information or data may result in The Family YMCA's exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

Best Qualified Applicants

The YMCA endeavors to hire and promote people who are best qualified to meet the needs and serve the mission of the YMCA. Consideration of an applicant's qualifications shall include, where appropriate, the applicant's education, background, experience, commitment to demonstrating sound character in personal and professional life, commitment to the YMCAs mission, and capacity for professional growth.

200.16 Rehire of Former Employees

Employees who terminate employment voluntarily and are later employed again are rehired as new employees and will serve the stated introductory period of employment, no matter how short or long the period of time between termination and rehire. However, newly rehired employees are given credit for all past service with the YMCA with regard to all fringe benefits except vacation and sick leave eligibility at the successful completion of their introductory period.

200.17 Reduction of Work Force

A reduction of workforce refers to those terminations imposed by the Y because of economic necessity, operation/program changes, re-organization or other reasons requiring a reduction in the number of employees. Seniority and performance in any department will be considered when a reduction in work force occurs and employees may receive separation pay as determined by management. Employee benefits will be affected by employment termination due to a reduction in work force. Some benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.

Availability of Work – When separation of an employee is required because of a reduction of work force, efforts shall be made to transfer the employee to a vacant position if available and the employee is qualified.

For employees on layoff status, after 6 months the layoff is considered permanent. In the event that the employee is rehired due to layoff status change these employees will not be required to serve the normal 90-calendar-day introductory period before their fringe benefits ie. sick leave and vacation accruals will be restored.

200.18 Separations

Employment with the YMCA is **employment at will**. "Employment at will" means that employees may end their employment at any time for any reason or no reason; and that the employer (the YMCA) may terminate employees at any time for any reason or no reason, with or without cause. By definition, the term "separation" shall refer to any and all terminations of the relationship between, whatever classification, as an employee and the employer. For the sake of consistency, categories of separations will be as follows:

Resignation

A voluntary choice freely made by the employee for any reason. Exempt employees are required to give a minimum of thirty (30) days written notice of resignation. A non-exempt employee is required to give a minimum of two weeks written notice of resignation.

Exit Interview Policy

As soon as the supervisor becomes aware of a resignation an exit interview is to be scheduled with Human Resources. The purpose is to discuss with the employee the reasons for the separation and to provide the employee with an opportunity to provide the YMCA with information concerning his/her experience while employed.

Exit Procedure:

1. Return keys
2. Return YMCA's identification-badge, member cards (unless converting) Y passes, etc.
3. Return of ALL YMCA property such as uniforms, personnel and activity files, manuals, hardware, etc.
4. Leave a forwarding address, if applicable.
5. Complete Exit Survey—return to Human Resources.

200.19 Staff Promotion/Transfer Policy

The purpose of the Promotion/Transfer Policy is to provide greater opportunities for promotion and transfer from within and to improve the upward mobility potential for qualified YMCA staff. The policy is designed to provide equal employment opportunity to all employees and job applicants.

- Employee eligibility is met when an employee has satisfactorily completed 6 months of continuous service before requesting a promotion or transfer, any exceptions must be approved by the CEO and deemed necessary for the business. Employees receiving any written warnings within the past 12 months, unsatisfactory performance evaluations or who are on disciplinary probation may not be eligible for transfer or promotion.
- Only employees that meet eligibility requirements are permitted to apply for a transfer or promotion. Generally, an employee who transfers under this policy shall not be eligible for a subsequent transfer for one (1) year following the transfer.
- Knowledge, skills, ability, and competencies will be considered in evaluating current employees for promotions, voluntary transfers, and voluntary demotions. A department may not deny an employee the opportunity, if he/she qualifies, to accept a promotion, voluntary transfer, or voluntary demotion.
- An employee should give appropriate notice when moving from one department to another. Normally, employees are expected to provide at least two weeks advance written notice to their supervisor. Department heads and managers are expected to give a minimum of 30 days written notice. In either case, a different notice period may be negotiated to continue services with minimal disruption.
- Transfers resulting from reorganizations to avoid layoffs will take precedence over this policy. It is also understood that the Board of Directors and the administration of The Family YMCA will not relinquish any of their legal responsibilities to appoint, remove, and fix compensation, terms and conditions of employment.
- The Family YMCA will inform employees of transfer and promotional opportunities through the ADP Homepage when a vacancy occurs.
- The primary objective is the selection of the best qualified applicant for each position opening. Selection shall be based upon job-related factors which shall include, but are not limited to, relevant work experience and performance history, applicable education and/or training, and required skills, knowledge and abilities.
- Human Resources may post and advertise the position for external applicants, if the vacancy is not filled from a qualified internal Y candidate, or in the event that specific training and skills require a larger applicant pool.

- The following procedures which provide for the filling of position openings have been developed to encourage and support career advancement of Y employees and provide effective placement of job applicants.
- All vacancies or promotion requests will undergo the customary search approval process. The "Employee Requisition Form" must be submitted and the CEO must approve all search requests, transfers and promotions pursuant to this policy, prior to initiating the process.
- Departments may choose initially either of the following two procedures to fill a position vacancy.

Procedure for Internal Promotion/Transfer within a Department

- The department supervisor should initiate the "Employee Requisition Form". After CEO approval Human Resources will prepare, review, and update the job description.
- The supervisor should establish a deadline for submission of applications that is at least five (5) work days following the date of the vacancy announcement.
- The announcement should be posted on appropriate bulletin boards within the department.
- Completed applications will be sent to Human Resources. Following the deadline for submission of applications, application materials will be forwarded to the department by Human Resources. Applications received after the posted review date may be reviewed in the sole discretion of the department/committee.
- The supervisor or committee should review applications and must establish a list of finalists if appropriate.
- The supervisor, committee and other members of the department may interview the candidates, if appropriate.
- The supervisor should review the recommendations of the screening committee and recommend the promotion/transfer.

Procedure for Open Recruiting

- Open Recruiting provides for public posting of position openings. This procedure permits consideration of both eligible Y employees and qualified outside applicants.
- To initiate Open Recruiting, the department should initiate the "Employee Requisition Form" and request that Open Recruiting begin. A minimum Open Recruiting period of five (5) work days is required. Generally, it is recommended positions be posted a sufficient time to develop an adequate pool of applicants.
- Once the search has been initiated, departments will follow the customary search process.

200.20 Work from Home Guidelines

The majority of jobs at The Family YMCA need to be conducted primarily within the workplace. Flexibility maybe approved for occasional working at home for the employee. Circumstances where home working can be considered will vary and any such arrangement must be mutually beneficial. Occasional work from home requires your supervisor's pre-approval along with detail of what the employee will be working on from home. For example, an employee requests permission to work at home in order to complete a piece of work with minimum distraction or interruption. Another example might be work on fliers, articles, budgets, reports during inclement weather or while waiting for service repair. Occasional work from home is not meant to take the place of sick or vacation leave, and will not be approved if vacation or sick time is utilized. Employees must ensure that work can be conducted in a safe manner and that the employee is able to separate work from

home life. If approved for occasional work from home, the employee must be accessible by phone and email.

SECTION 300. WORKING HOURS, PAY CLASSIFICATION, AND RECORDS

300.1 Definition of Employment Status

The Family YMCA uses the following classifications as a basis for its payroll system and for the purpose of describing and reviewing policies:

300.2 Fair Labor Standards Act (FLSA) Classifications

Each employee of the YMCA is designated as either NON-EXEMPT or EXEMPT from federal and state wage and hour laws as follows:

- **NON-EXEMPT** employees are paid on an hourly basis and are entitled to overtime pay at one and half times their hourly rate for hours actually worked over 40 hours in a work week and under the specific provisions of federal and state laws.
- **EXEMPT** employees are excluded from specific provisions of federal and state wage and hour laws. They earn a salary which is paid pro-rata on a semi-monthly basis and are not entitled to overtime or compensatory time. Exempt status is determined by specific criteria outlined by the federal and state wage and hour laws, which is determined by base salary, job duties and expectations, and decision making authority. Exempt employees are obligated to complete the objectives and purpose of their position and are not entitled to overtime compensation for hours worked over 40 hours in a workweek. Exempt employees may be provided flexibility in their schedules to accomplish required job tasks.

An employee's EXEMPT or NON-EXEMPT classification is based on the job description and may only be changed upon written notification by management.

300.3 Employee Classifications

- **Full-time regular employees** are those who are regularly scheduled to work at least 40 hours per week within one department. Full-time employees may be exempt or non-exempt and are eligible to receive benefits after completing an initial 90-day employment period. If a full-time employee's regularly scheduled work hours are reduced to less than 40 per week for more than 4 consecutive weeks, the employee becomes part-time and is no longer eligible for employment benefits.
- **Part-time regular employees** are those who are scheduled to work less than 40 hours per week. Part-time employees are not eligible for insurance benefits and paid holidays.
- **Instructors** are those who are hired based on specific knowledge, skills, training or certifications that qualify them to teach or train the Y's members and the community. Instructors are subject to the terms of an "Instructor Agreement" to be determined by their department supervisor. Instructors are eligible only for benefits provided by law and free Y membership.

- **Seasonal Employees and Temporary Employees** are those persons who are hired for the summer or limited program term (such as Summer Camp, Sports, etc.) regardless of the number of hours worked per week. Seasonal and temporary employees are eligible only for benefits provided by law and free Y membership.
- **Youth Employees**—The YMCA operates in accordance with the requirements of the Federal Child Labor Act and applicable state laws including terms of occupations, work hours and days. Minimum work age is 15 years old with a work permit following the laws of the state for hours allowed to work. All youth under the age of 16 employed by the YMCA must have a work permit, obtained from designated issuing authorities on or before the first day of employment.
- **Government or other specially funded projects/programs** – The Family YMCA operates a variety of projects/programs in conjunction with, or funded by, governmental or other entities. Often, these projects/programs have a specified duration or budget. Persons working for the YMCA in conjunction with such projects/programs will be classified in accordance with the above except as expressly prohibited by contract. When funding ends, project/program employees will be terminated.

300.4 Volunteers

Persons who volunteer are governed by the rules and regulations, policies and procedures, stated in this Handbook, with the exception that they do not receive monetary compensation or benefits.

300.5 Contract Labor

- Contracts with defined fees and contract expenses can be established for services by persons who are not The Family YMCA employees and who are engaged as independent contractors (or third party contractors) for specified services; contracts are negotiated annually;
- Contractors are not included on The Family YMCA payroll;
- Contractors are not employees of The Family YMCA and are not covered by the provisions of this handbook with the exceptions of policies covering use of YMCA vehicles, use/abuse of illegal substances, harassment, Code of Conduct, Child Protection Policies, , life-threatening diseases, information systems, and privacy;
- Contractors are not entitled to any employee benefits;
- Contractors are not allowed to operate YMCA vehicles;
- Under no circumstance can an employee also be a contractor, nor a contractor be an employee.

300.6 Changes in Personnel Records

All employees will be required to complete all forms deemed necessary by the YMCA for purposes of payroll and benefits administration and reporting procedures on, or before, the **first day** of their employment. To ensure personnel records are accurate and up to date, it is the responsibility of each employee to notify Human Resources in writing immediately if there are any changes in their record, including, but not limited to the following:

- Name
- Number of exemptions for tax purposes
- Mailing Address

- Notification in case of emergency
- Telephone Number
- Beneficiary changes
- Marital Status
- Any educational program entered and/or completed

Supervisors should notify in writing Human Resources immediately when they change an employee's status from part-time to full-time or from full-time to part-time. Human Resources will contact the employee to discuss benefit eligibility as soon as possible after their status changes. Employee files are the property of The Family YMCA and access to the information they contain is restricted. Employees may not remove their file from the Human Resources office. Generally, only supervisors and management personnel of The Family YMCA who have a legitimate reason to review information in a file are authorized to do so.

300.7 Direct Deposit/ACH

The Family YMCA strongly encourages all employees to provide account information for initiation of ACH credits before their first payroll date.

The automated deposits start on the second payroll date. Every employee that does not return and sign the Direct Deposit form within the specified time frame above is responsible for all fees incurred in an event of replacement checks issued, including lost check stop payment fee, usually \$13.

300.8 Personnel Records

Pre-Hire

Individuals seeking employment must submit the appropriate application forms, and licenses and certification if applicable. Additionally, applicants are required to indicate if they have ever been convicted of a felony or, within the past five (5) years, any misdemeanor. A minimum of two reference checks will be completed prior to offer of position.

Employment Reference Checks

In an effort to employ individuals who are well qualified and have a strong potential to be productive and successful, applicants should understand that the YMCA does a background investigation. This may involve contacting some or all of the following sources: Criminal Offense Records Check, past employers, references, and any other relevant agency or person. Following initial background investigation current staff will not be required to undergo a criminal background check unless circumstances arise which prompt the YMCA in its discretion to require otherwise. The priority of the YMCA is the protection of its members, and the YMCA is committed to taking whatever actions are deemed necessary to protect its members. Human Resources may likewise respond to reference inquiries submitted by other organizations. If contacted by outside employers, Human Resources normally will only disclose an employee's dates of employment and position title without employee permission. All other employment information is kept confidential unless there is written consent from the employee or is required by law.

