Welcome to the YMCA of Greater Boston! We hope you will feel at home in our organization. We are sure you will find your work with the YMCA both challenging and rewarding.

Our mission is capsulated in three areas: **Youth Development, Healthy Living** and **Social Responsibility**. As a YMCA of Greater Boston employee, you will assist us in our mission to improve the quality of life for children, individuals, families, and communities in the cities and towns of greater Boston.

Upon joining our team, we hope that you will experience a spirited and friendly atmosphere full of positive energy. We take great pride in a work environment that is warm, caring and fun. We expect all employees to work well both independently and in a team environment.

At the YMCA, each employee has a voice. We believe that our day-to-day responsibilities are much more enjoyable when everyone expresses ideas, opinions and concerns openly and honestly. Your active participation in the delivery of our mission to the communities we serve is very important to us. We value diversity of opinion and thought, which only makes our organization stronger.

Thanks for all you do to help our YMCA meet its mission every day.

Sincerely,

James O’S. Morton

President & Chief Executive Officer
Mission and Core Operating Values

The YMCA of Greater Boston is dedicated to improving the health of mind, body and spirit of individuals and families in our communities. We welcome men and women, boys and girls of all incomes, faiths and cultures.

The following are the Core Operating Values that guide the work and programs of the Association:

- We are governed by committed volunteers and managed by staff who believe in the mission of the organization;

- We strive to integrate the values of caring, honesty, respect and responsibility through all of our programs and our management practices;

- We embrace the goal of diversity in membership, boards, and staff, and we are committed to overcome barriers and heal divisions within our community; please see our Diversity & Inclusion Committee Charter below.

- We are committed to maximizing positive assets for youth and communities;

- We build our programs on the concepts of prevention, holistic personal development, and health of mind, body and spirit;

- We offer a wide range of programs involving individuals of all ages and income levels, in urban and suburban neighborhoods;

- We are committed to making our programs and memberships accessible and affordable to everyone regardless of ability to pay;

- We are fiscally responsible in the management of all of our resources.

Diversity & Inclusion Committee Charter

The charter of the Diversity & Inclusion Committee is to provide awareness, clear vision, education and direction for the Association’s diversity and inclusion initiative, thereby reinforcing the YMCA of Greater Boston’s ability to welcome, embrace and nourish the mosaic of the Greater Boston Community. The YMCA of Greater Boston is a proud founding signer of the Commonwealth Compact diversity initiative.

To improve our inclusion initiatives to our employees, there are a number of Employee Resource Groups (ERG’s) like the African American Resource Network (AARN), the Gay, Lesbian, Bisexual Transgender group (GLBT), the Women’s Resource Network (WRN) and the Hispanic-Latino Group, (HLG).
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PURPOSE OF THE EMPLOYEE HANDBOOK

This handbook is designed to help all employees become familiar with the current policies and benefits provided by the YMCA. Naturally no written statement can be an effective substitute for direct and regular contact with the supervisor. This handbook is intended to provide some guidance as to what to expect from the YMCA and what the YMCA expects from employees. The handbook will serve as a good reference tool.

The information in this handbook is a summary of the YMCA’s policies. Separate booklets describe the YMCA’s benefit plans in depth. Specific rights and benefits under those plans are governed by each benefit plan or contract.

The handbook is a general guide to YMCA policies. It is not a definitive statement of policies. In applying policies and procedures, the YMCA will make decisions based on its needs and the specific facts and circumstances presented by each situation. The YMCA also reserves the right to modify or discontinue its policies at any time.

Nothing in this handbook creates a contractual relationship between the YMCA and its employees, nor does it change the “at will” status of YMCA employees. The YMCA values its employees and looks forward to a continuing and mutually satisfactory employment relationship with each and every employee, but it is understood that both employee and the YMCA are free to terminate employment at any time.

Administration

The General Board of Directors of the YMCA employs a President & Chief Executive Officer to whom it delegates responsibility for the administration of personnel matters in accordance with the policies adopted by the Board.

The direct administration of these policies and supervision of all staff are the responsibility of the President. The President, however, may delegate responsibility and authority, to others, as appropriate.

Interpretation

All matters pertaining to the interpretation of these Personnel Policies are referred to the President or designated representative(s).

Review

The policies in this handbook will usually be reviewed annually. Policies may be changed more frequently as needed, and will be interpreted in accordance with existing law. The General Board of Directors must approve changes not of a procedural or administrative nature.

OUR HERITAGE/HISTORY

Established in 1851, the YMCA of Greater Boston is America’s first YMCA. Today, the Association includes 16 branches and a total of 80 program sites and camps serving over 100,000 individuals annually. YMCAs have made a remarkable contribution to American culture including the invention of basketball, volleyball and racquetball as well as the development of both group swim lessons and in-door swimming pools. Dedicated to the health of mind, body and spirit, YMCA philosophy has served as the basis for other leading organizations such as Boy Scouts of America, Camp Fire Girls, Toastmasters and a host of others. The Boston YMCA was home to Robert J. Roberts who created the concept of physical education as a staff member of the Boston YMCA in the 1870’s. Northeastern University got its start through the YMCA Evening Institute program in 1896.
YMCA of Greater Boston Time Line

1844
The original founders of the YMCA meet in London, England to discuss the mission and goals of the organization.

1851
The first YMCA in the United States is formed in Boston, MA.

1872
The first Boston YMCA gym is located on Tremont Street.

1881
Robert J. Roberts of the Boston YMCA coins the term “body building”.

1891
The YMCA invents basketball at Springfield College in Springfield, MA.

1896
The YMCA of Greater Boston begins the Evening Institute, which later becomes Northeastern University.

1899
The YMCA’s camp is founded on Lake Winnipesaukee’s Sandy Island in New Hampshire.

1912
President William Howard Taft lays the cornerstone of the YMCA building at 316 Huntington Avenue.

1919
The Dorchester Center Community YMCA opens (later shortened to the Dorchester Branch).

1928
North Woods camp for boys opens on Lake Winnipesaukee in New Hampshire.

1929
The Independent Hyde Park YMCA merges into the YMCA of Greater Boston.

1937
The first Waltham YMCA facility is constructed.

1937
The Boston Association revises its constitution allowing “any person” to join acknowledging increasing participation of Catholics, Jews, women and minority groups in its organization.

