



## CODE OF CONDUCT FOR YMCA STAFF AND VOLUNTEERS

1. Staff and volunteers will always consider safety of campers and safety of themselves as a priority in all situations.
2. Staff and volunteers will respond to children with respect and consideration and treat all children and co-workers equally regardless of sex, race, religion, culture, economic level of the family, or disability.
3. Staff and volunteers will act in a caring, honest, respectful, and responsible manner consistent with the mission of the YMCA.
4. Staff and volunteers will exhibit the highest ethical best practices and personal integrity.
5. Staff and volunteers will provide a professional work environment that is free from physical, psychological, written, or verbal intimidation or harassment.
6. Staff and volunteers will not physically, sexually, or emotionally abuse or neglect a Children or adult.
7. Staff and volunteers will share concerns about suspicious or inappropriate behavior with their supervisor or administrator.
8. Staff and volunteers will report any suspected abuse or neglect of a Children to the state authorities.
9. Staff and volunteers will accept their personal responsibility to protect Children and adults from all forms of abuse.

### Working with Children

#### Supervision of Campers (M16)

10. To protect YMCA staff, volunteers, and program members, at no time during a YMCA program may a staff person be alone with a single child where he or she cannot be observed by others. As staff supervise children, they should space themselves in such a way that other staff can see them.
11. Staff shall never leave a child unsupervised. At least one staff member must be in each cabin after Cabin Chat
12. Rest-room supervision: Staff will make sure the rest room is not occupied by suspicious or unknown individuals before allowing children to use the facilities. Staff will stand in the doorway of the rest room while children are using the rest room. This policy allows privacy for the children and protection for the staff (not being alone with a child). If staff are assisting younger children, doors to the facility must remain open. No child, regardless of age, should ever enter a bathroom alone on a field trip or at other off-site location. Always send children in threes (known as the rule of three) and, whenever possible, with staff.
13. Staff should conduct or supervise private activities in pairs— changing, putting on bathing suits, taking showers, and so on. When this is not feasible, staff should be positioned so that they are visible to others.
14. Under no circumstances should staff release children to anyone other than the authorized parent, guardian, or other adult authorized by the parent or guardian (written parent authorization on file with the YMCA).
15. Employees, volunteers, and children should not sit or lie on anyone's bed or be in anyone else's sleeping bag
16. Employees and volunteers will not leave children alone during siesta/bedtime

#### Behavior Management

17. Staff must use positive techniques of guidance, including redirection, positive reinforcement, and encouragement rather than competition, comparison, and criticism. Staff will have age- appropriate expectations and set up guidelines and environments that minimize the need for discipline. Physical restraint is used only in predetermined situations (when necessary to protect the child or other children from harm), administered only in a prescribed manner, and must be documented in writing.
18. Camp Hazen YMCA will not tolerate the mistreatment or abuse of one child by another child. In addition, our organization will not tolerate any behavior that is classified under the definition of bullying, and to the extent that such actions are disruptive, we will take steps needed to eliminate such behavior. Anyone who sees an act of bullying, and who then encourages it, is engaging in bullying. This policy applies to all children, employees, and volunteers.
  - Bullying is aggressive behavior that is intentional, is repeated over time, and involves an imbalance of power or strength. Bullying can take on various forms, including:
    - Physical bullying: when one person engages in physical force against another person, such as by hitting, punching, pushing, kicking, pinching, or restraining another.
    - Verbal bullying: when someone uses their words to hurt another, such as by belittling or calling another hurtful names.
    - Nonverbal or relational bullying: when one person manipulates a relationship or desired relationship to harm another person. This includes social exclusion, friendship manipulation, or gossip. This type of bullying also includes intimidating another person by using gestures.

- Cyberbullying: the intentional and overt act of aggression toward another person by way of any technological tool, such as email, instant messages, text messages, digital pictures or images, or website postings (including blogs). Cyberbullying can involve:
  - Sending mean, vulgar, or threatening messages or images;
  - Posting sensitive, private information about another person;
  - Pretending to be someone else in order to make that person look bad;
  - Intentionally excluding someone from an online group.
- Hazing: an activity expected of someone joining or participating in a group that humiliates, degrades, abuses, or endangers that person regardless of that person's willingness to participate.
- Sexualized bullying: when bullying involves behaviors that are sexual in nature. Examples of sexualized bullying behaviors include sexting, bullying that involves exposures of private body parts, and verbal bullying involving sexualized language or innuendos.