300.9 Personnel Records Related to Legal Compliance

Licensed Child Care

In cases where state licensing is required, employees must show proof of meeting such requirements. These requirements may include a Tuberculosis Screening Form, Sworn

Disclosure Statement, reference checks, Criminal Record and Sex Offender Check, Child Abuse Prevention Statement of Applicant, and appropriate training or certifications. This list is neither exhaustive nor exclusive.

As provision of the YMCA's liability insurance coverage, all employees in licensed childcare positions are prohibited from baby-sitting members' children outside of YMCA premises without prior approval from the YMCA. This provision includes transporting of members' children, or having members' children under such an employee's care outside of the normal YMCA childcare program without prior approval. Those employees who violate this policy may be subject to disciplinary actions, including termination of employment from the YMCA.

Immigration Law

The Family YMCA is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if their previous I-9 is no longer on file or valid.

300.10 Hours of Work and Work Week

Immediate supervisors are responsible for the preparation and supervision of employee work schedules. All work schedules shall be governed by federal and state laws. Overtime for non-exempt employees must be approved in advance by the employee's supervisor and is computed at 1 ½ times the employee's regular hourly rate when the employee has worked more than forty hours in the work week. The work week is defined as 12:00 a.m. Saturday to 11:59 p.m. Friday. Paydays are the 7th and 22nd of each month. If payday falls on a holiday or weekend, employees are paid on the business day before.

Rest Breaks

Rest breaks are an employee benefit granted by The Family YMCA and are not to interfere with service to members. As such, no member-service department will be left unattended at any time (front desk, child care programs, classes, etc.). Employees must work at least four consecutive hours to request a rest break. Employees may not leave the Y premises during a break unless they receive special permission to do so from their immediate supervisor.

300.11 Inclement Weather/Emergency Closings

The community relies on the YMCA for its child care services throughout the year. It becomes even more important for us to remain open during times of snow, ice or other inclement weather in the local area. At times, severe weather, fires, power failures, etc. can disrupt Y operations. In extreme cases, weather conditions may require the closing of a YMCA facility. The CEO will make the final decision on any or all facility closings. Child Care programs will adhere to the Los Alamos Public School's decision regarding inclement weather /emergency closing.

The YMCA will be sensitive to employees, to the extent possible whose travel to work imposes unnecessary risk to their safety due to weather conditions. When operations are officially closed due to emergency conditions, the time off from scheduled work hours will be paid for hourly employees. Employees in essential positions may be asked to work on a day when operations are

officially closed. In these circumstances, employees who work will receive regular pay. Any non-exempt employee, who is required to work overtime hours, will be compensated at the applicable overtime rate of pay.

300.12 Payroll Records

Payroll and timekeeping records for all employees will be maintained to meet applicable federal and state reporting requirements. Both the employee and supervisor are held accountable for the accuracy of timekeeping records, which reflect the exact hours and days actually worked. Hours must be entered in ADP by the employee on the day worked for all hours worked that day using a computer or phone clock-in. Certain employee classes record total number of hours worked. The main ADP (Automatic Data Processing, Inc.) Portal/Quick Clock-In station is located near the mailboxes at the Y Facility building. Additional computers with internet access located at our off-site locales can be used to access the ADP Portal (portal.adp.com) or ADP Quick Clock-In. The HR Specialist will provide employee training on basic computer functions and Internet/ADP usage when necessary. All new hire paperwork must be complete and submitted to Human Resources before an employee's paycheck can be processed.

By signing a time card or time sheet, the employee is certifying to the YMCA that the signed document accurately reflects all hours worked by the employee whether or not the employee had authorization to work the hours listed. Non-exempt employees of the YMCA will be paid for all unauthorized hours worked but will be subject to discipline as set forth below. No non-exempt employee is permitted to perform work for the YMCA without recording such time worked on the employee's time card or time sheet. No YMCA supervisor or manager is permitted to direct or request a non-exempt employee to perform work without recording such time worked on the employee's time card or time sheet.

If the YMCA determines that a non-exempt employee has willfully or repetitively worked unscheduled, unauthorized hours, the YMCA shall have the discretion to take further disciplinary action up to and including termination of employment.

300.13 Salary Administration and Total Rewards

To attract, retain, motivate and reward a diverse and talented staff team committed to the Y's mission, cause, values and strategic goals, the Y offers each employee a well-rounded combination of pay, benefits, career development and learning opportunities in a meaningful, healthy work environment.

More specifically, the Y strives to:

- focus on the value of total rewards, including cash compensation, traditional benefits and intrinsic Y benefits such as culture, career growth, learning and recognition;
- offer a competitive compensation and benefits package that is designed to support long-term career commitment and the needs of a diverse workforce; and
- consider budgetary requirements and constraints on the Y and its employees, to the extent possible.

The Y seeks to establish compensation levels on the basis of external competitiveness and internal equity. Employees may be considered for a merit salary increase periodically, usually annually. Salary adjustments are not automatic; they are based on factors such as work performance, including achievement of strategic and operating plan goals, development of leadership

competencies and other merit considerations. Typically, employees whose performance appraisal ratings are less than satisfactory do not receive a salary increase

300.14 Training Pay

Non-exempt employees that go through training on the job or take certification trainings are paid the minimum wage per hour consistent with the state of New Mexico wage regulations. Several exceptions apply, where the normal hourly wage is paid, usually specified within the job description or contract with the employee.

300.15 Voluntary Contributions

The United Way supports a percentage of our budget so that we can offer childcare and youth program scholarships. United Way also helps fund YMCA youth programs. Employees are encouraged to support the United Way campaign.

It is our policy that no one is turned away due to inability to pay.

The Family Y raises funds for three types of campaigns:

- **The Y's Annual Campaign**—raises funds for membership/youth scholarships and subsidized youth programs such as but not limited to, the After School program, Summer Camps, and sports programs.
- **The Endowment Campaign**—raises funds to ensure the future success and financial stability of The Family Y.
- **The Debt Reduction Campaign**—raises funds to reduce the debt placed on our mortgage for facility improvements.
- Administrative and senior program staff are expected to take a leadership role in our Annual Campaign which is directly related to many of our community and youth programs as well as continued improvements for our members and facility.
- Employees are encouraged to participate in any of our Campaigns through a voluntary payroll deduction which is determined at the employee's discretion. Contributions can be made as either an on-going deduction which would be deducted every payroll, or as a one-time deduction to be deducted from the first payroll following the receipt of the employees deduction authorization request form submitted to Human Resources.

400. EMPLOYEE CONDUCT

400.1 Employee Conduct and Work Rules

To promote orderly operations and provide the best possible work environment, The Family YMCA expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization. Like safety rules, work rules are intended to promote efficient and smooth operation of the Y. From time to time, your supervisor may tell you the proper way to do something or inform you of a new procedure or policy. There may be occasions when information is posted or published. It is your responsibility to pay attention to announcements, instructions and rules so that you will be informed and aware of disciplinary rules. Along with the advantages and opportunities offered by the YMCA go certain responsibilities. Your most important responsibility, of course, is to do a good job performing the work that is assigned to you by your supervisor. You are expected to respect your supervisor's experience, listen to his/her instructions, and carry them out promptly and positively. In addition to the following instructions, doing a good job requires you to think for yourself, ask questions and make constructive suggestions. In your day-to-day

performance at the YMCA you will be expected to utilize common sense. We expect employees to know what behavior is acceptable and what is not. Certain types of actions or conduct are unacceptable. Engaging in these activities may subject you to discipline, including termination. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment. This list is not exhaustive or restricted to:

- Theft of any kind.
- Falsification of Y documents, including timekeeping records.
- Working under the influence of alcohol or illegal drugs.
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating YMCA-owned vehicles or equipment.
- Fighting or threatening violence in the workplace.
- Boisterous or disruptive activity in the workplace.
- Negligence or improper conduct leading to damage of YMCA-owned or customer-owned property.
- Insubordination or other disrespectful conduct.
- Violation of safety rules.
- Smoking in prohibited areas.
- Violation of The Family YMCA policies regarding solicitation, sexual harassment or equal employment opportunity.
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace.
- Defrauding or attempting to defraud The Family YMCA or dishonesty.
- Loafing or doing other than YMCA work while on company time.
- Excessive absenteeism, tardiness or any absence without notice.
- Unauthorized absence from work station during the workday.
- Violation of personnel policies;
- Wearing inappropriate attire or any other violation of Y dress code, including not wearing employee name badge.
- Any other acts of misconduct, including those that could result in injury to yourself or to other YMCA personnel.
- Violation of the Information Systems Policy.
- Failure to immediately report all accidents or injuries while on the job, regardless of their severity.
- Placing the YMCA in liability jeopardy.

This above list does not list every infraction which would be cause for disciplinary action or termination of employment. Infractions will be considered on a case-by-case basis.

400.2 Appearance/Clothing

Professional dress is an expectation of administration, program directors and management, unless the employee is working in a program service area. Employees whose position requires uniforms will have at least one uniform furnished upon the date of employment at the expense of the YMCA. Subsequent uniforms and related expenses are the responsibility of the employee. Employees should wear appropriate nametags. Employees whose appearance causes disruption in the workplace may be sent home and time away from work will be unpaid. All employees should observe good personal hygiene practices at all times and should endeavor to present a neat, clean, and well-groomed appearance while working. Employees are expected to wear clothing appropriate for

their work assignment, including closed-toe shoes if required (maintenance, childcare/camp for example). Excessive tattoos and those not conforming to the Y's mission and values must be covered up. In some cases and work environments, an employee may be asked to remove piercings.

400.3 Arrest or Criminal Conviction of a Staff Member

An employee is required to IMMEDIATELY report an arrest to the YMCA. All employees are required to report any criminal conviction to the YMCA regardless of their position. The report of arrest or conviction should be made immediately. The report should be made in writing to the CEO and employee supervisor and include the exact charge or conviction, the location or court and the date of the arrest or conviction. Failure to report arrests or convictions as required is grounds for immediate termination of employment. (See **200.14 Progressive Discipline Policy and Procedure**)

400.4 Attendance

The YMCA expects every employee to be at work on time as scheduled. The YMCA recognizes, however, that some absences or tardiness are unavoidable. If you are going to be absent or late, you must notify your supervisor or the CEO before, or as close to the start, of your work shift. If you must report to work late, notify your supervisor at once, stating the reason for your tardiness. Unexcused tardiness and absences will not be tolerated. Absence, tardiness (arriving any time after your scheduled work time begins), or early departures (meaning leaving any time before your work is scheduled to end) may result in disciplinary action. Improperly leaving your job during work hours without permission, and absence without prior notice, may be considered a voluntary termination of your employment. In the case of absence, you must notify your supervisor as far in advance as possible in order that a substitute may be arranged. Excessive absenteeism may result in disciplinary action up to and including termination of employment.

400.5 (AWOL) Unexcused Absences

Employees who are absent from a scheduled work shift without prior notice will be subject to disciplinary action up to and including termination of employment. Unexcused absence of 3 consecutive work days will be considered abandonment of job and will result in termination.

400.6 Confidentiality and YMCA Employees

In the course of their job duties with the Y, many employees have access to confidential information and records, including registration, membership, medical, personnel, fundraising, planning, financial, and business records. Y staff members have a duty to keep information confidential. Staff members are not allowed to share passwords or login information with others. The misuse, unauthorized access to, or mishandling of confidential information will result in disciplinary action, up to and including termination of employment.

All medical information is sensitive. Employees are expected to treat medical information as confidential, whether it is related to employees, members, youth, volunteers, or donors, and should not disclose it to others. If you are unsure whether someone needs to know, you should check with your supervisor before disclosing. Furthermore, medical information regarding Y participants may be subject to certain federal privacy rules.

The Y and its employees will respect and protect the privacy of medical information, medical records, and related information about participants who request or receive direct services from the Y. The Y safeguards all confidential information about participants consistent with federal and

state laws and regulations and Y policies. Questions about compliance should be directed to your supervisor.

400.7 Conflict of Interest

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which the YMCA wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of the YMCA's business dealings. Contact Human Resources for more information or questions about conflicts of interest.

400.8 Employee Relations and Concerns

Employees should endeavor to promote and support their coworkers in the workplace. An employee should never make negative or critical statements regarding a coworker in discussions with members, participants, coworkers, or customers. The YMCA recognizes there may be problems or disagreements in the normal work environment, employees are expected to resolve disagreements professionally between themselves, however if unsuccessful, a meeting with a direct supervisor is appropriate. Supervisory staff will recognize and strive to resolve employee concerns at the beginning stage. Employees are expected and encouraged to discuss work-related issues in supervisory and departmental meetings as well. If still unsuccessful, a meeting with Human Resources or the CEO may be requested.

400.9 Gifts and Gratuities

The YMCA wishes its employees to make responsible purchasing decisions for the YMCA without being improperly influenced or creating the appearance of being improperly influenced. Employees, therefore, may not accept a commission, payment, reward or gift in any form (except those of nominal value not to exceed \$50) from dealers or vendors supplying or seeking to supply the YMCA. The meaning of gifts include without limitation, travel, lodging, and entertainment, except business lunches and dinners.