1951
The West Roxbury YMCA opens its doors.

1965

The Roxbury YMCA is completed.

1968

Pleasant Valley Camp for girls opens on Lake Winnipesaukee in New Hampshire.

1975

The Black Achievers Program is founded.

1980

The Needham YMCA merges as a branch.

1984

YMCA Training Inc. is founded in Boston.

1987

Families in Transition is created to provide transitional housing for homeless families.

1988

The YMCA of Greater Boston becomes the Commonwealth’s largest child care and after school program provider.

1990

Computer Learning Centers open in Dorchester, Egleston Square, International Learning Center, and Roxbury.

1999

The new Burbank YMCA opens in Reading.

2000

The new Wang YMCA of Chinatown is opened.

2001

The Oak Square YMCA, a universal designed facility opens in Brighton.

2005

The East Boston YMCA opens.

2007

The Constitution Inn, an Armed Services YMCA since 1917, merges into the YMCA of Greater Boston.

2010
Hyde Park YMCA renovated and re-opened.

2012

Historic Huntington Avenue renovation project commences, scheduled for 2014 completion.

2013

The Y changes the name of the Hyde Park Y to the Thomas M. Menino YMCA.

2014

The Huntington Avenue YMCA re-opens its doors after a historic renovation.

WORKING AT THE YMCA

Equal Employment Opportunity

The YMCA of Greater Boston is committed to providing equal employment opportunity in all employment practices. The YMCA does not discriminate on the basis of age, sex, gender identity, race, religion, genetic information, color, national origin, sexual orientation, marital status, disability or veteran status. All employees have the right to participate fully in the YMCA’s operations and contribute according to their potential and ability.

A valuable result of equal employment opportunity is a diverse workforce, which brings the best talent from all areas to serve at the YMCA of Greater Boston. We seek diversity among our employees in order to obtain a broad range of opinions about all aspects of our work. These fresh perspectives provide vital insight and help us make the best possible decisions for the YMCA, our employees and our members.

We expect all individuals to treat each other with dignity and respect. We are committed to maintaining an environment in which employees and visitors are not subjected to discriminatory treatment because of legally protected characteristics. Therefore, the YMCA of Greater Boston will not accept or tolerate any discrimination, or different treatment, of or among employees, program participants, members, board and committee members, volunteers, suppliers or visitors based upon the following characteristics or any other characteristic protected by law:

- Age
- Color
- Religion
- Sexual Orientation
- Pregnancy
- Protected Genetic Information
- Nationality or Ethnic Origin
- Disability
- Race
- Gender
- Gender Identity
- Veteran Status

No Retaliation

Any Association employee who, in good faith, reports, or participates as a witness in an investigation into, an incident of discrimination or harassment will be protected from retaliation (defined as an adverse
action taken because an individual has engaged in protected activities), threats of retaliation, discharge, or other retaliatory action, including but not limited to discrimination in compensation or terms and conditions of employment that are directly related to the disclosure of such information.

**At-Will Employment**

All employees of the YMCA are employed on an at-will basis. This means that the employment relationship may be terminated at any time by either the employee or the YMCA for any reason not expressly prohibited by law. Any statement to the contrary is invalid and should not be relied upon by any prospective or existing employee unless it is in writing and signed by the President of the YMCA.

**Our Employee Relations Philosophy**

Groups of people working together for any purpose benefit from certain guidelines pertaining to their conduct and relationships. Accordingly, employees must be aware of their responsibilities to the YMCA, co-workers, members, and visitors.

We attempt to provide the best possible climate for the development and achievement of goals for all employees. Our practice has always been to treat each employee as an individual. We seek to develop a spirit of teamwork; we are all individuals working together to attain a common goal.

In order to maintain an atmosphere where these goals can be achieved, we encourage open communication so that problems can be discussed and resolved in a mutually respectful atmosphere taking into account individual circumstances and needs. We encourage questions and discussion about any situation that concerns your work or the YMCA. Problems cannot be solved unless we communicate with one another.

**Open Door Policy**

The YMCA recognizes that from time to time there may be disagreements in the work environment. It is expected that supervisory staff will recognize and strive to expeditiously and equitably resolve employee concerns brought to their attention. If there is a problem, complaint, disagreement, or question about any aspect of a job, an employee should first discuss the matter with the supervisor/manager. If a satisfactory solution is not reached, the employee and the supervisor/manager should jointly bring the concern to the Branch Executive or Senior Vice President. If the matter is still unresolved, concerns are then presented to the Vice President of Human Resources. If the situation warrants, the matter will be presented to the President of the YMCA and the decision of the President shall be final.

The above process is an appropriate manner in which to bring concerns to the Association’s attention. For a concern about harassment or other unlawful conduct, the Human Resources Department or any member of senior management or the President should be informed immediately. (See Reporting Harassment, Appendix I)

If there is a personal problem or a challenge that requires assistance from outside the workplace, please contact the Employee Assistance Program (See Employee Assistance Program, page 30). This resource is available twenty-four (24) hours per day, seven (7) days per week both by telephone and via the Internet both in English and Spanish. It is a completely confidential service.

**Anti-Harassment Policy**

The YMCA of Greater Boston is committed to promoting a workplace that is professional and in which employees are treated with respect and dignity. Harassment in the workplace is unlawful.

*Please see our full Anti-Harassment Policy in Appendix I.*
Accommodations to Disabilities

The YMCA will make reasonable accommodations to enable an individual with a disability to perform the essential functions of his or her job. An employee who is unable, or finds it difficult, to complete all the functions of his/her job due to a disability, should inform the supervisor or Human Resources about the disability and discuss the type and nature of any assistance or reasonable adjustment in the work duties or work environment that would enable the employee to perform the essential functions of the job.