### **Child Abuse**

19. Staff shall not abuse children in any way, including
  - i. physical abuse—striking, spanking, shaking, slapping; hazing and so on;
  - ii. verbal abuse—humiliating, degrading, threatening; and so on;
  - iii. sexual abuse—touching or speaking inappropriately or showing inappropriate materials;
  - iv. mental abuse—shaming, withholding kindness, being cruel, and so on; or
  - v. Neglect—withholding food, water, or basic care.
20. No type of abuse will be tolerated and may be cause for immediate dismissal or arrest.
21. Staff will respect children's rights to not be touched or looked at in ways that make them feel uncomfortable, and their right to say no. Children are not to be touched on areas of their bodies that would be covered by a bathing suit.
22. Children are never to be touched against their will (unless in the case of clear and present danger) or against their discomfort expressed verbally or non-verbally.
23. Staff must read Staff Manual and follow all precautions outlined in section on Child Abuse. Any allegation must be reported to a supervisor, director, or other authority.

### **Interactions with Campers**

24. Staff and volunteers will adhere to uniform best practices of displaying affection as outlined by Camp Hazen YMCA.
25. Staff and volunteers will adhere to uniform best practices of appropriate and inappropriate verbal interactions as outlined by our organization.
26. Staff and volunteers will not stare at or comment on children's bodies.
27. Staff and volunteers will not date or become romantically involved with children.
28. Staff and volunteers will not have secrets with children and will only give gifts in accordance with organizational policies.
29. Staff and volunteers will comply with our organization's policies regarding interactions with children outside of our programs.
30. Staff and volunteers will adhere to organizational policies regarding electronic communication and social media with children.
31. At no time, and not for any reason, is there to be physical punishment of Campers. Any incidence of physical punishment of a Camper may result in dismissal. Physical punishment is not the same as physical restraint used to prevent a Camper from an action that may be harmful to him or herself or others.
32. While the YMCA does not discriminate against an individual's lifestyle, it does require that in the performance of their job they will abide by professional standard and conduct set forth by the YMCA. Discussion with campers regarding private staff/adult relationships, sexual education or imposing their own political views is prohibited. Parents will decide how children learn the 'facts of life', they do not expect camp staff to do this. Staff are expected to seek out the Camp Director, Leadership Staff or Camp Nurse if you have a sensitive situation with your camper(s).
33. Staff members may be in a situation where they are informed of a camper's disability or illness, and must respect camper confidentiality regarding any medical information and refrain from discussing medical situations with anyone other than Health Staff and necessary Camp Directors.

## Professional Image

### Personal Appearance & Behavior

34. Staff must appear clean, neat and appropriately attired. When building trust, it is the first impression is the one that counts and staff need to remember to be positive role models. The Executive Director will have the final say in any attire, tattoos, body piercing etc that he/she finds to be inappropriate
35. Staff must wear performance style bathing suits and clothing that covers the body appropriately. Inappropriate attire while at camp includes excessively short shorts, revealing bathing suits, see-through clothing and t-shirts with inappropriate language or designs.
36. Smoking/vaping and use of tobacco related products are prohibited at Camp.
37. There will be no alcoholic beverages anywhere in summer camp buildings or on camp property. Possession of, use of, or being with persons possessing or using alcohol will mean automatic dismissal from camp. Staff members in camp will be expected to observe the Connecticut State laws regarding legal age for use of alcohol when they are out of camp on time off. No staff member will be allowed to come on to YMCA property from time off having had too much to drink. You are considered on duty anytime you are on camp property. Breaking the alcohol rules will lead to disciplinary action up to and including dismissal from Camp Hazen YMCA.
38. Use of any drugs not prescribed for medical reasons will not be permitted. Possession of, use of, or being with persons possessing or using marijuana for recreational use or other illicit drugs will lead to disciplinary action up to and including dismissal from camp.
39. All prescribed medication and over the counter medication, other than life saving emergency medication, for staff will be kept in the Health Lodge, not in cabins. – No weapons of any kind will be brought to camp.
40. Staff and volunteers will not have sexually oriented materials, including printed or online pornography, on our organization's property.