All donations, including cash and property, become the property of the YMCA.

Employees may not under any circumstances accept personal payment for services performed at or through the YMCA.

400.10 Harassment Policy

It is the policy of the YMCA to expressly forbid any forms of harassment of employees. The term "harassment" may include, but is not limited to slurs, jokes, and other verbal, graphic or physical conduct which relate to an individual's race, color, gender, religion, national origin, citizenship, sexual orientation, age or disability. The YMCA will not tolerate harassment of any YMCA employee by anyone, including any supervisor, co-worker, vendor, or member. Sexual harassment consists of unwelcome sexual advances, requests for sexual favors and other verbal and physical conduct of a sexual nature when (1) submission to such conduct is made either explicitly a term or condition of an individual's employment; (2) submission to or rejection of such conduct by an individual is used as the basis for an employment decision affecting such individual, or (3) such conduct has the purpose or effect of unreasonably interfering with the individual's work performance or creating an

intimidating, hostile or offensive working environment. Subjecting employees to unwelcome sexual conduct as a condition of their employment is prohibited by Title VII of the 1964 Civil Rights Act.

Examples of conduct that may constitute sexual harassment include, but are not limited to explicit sexual propositions, sexual innuendoes, suggestive comments, sexually oriented kidding or teasing, telling sexually oriented jokes, making sexually offensive remarks or engaging in unwanted sexual teasing, subjecting another employee to pressure for dates, making sexual advances or engaging in unwelcome touching such as patting, hugging, pinching or brushing against another person.

All YMCA employees are responsible for helping to ensure that our workplace is free from harassment. Any YMCA employee who believes that he or she has been subjected to harassment by anyone, including supervisors, co-workers, vendors, members or visitors is urged to bring the matter to the attention of his or her supervisor, the CEO and Human Resources so that we may investigate and deal with the issue. Employees can raise concerns and make reports without fear of reprisal. The Family YMCA Staff will investigate all complaints and will endeavor to handle these matters expeditiously, confidentially and in a professional manner so as to protect the offended individual. Confidentiality will be maintained insofar as practical. If an investigation confirms that any harassment has occurred, corrective action will be taken and disciplinary measures instituted, as appropriate, up to, and including immediate termination of employment.

The Family YMCA forbids retaliation against anyone who has reported harassment and any such instances will be deemed extremely serious. Any employee who is found to have retaliated against an individual reporting an instance of harassment shall be disciplined and is subject to immediate termination of employment. Any employee whom The Family YMCA determines has engaged in any type of unlawful discrimination or harassment will be subject to disciplinary action, up to and including termination of employment.

Protection against Retaliation

Any employee who, in good faith, reports an alleged incident of sexual harassment will under no circumstances be subject to reprisal or retaliation of any kind. Any employee, however, who is found to have knowingly made a false accusation of sexual harassment or retaliation, may be subject to appropriate disciplinary action. (See **600.6 Whistleblower Policy**)

400.11 Parking on YMCA Premises

The Family YMCA provides parking for all of its employees. The employee parking is on the north or east side of the building, behind the gymnasium. Employees are to use these areas at all times. The exception to this is staff working at the YMCA when it's dark. All YMCA parking areas are provided with lighting for your protection. All YMCA vehicles are to be parked in the Y-vehicle area.

400.12 Political Activities

The Family YMCA is a 501(c)3 organization. The federal government sets clear rules to allow not-for-profits to engage in advocacy and lobbying. It is strictly prohibited for an employee of The Family YMCA to work for, represent, or advocate for an election of a particular political candidate when representing The Family YMCA in any capacity. Employees must make it clear that they do not represent the YMCA when working for the election of a particular political candidate – local, state, federal. The YMCA must avoid partisan political activity. This includes:

- Endorsing, participating, working for or intervening in any campaign.

- Opposing any candidates or political campaign.
- Giving money, in-kind or any other contribution to candidates, parties, or political action committees.
- Using federal funds for any political or lobbying purposes.
- Mobilizing supporters to elect or defeat candidates.
- Avail collecting and distributing candidates' statements, questionnaires, voting records, and selling membership lists to candidates.

400.13 Professionalism

As representatives of the YMCA, employees must maintain a high degree of professionalism and act responsibly in carrying out day-to-day work duties. This includes everything from how you carry out your job responsibilities to how you treat each other in the workplace.

Be-There: Employees are to report to work on time. YMCA staff members are expected to meet their schedule and maintain work standards.

Attitude and Emotional Maturity: Employees are expected to contribute to good working relationships with other staff members, volunteers, members, program participants, and the general public. Immature and juvenile behavior is not tolerated, including jokes, pranks, profanity, pouting, tantrums, participating in cliques and emotional outbursts. Employees are expected to adjust, modulate and direct their emotions. Negativity will affect the morale of the people around you.

400.14 Public Displays of Affection

Intimate displays of affection towards others are inappropriate in the workplace environment or in the presence of children or other participants.

400.15 Role Modeling

It is the employee's responsibility to portray a positive role model, especially for youth, including maintaining an attitude of respect, loyalty, patience, courtesy, tact and maturity.

400.16 Solicitation and Distribution

The Family YMCA limits non-Y solicitation, surveys, petitions and distribution on its premises, whether made by employees or by individuals or groups not associated with the YMCA. This limitation extends to any form of communication including but not limited to face-to-face, electronic, telephone/cell phone, mail, etc. Exceptions are for legitimate YMCA purposes (program use; program fundraising, United Way, Annual Campaign etc.).

400.17 Telephone Etiquette

Good telephone manners include answering promptly, identifying yourself and transferring or ending calls courteously and correctly. All staff is required to return calls promptly. Treat people the way you would want to be treated. Employees may make personal calls during breaks or lunch. Personal long distance calls are prohibited on YMCA phones.

400.18 Use of Supplies and Equipment

YMCA supplies and equipment, including copy machines and postage meters, are for business use only. Equipment and supplies purchased by or donated to the YMCA belong to the YMCA, and not to individual employees. This includes, but not limited to computers, software, pagers, cellular phones, keys, program supplies and materials.

500. EMPLOYEE SAFETY & SECURITY

500.1 After Hours Facility Usage

Individuals including Y staff are not permitted to be in any Y facility after business hours or on holidays. Exceptions to this may be granted by the CEO or if the Y staff members specific job duties require them to be in the Y facility after business hours ie..custodial staff or contractors.

500.2 Alcohol and Other Drugs-- Substance Abuse

It is the policy of The Family YMCA to ensure a healthy and safe environment free from substance use/abuse within the programs, activities, and premises of the YMCA in accord with its mission statement to promote wellness in spirit, mind and body. The possession, use, manufacturing, or distribution of alcohol and illegal drugs and the illegal possession, use, or distribution of prescription drugs within the programs, activities and premises of The Family YMCA, and other facilities where YMCA programs are held, will not be tolerated. Illegal actions will be reported to the Los Alamos Police Department and to the offices of Drug Enforcement.

Off-the-job illegal drug activity or alcohol abuse could have an adverse effect on an employee's job performance and could jeopardize the safety of other employees, the public, association equipment, and the YMCA's relations with the public, and therefore, will not be tolerated. Under no circumstance should any of our employees possess, use, manufacture, or distribute illegal drugs outside of work hours. Under no circumstance should any of our employees be illegally using or illegally under the influence of alcohol. Employees who violate this policy are subject to disciplinary action, including dismissal.

Each individual associated with The Family YMCA will assume personal responsibility for his/her own actions. Anyone with knowledge of illegal possession, use, manufacturing, or distribution of illegal drugs or alcohol within YMCA programs, activities, and/or premises is to report the facts of the case to his/her supervisor or Human Resources, respecting the confidentiality of that communication.

A "zero tolerance" attitude will be enforced. Final decision as to the actions taken based upon the facts of each individual case rests with the President of the Board of Directors and the Executive Director of The Family YMCA. Any employee may be requested to be tested for substance or alcohol abuse. Results of these tests will be shared with the appropriate YMCA staff and may be used to determine employment or continued employment.

Employees suspected of involvement in substance abuse will be placed on suspension without pay until official determination of involvement has been completed. A positive determination will result in immediate termination of employment with forfeiture of all benefits prior to the suspension date. A negative determination will result in reinstatement to the same or equal position. If an employee is charged and awaiting trial for illegal activities, he/she will be placed on leave without pay until legal determination is completed.

Request for reemployment following drug rehabilitation will be considered on an individual basis with recommendation from the President of the Board of Directors and the Executive Director.

500.3 Cell Phone Usage

The YMCA recognizes that the need may arise from time to time for a staff member to use make or receive cell phone calls and/or text messages. Employees are required to adhere to all policies regarding cell phone usage during work hours. It is the responsibility of your supervisor to address department specific policies regarding cell phone usage during work hours. Employees transporting members or children in YMCA programs are not permitted to use any cell phone or electronic communication device while operating a vehicle. The driver's first responsibility is the safe operation of the vehicle. Employees are not allowed to use electronic devices in an illegal, illicit, or offensive manner. Violation of these policies will result in disciplinary action, up to and including termination.

Employees and volunteers are strictly prohibited from using hand held cellular phones for YMCA business purposes while driving any vehicle, including YMCA-owned vehicles, their personal vehicle, or any borrowed or rented vehicle. This restriction applies to ALL uses of a cellular phone, i.e. making or receiving calls, text messaging, emailing, internet access, etc.

Employees and volunteers agree that they will not use their hand held cellular phone while driving, and in the event they need to use my cellular phone for an emergency, they will park their vehicle in a safe location before using their phone. Employees and volunteers understand that they increase the potential of harm to themselves and others if they choose to use their cellular phone while driving any vehicle. Furthermore, employees and volunteers understand that all costs for damages to themselves and others related to the use of their cellular phone while driving will be their full responsibility.

YMCA employees and volunteers must adhere to all federal, state or local rules and regulations regarding the use of cellular phone devices while driving either a YMCA-owned vehicle or non-YMCA-owned vehicle. Employees and volunteers agree that this policy serves to inform them that local jurisdictions in the state of New Mexico and other states may impose restrictions on cellular phone devices. It is not the responsibility of The Family YMCA to inform employees or volunteers of the requirements specific to a local jurisdiction.

In the event that employees and volunteers do not adhere to this cellular phone usage agreement with The Family YMCA, the employee or volunteer has therefore assumed the risk for related damages. The employee or volunteer accepts personal liability for any personal injuries or property damages that may result from any incident or accident that may be caused by them while conducting YMCA business on a cell phone, regardless of whether the cell phone usage is reimbursed by the YMCA. Employees and volunteers will be held 100 percent responsible for all fines and restrictions imposed upon them by jurisdictions, and others who may pursue legal action against them. Further, employees and volunteers understand that any violation of this agreement will result in disciplinary action up to and including termination of employment or dismissal from the program with The Family YMCA. YMCA employees and volunteers are required to sign a "Cell Phone Usage Agreement".

500.4 Emergency Communications Procedures

The following procedures are to be followed at your work location in the event of a crisis or emergency. These guidelines define contacts and information release procedures. It is the responsibility of each staff member to be familiar with these procedures.

- Help the person and/or attend to the situation. This takes precedence over everything else.

- Secure emergency professional assistance.
- Immediately call the CEO who will collect information and provide direction.
- Determine facts correctly and exactly.
- If, and when, the media contacts the Y, be supportive by addressing all questions to the YMCA spokesperson. Do not make statements or offer opinions. “No Comment” is the incorrect response. “The YMCA spokesperson can be contacted at 505-662-3100 and will be helpful in answering your questions” is the correct response.
- Refer all media inquiries to the CEO @ 505-662-3100.
- After hours emergencies should be emailed to: emergency@laymca.org

500.5 Safety, Decorum and Cleanliness of Work Areas

The Family YMCA requires all staff to behave in a manner that promotes an atmosphere of professionalism and adheres to safety standards. All staff is expected to ensure that all work spaces, walkways, parking lots and restrooms are kept neat and free of clutter, spills, and obstacles that could pose potential safety hazards. Additionally, all staff is expected to promote an atmosphere of professionalism in their designated work spaces. Personal items such as, posters, pictures, notes, etc. are permitted in the staffs designated work space provided they are tasteful, professional, and do not offend other employees, members, or customers. Any decorations or equipment that would require a permanent change to the work space i.e. painting, wallpaper, permanent shelving, permanent fixtures etc.... must be approved by the Property Manager.

500.6 Safety and Security

Safety is one of our Y's fundamental responsibilities. For this reason, we are committed to maintaining a standard of excellence that ensures continual improvement in health and safety performance. All activities will meet or exceed the requirements of applicable health and safety laws and regulations and other requirements defined by the Y's standards and procedures.