In most cases, the employee will need medical documentation of a disability and of possible accommodations, and regular discussions between the employee, Human Resources and the supervisor should occur. We may also ask to speak with the physician or health care provider to help us assess the proposed accommodations and to ensure that an employee is able to safely perform the essential functions of his/her job with the accommodations. The YMCA may also ask the employee to submit to an independent medical or other appropriate examination, at the YMCA’s expense, to help assess the employee’s needs.

Religious Accommodations

The YMCA will make reasonable efforts to accommodate the religious observances and practices of an employee unless such accommodation is unreasonable and would result in an undue hardship on the conduct of business.

YMCA OF GREATER BOSTON PROFESSIONAL STANDARDS

The YMCA of Greater Boston is dedicated to the highest quality of customer service delivered with a sense of caring, honesty, respect and responsibility in keeping with the spirit of the YMCA. We are committed to providing outstanding service to our fellow employees, members, parents and communities. Creativity and innovation are encouraged for improving the service and effectiveness of the YMCA.

Every time a member, parent or guest enters a YMCA of Greater Boston site or facility they should expect:

- A friendly, professional interaction with all YMCA employees
- A neat, clean and organized environment
- Communication that is direct, accurate, reaches the populations served by the facility, and clearly posted in designated areas
- A quick, friendly and efficient transaction.

QUALITY CUSTOMER SERVICE

YMCA employees must always make eye contact and smile; remembering that the employee is the first impression. All those entering our doors or areas of work should be greeted and treated professionally, by:

- Extending a warm welcome to all regardless of age, nationality or religious background
- Maintaining a professional image
- Anticipating and exceeding expectations of guests, members and program participants
• Doing what you say you will do.

YMCA employees should model friendly behavior by respecting and welcoming each other. Engage members, parents and guests leaving the YMCA by:

• Asking them if they had a good experience
• Thanking them for choosing the YMCA
• Wishing them a good morning/afternoon/evening
• Inviting the member or guests back (or looking forward to seeing them again)
• Addressing individuals by name.

YMCA’s are busy places and it is sometimes difficult to prioritize among phones, staff and the member/guests. The YMCA’s priority is to serve the member, parent or guest in front of you and to greet the next person in line with eye contact or simply thank them for waiting. Staff should be served after all our members and guests are served. Phones should be answered and managed appropriately without delivering poor service to the member/guest.

Vigilance and Awareness

An employee who is responsible for the care, health, safety, and welfare of members/children, and who is inattentive, distracted, or asleep while on duty, jeopardizes the safety of those in their care and that of the general public. If an employee is inattentive, distracted, or asleep during the time s/he is on duty, s/he is engaging in unacceptable personal conduct sufficient to justify dismissal. Employees are responsible for notifying their supervisor, and requesting the use of leave, if they are on medication(s) or experiencing illness at work that may cause drowsiness and prevent them from fully performing their duties, and/or that may cause them to fall asleep or otherwise incapacitate them. Employees will be approved to return to work when they are able to perform their duties and the Y reserves the right to request medical documentation.

Commitment to Values

Since public image is critical to the YMCA’s mission and success, we expect employees to always conduct themselves in a manner that will reflect positively on the YMCA of Greater Boston.

Politeness is one of the best ways to re-enforce service and professionalism. The success of our mission depends on our treatment of people. All YMCA employees must treat members, guests and one another with respect and understanding. Therefore, any rudeness, profanity, shouting, use of vulgar or obscene language, suggestive, sarcastic, or insulting gestures, etc., will not be tolerated and will result in disciplinary action up to and including termination of employment. Profanity of any kind in the presence of members and program participants may be grounds for immediate termination.

• Employees should never argue with a member or guest; get help from a supervisor if necessary;
• Employees should not discuss business or personal matters within hearing of members and guests;
• Employees should always respect the privacy of our guests and program participants.

Employees enter a solemn promise of honesty with the YMCA of Greater Boston when they become an employee. Any dishonesty (for example: falsely calling in sick, not charging a member or guest the appropriate fee, using or
taking supplies for personal use, theft, attempted theft, removal or unauthorized possession of any property without proper approval such as YMCA property, or property of another employee, or guest) may result in immediate disciplinary action up to and including termination and criminal prosecution.

**YMCA TEAMWORK & COMMUNICATION**

Teamwork is an essential part of delivering the YMCA experience to our members and guests. Additionally, it is what makes our YMCAs run smoothly. Every employee’s responsibility is to help each other.

Communication is a key contributor to effective teamwork. Well-informed employees often provide the best customer service. Therefore, an employee is expected to keep their colleagues up to date on what is happening in their area. For example, alert the front desk that an instructor is running late. If childcare is going on a field trip, communicate the locations and arrival time to the front desk. The Branch management team plays a key role in supporting teamwork, but your initiative is the key to effective teamwork. Look for opportunities to help a fellow employee while continuing to carry out job responsibilities.

**Telephone Communications**

Please follow these standards when answering the telephone:

1) Answer the telephone quickly - if possible after the first ring. Do not let the telephone ring more than three rings.

2) Greet the caller with: “YMCA of Greater Boston; [your] branch; then your name: “This is [your name], how may I help you?”

3) Be pleasant and friendly in your tone of voice. Speak slowly and clearly.

4) If caller asks for an employee that is not available, ask if you may be of assistance.

5) Listen to the caller without interruptions. Give the caller the opportunity to say all they want to say before you respond.

6) If you need to put the caller on “hold,” ask for their permission (“May I put you on hold, please?”) and wait for them to answer.

7) Transfer a call only if absolutely necessary. If it is necessary to transfer a call, tell the caller that you are going to transfer the call, then give them the new extension for future reference.

8) When you reach the “transferred to” extension, give the person answering the telephone any information you have about the caller. Do not make the caller repeat his/her request. Make sure you have reached the correct department before disconnecting the transfer.