### Personal Interactions

41. Staff will refrain from intimate displays of affection toward others in the presence of children, parents and staff.
42. Profanity, inappropriate jokes, sharing intimate details of one's personal life, and any kind of harassment in the presence of children, parents, volunteers, or other staff is prohibited.
43. Staff may not be alone with children they meet in YMCA programs outside the YMCA. This includes babysitting, sleepovers, driving or riding in cars, and inviting children to their homes. Any exceptions require a written explanation before the fact and are subject to prior administrator approval.
44. Staff will portray a positive role model for youth by maintaining an attitude of loyalty, patience, courtesy, tact, and maturity.
45. Staff should not give excessive gifts (e.g., TV, video games, jewelry) to youth.
46. Staff are to understand there is a clear power difference between themselves and campers and are not to take advantage of this difference. Staff may not have any physically intimate or emotionally inappropriate relationship with program participants, including LEA's.
47. Staff are not to transport children in their own vehicles or allow youth participants old enough to drive to transport younger children in the program.



## Electronic communication and social media code of conduct

While these tools provide many benefits, they also present the potential for inappropriate behavior, increased access to vulnerable children, and privacy violations. Employees, volunteers, and children participating in Camp Hazen YMCA's programs, events, and activities shall adhere to the following Social Media Code of Conduct:

### Online Presence:

48. You are expected to represent yourself and the YMCA positively and responsibly year-round. Inappropriate photos, comments, stories and questionable interactions that are viewable to campers, parents, alumni and administrators puts Camp's reputation at risk and your employment at risk (including future references for other jobs). We expect you to continue professional boundaries with campers year-round.
49. Be a positive role model by exhibiting professionalism in all interactions; portray an attitude of respect, loyalty, patience, courtesy, tact, and maturity. Do not engage in behavior or comments that are, or could be construed by any observer to be, harsh, abusive, coercive, threatening, intimidating, shaming, derogatory, demeaning, or humiliating. Do not engage in personal attacks, sexually oriented conversations, or discussions about sexual activity.
50. Employees and volunteers may not create web pages on behalf of Camp Hazen YMCA unless they have prior approval to do so and may not misrepresent their work with Camp Hazen YMCA or Camp Hazen YMCA itself.
51. Rather than personally defend Camp Hazen YMCA's reputation, employees and volunteers should notify their supervisor or an administrator of a negative comment or online representation or if any member of the media contacts them about any matter related to Camp Hazen YMCA.

### Online Interactions:

52. Staff and volunteers are prohibited from communicating with children using personal social networks, including direct messaging through social media or gaming platforms, or sending text messages to children and/or replying to text messages from a child. If a child attempts to communicate with a staff member or volunteer via these methods, a Senior Leadership must be notified immediately.
53. Personal social networking profiles and/or blogs of employees and volunteers shall be private and not shared with children. Employees and volunteers with profiles on social networking sites shall not request to be "friends" with or follow children or approve friend or follow requests from children, unless there is a prior connection outside of the camp.
54. Employees and volunteers are prohibited from sending private messages to children and/or replying to private messages from a child. If a child attempts to privately communicate with an employee or volunteer electronically, the Camp Director or designee must be notified immediately.
55. Employees and volunteers may not engage in electronic communication or social media contact with family members or friends of children.

### Sharing of camper information online

56. Never reveal sensitive or confidential information, including identifiable details or photos of a child without written consent from their parent or legal guardian.
57. Employees and volunteers may not post or share inappropriate photos or comments on photos of children.
58. Employees and volunteers may not post or share on their personal social media accounts any photographs or videos of children participating in Camp Hazen YMCA's programs.



### Use of technology:

- 59. Refrain from using personal or organization owned devices in restrooms, showerhouse, or other areas where there is a reasonable expectation of privacy.
- 60. Refrain from using cell phone cameras and/or any recording functions, on the cell phone or within apps, during programming unless permission is granted. If permission is granted, the camera or recording feature is only to be used as directed by the employee or volunteer only for that particular purpose
- 61. Do not make pornography, in any form available to children participating in Camp Hazen YMCA’s programs, events, and activities or assist children in any way in gaining access to pornography.
- 62. While on Camp Hazen’s YMCA network and or property staff and volunteers may not:
  - Access, send, receive, download, produce, or distribute any offensive, profane, threatening, pornographic, or sexually explicit material at any time, for any reason.
  - Access websites, newsgroups, or chat areas that contain material that is counter to Camp Hazen YMCA’s mission or that promote illegal acts.