Employees are required to exercise the necessary precautions in the course of their work to prevent injuries to themselves or others and to prevent loss or damage to property. The following standards are expected of each employee:

- Immediately report any potentially unsafe condition to your supervisor.
- Maintain a clean and orderly work area at all times.
- Immediately report to your supervisor all accidents, incidents, or injuries regardless of how insignificant the injury or situation may seem.
- Avoid engaging in any horseplay or distracting others.
- Adhere to all safety rules and work instructions.
- Only operate vehicles, machines, or equipment that you are authorized and trained to use.
- Wear required protective equipment when working in hazardous areas or conditions and when working with chemicals or potentially harmful substances.
- Know the location of fire and safety exits, fire extinguishers, and emergency alarm pulls; know proper evacuation procedures.
- Follow proper lifting procedures at all times.
- Report any damaged or defective equipment or other unsafe condition to your supervisor promptly.
- Be familiar with our safety plan and with the Emergency and Accident/Incident Reporting Procedures.

500.7 Security

Security is every employee's responsibility. Please be alert at all times when working. Any questions about unauthorized personnel, unsafe practices, or other security matters should be reported immediately to your supervisor.

500.8 Smoke-free Workplace

Because the Y is committed to promoting healthy living, all facilities, programs, vehicles and property are smoke-free. Smoking is prohibited when involved in any YMCA activity.

500.9 Use of Personal/YMCA/Rented Vehicles

Use of Personal Vehicles

Personal vehicles may be used for YMCA business with the prior approval of the CEO. The following conditions apply before you can use your personal vehicle:

- Employees may request travel mileage reimbursement upon approval of the CEO. Fines for violation of traffic laws are not reimbursable. The YMCA does NOT reimburse for commuting to work.
- The driver must have a valid driver's license for their car.
- There must be proof of insurance on the private car (collision, liability, property, and bodily injury for car occupants, \$50,000 minimum coverage), and current vehicle registration.

Use of YMCA Vehicles

Employees whose work requires operation of a motor vehicle must complete the YMCA Van Driver Training and present and maintain a valid driver's license, current liability insurance, and a driving record acceptable to our insurer. Employees will be asked to submit a copy of their driving record to the YMCA annually. Any changes in the employees driving record must be reported to their supervisor within 48 hours of a traffic violation. Accidents involving a YMCA vehicle must be reported to CEO and/or Facility Manager ASAP—employee is expected to follow accident procedures kept in Y vans. **Employees may not transport children participants involved in YMCA programs in personal vehicles. This is a requirement of our insurance provider.**

Use of YMCA and rented by contract vehicles requires training and certification.

Use of Rented Vehicles

Employees are not to rent cars for out-of-town trips or for in-town trips unless specially authorized to do so by the CEO for training travel, by contract, or in extreme emergency situations. When a car is to be rented, the employee must make sure the car is fully insured. Reimbursement for this expense will be made as for all other reimbursements for expenses incurred in the YMCA's behalf.

500.10 Weapons

In the interest of maintaining an environment that is safe and free of violence The Family YMCA prohibits the wearing, transporting, storage, presence or use of dangerous weapons in our buildings regardless of whether or not a person has a license to carry the weapon. Any employee who violates this policy is subject to termination of employment.

Any individual who violates this policy may be removed from the property and reported to police authorities. This policy does not apply to any law enforcement personnel engaging in official duties.

If an employee should become aware that an individual possesses a weapon on the YMCA's premises, the employee should contact the most senior member of the staff immediately. Any person found to be in violation of this policy will be asked to leave the YMCA's premises. Employees should not put themselves in a dangerous situation. If an employee feels that s/he is in danger, the employee should leave the area and notify the police immediately.

500.11 Workplace Searches

The Family YMCA reserves the right at any time and at its discretions to search all briefcases, purses, lockers, desks, and persons entering our buildings and company owned vehicles for purpose of determining whether any dangerous weapons or substances have been brought into the premises in violation of Safety, Weapons, or Alcohol and Substance Abuse policies. Refusal to be searched under this policy will be subject to discipline up to and including termination for employees. In any instance that involves a minor employee, under the age of 18, the minor employee's parent or legal guardian will be contacted. Non-employees will be asked to leave the building. If refused, law enforcement will be contacted immediately. Any employee found to be in violation of this policy will be subject to disciplinary action up to and including termination.

500.12 YMCA Property

The YMCA may retrieve, inspect and review both business and personal information and items stored on or in YMCA property such as computer hard drives, and other storage media, desk, lockers, cabinets, work areas, and vehicles.

If employees use their own personal property, the YMCA does not assume responsibility for loss, theft, or damage. There is no reimbursement.

600. EMPLOYEE INTERNAL/EXTERNAL COMMUNICATION

600.1 Internal Communications

There is a staff newsletter that is distributed electronically on a quarterly basis with staff-specific news. A member newsletter is distributed quarterly with member and YMCA news. Staff may contribute information to these, please see your supervisor for more info. Additionally, there is a "log book" at the front desk where YMCA info/updates are written daily, please check this important book as often as possible! Most departments have regular meetings where attendance is mandatory; please check with your supervisor.

600.2 Media Relationship

Communication with the media is managed through administrative staff. In general, only authorized staff members may initiate contact with newspapers for news or feature coverage in their service area. In an emergency communications situation or any time when a regional media representative requests information directly from a staff member or volunteer, that individual is expected to refer to the CEO or Chief Volunteer Officer (CVO). It is the YMCA's position to cooperate fully with the media, furnishing requested information if it is clearly in the public interest, as determined by YMCA management.

600.3 Office Technology and Privacy Policy

Information technology systems (networks, software, and computers, personal email address) are property of The Family YMCA and are a privilege to use these tools that are provided to employees to enhance productivity and performance on the job. Although limited non-business use may be

permitted when on personal time (e.g., during lunch time or after work), employees understand that such non-business use should create no expectation of privacy to any data, information or files that are created or stored on YMCA information systems. The IS (Information Systems) Manager or other supervisory employees may from time to time access an employee's computer or files. Email subscription should be limited to work related information. Email at work is not to be used for anything of a personal nature. In addition, employees are expected to exercise good judgment in their use of email and the Internet.

General Policies

- All files should be stored in designated directories on the computer hard disk or on the online database. Staff is encouraged to backup core documents and email files frequently on an agency issued flash drive. The flash drive is to be used for agency business only.
- All information, including email, created or stored on agency equipment or using agency accounts, is the property of The Family YMCA (FY). The computers and computer accounts given to staff are to assist them in the performance of their jobs. Staff should not have an expectation of privacy in anything they create, send, or receive on the computer. This information may be accessed at any time by your supervisor or the IS Manager. Supervisors will have access to the files of staff they supervise.
- You must have authorization prior to using your own hardware or software at FY, it is generally discouraged.
- FY is not responsible for hardware or software brought from home, including damage, theft, viruses, data loss, and equipment failure.
- All disks brought from an outside source must be scanned for viruses.
- Hardware and software allocations and access rights are determined by the CEO or IS Manager based on the agency business to be performed by that person or at that workstation. Rights and allocations may be changed at any time.
- Hardware and software that are donated to the agency become the sole property of FY and may be allocated according to agency needs (e.g., given to another user, sold, and stripped for parts).
- Staff must comply with all software licenses, copyrights, and all other state and federal laws governing intellectual property.
- Fraudulent, harassing, embarrassing, indecent, profane, obscene, intimidating, or other unlawful material may not be sent by email or other form of electronic communication or displayed on or stored in the FY's computers. Staff encountering or receiving such material should immediately report the incident to their supervisor.
- Staff may not install software onto their individual computers or the network without first receiving express authorization to do so from the IS Manager. The IS Manager may appoint Staff with administrative access to manage the software and hardware systems.
- Staff shall not forward email to any other person or entity without the express permission of the sender.
- Staff's email signatures must include the following confidentiality notice: "CONFIDENTIALITY STATEMENT: The information contained in this e-mail message, including attachments, is the confidential information of, and/or is the property of, The Family YMCA. The information is intended for use solely by the individual or entity named in the message. If you are not an intended recipient or you received this in error, then any review, printing, copying, or distribution of any such information is prohibited, and please notify the sender immediately by reply e-mail and then delete this e-mail from your system."

- Staff should not alter or copy a file belonging to another staff without first obtaining permission from the owner of the file. The ability to read, alter, or copy a file belonging to another staff does not imply permission to read, alter, or copy that file.
- Without prior written permission, the computer and telecommunication resources and services of the YMCA of the USA may not be used for the transmission or storage of commercial, political, or personal advertisements, solicitations, promotions, destructive programs (viruses and/or self-replicating code), political material, or any other unauthorized or personal use.
- Once per year, the Administrative Assistant will distribute a “.jpg” graphic, related to our annual campaign, to be used as part of the email signature. Staff must apply the changes to their signature graphic within 2 weeks of the initial distribution.

Staffing Issues

- **Hiring:** If a position requires computer skills, the supervisor should screen for those skills during the interview process. When a staff person is hired or a new position created, the supervisor must turn in an IS Services Request Form 5 days prior to start date (or date staff will start using computer). If new or different hardware is required, the request must be received 10 days prior to start date.
- **Leaving:** When a staff person leaves a position, an IS Services Request Form should be turned in 5 days prior to last day worked. If this is not possible, it should be received on the last day worked. IS will close the network account immediately to prevent further access to agency information. Any files not specifically designated by supervisor to be retained will be deleted. Leaving staff are not allowed to keep agency information in any form (e.g., computer files, emails, hard copies, etc.) unless with a written authorization from the CEO.

Confidentiality

Staff is responsible for protecting confidentiality of agency information by following all given guidelines including:

- Protecting their computer login account with a password.
- Keeping passwords confidential and changing them when directed.
- Logging out of workstation and/or remote connection when not in use.
- Not attempting to bypass or improperly use an administrative password.
- Not allowing any other staff or resident access to your workstation while you are logged in (e.g., DAXKO, ADP, etc.).
- Locking offices when not present.
- Reporting lost or stolen keys.
- Not copying agency information onto other media without authorization, except for backup.
- Not having confidentiality agreements signed when any agency information is shared via disk, modem or other media.

Furthermore, staff is required to respect confidentiality of any data not meant for their review. This includes documents left in printers and fax machines, files open on or accessible through a computer, and similar situations. Staff is prohibited from accessing another user’s files without specific authorization.

Resident Use

- Staff supervising resident use of computer equipment is responsible for reporting damage, viruses, data loss, and equipment failure in writing to IS Dept.

- If problem is the result of resident negligence or deliberate damage, staff is responsible for assigning appropriate consequences and/or training.
- Designated staff is responsible for training residents in appropriate use of computer equipment and software and for monitoring their use.

Working at Home

- Staff using remote access to dial into FY networks must protect confidentiality of connection information and all FY data.
- Any software provided for staff to use at home is the property of FY and may not be copied or used for non-agency business.
- Agency equipment that is loaned to staff is for business use only.
- The borrower is responsible for maintaining the equipment in good working order, and notifying the IS Department of any problems.
- No other software may be installed, downloaded or otherwise transferred to agency computers.

Internet

- Internet subscriptions are to be used only for agency business, including email and special subscription services.
- Staff should not download files without authorization of supervisor and IS department
- Email attachments from unknown senders should be deleted without opening and IS department notified. Viruses are often spread by enclosing them in email attachments that look legitimate.
- Email attachments from known senders should be scanned for viruses.
- No personal information should be given out; staff should identify themselves in any public or private forum with their name, title and the agency. Sites that require other information, such as address and phone number, should be filled in using agency information.
- When using Internet Communication Tools (Social Networking Sites, Blogs, Forums, etc.) staff is required to not affect poorly on the reputation of FY. Staff must comply with privacy, confidentiality regulations and photo release requirements, not provide misleading information and be aware of media attention.

Standardization

- FY operates on PC based hardware and Windows software. Any agency work that is not created on that platform is the responsibility of the staff creating it to translate to that platform.
- Staff is responsible for using agency standard software to do their jobs. If our current software does not suffice, a software package may be ordered using an IS Services Request.

600.4 Personal Expression on Public Policy Issues

Employees are free to exercise their full liberties as citizens outside of the workplace, including the right to express their personal convictions on issues, such as social, economic, religious and political subjects. Employees must make clear that any statements outside of the workplace on public issues are their own and not those of the YMCA. However, employees are cautioned not to make public statements or engage in activities that are in conflict with the YMCA mission. While employees are on YMCA premises, they may be regarded as YMCA representatives by members, the media, the general public and others. Accordingly, while employees are on Y premises, they should not make statements which could be construed as: a) critical of the YMCA; b) statements of policy; or, c) official declarations of the YMCA regarding public policy issues or other sensitive matters. All requests for comment from the media must be referred to the CEO.

600.5 Social Media Policy

The Family YMCA recognizes the value of online social media tools for connecting with members, staff, donors, and volunteers. Our internet presence should project a positive image that is reflective of our overall brand and is consistent with our mission. However, in order to ensure we maintain a values-oriented, positive, professional image, and to protect the safety and privacy of our members and staff, all employees must abide by the following expectations when using social media for work or personal purposes. This policy has been established to maintain the integrity of our brand with respect to communication frequency, strategy, message and appearance. Failure to follow these guidelines may result in disciplinary action, up to and including termination of employment.