9) Thank the caller by name!

**Personal Phone Calls and Mail**

YMCA phones are primarily for business use. Please ask family and friends not to call you at work unless there is
an urgent need to do so. The YMCA address should not be used for personal mail.

**Cell Phones**

Cell phones are not permitted at work unless required for YMCA operations or YMCA business. Employees should remove ear devices such as Bluetooth™ headsets while on duty. Moreover, use of cell phones in locker rooms is strictly prohibited. Employees should lock their personal cell phones in their car or in a secure YMCA locker. The YMCA is not responsible for theft of personal cell phones and electronic devices in the workplace.

**Visitors**

The YMCA welcomes employee family and friends to our facilities. They should feel welcome, as long as employees continue to take care of job responsibilities and avoid prolonged conversations. Child Development employees need to be mindful of our EEC licensing requirements. If visitors cannot pass these requirements, please do not allow them on site. We discourage those who come primarily to chat or visit.

Under no circumstances are friends, non-employees, and off-duty employees permitted in cash handling areas.

**Computer, E-mail and Internet Use**

YMCA of Greater Boston employees are required to read and sign the Association’s Information Technology policy; if an employee is not familiar with it, please contact the Human Resources department for a copy of this policy. Internet and email services provided by the YMCA of Greater Boston are for business use only. The creation or transmission of any data or e-mail message that may be construed to violate the YMCA’s Harassment-Free Workplace Policy or Equal Employment Opportunity Policy is strictly prohibited. A copy of these policies is to be reviewed and signed by all employees.

Please see our full Social Media Policy in Appendix II.

**PROFESSIONAL WORK ENVIRONMENTS**

**Cleanliness**

Keeping the YMCA clean is every employee’s responsibility. Clean as you go is the rule. If an area needs attention it is the employee’s responsibility to problem solve either by taking action directly or by notifying the appropriate department. All employees have their own cleaning duties to perform during each shift.

If you see:

- Debris on the floor, pick it up

- Misplaced items, put them back

- Spills on the floor; wipe them up or notify the appropriate person. Place a yellow ‘danger’ sign nearby or guard the spill until it can be cleared.

**Eating/Food**

Eating food or snacks in designated public areas is not acceptable. Employees should ask their supervisor where the designated area for employees is located to break for a meal or snack. Eating is never appropriate at the membership desk.
Employees involved in YMCA childcare programs need to be especially mindful of this policy. It is not appropriate to eat in front of children unless they are eating at the same time and the same food items. Be aware of eating foods which may contain products to which the children may be allergic.

Parking
As a courtesy, please leave the more desirable and accessible parking spaces for members and guests.

Personal Presentation
As primary YMCA contacts with members, parents and guests it is essential that YMCA employees meet a high standard for personal presentation.

Hygiene
The YMCA requires outstanding personal hygiene and uniform standards. Your fellow employees, as well as our members and guests, have a right to expect general cleanliness from you, as you do from them. Please be aware that an excessive amount of perfume or cologne is offensive to many people; so, please, use discretion.

YMCA employees are not permitted to chew gum while on duty.

Hair
Hair must be clean and appear fresh and neatly combed at all times. Extreme and elaborate hairstyles are not appropriate. Therefore, professional styles for men and women are preferred. Mustaches and beards are allowed as long as they are neatly trimmed and clean.

Make-Up
Makeup should be worn in a professional fashion. Bright, bold or unusual colors in eye shadow, blush, foundation and lipstick are not appropriate.

Tattoos
Tattoos should be covered whenever possible. Offensive or vulgar tattoos must be covered.

Smoking
For health and safety reasons, the YMCA of Greater Boston has a no smoking in the workplace policy, including entrance and exit doors. There will be no smoking on YMCA property, including e-cigarettes.

Standards of Dress
Management has the right to strictly enforce the standards of dress at its discretion. Repeated violations of the standards of dress will result in disciplinary action up to and including termination.

Uniforms
If your position requires YMCA clothing, please arrive on time for your shift dressed and ready to work. Employees who fail to have appropriate attire will be sent home to change at their own expense and disciplinary action may be taken.

All employees are required to comply with YMCA dress standards. Dress standards vary from department to
department due to job responsibilities. However, the following departments are required to wear YMCA of Greater Boston shirts or tops: membership services, child development, health and wellness, fitness, sports, aquatics. Clothing must always be neat, clean, and pressed.

YMCA of Greater Boston shirts or tops may be worn with black or khaki bottoms including pants, shorts, and/or skirts. Jeans are not permitted. Please note that shorts and skirts should be within finger-tip length of the knee or longer. Employees must wear footwear appropriate for their role. Flip-flops are not permitted except for aquatics personnel on pool decks.

**Non-Uniformed Attire**

Employees in positions without specific dress requirements should wear suitable clothing appropriate to their jobs. Good business taste does not include tight or form-fitting garments, stirrups, pajama-style pants, cropped or multi-zipper pants, jeans, oversized or unusually baggy pant, or other recognized casual wear. All employees must wear appropriate undergarments. If you are not sure, please speak with your supervisor.

**Name Tags**

The YMCA of Greater Boston requires front line employees to wear name tags. This applies to all uniformed staff with the exception of aquatics personnel.

**Hats**

Baseball caps and other casual headwear are not permitted inside YMCA facilities and program sites unless YMCA-related and approved by the executive director.

**Jewelry**

Because of the dynamic nature of YMCA work and personal safety, jewelry should be worn in moderation. Tongue, eyebrow, lips and chin rings are not permitted during working hours. Necklace, bracelet and/or pins are permitted. Only YMCA-provided promotional buttons may be worn at the direction of management.

**CHILD ABUSE PREVENTION**

It is the policy of the YMCA of Greater Boston that all necessary measures will be taken to ensure a safe environment for all children and to ensure professional conduct of all staff and volunteers. This policy covers the required steps involved in the hiring, training and supervision of staff and volunteers; appropriate conduct related to the supervision of children; reporting procedures of suspected abuses and responsibilities to parents and to appropriate authorities.

