

Keene Family YMCA  
Volunteer Code of Conduct

1. In order to protect YMCA staff/volunteers, volunteers, and program participants - at no time during a YMCA program may a staff/volunteers/volunteer be alone with a single child where they cannot be observed by others. As staff/volunteers/volunteers supervise children, they should arrange themselves in a way that other staff/volunteers can see them at all times.
2. Staff/volunteers/volunteers shall never leave a child unsupervised.
3. Restroom supervision: staff/volunteers will make sure the restroom is not occupied by suspicious or unknown individuals before allowing children to use the facilities. Staff/volunteers will stand in the doorway while children are using the restroom. This policy allows privacy for the children and protection for the staff/volunteers (not being alone with a child). If staff/volunteers 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. Always send children in pairs, and whenever possible, with staff/volunteers.
4. Staff/volunteers should conduct or supervise private activities in pairs - diapering, putting on bathing suits, taking showers, etc. When this not feasible, staff/volunteers should be positioned so that they are visible to others.
5. Staff/volunteers shall not abuse children including:
  - Physical abuse - striking, spanking, shaking, slapping
  - Verbal abuse - humiliation, degrading, threatening
  - Sexual abuse - inappropriate touching or verbal exchanges
  - 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.

6. Staff/volunteers must use positive techniques of guidance, including redirection, positive reinforcement, and encouragement rather than competition, comparison and criticism. Staff/volunteers will have age-appropriate expectations and set up guidelines and environments that minimize the need for discipline. Physical restraint is used only in pre - determined situations (necessary to protect the child or other children from harm), is only administered in a prescribed manner and must be documented in writing.
7. Staff/volunteers will conduct a health check of each child, each day, as they enter the program, noting any fever, bumps, bruises, burns, etc. Questions or comments will be addressed to the parent or child in a non-threatening way. Any questionable marks or responses will be documented and, if appropriate, reported to the proper authorities according to the Mandated Reporting Procedures.
8. Staff/volunteers will respond to children with respect and consideration. All children are treated equally regardless of sex, race, religion and culture.
9. Staff/volunteers will respect children's rights to not be touched in ways that make them feel uncomfortable, and their rights to say no. Other than diapering, children are not to be touched on areas of their bodies that would be covered by a bathing suit.

10. Staff/volunteers will refrain from intimate displays of affection toward others in the presence of children, parents and staff/volunteers.
11. 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 the standards of conduct set forth by the YMCA.
12. Staff/volunteers must appear clean, neat and appropriately attired.
13. Using, possessing or being under the influence of alcohol or illegal drugs during working hours is prohibited.
14. Smoking or use of tobacco in the presence of children or parents during working hours is prohibited.
15. Profanity, inappropriate jokes, sharing Intimate details of one's personal life and any kind of harassment in the presence of children or parents is prohibited.
16. Staff/volunteers must be free of physical and psychological conditions that might adversely affect children's physical or mental health. If in doubt, an expert should be consulted.
17. Staff/volunteers will portray a positive role model for youth by maintaining an attitude of respect, loyalty, patience, courtesy, tact and maturity.
18. Staff/volunteers may not be alone with children they meet in YMCA programs outside of the YMCA. This includes babysitting, sleepovers and inviting children to your home. Any exceptions require a written explanation before the fact and are subject to administrator approval.
19. Staff/volunteers are not to transport children in their own vehicles.
20. Staff/volunteers may not date program participants less than 18 years of age.
21. Under no circumstances should staff/volunteers 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).
22. Staff/volunteers 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.
23. In order to protect YMCA staff/volunteers, children and the Y itself - at no time may you use the name YMCA or the names of other YMCA facilities on a personal or other non-authorized web page or in any other public domain on the internet (i.e. Facebook, and other peer-networking sites), Similarly, you may not post the YMCA logo on personal or other websites not authorized by the YMCA.
24. Under no circumstances may staff/volunteers post identifying information or photos of children or CITs on their personal web page or any other public domain on the internet not authorized by the YMCA.

- 25. Staff/volunteers shall not initiate contact with children or CITs on-line in any manner, including (but not limited to) email, instant messaging, personal web pages and other public domains on the Internet not authorized by the YMCA.
- 26. If a staff/volunteer is contacted by a child or CIT, the staff/volunteers member can choose to respond either by ignoring the overture or sending a brief reply indicating that on-line communication with children is not allowed.
- 27. If a staff/volunteer is contacted on-line by a child or CIT, the staff/volunteers member will report such contact to their immediate supervisor or the Branch Director within 1 work day.

I understand that any violation of this Code of Conduct may result in termination.

Volunteer Name	Date	Supervisor Name
Volunteer Signature	Date	Supervisor Signature