Using Social Media for Work Purposes

- Official social media and networking sites (Facebook, Twitter, LinkedIn, YouTube, Flickr, Instagram) for The Family YMCA will provide relevant and current information.
- All official YMCA social media sites/pages will be monitored for content on a regular and consistent basis by the assigned social media administrator who currently is the Y's Administrative Assistant.
- The Family YMCA's Facebook page and Twitter accounts are both maintained by assigned social media staff person. In addition to Association-wide updates, the site can be used to promote Teen Centers & After School sites and camp-specific and program-specific events and updates.
- Association-wide YMCA social media pages will be created and maintained by the assigned social media administrator. Selected programs/sites will pilot specific social media efforts, only after submitting request and receiving permission from the CEO.
- YMCA business can only be conducted on official-sponsored or approved social media pages with authorization by CEO or Business Office.

Using Social Media for Personal Purposes

- Many YMCA staff maintain individual pages on social media sites to connect with their friends and family during non-work hours.
- Personal websites that identify the person as a YMCA employee must be consistent with and should not undermine the YMCA's mission nor be in conflict with the Y's business operations. An example of this would be promoting a competing business.
- Staff members shall not post content, including text, pictures, logos, and images regarding The Family YMCA that can be reasonably deemed as disparaging or offensive to the YMCA, its members, staff or the community.
- Staff must use common sense in disclosing any information about The Family YMCA (the organization, its members, volunteers, donors, etc.) and adhere to all applicable policies regarding confidentiality and proprietary information.
- Staff should recognize that they are personally responsible for the content they publish on social media sites or through texting. Additionally, staff will be disciplined for commentary, content, or images that are defamatory, pornographic, proprietary, harassing, discriminatory, libelous, or that can create a hostile work environment.

Examples of inappropriate content include:

- References / photos of illegal alcohol use or illegal substances

- Nudity
 - Disclosure of confidential information related to past, present or future employees, volunteers, members, participants, guests, donors, or other persons conducting business with the YMCA
 - Posting disparaging, discriminatory, harassing, or defamatory information about past, present or future employees, volunteers, members, participants, guests, donors, or other persons conducting business with the YMCA.
- If speaking about The Family YMCA externally through social media, staff must make it clear to the reader that the views expressed on social media sites are theirs alone and that they are not speaking on behalf of The Family YMCA.
 - Do not use the YMCA logo, trademark or proprietary graphics, photographs or video of YMCA's premises without the CEO's prior written approval.
 - Do not use YMCA-sponsored sites to solicit for or promote personal businesses or any other organization, including but not limited to outside business ventures, charities, political campaigns, religious groups, or other membership organizations.
 - If you are identified as a staff member of The Family YMCA, please refrain from promoting a competing business as this may impact our success and our charitable mission. Remember that all profits are reinvested back into our communities. I.e. financial aid for members, childcare, etc.
 - You may have legal liability for information you contribute over any online communication channels regarding The Family YMCA.
 - Unless you are a staff member using a social media site for legitimate work purposes, accessing any social media site for personal purposes during work hours is strictly prohibited. This includes accessing pages via office computer, laptop, or mobile phone.

"Friending" members and volunteers

- Sometimes, members and volunteers may ask employees to become their "friend" on social media sites. This is allowed, but employees must remember they are representing the YMCA at all times and that the Guidelines in this policy apply to these online relationships; employee should also consider creating a more limited profile for general or work-related purposes and reserve their full personal profile for friends and family only.
- It is not recommended that YMCA staff initiate a "friend" request any staff, volunteer or member under the age of 18 on any social media site, except on official YMCA-sponsored or approved sites.

Working with teens online

- Because of the nature of their jobs, several YMCA staff members work closely with teen groups and need to communicate with them and their parents online. These staff members must get permission from the CEO before creating social media pages for their clubs.

Unofficial Social Media pages

- If you do run across a page purporting to be a The Family YMCA-sponsored or approved page, please let the Administrative Assistant know as soon as possible so that we can provide a disclaimer for them to put on their page, or ask the administrator to remove the page altogether. Likewise, if you run across unofficial employee or ex-employee pages, please alert the social media administrator.

Donor recognition and solicitations

- Recognition of individual donors on any social media page (whether YMCA-affiliated or personal) is strictly prohibited.
- Solicitation of donations via social media may be done only using the approved language and technology (widget) provided by the Business Office and requires prior authorization.

Posting photos and videos of YMCA activities online

- If you wish to share a photo or video online on an official YMCA social media site/page, please contact the Y's social media administrator to determine the best way to do this.
- All photos and videos that include members and children cannot be posted unless the member and/child has signed a photo release.
- Y policy prohibits identifying youth in photographs online.

Cyber Bullying

- The Family YMCA does not tolerate cyber bullying on YMCA social media sites, whether by members, staff or volunteers. Cyber bullying is defined as using the internet, cell phones or other communications devices to send or post text or images intended to hurt or embarrass another person. Examples include threatening or harassing emails, text messages, and comments on social networking sites. If you suspect cyber bullying that may be related to working at, or being a member of, The Family YMCA, report it to your supervisor or CEO immediately. Cyber bullying will be treated with the same seriousness as face-to-face bullying and may include being removed from a program or termination of employment or volunteer service.

Abide by The Family YMCA Office Technology and Privacy Policy

- As a condition of your employment you were asked to review and sign The Family YMCA Policies and Guidelines for the Use of YMCA Information Systems. This policy can be found in its entirety on the Y's database under Forms and Policies.

Website

- To maintain consistency in content, presentation and information delivery, no website bearing The Family YMCA name is to be created. All YMCA-sponsored or authorized web sites are created by or in cooperation with the Business Office.

The world of social media is changing rapidly. If in doubt about how this Social Media Policy applies to new social media sites, please contact the CEO or Business Office. The Family YMCA reserves the right to modify this policy at any time.

600.6 Whistleblower Policy

The whistleblower policy of The Family YMCA ("YMCA") is intended to provide a mechanism for the reporting of illegal activity or the misuse of YMCA assets while protecting the employees who make such reports from retaliation.

Questionable Conduct:

This policy is designed to address situations in which an employee suspects another employee has engaged in illegal acts or questionable conduct involving the YMCA's assets. Examples of such conduct include:

- Forgery or alteration of documents
- Outright theft (of equipment or cash)
- Unauthorized alteration or manipulation of computer files
- Fraudulent financial reporting
- Fraudulent expense reports
- Misappropriation or misuse of YMCA resources, such as funds, supplies, or other assets
- Authorizing or receiving compensation for goods not received or services not performed
- Authorizing or receiving compensation for hours not worked
- Use of YMCA credit cards for personal gain

Making a Report:

If an employee suspects illegal conduct or conduct involving misuse of the YMCA assets or in violation of the law, he or she may report it, anonymously, if the employee wishes, and will be protected against any form of harassment, intimidation, discrimination, or retaliation for making such a report in good faith.

Employees can make a report to the CEO and CVO. The YMCA will promptly conduct an investigation into matters reported, keeping the informant's identity as confidential as possible consistent with our obligation to conduct a full and fair investigation.

No Retaliation:

An employee who has made a report of suspicious conduct and who subsequently believes he or she has been subjected to retaliation of any kind by any YMCA employee is directed to immediately report it to the CEO. Reports of retaliation will be investigated promptly in a manner intended to protect confidentiality as much as practicable, consistent with a full and fair investigation. The party conducting the investigation will notify the employee of the results of the investigation.

The YMCA strongly disapproves of and will not tolerate any form of retaliation against employees who report concerns in good faith regarding the YMCA's operations. Any employee who engages in such retaliation will be subject to discipline up to and including termination.

Reporting Procedures:

The reporting procedure is intended to describe the process through which concerns about the possible misuse of YMCA assets are handled pursuant to the YMCA's whistleblower policy.

1. An employee makes a report of suspected misuse of YMCA assets by reporting in person to a YMCA supervisor or CEO or reporting anonymously to the board chair.
2. The report is promptly reviewed by the CEO, as well as the CVO to determine whether the report constitutes a complaint or a non-complaint.
 - A complaint means any report involving (i) questionable accounting, auditing, financial reporting, or internal controls; (ii) suspected fraud, theft, or improper use of company assets; (iii) a violation of the YMCA's conflict of interest policy that results in a financial harm to the YMCA; or (iv) a claim of retaliation against

any employee making a good faith report regarding any of the preceding matters.

- A non-complaint means a report of any other matter not involving a misuse of the YMCA's assets.
3. If the report is deemed to be a complaint, it will be promptly investigated and forwarded to the audit committee chair. If the report is deemed to be a non-complaint, it will be referred to the appropriate executive or manager for follow-up. Some non-complaints may involve serious matters and may require prompt investigation, but may nevertheless not involve misuse of the YMCA's assets.
 4. Each complaint is fully investigated, and as far as possible handled so as to protect the privacy of the employee making the complaint. A written report of the outcome of each investigation is prepared and delivered to the audit committee chair.
 5. The audit committee chair decides whether the report involves a matter that is material. If it is deemed material, it is reviewed by the full committee, which may forward it for disposition to the board or may direct senior management to take actions to resolve the situation. If the report is deemed nonmaterial, it is not reviewed by the committee but is instead addressed by the chief financial officer, as appropriate.

***Baseless Allegations:**

Allegations made with reckless disregard for their truth or falsity or knowingly false allegations. Individuals making such allegations may be subject to disciplinary action by the YMCA, and/or legal claims by individuals accused of such conduct.

700. TRAINING AND DEVELOPMENT

Staff and Career Development

700.1 Orientation

A new employee orientation shall be provided for all new employees of The Family YMCA and will be scheduled by Human Resources.

700.2 Performance Appraisals

Performance appraisals are a key part of the YMCA's performance management process, employee performance appraisals are typically (except in the case of seasonal employees) conducted annually coinciding with the employee's anniversary date (initial hire date). Performance appraisals for seasonal employees are typically conducted prior to the end of the seasonal project term.

Additionally, performance appraisals may be conducted for any Y employee at the discretion of the supervisor and provide an opportunity to discuss job tasks, identify and correct any weaknesses, encourage and recognize strengths, schedule training, and discuss positive approaches to meeting goals. Supervisors and employees are also encouraged to discuss job performance and goals on a regular, informal basis. Employees may also request a meeting with their supervisor at any time to review progress.

700.3 Salary Increases

Salary adjustments are generally made annually on an employee's anniversary date based on the performance review. Merit-based pay adjustments are awarded by the YMCA in accordance with salary administration program guidelines.

If an employee is promoted or accepts more or less job responsibilities, a change in the wage is likely to take effect. Under this circumstance, the date of the effective wage change becomes a base for the employee's annual review.

700.4 Staff Development and Training

Though professional development is the primary responsibility of the individual, the CEO shall be responsible for providing such opportunities for staff. The YMCA recognizes the quality of its work as related to continuous career growth and training opportunities for employees. Based on an employee's individual career plan, job responsibilities, and achievement of the Y's goals, the YMCA provides educational and training opportunities for all employees. For additional information regarding training and development opportunities, see your supervisor or contact Human Resources.

700.5 Tuition Reimbursement/Training Expenses

Payment of fees for individual development experiences shall be made available to full-time employees who have completed at least one year of service and when approved by the employee's supervisor and CEO or designated representative, and when such plans:

- Are submitted in advance for approval.
- Are deemed to be a special or needed benefit to the individual's career development with the organization.
- Will not interfere with the satisfactory discharge of responsibilities.
- Payment of costs is dependent on the employee's satisfactory completion of the program.

Assistance shall be given for:

- Career Development Programs sponsored by the National Council of YMCAs – 100% tuition, room, board and travel will be paid by the Association.
- Graduate/ Undergraduate Education sponsored by approved academic institutions – tuition may be reimbursed by the YMCA, if funds are available, for educational courses applicable to an employee's career development if:
 1. The employee submits evidence of having a passing grade.
 2. Prior written approval has been given by the employee's supervisor or CEO.
- Workshops, Seminars, and Conferences – Payment of authorized expenses may be assumed by the YMCA, including travel, hotel, meals and registration, when such events are of benefit to the employee's job and career development plan. Prior approval must be given in writing by the employee's supervisor or the CEO.

While educational assistance is expected to enhance employees' performance and professional abilities, the YMCA cannot guarantee that participation in formal education will entitle the employee to automatic advancement, a different job assignment, or pay increases.

800. EMPLOYEE BENEFITS

800.1 Benefits Philosophy

Employee benefits represent a part of an employee's compensation package. The YMCA's benefit program is focused on enhancing the work environment. The YMCA's benefit program complies with, and supplements, government-mandated laws and regulations. Descriptive materials related to benefits are provided to eligible employees during their initial orientation or whenever a change in coverage occurs. Benefits may be modified or terminated at the discretion of the YMCA.

800.2 Eligibility for Benefits

All employees classified by the YMCA as full-time (exempt and non-exempt), are eligible to enroll in benefit plans after the required waiting period or during any annual enrollment. Full participation may be subject to meeting the plan requirements for specific benefit coverage or by other restrictions, detailed in other parts of these guidelines.