*Please see our full Child Abuse Prevention Policy in Appendix III.*

**CONFIDENTIALITY**

Because of the nature of our work, the YMCA is often entrusted with confidential information. All information provided to the YMCA by members must be kept confidential. Member information must never be discussed with anyone not employed by the YMCA except with expressed written consent by the member or guardian. On occasion, representatives from accreditation or licensing bodies will request to review member records in order to ensure compliance with standards and regulations. These representatives will be required to sign a confidentiality statement at the time of the review of the records. Good judgment and discretion should also be used during any internal discussions. No employee/member information will be removed from the Association premises without
permission from the employee’s supervisor/manager or when required by law.

Employees who are asked by any source to provide confidential information pertaining to a member or employee who are served with subpoena, summons, or other legal document, must immediately notify his/her Branch Executive, who will then forward such documents to the appropriate Corporate staff. No one else is authorized to respond to any of these requests.

During the course of employment, certain authorized employees may be given access to confidential information about the Association or its employees. Employees are expected to protect this information and not share it with co-workers or others outside the Association during employment or after employment has ended. This includes but is not limited to salary, benefits, health history, or any employee’s corrective action information.

The same level of confidentiality applies to our members’ information. A member’s personal and program information is strictly confidential. Violation of this will Include corrective action up to and including termination.

YOUR EMPLOYMENT

Employment Credentials

The YMCA will check employee credentials and references going back over five years for some positions. Employees whose positions require certification and/or licensure must present copies of these credentials to the Association before employment. If the certification and/or licensure require periodic renewals, employees are required to present proof of the continued validity of the certification/licensure at the time of the periodic renewal. At the Association’s discretion, employees may be required to show proof of educational credentials.

Failure to maintain a valid certificate/license may subject the employee to termination, suspension or reassignment. Credentials are kept in the employee’s file in the Human Resources Department. Examples would be First Aid, Valid Driver’s License, Lifeguarding and CPR.

Proof of eligibility to work in the United States will also be required according to the federal I-9 form as part of the new hire paperwork. The United States Government requires every employer to verify each employee’s legal right to work in the United States by asking each employee to provide proof of his or her identity and legal right to work in the U.S. In keeping with this law, the YMCA of Greater Boston may not hire anyone who refuses to provide this documentation. Each employee must submit a completed I-9 form to the Human Resources Department within three working days of his/her first day of work. This requirement applies equally to U.S. citizens and non-citizens. Employees under age eighteen (18) require an Educational Certificate and/or work permits.

The Association retains the right to request CORI (Criminal Offender Record Information). All employees must agree to the submission of a CORI (Criminal Offender Record Information) report and continued employment is contingent upon the report containing no offenses that may disqualify one from employment according to the EEC (Department of Early Education and Care) standards. EEC standards include a CORI, SORI and FBI sanctioned fingerprint background check. This check will be conducted on an annual basis or upon transfer to a childcare related position. MVR (Motor Vehicle Record) may be checked, as necessary, on all employees for those employees that drive as part of their job.

Job offers may also be made contingent upon the successful completion of a medical examination designed to determine if the prospective employee is capable of doing the essential functions of the job with or without “reasonable” accommodation. In cases where State licensing may be affected, employees will be required to show proof of meeting the necessary requirements.
EMPLOYEE CLASSIFICATIONS

Non-Exempt and Exempt

Under the Fair Labor Standards Act, jobs fall into two major categories: “exempt” and “non-exempt”. Employees working in non-exempt positions are paid on an hourly basis and receive overtime pay when working more than forty (40) hours in a given week. Employees in exempt positions are paid on a salary basis and are not paid overtime. For both, the YMCA must keep an accurate record of your work hours, and therefore, you must use either a time sheet or a time clock.

Full-Time Employees

An employee who is regularly scheduled to work 37.5 hours or more per week is a regular, full-time employee. Regular full-time employees are eligible to receive the benefits described in this Handbook.

Part-Time Employees

An employee who is regularly scheduled to work, on average, fewer than 37.5 hours per week is a part-time employee. Part time employees are eligible to receive limited benefits. Please see the Benefits Section of this handbook for more information.

Casual Employees

An employee who is not regularly scheduled to work is a casual employee. Schedules may vary week to week or the employee may be on an on-call basis only. If the employee does not work a minimum of 10 hours within a three month period, his/her employment and any benefits associated with it typically would cease.

Temporary or Seasonal Summer Employees

Temporary or summer employees are hired to work for only a short period of time or during certain times of the year (not to exceed 6 months). Such temporary or seasonal employees are not eligible for any benefits. Due to the YMCA’s non-profit tax status, certain seasonal positions are not overtime eligible. Temporary and summer employees may apply for available positions with the YMCA and will receive the same consideration as other applicants.

Non-Employees (Volunteers, Interns, Co-Op Students, etc.)

The YMCA of Greater Boston is grateful to have a variety of non-employees serving in a variety of capacities in each of its branches. Non-employees are required to complete a volunteer packet, including criminal background checks, and complete mandatory on-line child abuse prevention training.

WORK SCHEDULE

Working Hours/Breaks

The immediate supervisor is responsible for the preparation and supervision of a working schedule for each employee. State and Federal Laws regarding hours of labor shall govern all such working schedules. No employee will be required to work more than six (6) consecutive hours without a minimum thirty (30) minute unpaid leave away from the job. This may be the meal period. The 30 minute unpaid break is scheduled by the supervisor. ** Please note that camp employees are subject to different regulations regarding working hours and overtime. Please consult with Human Resources if you have any questions about overtime eligibility.

Overtime
Employees may be required to work beyond their scheduled work hours from time-to-time. Exempt employees are expected to work beyond their scheduled work hours whenever necessary to complete their work.

Non-exempt employees who work more than 40 hours in a weekly pay period will receive one and one-half times their regular hourly rate for weekly hours worked in excess of forty.