Employees and volunteers must adhere to uniform standards of electronic communication and social media use as outlined in any applicable organizational policies and procedures.

### Employee Grievance Policy

Camp Hazen YMCA believes employees have valuable thoughts and insights to share regarding the workplace and our operations. Accordingly, Camp Hazen YMCA encourages employees to share opinions, suggestions, concerns, questions and/or grievances about our policies, personnel issues, and/or other workplace matters and Camp Hazen YMCA. In general, the best person initially to bring opinions, suggestions, concerns, and/or questions to is the employee’s direct supervisor. However, to the extent the concerns relate to their direct supervisor, or to the extent an employee believes their direct supervisor did not fully address a matter, employees may direct their opinions, suggestions, concerns, and/or questions to the next level of management or directly to the Camp Director of the Executive Director/CEO. To share a grievance anonymously, you can do so by adding \*67 prior to (860) 526 9529 or by dropping a note in the mail box by the office.

This Code of Conduct and associated policies and procedures shall be provided to parents/guardians of children. It shall also be available on Camp Hazen YMCA’s website for public view.

**Staff are to report to a supervisor any other staff or volunteer who violates any of the policies listed in this Code of Conduct.** Staff are required to read and sign all policies related to identifying, documenting, and reporting child abuse and attend trainings on the subject, as instructed by a supervisor.

In signing this document, I agree to the following:

- To watch for signs of stress in myself and others as a way of maintaining a safe environment for everyone at Camp Hazen YMCA
- To ask for help if I do not understand a policy or feel I am in a situation that is uncomfortable or has the potential to become harmful.
- Staff and volunteers will report concerns or complaints about other employees and volunteers, other adults, or Children to the Camp Director or designee.
- Staff and volunteers will report allegations or incidents of abuse to the proper state authority. Please refer to the specific guidelines of your state regarding mandated reporting.
- Staff and volunteers may not have engaged in or been accused or convicted of Children abuse, indecency with a child, or injury to a child.
- To adhere to this Code of Conduct and understand that any violation of this Code puts campers, staff and myself at risk and may result in termination.

Please refer to Camp Hazen YMCA’s full Employee Handbook for full details of our policies.

63.

Printed Name

Employee or Volunteer Signature

Date



## CHILD ABUSE REPORTING & RESPONSE PROCEDURES

All employees and volunteers must follow state specific mandatory reporting requirements. Our organization has zero tolerance for abuse. It is imperative that every employee or volunteer actively participates in the protection of children.

Employees and volunteers must be trained to be aware of and understand their legal and ethical obligation to recognize and report suspicions of mistreatment and abuse. Employees and volunteers will:

- be familiar with the symptoms of abuse and neglect, including physical, sexual, verbal, and emotional abuse;
- be familiar with red-flag or inappropriate behaviors and/or policy violations;
- know and follow organization policies and procedures that protect against abuse;
- report suspected abuse or neglect to the appropriate authorities as required by state mandated reporter laws; and
- follow up to ensure that appropriate action has been taken.

In the event that employees or volunteers observe red-flag or inappropriate behaviors and/or policy violations by other employees or volunteers, it is their professional and personal responsibility to immediately report their observations in accordance with Camp Hazen YMCA's reporting procedures.

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

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

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

- Interrupt the behavior.
- Report the behavior to a supervisor, director, or other authority.
- If you are not comfortable making the report directly, make it anonymously
- If the report is about a supervisor or administrator, contact the next level of management.
- Complete an internal report but do not conduct an investigation.
- Keep reporting until the appropriate action is taken.

In the event that a supervisor or an administrator receives a report of suspicious or inappropriate behaviors or policy violations from an employee, volunteer, child, or parent/guardian, the supervisor is instructed to do the following:

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



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

- Increase monitoring or supervision of the employee, volunteer, and/or program.
- If policy violations with child(s) are confirmed, the employee or volunteer must be subject to disciplinary action up to and including termination and prosecution. Disciplinary action will follow the Progressive Disciplinary Process outlined by Camp Hazen YMCA.
- If more information is needed, interview and/or survey other employees and volunteers or children.