Benefits Provided by the YMCA for Full-Time Employees

800.3 Medical and Dental Insurance

In accordance with the Affordable Care Act eligible staff can be enrolled in medical benefits exactly 90 days after their hire date. In accordance with YMCA policy, eligible employees will be able to enroll in Dental, AD&D, LTD on the first of the month following 90 days of employment. Participation is optional and the cost for employee only health and dental insurance is shared by the employee and the YMCA in a contribution formula which is subject to annual review. The specific regulations regarding benefits, limits, classifications, definitions and general provisions are covered in the health insurance contract. An employee's participation in any of the plans must be decided within 60 days of employment. Employees who choose not enroll when initial eligibility is offered must wait until the following annual open enrollment period. Additionally, a family status change may allow a change of enrollment in a plan as specified in the health insurance contract.

Family status changes may include the following:

- Marriage.
- Divorce.
- Termination or commencement of spouse's employment.
- Changing from full-time to part time or from part time to full-time employment by you or your spouse.
- Birth or adoption of a child.
- Death of a spouse or child.
- Significant change in health coverage due to spouse's employment.
- Taking unpaid leave of absence by you or your spouse.

A detailed summary of each plan will be supplied to all eligible employees and distributed to the employee upon notification of full-time status to Human Resources. The benefit plan supersedes this manual in the event of any conflict. Contact Human Resources for more benefit and eligibility information.

800.4 (COBRA) Continuation of Health Coverage

Federal law requires those employees and/or their dependents be offered the opportunity for a temporary extension of their existing health coverage (at the group rate) in certain cases where it would otherwise terminate.

Eligible individuals are:

- Employees who lose coverage because of a reduction in the hours of their employment.
- Terminated employees (except for those terminated for gross misconduct).
- Covered dependents in certain circumstances as prescribed in the federal statutes.

Individuals, who are eligible for this extension of coverage, must request it in writing within 60 days from the date on which their existing coverage would end. They must also agree to pay the full premium cost of such coverage plus a 2% administrative fee. If a terminated employee does not choose continuation coverage, health insurance will end on the last day of the month in which the premium has been paid.

800.5 Long Term Disability Insurance (LTD)

The Y provides a long term disability plan for full-time employees. Coverage begins after 90 days (13 weeks) of disability. A separate long term disability manual, providing information on eligibility and extent of coverage, will be available to employees. Employees on long term disability coverage shall be considered the same as those employees on "extended leave of absence": but will be termed on "disability leave of absence". Participation is a requirement of employment. The YMCA pays the full cost of coverage.

The benefit plan supersedes this manual in the event of any conflict. Contact Human Resources for more benefit and eligibility information.

800.6 Group Life Insurance

The Family YMCA will make provisions for the protection of employee beneficiaries through a group life insurance plan. This benefit pays up to one times the employee's annual salary. Participation for eligible employees is automatic, unless it is specifically waived by the employee. Additionally, The Family YMCA offers optional and dependent life insurance enrollment, sponsored by the employee.

The benefit plan supersedes this manual in the event of any conflict. Contact Human Resources for more benefit and eligibility information.

Benefits Provided to Both Full-Time and Part-Time Employees

800.7 Employee Leave Benefits

Employees classified as non-regular (instructors, seasonal and temporary) are not eligible to accrue and use paid time-off. Part-time employees must work a minimum of 50 hours in a pay-period to accrue vacation and sick leave benefits. Any accrued vacation and/or sick leave may be used as approved by the employee's supervisor.

800.8 Holidays

- Only full-time employees receive paid holidays each year, consistent with The Family Y's holiday schedule.
- All full-time employees will be paid for such holidays, provided they work all of the last scheduled workday immediately prior to and first scheduled workday immediately following the holiday, unless approved by supervisor. Holidays on which an employee does not work will not be included when computing overtime for the week in question.
- Any holiday taken, such as a religious holiday not included in the Y's holiday calendar, must be approved by the employee's supervisor in advance and will be charged as a vacation day.

800.9 Vacation

The YMCA believes it is beneficial to employees and the YMCA for employees to take a paid vacation annually. The amount of annual vacation available for each employee depends upon the number of years the employee has been employed by the YMCA on a full-time basis, and is set forth in the chart below:

Years of Service at the YMCA	Annual Vacation Earned
0-3 years	5% of Regular Hours, up to 13 days
4-5 years	7% of Regular Hours, up to 18 days
6+ years	8% of Regular Hours, up to 20 days

- **Full-time employees:** The vacation year will begin with the first working day after the 90-calendar-day introductory period, and shall accrue according to the chart above. Maximum number of accrued vacation hours is **160 total hours**. Upon termination of employment the balance of accrued vacation, up to 160 hours, will be paid in the final paycheck.
- **Part-time employees:** Vacation time accrues beginning the first working day after the 90-calendar-day introductory period. Part-time employees who work 50 hours or more per pay-period shall accrue vacation time at a rate proportional to the full-time rate (above) to a maximum of **71 hours**.
- Vacations must be scheduled with and approved by the employee's supervisor using ADP and the leave slip process prior to taking vacation time off. Monetary compensation will only be paid in lieu of vacation in the event of termination of employment. Employees may only use vacation time that has been accrued, i.e., you may not borrow vacation time in advance.
- Employees entitled to vacation are requested to take at least one week of vacation (5 consecutive days) each calendar year as long as accrued vacation of that amount is available. CEO's leave is determined at the discretion of the Board of Directors.

800.10 Sick Leave

The Family YMCA grants paid sick leave to employees to guard against loss of earnings due to illness. Sick leave is not part of salary or wages to which an employee is entitled regardless of need; it is not payable upon termination. Sick leave may not be taken, and shall not accrue, until the first working day after the 90-calendar-day introductory period.

Acceptable and legitimate uses of Sick Leave are for personal illness, doctor's appointments, and illness in the immediate family (parents, children, siblings, and spouse. You may not use sick leave for vacation purposes. You must notify your supervisor if unable to work and submit a sick leave form ASAP upon returning. Upon 3 consecutive days of the employee's supervisor may request a physician's verification of illness.

- **Full-time employees** accumulate sick leave at the rate of 8 hours a month, to a maximum of **320 hrs**.
- **Part-time employees** who work 50 hours or more per pay period shall accrue sick leave at a rate proportional to full-time, to a maximum of **160 hrs**.
- An employee may only use sick leave that has been accrued, and may not borrow against sick leave hours. A return to work or light duty plan may be initiated depending on the nature of the sick leave and medical requirements. Please discuss this with your supervisor.

***Note:** Employees do not accrue vacation or sick leave hours when on paid or unpaid leave including sick, vacation, holidays, bereavement, and jury duty. See also Sick Leave Sharing (Catastrophic Leave) Policy in the Other Board Policies section.*

800.11 Catastrophic Leave Program

The Catastrophic Leave Program allows employees to voluntarily donate sick and/or vacation leave credits to employees that are incapacitated due to a catastrophic illness or injury, and have exhausted all leave credits, including any sick and vacation. Illnesses of immediate family members that are deemed catastrophic, requiring an employee to be absent to care for an immediate family member, are also eligible. Catastrophic Leave/Illness is defined as an illness or injury resulting in a

medical condition for which a physician has certified the condition is likely to result in a loss of 20 or more work days during a 12 month period.

Employee Requesting Donated Leave:

For an employee to be eligible to request donated leave the following must be true:

- Employee must have documented approval of eligibility due to a “serious health condition” of either themselves or a family member. Documentation must be by a physician.
- FT employee who is eligible to accrue and use vacation and has exhausted all paid leave credits who meet the definition standard and provide required certification that they will miss at least 20 days of work.
- Employee must have exhausted all paid leave available to them under the YMCA’s annual, sick or compensatory time, and are not receiving any other supplemental payments (ie long-term disability, Worker’s Compensation)
- An application for Catastrophic Illness Leave Donation and Physician Verification form must be filled out and returned. This form may be obtained by contacting Human Resources.
- Employee understands that the decision to donate sick leave is voluntary on the part of the donor and neither the Board nor The Family Y will be held responsible should a donor be sought, but no donors come forward.

Employees Receiving Donated Leave:

If the employee is eligible to receive donated leave the following guidelines will apply:

- A recipient is limited to receiving a total of forty (40) Catastrophic Leave Days per calendar year. Under extenuating circumstances the forty (40) day limit may be waived only by the CEO.
- Catastrophic Leave Days will be paid according to the recipients hourly or daily rate of pay.
- Recipient will respect the rights of the donor(s) to remain anonymous and will make no attempt to seek out the donor(s).

Employees who wish to Donate Leave:

An employee who wishes to donate leave must have a balance of more than 120 hours of sick leave, and must not result in the donating employee having a balance less than 80 Hours after donation is made.

- The sick leave day donated will be in full day increments of 8 hrs. for full time employees and for part-time employees at increments proportional to regular hours employed by recipient.
- Donations are made only on a voluntary basis and are to be kept confidential.
- Donations may only be made with completion of a “Catastrophic Leave Donation Form” by the donor, and approved by Human Resources and the CEO.

Note: Information regarding an employee’s catastrophic leave status will not be released for this purpose, without the written consent of the employee who is approved for such leave; the employee’s eligibility status for catastrophic leave would be the only information released.

800.12 YMCA Retirement Fund

The Family YMCA participates in the YMCA Retirement Fund. This benefit provides retirement, permanent disability and death benefits for employees of participating YMCAs across the United States. The Family YMCA and participating members are subject to the Retirement Fund by-laws and the YMCA reserves the right to amend its participation in the Fund at any time within the terms and conditions of the Plan. The Fund may amend the Plan at any time and may also be amended at any time to conform to applicable federal law.

- The Family YMCA contributes 7% of each participating employee's monthly compensation to the plan; employees contribute 5%.
- Eligibility, benefits, definitions, and requirements related to the plan are determined by the Fund in agreement with the YMCA and in compliance with all federal laws.
- Employee participation is a condition of employment for all full and part-time employees 21 years or older who work 1,000 hours within two twelve month periods. Retirement enrollment for these employees will be effective the first of the month immediately following completion of the second twelve-month period, beginning with the employee's initial or rehire anniversary date.
- Employees who are current participants of the Retirement Fund and who transfer from another YMCA will have this benefit continued without interruption.
- Eligible employees who are under the age of 21 at the time of hire will be required to participate as a condition of employment after their attainment of age 21; on the first of the month following the anniversary date of their hire date provided they meet the requirements above.
- Employees will receive specific information regarding the retirement plan that pertains to them upon hire for full-time employees or at the time they become eligible for retirement benefits.
- The YMCA Retirement Fund has established the normal (non-mandatory) retirement age to be 59 ½. Early retirement is available at age 55.
- Participants may make additional after-tax contributions or tax-deferred contributions by payroll deduction to the YMCA Retirement Fund 403(b) Smart Account to provide increased benefits at retirement. New employees are eligible immediately to contribute to the 403(b) Smart Account on a voluntary contribution basis regardless of age.

Benefits Required by Law for All Employees

800.13 Social Security/Medicare

- All employees are required to participate in the Federal Insurance Contributions Act program known as Social Security and Medicare. Employees and the YMCA share in the contribution to Social Security and Medicare in proportions mandated by law.

800.14 Workers' Compensation

- The Family YMCA provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course and scope of employment that requires medical, surgical or hospital treatment.
- **It is the employee's responsibility to inform their supervisor immediately if he or she has a work-related accident or illness. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. For more information, contact Human Resources.**
- Neither the YMCA nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by the YMCA.

- All employees requiring medical attention as a result of a work-related injury must select a physician, provider or specialist who takes workers' compensation patients. If emergency treatment is required, treatment should be obtained at the nearest available facility. If an employee selects not to use a physician referred to him/her, the employee will be personally responsible for paying for treatment.

800.15 Unemployment Compensation

- The Family Y complies with the state laws governing unemployment benefits. Unemployment is designed to provide security for those persons unemployed through no fault of their own. Information regarding claims procedures is available through the state's website at <http://www.dws.state.nm.us/>

800.16 Other Benefits

YMCA Membership

- In keeping with the purpose and philosophy of The Family YMCA, membership is offered to employees and their families (under the stipulations to follow regarding employees classification) allowing them an opportunity to strengthen and enrich family life while actively improving their health and well-being.
- When participating in programs offered by the YMCA, employees and their families are reminded that they represent The Family YMCA and are "role models" for our regular members and guests.
- Employees classified as full-time (nonexempt or exempt) and their dependent members of their households will be granted family memberships for the duration of their employment in the YMCA.
- Employees classified as part-time employees will be granted an individual membership for the duration of their employment. Part-time staff wishing to upgrade to a family membership may do so by paying the difference in the rates.
- Employees classified as Instructor, Seasonal, or Temporary will be granted an individual membership as a benefit of employment for the duration of their employment.
- The Y reserves the option of placing restrictions on staff use during peak time usage of regular members.
- Memberships and admission to YMCA programs provided to employees and their family members may be revoked by the YMCA at any time at the sole discretion of the YMCA and create no vested rights.
- Employees who work an average of 18 hours or more per week receive a 20% discount on some childcare programs; currently this includes the After School Program and the Y Summer Camp only.