• Overtime is considered a condition of employment and employees are expected to accept it. The YMCA will try to provide reasonable notice when overtime is necessary.

• Your acceptance of offered overtime is a commitment to appear for overtime duty. Lateness or absence for scheduled overtime will be treated as absence or lateness from a regular shift.

• Since overtime is based on hours worked, time not worked during a weekly pay period (i.e. holidays, sick or vacation time) will not be considered when computing your entitlement to overtime pay.

• Overtime must be approved in advance by the employee’s supervisor, (computed at 1 1/2 times the employee’s regular hourly rate) for all work over 40 hours in a work week. The work week is defined as from 12:00 a.m. Sunday to 11:59 p.m. Saturday.

Recording Time Worked

Federal and Massachusetts laws mandate that non-exempt employees accurately record actual hours worked including start time, stop time and any breaks taken during the course of the workday. This is done through written timesheets, timecards or electronics systems used with a time clock. Timesheets/timecards are important legal documents that must be completed by the employee and approved by the employee’s manager prior to hours being entered into the payroll system. Original timecards are the property of the Association and may never be removed from the facility. Employees that work in health & wellness and aquatics working by the class should still punch in and out via the time clock to document their attendance.

Start time is the scheduled start of an individual’s shift or, in the case of an instructor, the start of the scheduled class with allowance, if necessary, for set up or preparatory time immediately prior to the start of the class. All instructors should be dressed and ready to work at the beginning of the class. Stop time refers to the end of the employee’s scheduled shift unless the manager/supervisor authorizes an extension of that time. For instructors, stop time is the end of the class or the completion of any necessary “wrap up” responsibilities.

Employees eligible for sick and vacation time will record time off taken using their electronic timesheet.

Any additions, corrections, or changes to timesheets/timecards require approval, in writing, by the manager or branch executive. No employee may complete and/or sign another employee’s timesheet/timecard or, where time clocks are used, punch in or punch out for another employee.

Falsifying a timesheet/timecard is grounds for termination.

Absence or Tardiness

The YMCA of Greater Boston expects all employees to assume diligent responsibility for their attendance and promptness. Recognizing, however, that illnesses and injuries may occur, the YMCA of Greater Boston has established sick leave to compensate employees for certain time lost for legitimate medical reasons, including time off to secure necessary treatment for a disability, for routine medical appointments, and to address situations of domestic violence. See Sick Time Accrual section for more details. Absenteeism and tardiness that is unexcused or excessive in the judgment of the YMCA of Greater Boston may result in disciplinary action, up to and including
termination.

Employees who are unable to work or will be late, are required to call the department manager, or other designated person, at least **TWO HOURS** prior to the scheduled shift. If neither is available, the membership desk or welcome center staff should be called and a message left for the supervisor. Do not leave or send messages with any other employee. An employee scheduled for the first shift of the day who is unable to work or will be late, must contact the supervisor.

An employee is considered absent when he or she fails to report to work for a scheduled shift for any reason without the supervisor’s prior approval.

If an employee is absent for more than three consecutive workdays due to illness or injury, or at any time at the YMCA’s request due to obvious illness or legitimate concern that a condition presents a danger in the workplace, a statement from a physician is required before he/she will be permitted to return to work. This return to work certification is critical to ensure the employee is not contagious to others and safe to return to work without restrictions.

The fact that a supervisor may approve a particular absence or late arrival will not insulate an employee from a review of the total number of absences or late arrivals in any given period of time when the employee’s accrued sick leave time has been exhausted. This policy will also be enforced when abuse of this policy is suspected. For example, where an employee’s record indicates a pattern of short absences and/or frequent absences before or after holidays and weekends, the employee will be reminded about the appropriate uses of sick time. If the use of sick time is found not to be legitimate, disciplinary action may be imposed.

**Tardiness**

An employee will be considered tardy if he/she reports to his/her job later than the scheduled starting time without prior approval. For purposes of the guidelines, an employee who reports to his/her work (5) minutes past the scheduled working time will be considered tardy.

**No-Call, No-Show**

An employee who fails to report to work within 30 minutes past his/her scheduled time without calling is considered to be a “no-call-no-show”. Failure to notify the YMCA of absence for (3) consecutive scheduled workdays will be considered job abandonment or a voluntary resignation.

**Length of Service**

An employee’s length of service begins with the first day of work. Length of service is used in calculating vacation time and retirement plan eligibility.

**Re-Employment and Bridging**

The YMCA does not have a policy against rehiring former employees, providing they leave under favorable circumstances. If an employee leaves a YMCA and returns to the Association **within one year**, he/she will be credited with prior employment for calculations of vacation allowance and retirement. Employees who have been terminated/inactive for more than one year will be considered a new hire, and must complete all new hire paperwork and attend all new hire trainings. Employees transferring from another YMCA will be given credit for prior service for vacation and retirement calculation purposes.
COMPENSATION/PERFORMANCE

Pay Periods

All employees of the YMCA are paid on a bi-weekly basis (26 paychecks per calendar year).

Exempt (Salary) - Employees are paid on a bi-weekly schedule that coincides with the hourly payroll run of every other Friday. This means a paycheck is issued every other Friday for the 2 prior workweeks.

Non Exempt (Hourly) - The hourly employee workweek extends from 12:00 a.m. Sunday to 11:59 p.m. Saturday. Two workweeks are accumulated and paid on the following Friday. This means a paycheck is issued every other Friday for the 2 prior workweeks.

A payroll schedule is available at each Branch Business Office and from each Metro Department.

Automatic Bank Deposit

For purposes of security and convenience the YMCA has instituted a policy requiring direct deposit of pay checks, with the exception of New Hampshire employees. Statements detailing the deductions and withholdings used to calculate net pay will be provided to each employee on pay day. If an individual does not have a checking, savings, or other financial account when hired, the YMCA will assist them in setting up a cash value debit card account, a program that will save money and provide added convenience.