In the State of Connecticut Youth Camp Directors are Mandated Reporters. As such are required by mandated reporting laws and must report any suspected abuse or neglect of a child—whether on or off organization property or whether perpetrated by employees, volunteers, or others—to state authorities. Reports may be made confidentially or anonymously. A person who mistakenly reports suspected abuse is immune from civil or criminal liability as long as the report was made in good faith and without malice.

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

1. Immediate supervisor
2. Directors
3. Administrators

Additional guidelines for employee and volunteer response to incidents or allegations of abuse:

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

In the event of an accusation of child abuse, the Camp Hazen YMCA will take prompt and immediate action as follows:

1. At the first report or allegation that child abuse has occurred, the staff person it has been reported to will notify a Village Director and the Camp Director, who will review the incident with Executive Director.
2. The Camp Director or Executive Director will see to the immediate safety and medical care of all persons at issue.
3. The Camp Director or Executive Director will gather information about the allegation. For example, who made the report, who was allegedly abused, who was the alleged abuser, what was the nature of the alleged abuse, where and when did the alleged abuse occur, etc. It is not our job to investigate the incident, but to collect the facts that can be reported.
4. Camp Hazen YMCA will make 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.
5. If the Executive Director is not immediately available, this review by the supervisor, cannot in any way deter the reporting of child abuse by mandated reporters.
6. Youth Camp Directors or Assistant Youth Camp Directors are mandated by law to report reasonable suspicion of abuse.
7. It is not our job, to prove that a child has been abused, only to report reasonable suspicion.
8. Failure to report by a mandated reporter makes that person subject to arrest and prosecution.
9. CT State Law states "All persons, institutions, or agencies reporting in good faith is immune from any liability, civil or criminal."
10. An oral report must be made to immediately (within 12 hours) to the Commissioner of DCF or his representative or the local police or state police.



11. A written report must follow within 48 hours to both DCF and the State Health Department.
12. The Department of Children and Families Hotline telephone number is 1-800-842-2288.
13. In the event the reported incident involves a volunteer or staff member, the Executive Director will immediately, without exception, suspend the volunteer or staff person from duties until an investigation is complete.
14. The Camp Director or Executive Director will see to it that any camper who is accused of child abuse is removed from the presence of the other campers to an isolated location and supervised by at least two staff at all times.
15. The parents or legal guardian of the child or children involved in the alleged incident will be promptly notified in accordance with the directions of the relevant state or local agency. If more than one set of parents is involved (e.g., child-on-child abuse), the YMCA’s responsibility is to keep the names and contact information of those involved confidential.
16. The Executive Director will be the spokesperson for the camp and will follow the Camp Hazen YMCA crisis management procedure.
17. Whether the incident or alleged offense takes place on or off YMCA premises, it will be considered job related (because of the youth- involved nature of the YMCA).
18. Reinstatement of the program volunteer, employed staff person, or YMCA member will occur only after all allegations have been cleared to the satisfaction of the Executive Director.
19. All YMCA staff and volunteers must be sensitive to the need for confidentiality in the handling of this information and therefore should discuss the incident only with the executive director or his or her designate.

Camp Hazen YMCA takes every allegation of abuse or misconduct seriously and will fully cooperate with the authorities to investigate all cases of alleged abuse or misconduct. **(P12)** Employees and volunteers shall cooperate with any external investigation by outside authorities or internal investigation conducted by Camp Hazen YMCA or persons given investigative authority by Camp Hazen YMCA.

Cooperation with investigations includes, but is not limited to:

- Promptly acknowledging and responding to requests for information;
- Making oneself available for meetings with investigating officials;
- Providing full, accurate, and truthful information;
- Keeping confidential information learned or transmitted during the investigation, unless directed by legal authorities, and
- Preserving relevant information and documents.

An employee or volunteer’s failure to cooperate with an investigation will result in disciplinary action up to and including termination of employment or dismissal from Camp Hazen YMCA.

All full-time and part-time employees and program volunteers must read and sign this policy.

---

Printed Name

Employee or Volunteer Signature

Date