Membership in Professional Club(s)

For Full-time (nonexempt or exempt) the Y will pay the initiation and membership fees in one community service and one professional club if approved by the CEO.

900. EMPLOYEE LEAVE BENEFITS

900.1 Bereavement (Personal Emergency Leave)

Three days of bereavement leave may be used in the case of death in the immediate family (i.e., spouse, child, domestic partner, parent, parent-in-law, brother, sister, grandparent, sister-in-law, brother-in-law, grandparents-in-law). After three days, sick leave or vacation time may be used. There is no waiting time to be eligible for bereavement. Proof may be required.

900.2 Family Medical Leave Act (FMLA)

Eligible Employees

To be eligible for FMLA leave, an employee of the YMCA must:

- Have been employed with The Family YMCA at least 12 months;
- Have worked at least 1,250 hours for the YMCA during that previous twelve-month period; and,
- Be assigned to a worksite where 50 or more employees are employed by the YMCA within a 75 mile radius of the worksite.
- The FMLA entitles employees an unpaid leave of absence for up to 12 weeks during any 12-month period. Employees are required to use their earned vacation and sick leave benefits concurrent with the family and medical leave of absence. Once these are exhausted, the leave will continue without pay, for a total leave period of 12 weeks. Parents of newborn and adopted children can exhaust up to a maximum of 6 weeks of their vacation and sick leave. Employees are entitled to FMLA for the following reasons:
 - The birth of a child
 - The adoption of a child or placement of a foster child
 - The care of a sick spouse, child, or parent
 - The employee's own serious health condition

Definitions

- Child – anyone under 18 years old who is the employee's biological, adopted or foster child, stepchild, legal ward, or an adult legally-dependent child. This may also include a child for whom the employee has a day-to-day relationship.
- Parent – Biological, foster or adoptive parents, step-parents, legal guardians.
- Spouse – A legal marital relationship
- Serious Health Condition – A "serious health condition" is a physical or mental impairment which involves one of six items:
 - Any period of incapacity or treatment connected with inpatient care (i.e., an overnight stay);
 - A period of incapacity requiring absence for more than 3 consecutive days that also involves continuing treatment by or under the supervision of a health care provider;
 - A period of incapacity due to pregnancy or for prenatal care;
 - Any period of incapacity or treatment therefore due to a chronic serious health condition, such as diabetes, epilepsy, etc.
 - Permanent or long-term period of incapacity due to a condition for which treatment may not be effective, such as terminal cancer or a severe stroke; or,
 - Absence to receive/recover from multiple treatments by (or on referral by) a health care provider for a condition that likely would result in incapacity of more than three consecutive days if left untreated (e.g., chemotherapy, physical therapy, dialysis, etc.)
 - Please note: unless complications arise, a cold, flu, earache, upset stomach, minor ulcer, non-migraine headache or minor dental problem will ordinarily not constitute a serious health condition. Likewise, taking over-the-counter medications, getting bed rest,

drinking fluids or exercising do not constitute “continuing treatment.” Last, the FMLA does not provide leave for cosmetic treatments.

Intermittent Leave

- The employee may take FMLA leave intermittently or on a reduced work schedule with prior approval when medically necessary due to the employee’s or a family member’s illness (such as for periodic medical treatments like chemotherapy).

Notice Required

- Employees are to provide at least 30-day notice, if possible, of their intention to take leave. It is best to request a leave in writing.

Medical Certification

- The YMCA may require Medical certification that the leave is needed due to the employee’s own serious health condition or that of a family member. This may include the date a condition began and its expected duration; diagnosis; treatment, including hospitalization; and if applicable, a statement that you can’t perform the essential functions of your job or that you’re needed to help with a seriously ill family member. We may also, at our expense, require a second medical opinion. If the first and second opinions differ, we may request a third opinion, at our expense, which is binding. Employees are expected to report periodically to your supervisor, on request, about your status and intent to return to work. (You may be asked to provide re-certification of your own or your family member’s medical condition).

Continuation of Benefits

- We will continue the employee’s health insurance under the same conditions as if the employee were working. Under this circumstance, the employee will still be required to pay his or her share of the premium for health insurance. Leave under this Act is not a “qualifying” event under COBRA. An employee’s use of the leave is not allowed to result in the loss of any employment benefits that accrued prior to the start of the employee’s leave. However, we are not required by law to accrue the employee’s seniority or employment benefits during the leave time.

Return to Job

- Upon the conclusion of an FMLA leave, you are generally entitled to reinstatement to the same position, including shift, you held before your absence or to an equivalent position. Reinstatement can be denied under the following circumstances:
 1. Where you would have been removed from the position irrespective of the FMLA leave (e.g. if the firm abolished the position).
 2. If you are requested to provide a certificate which confirms that you are fit for duty following the conclusion of an FMLA leave and you are unable to provide such a certificate.
 3. If you do not/cannot return to work after exhausting all the FMLA leave available to you.
 4. If you are a highly compensated key employee.

If you lose your qualification for the position due to an inability to renew a license, attend a training course, etc. (an employee will, however, be given a reasonable opportunity to fulfill such conditions).

900.3 Jury Leave

Full-time employees, who are called for jury duty, will receive their regular pay for up to 10 business days during such time of service; and may retain any fees, paid to them, for their duty. Loss of time due to jury duty shall not affect an employee's benefits. Documentation of jury duty will be requested by The Family YMCA in order to be paid.

900.4 Military Service - USERRA

- When an employee is called or recalled for active duty, the YMCA grants an official leave of absence without pay. Re-employment rights correspond with those provided by federal and state regulations.
- Employees who are completing their military training by service in a Reserve Component of the United States Armed Forces or National Guard are paid the difference between the regular salary and the amount paid by the Reserve Component or National Guard.

900.5 Other Leave

Employees who have had a minimum of one year of continuous employment may be considered for a leave of absence without pay and benefits for a maximum of six months for circumstances such as personal reasons, education, or other unusual situations. The Y does not guarantee that it will hold a position; however, employees may reapply for open positions at the conclusion of their leave.

A leave is generally described as an absence from work, which may be short term or extended. Leave time is unpaid; however, available vacation time/sick time/paid time off (PTO) must be used during the absence prior to taking time without pay. During the unpaid portion of the leave, holidays are unpaid, and additional vacation time/sick time/PTO does not accrue.

All leave requests should be made in writing at least 30 days in advance of the date the leave begins, except in true emergency situations. Leave requests are initially submitted to the supervisor, who will consult with Human Resources and the CEO.

Employees generally may not work for themselves or another employer while on leave or the leave will be terminated by the Y. Exceptions must be approved in advance by the CEO.

During leave, employees may be able to continue health benefits under COBRA provisions. If employees discontinue benefits coverage while on leave, they must meet eligibility and coverage terms set by insurance carriers upon return. Inquiries about leaves should be directed to both employees' supervisors and to Human Resources.



1000. OTHER ORGANIZATIONAL POLICIES

1000.1 Board Policies Affecting YMCA Work

Endowment Plan

The Endowment Plan of The Family YMCA was adopted by the Board of Directors at their meeting on July 19, 1990. The YMCA Endowment fund and Heritage Club ensures the long-term viability of the YMCA in our community. Information on the Endowment Plan is available from the CEO.

Financial Aid Program

The Financial Aid Policy of The Family YMCA was passed at the November 18, 1990 Board of Directors Meeting. A copy of the document is retained in the official minute's record of the Board, and is available upon request. In keeping with the YMCA's mission, subject to available funds, no one will be turned away because of an inability to pay. A process for determining need and awarding scholarships shall be maintained and periodically reviewed to meet changes in the community.

Risk Management Program

The Family YMCA maintains a risk management policy. The objective of risk management is the conservation of assets, resources, and earnings from the effects of accidental loss or destruction. Risk management includes all management activities directed towards the control of accidental loss, and the prevention of injury. Its purpose is to increase profits, and its effectiveness lies in a comprehensive management approach to the problem, including, but not limited to, loss control and the purchase of insurance. The Board of Directors adopted this policy in September, 1992.

Maintenance Reserve Policy

The Maintenance Reserve Policy was updated at the March 30, 2006 Board of Directors Meeting. It establishes that between 15K – 25K be built into the operating budget each year to build a reserve that equals one month's operational expenses. These funds will be placed in a contingency reserve fund to be used for the major repair and replacement of items over normal operating expenses or in the case of severe negative economic impact to the operation budget. Board action is required for the funds to be spent.

1000.2 Conflict of Interest Policy

The purpose of this conflict of interest policy of The Family YMCA hereinafter referred to as the Y is to protect the Y when it is contemplating entering into a contract, transaction or arrangement that has the potential for benefiting the private interest of a "Significant Person" as defined below. This Policy is intended to supplement, but not replace, any applicable state and federal laws governing conflict of interest applicable to nonprofit and charitable organizations.

STATEMENT OF POLICY: The Y will not engage in any contract, transaction or arrangement involving a Conflict of Interest without establishing appropriate safeguards to protect the interests of the Y. To that end:

- a. Each Significant Person must promptly, fully and timely comply with the disclosure requirements set forth in this policy, or as otherwise adopted by the Board in accordance with this policy.
- b. All transactions, contracts or arrangements involving a conflict of interest must be reviewed by the board or by a designated body of disinterested persons.
- c. The Board, or designated body, must determine by a majority vote of disinterested persons that appropriate safeguards are in place to protect the interests of the YMCA and are consistent with the purposes of this Policy.
- d. Where appropriate, the Board or designated body shall seek advice of legal counsel.

This Policy applies to (a) Significant Persons, and (b) any contract, transaction or arrangement involving the Y.

1000.4 The Family YMCA Child Protection Policies

“Staff” refers to all YMCA employees, instructors, board members, coaches, assistants, instructor aides, substitutes and volunteers. “Participants” refers to all members, program participants, punch card users, community service workers, non-YMCA maintenance and construction workers, guests and visitors.

- 1) All staff must read and sign a code of conduct.
- 2) All staff must sign the “Abuse Prevention Agreement,” stating they have received and read a copy of “The Family YMCA Abuse Prevention Policies.”
- 3) All staff working with participants under the age of 18 must undergo a criminal background check.
- 4) All staff must complete child abuse prevention training annually. Program directors must maintain a training record of their staff. Formal training will be offered quarterly and as needed. Training will include:
 - a. Abuse reporting procedures.
 - b. Supervision and bathroom procedures. Staff working with participant’s ages 12 and under must attend an updated formal training each year. Staff working with participants ages 13 and older may attend the formal training or complete the PowerPoint packet each year.
- 5) All staff must wear a photo ID provided by the YMCA, which must be returned upon termination.
- 6) Program directors or MSRs must have parents/guardians of participants ages 12 and under read and sign the “Parent Statement of Understanding” form, to be returned and filed with the child’s records.
- 7) All participants will be required to show photo identification the first time they register for a program. Participants that have registered for programs prior to October 1, 2005, will also be required to provide onetime photo identification. Verification of participants will be annotated in the YMCA’s computer system.
- 8) All staff and participants entering the facility must scan a membership card, show a staff badge, or sign in and out at the front desk. Parent/ guardian may sign in for youth ages 12 and under.
- 9) Instructors/coaches at offsite programs must determine why any unknown individuals are present at the program. Valid reasons for being present include observing the program with an interest in registering (should not observe more than once), a visiting family member, or individuals working without disrupting the class (i.e. PTO preparing for a school bake sale). Los Alamos Public Schools employees may be present at the program site if their presence is necessitated by their duties for LAPS; however, they may not be involved or engaged with YMCA program participants other than to exchange a brief greeting.
- 10) All participants ages 12 and under working out in the facility must be under the direct supervision of an accompanying adult (age 18 or over). Program participants ages 10 and under must be escorted to and from the program location by an authorized individual and checked in with the instructor/coach. Program participants ages 11 and 12 must be escorted to and from the program location by an authorized individual and checked in with the instructor/coach or

have a signed "Walking Permission" form on file with the child's records. A copy of the form will be kept by the instructor/coach.