Deductions from Pay

All employees are encouraged to support the Association’s philanthropic interests such as the United Way, YMCA Annual Campaign, and Capital Campaigns. Additional voluntary deductions may be taken out of an employee’s pay for benefit coverage, and the 403(b) Retirement Plan.

Mandatory deductions for federal and state withholding taxes are based on the exemption forms (W-4 and M-4) that each new employee completes when hired. If the number of exemptions change, employees must submit new forms to the Payroll Department promptly in order to effect the change. Other deductions may be requested in writing by the employee, government agencies or by the Court.

All employees are covered by the Federal Social Security Act that provides retirement, disability, death, survivor and Medicare benefits. A federally determined percentage of an employee’s salary is deducted to pay an employee’s portion of this protection, and the Association matches this deduction dollar for dollar. This deduction is also taken from paid sick, vacation, and overtime.

Wage and Salary Administration

The YMCA’s Compensation Committee and the General Board of Directors determine the YMCA’s salary structure and the minimum/maximum salary range for each position within the financial capacity of the Association. Consideration is also given to prevailing compensation patterns with other major city YMCAs and other not-for-profits on local, regional and national levels.

Salaries are typically reviewed annually by position and increases may be granted based on performance as documented in the YMCA’s Performance Review process; again, within the financial capacity of the Association.

Review of Job Performance

Performance will generally be reviewed in accordance with the Association’s performance review schedule. During the review, employees and supervisor/manager will discuss overall job performance, such as personal conduct,
work habits, professional competencies and attendance. The review typically includes recommendations to improve job performance. At any time, an employee may take the opportunity to raise any questions or concerns about performance, position, or opportunities for advancement. Exempt YMCA professionals will have detailed goals and objectives that will be reviewed annually.

**Job Descriptions**

All positions have written job descriptions that outline broad job responsibilities and are used in reviewing performance, staffing requirements, training needs and salaries. Although job descriptions are expected to identify essential job functions, they should be considered guidelines and may change over time. The YMCA reserves the right to assign new duties to a position as needed.

**SEPARATION FROM EMPLOYMENT**

Either the employee or the YMCA may terminate the at-will employment relationship at any time. If an employee decides to resign, this decision should be discussed with your supervisor/manager or the Human Resources Department. Two weeks’ notice is expected as a professional courtesy.

**Voluntary Separation**

Employees may voluntarily resign at any time for any reason. When an employee is preparing to leave YMCA employment, we request that the employee complete his/her work assignments whenever possible. Employees responsible for participant records, in particular, are asked to complete these records. Employees are encouraged to depart the Association in good standing and with a positive record, which may be necessary for future employment referrals.

Employees who resign will be compensated in the next regular pay period. They will also receive payment for accrued unused vacation time.

**Involuntary Separation**

An employee who is involuntarily terminated will receive their final pay for hours worked and for accrued unused vacation time on the day of discharge. In the event the termination is immediate in the case of an extremely serious infraction, the final pay check will be express mailed either that day or on the next business day.

Employees will be paid in full through their last day of work.

**Termination Date**

The employee’s termination date is usually the last day actually worked.

**Return of the YMCA’s Property**

Upon termination of employment for any reason all employees must return all of the YMCA’s property, including all keys, manuals, equipment or any items purchased with the YMCA’s funds. Employees must also return any information belonging to the YMCA, including any documents, notes, computer files, disks or other forms of data concerning the YMCA’s participants or employees, its programs, business plans, finances and similar proprietary information. This policy applies to all information belonging to the YMCA, even if it was produced by the employee. Employees may not retain any copies of the YMCA’s information. Questions about this policy should be referred to the Human Resources Department.

**When You Leave the YMCA**
When the employment relationship with the YMCA ends, the YMCA insurance coverage also comes to an end, although there are options to continue some benefits for a limited time.

**Group Life Insurance**

Group life insurance will end on the last day worked. Employees may be able to convert this life insurance policy to an individual term policy, by completing a conversion form, which may be obtained in the Human Resources office.

**Accidental Death and Dismemberment**

Accidental death and dismemberment coverage will end on the last day worked. This coverage cannot be converted to a non-group coverage.

**Health Insurance**

Medical and Dental coverage for the former employee and dependents will end on the last day of the month that employment ends. Federal law (COBRA) allows continuation of coverage without a medical examination. In this instance, the former employee will be responsible for 102% of the premium cost for the continued coverage. If this option is chosen within the time period allowed, the coverage becomes retroactive to the first day of the month following the last day of employment.

**Continuation of Health Benefits (COBRA)**

The Consolidation Omnibus Budget Reconciliation Act (commonly known as COBRA) guarantees employees and covered dependents the opportunity to continue group health insurance when it would otherwise end because:

- Employment was terminated, unless it was a result of gross misconduct.
- Employee voluntarily resigned.
- Employee’s work hours were reduced to fewer than the necessary hours per week to make them eligible for YMCA-provided coverage.
- Employee was divorced or legally separated.
- Employee became eligible for Medicare Benefits.
- A child ceased to qualify as an employee’s legal dependent (at the age of 26).
- The employer filed for reorganization under Chapter 11 bankruptcy code (this may only apply to retired employees).
- Death of the employee.

For the purposes of COBRA, these circumstances are known as “qualifying events.” In the case of one of these events, the employee or covered dependents will be eligible to continue coverage by acting within 60-days from the dates of the qualifying event. The Human Resources office must be notified within 60 days of the qualifying event if it is a divorce, legal separation, or a child ceasing to be eligible as a dependent, so that Human Resources can notify the dependent of his/her extension privileges. Each person may decide separately whether to elect COBRA continuation coverage.

If the coverage ends because employment was terminated or work hours reduced, the employee may choose to continue the health-care coverage for up to eighteen months. If the employee or dependents are disabled, the employee or the dependent(s) may be able to extend this period up to 29 months if the U.S. Social Security
Administration determines that the employee or dependent(s) were disabled within the first 60-days of continuation coverage. Note that an increased premium up to 150% of the cost of coverage may be charged in this situation. If the coverage ends as a result of any other qualifying event listed above, the employee and dependents may choose to continue coverage for up to 36 months.