- a. Authorized individuals will be recorded on a registration form or liability waiver, to be kept with the child's file and the instructor/coach.
 - b. Authorized individuals that leave a program after checking in a child age 12 and under must sign out the child with the instructor/coach when picking him/her up at the conclusion of the program.
Authorized individuals must present a photo ID to the instructor/coach in order to sign out the child, until the individual is known to the instructor/coach.
 - c. Authorized individuals that remain during a program, or who are enrolled in the same program with a child ages 12 and under do not have to sign out the child with the instructor/coach.
 - d. Attendance sheets must be kept for all youth ages 12 and under, and must be returned to the program director.
 - e. Instructors/coaches at offsite programs must keep a record of attendance for all participants for all class meetings/programs/practices to be turned in to program director.
 - f. Participants ages 11 and 12 may sign themselves in and out of programs ONLY if a "Walking Permission" form for the program is on file. The form states that a parent/guardian allows the participant to walk to and from the program by him/herself.
 - g. Participants ages 10 and under who are not escorted by an authorized individual, and participants ages 11 and 12 that are not escorted by an authorized individual or do not have a "Walking Permission" form on file will not be allowed entry or to participate in programs after a warning. Questions/concerns regarding participants not allowed into programs will be referred to program directors.
 - h. Youth ages 12 and under participating in offsite programs must be signed in and out with the instructor/coach by authorized individual, unless authorized individual remains for the duration of the program/class/practice or is also a participant, or a child ages 10 or 11 has a "Walking Permission" form on file.
11. Program participants ages 12 and under must notify instructor/coach if he/she needs to use the restroom. If authorized individual is present and observing or participating, authorized individual must accompany child to the restroom. If authorized individual is not present, then instructor/coach must keep track of time the child is gone. If the child has not returned in an appropriate amount of time, then instructor/coach must check on the child, or send an authorized individual (participating parent/guardian, assistant) to check on child.
 12. Instructors/coaches at offsite programs must accompany, with one other person, participants ages 17 and under to the restroom or have three participants of any age leave together for and return together from the restroom or have an authorized individual accompany the child.
 13. Registered and/or convicted sex offenders are not allowed employment, membership, participation in programs, entry onto YMCA property, or to loiter in the vicinity of programs and activities.

1000.5 Child Abuse Reporting Procedures

The YMCA advocates a guidance and discipline policy with an emphasis on positive reinforcement, redirection, prevention, and the development of self-discipline.

At no time will the following disciplinary techniques be tolerated: striking, biting, kicking, squeezing, shaming, withholding food or restroom privileges, confining children in small locked rooms, or verbal or emotional abuse.

Affectionate touch and the warm feelings it brings is an important factor in helping a child grow into a loving and peaceful adult. However, YMCA staff needs to be sensitive to each person's needs (i.e., not everyone wants to be hugged). The YMCA encourages age appropriate touch that helps children develop feelings of trust, security and self-esteem; however, at the same time it prohibits inappropriate touching initiated by an adult for the adult's gratification or any other means of sexually exploiting children.

In the event there is an accusation of child abuse, the YMCA will take prompt and immediate action:

1. The YMCA is mandated by state law to report any suspected cases of child abuse or neglect to the appropriate authorities for investigation. If abuse is reported to staff, or probable cause for abuse is discerned, staff will immediately notify the program director. If the program director is not available, staff will notify an appropriate administrator. The program director (or administrator) will then review the incident with the CEO. This review cannot in any way deter the reporting of child abuse by the mandated reporters. Most states mandate each teacher/coach or childcare provider to report information they have learned regarding suspected child abuse. In most states, mandated reporters are granted immunity from prosecution.
2. The YMCA will file a report in accordance with relevant state or local child abuse reporting requirements and will cooperate to the extent of the law with any legal authority involved.
3. In the event the reported incident(s) involve staff, the CEO will, without exception, suspend the staff member(s) from the YMCA.
4. The parents or legal guardian of the child(ren) involved in the alleged incident will be promptly notified in accordance with directions of the relevant state or local agency.
5. The incident or alleged offense will be considered job related whether or not it takes place on YMCA property or during a program because of the youth involved nature of the YMCA.
6. Reinstatement of the staff member will occur only after all allegations have been cleared to the satisfaction of the program director (or administrator), and CEO.

7. YMCA staff must be sensitive to the need for confidentiality in handling information and should only discuss the incident with the program director (or administrator), and CEO.

Note: Every staff member has an absolute duty to report any suspicion of child abuse to their direct supervisor or branch executive.

1000.6 YMCA Code of Conduct

“Staff” refers to all YMCA employees, instructors, board members, coaches, assistants, instructor aides, substitutes and volunteers. “Participants” refers to all members, program participants, community service workers, non-YMCA maintenance and construction workers, guests and visitors.

1. Staff will interact with participants and other staff with respect and consideration, treating everyone equally regardless of sex, race, religion, culture, or sexual orientation. The Family YMCA is an equal opportunity employer and supervisors will not discriminate when hiring staff.
2. Staff will portray a positive role model and act in a caring, honest, respectful and responsible manner, maintaining an attitude of patience, courtesy, tact and maturity.
3. While the YMCA does not discriminate against an individual’s lifestyle, it does require that staff abide by the standards of conduct set forth by the YMCA in the performance of their job.
4. Staff will appear clean, neat, and appropriately attired.
5. Staff will report to work on time as scheduled or notify supervisor.
6. Staff will properly record hours worked and turn in time sheets when due.
7. Staff will not falsify any YMCA records.
8. Staff will carry out job assignments and follow supervisors’ instructions.
9. Staff must be free of physical and psychological conditions that might adversely affect participants’ physical or mental health.
10. Staff will not discuss confidential matters with anyone outside of the YMCA or with unauthorized employees. Lists of participants, confidential materials, and restricted information will not be removed from the facility or discussed with or shown to anyone under any circumstances without authorization.
11. Staff will not gossip in the work place.
12. Staff will not carry weapons on YMCA property or into YMCA programs.
13. Staff will not steal, or attempt to steal YMCA, members, participants, or staff property.
14. Staff will not intentionally destroy YMCA property or property where YMCA programs are held, or advocate or participate in unlawful seizure of YMCA property or property where YMCA programs are held.
15. Staff will not be on YMCA property during closed hours without authorization from the CEO.
16. Staff will not use the Internet inappropriately.
17. Staff will notify the YMCA of a conviction or arrest.

18. Staff will not use profanity, abusive language, tell inappropriate jokes, or share intimate details of personal life in front of members, participants or other staff.
19. Staff will not smoke or use tobacco in the presence of participants. Smoking in and around the YMCA facility and programs is prohibited.
20. Never report to work under the influence of alcohol, intoxicants or drugs. The possession, use, manufacturing, or distribution of illegal drugs, alcohol and/or prescription drugs within the programs, activities and premises of The Family YMCA, and other facilities where YMCA programs are held is prohibited. Off-the-job illegal drug activity, as described above, or alcohol abuse, including illegal alcohol use, will not be tolerated.
21. Staff will refrain from intimate displays of affection towards others during working hours.
22. Staff will not engage in sexual, religious, racial, ethnic, or other kind of harassment towards members, participants, or other staff.
23. Staff will not abuse participants or other staff in any of the following manners: physical abuse striking, spanking, shaking, slapping; verbal abuse humiliating, degrading, threatening; sexual abuse inappropriate touching or verbal exchange, molestation, indecent exposure; mental abuse shaming, withholding love, cruelty; neglect withholding food, water, basic care, etc. Any type of abuse will not be tolerated and may be cause for immediate dismissal.
24. Staff will respect participants' rights not to be touched in ways that make them feel uncomfortable. Other than diapering, staff will not touch areas of participants' bodies that would be covered by a bathing suit.
25. Staff will read and sign all policies related to preventing, identifying, documenting, and reporting child abuse, and attend training as instructed by a supervisor.
26. Staff ages 18 and over will not date participants ages 17 and under.
27. Staff will not transport participants ages 17 and under in their own vehicles.
28. Staff ages 18 and over will not be alone with participants ages 17 and under outside of the YMCA. This includes babysitting, sleepovers, and inviting youth to staff's home. Staff ages 17 and under will not be alone with participants ages 12 and under outside of the YMCA. Any exceptions require a written explanation before the fact and are subject to administrative approval.
29. Staff will never leave participants ages 12 and under unsupervised.
30. At no time during a YMCA program will YMCA staff age 18 and over be alone with a participant age 17 and under. At no time will any YMCA staff be alone with a participant 12 and under.
31. If working with children, staff must use positive techniques of guidance, including redirection, positive reinforcement and encouragement rather than criticism, competition and comparison. Staff will have age-appropriate expectations and set up or follow guidelines that minimize the need for confrontation or discipline. Physical restraint is used only in predetermined situations (i.e. necessary to protect someone from harm) and must be documented in writing.
32. If working with children, staff will conduct a health check of each participant each day, noting any fever, bumps, bruises, burns, etc. Questions or comments will be addressed to the participant or the participant's parent/guardian in a nonthreatening manner. Any questionable marks or responses will be documented.
33. If working with children, staff will not release youth ages 12 and under to anyone other than an authorized individual on file with the YMCA.
34. If working with children, staff will conduct or supervise private activities for participants, such as diapering, putting on bathing suits, taking showers, etc., in pairs. When this is not feasible, staff will be positioned so they are visible to others.

1000.7 Privacy Policy

The Family YMCA is concerned about the privacy of its members and employees and maintains their personal information in confidence. As an expression of the YMCAs commitment to protect the personal information of its members and employees, the following policy has been adopted by its Board of Directors:

The YMCA collects information from members in a proprietary database known as DAXKO or Member ST for the purposes of registration, billing; supporting the progress of our members toward their goals; encouraging the involvement of the whole family; and providing information on upcoming YMCA events and program opportunities. Member information is also aggregated in certain ways to help staff and YMCA Board determine how well we are serving our community and how we can improve our operations.

Personal information is also collected as needed from our employees and volunteers. Volunteer staff performs important duties and are subject to many of the same policies and training requirements as our employees.

The YMCA shares member and employee information with financial institutions, government agencies, and companies working on behalf of the YMCA only as needed to conduct YMCA business. Other than as required by law or to conduct YMCA business, the YMCA will not share your personal information with other third parties without your explicit permission. The YMCA will not sell, rent or lease your personal information to others.

You may inspect your records and update your personal information at any time. Please notify the Membership Director or, if staff, the Human Resources Director with regard to updating your YMCA records.

The YMCA is committed to keeping any and all Member Personal Information ("MPI") confidential and secure. Your MPI includes personal information such as your name, address, birth date,

employer, payment history, bank information, and program and donor involvement. For employment and/or background screening, your social security number may will be collected and held securely and confidentially. This Privacy Policy applies to all current and former members/guests, program participants, employees, volunteer staff, and donors, as well as to all persons who have offered personal information to the YMCA as prospective members or employees.

How does the YMCA protect your privacy?

The YMCA maintains procedural, electronic, and physical safeguards to protect the MPI of its members, employees, volunteer staff and donors, including but not limited to the following:

Procedural safeguards:

- The YMCA permits access to MPI only by authorized employees and volunteer staff with a need to have access and who are trained in the proper handling of member information. The YMCA removes employee and volunteer staff access to systems immediately upon notification of their termination by their supervisor.
- The YMCA requires all outside vendors and contractors who may be retained to perform services for the YMCA to conform to YMCA privacy standards and/or sign strict confidentiality agreements. In the rare and limited circumstances when a retained service provider is required to use MPI to complete its assignment, the service provider is strictly prohibited from using this information for any other purpose.
- The YMCA will not reveal information about your health, character, personal habits or reputation to anyone for marketing purposes.
- The YMCA uses outside vendors to conduct periodic network security audits to help prevent security breaches. The Y follows published document management procedures providing for the timely destruction of outdated personal information.

Electronic safeguards:

- The YMCA masks all but the last four digits of your credit card and bank account numbers in our Member ST screens.
- The YMCA uses SSL (secure socket layer) transmission to transmit electronic funds transfer payments to and from financial institutions.
- The YMCA stores electronic credit card report information in a secure folder with limited employee access on its network drive.
- The YMCA displays only limited information on any system generated receipts: the last four digits of the credit card; or last four digits of the bank routing number and last three digits of the bank account number.
- The YMCA ensures that unattended computers display electronic screen savers to help prevent unauthorized access to personal information. Access is locked out until a proper password is entered.
- YMCA automated system policies require employees to change passwords at random intervals.

Physical Safeguards:

- The YMCA's Business/IS Manager periodically audits our operations to ensure that reasonable security practices and internal controls are being followed.
- YMCA facilities have security surveillance cameras to discourage theft on the premises.
- YMCA facilities have controlled access into their facilities.

What are your rights?

You have the right to know what MPI the YMCA has collected about you; this does not apply to MPI that relates to an actual or possible claim or a civil or criminal action. You may ask the YMCA in writing to correct any MPI you believe is recorded in error. The YMCA may change its Privacy Policy from time to time. The YMCA maintains a copy of its approved Privacy Policy on its Internet web site: www.laymca.org

How may you contact us?

The Family YMCA Business Office: 500-8026; The Family YMCA: 662-3100

The Family YMCA

Employee Handbook Acknowledgement

This handbook reflects a general description of the policies, procedures, rules, services and benefits of employment with The Family YMCA and supersedes any previous version.

The management of the YMCA reserves the right to revise by addition, reduction, correction, deletion or upgrade of any part or all of the materials in this handbook at any time.

I acknowledge that online access to this handbook has been granted and will remain effective throughout the duration of my employment with The Family YMCA.

I understand that I may request a printed copy of this handbook at any time during active employment with The Family YMCA. I understand that the Employee Handbook is the property of the YMCA and must be returned to my supervisor upon separation from employment at the YMCA.

I acknowledge receipt of this handbook and understand and agree that is a general information guide and is not to be construed as an employment contract or guarantee of continued employment.

I agree to adhere to and follow all policies and procedures contained within this handbook.

Employee Printed Name

Employee Signature

Date

[To be kept in this employee's personnel file]