Continuation coverage will end before the periods stated above under any of the following circumstances:

- For employee and dependents: Failure to pay the YMCA any required premium on a timely basis. In such cases, coverage will end at the end of the period for which the employee paid.
- For employee or a covered dependent: Employee or a covered dependent becomes employed and begins coverage under another group health plan.
- For employee or a covered dependent: Employee or a covered dependent becomes entitled to Medicare benefits after electing coverage.
- For employee and former spouse: The former spouse remarries and becomes covered under another plan.
- For employee or covered dependent receiving extended disability coverage: if the person is no longer disabled.
- For employee and dependents: The group health plan ends for all employees of the Greater Boston YMCA and is not replaced.
- For employee and dependents: the employee of dependent engages in conduct that would justify terminating coverage, such as fraud.

**EMPLOYEE BENEFITS FOR ALL EMPLOYEES**

**Social Security**

All employees are required to participate in the Federal Insurance Contributions Act (FICA). The employee and the YMCA share in contributions to Social Security as required by Law.

**Workers’ Compensation**

The YMCA covers all employees against the hazards of occupational accidents and illnesses on the job through worker’s compensation insurance. The YMCA pays the entire cost of this insurance.

**Unemployment Compensation**

All employees are covered by this insurance to provide security for those persons who become unemployed through no fault of their own. The Association pays the entire cost of this insurance.

**Retirement Benefits**

The Association participates in the YMCA Retirement Plan, which is administered by the YMCA Retirement Fund. The Association and participating members are subject to the Retirement Fund by-laws. In order to be eligible for the retirement plan, employees must be age 21 or older and have worked 1,000 hours in each of two 12-month periods.

Under special agreement with the Retirement Fund and subject to periodic review, the Association is currently
making a contribution equal to 12% of the employee’s monthly gross income to the Retirement Fund for those employees who meet the eligibility requirements.

Employees may be considered a retiree for purposes of the retirement plan at age 60. But employees may retire as early as age 55 if that employee has been employed by the YMCA for at least five years. Specific questions about individual retirement balances and eligibility should be referred to the Y Retirement fund in New York City at 800-RET-YMCA, email to info@ymcare.org, or visit the Y Retirement website at www.yretirement.org.

Tax Deferred Accounts

Employees may add their own contributions to the Y Retirement Fund’s 403B plan in the form of tax-deferred payments of their YMCA income. By contributing to a Tax-Deferred Account, employees can reduce the tax they owe now and build retirement savings at the same time.

For a detailed description of how the Fund works, see “Your guide to the YMCA Retirement Fund” (Summary Plan Description). Copies are available from the YMCA Human Resource Office.

Flexible Spending Accounts (FSA’s)

Medical Care– When an employee participates in a Medical FSA, he/she elects to have a specified number of tax-free dollars deducted from gross earnings before taxes are calculated. Employees may use this to pay the out-of-pocket medical expenses which are normally paid with after-tax dollars, thus saving money.

Dependent Care– Participation in a Dependent Care FSA provides a specified number of tax-free dollars deducted from gross earnings before taxes are calculated. The employee may use this to pay for Child or Elder care expenses, which are normally paid with after-tax dollars, thus saving money.

Transportation– If you are one of the many people who spends money on transportation to and from work, a Qualified Transportation Expense (QTE) plan can make expenses more affordable. Employees may choose from Mass Transit passes or reimbursement for parking at work or at commuter parking lots.

Vision Plan

The YMCA’s vision plan is open to all employees. The cost is 100% paid by the employee.

BENEFITS FOR REGULAR FULL-TIME EMPLOYEES

Medical/Dental Benefits

The YMCA currently offers a robust health and dental plan from a nationally recognized health and dental provider for all employees who are regularly scheduled to work more than 30 hours per week. These plans may change from year to year depending upon the contract renewal and negotiation process. Both the employee and the YMCA share the cost of the benefit premium. The contribution formula is also subject to periodic review and change. Enrollment in the medical and dental plans is optional. There is a 30-day waiting period for both medical and dental benefit coverage as follows:

- If date of hire is on or before the 15th of the month, coverage is effective on the 15th of the following month following the 30-day waiting period.

- If date of hire is on or after the 16th of the month, coverage is effective on the 1st day of the month following the 30-day waiting period.
If an employee misses the eligibility date, he/she must wait until the next annual open enrollment period or meet any of the following “qualifying event” criteria to be eligible for a Special Enrollment Period:

- Marriage
- Birth
- Adoption
- Loss of coverage as a result of divorce, legal separation or annulment of an employee’s marriage
- Death of spouse
- Change in employee’s, spouse’s, or dependent’s employment status that affects eligibility under their plan
- Spouse’s employer makes significant changes in coverage or premium costs (30% or greater change.)
- Dependent no longer meets eligibility criteria or becomes ineligible for other coverage (such as aging out of parent’s coverage at age 26)
- Court order results in the employee gaining or losing custody of a dependent
- Loss of eligibility for, or being denied, Medicaid or CHIP (Children’s Health Insurance Program)
- Coordination with spouse’s annual election period
- Court decree establishes an employee’s financial responsibility for a child’s medical, dental or other health care
- Moving primary residence outside the insurance plan’s service area
- Gaining citizenship
- Leaving incarceration
- For people enrolled in Marketplace coverage, having a change in income or status that affects eligibility for premium tax credits or cost-sharing reductions

**Domestic Partner Medical/Dental Benefits**

Any employee who meets the eligibility requirements for health insurance may enroll a domestic partner, if all of the following criteria are met:

- The domestic partner must be at least 18 years old
- Neither the employee nor the partner can be married to anyone else
- Are not blood relatives in a way which would bar marriage
- The employee and his/her partner have shared a common residence for at least twelve months and intend to do so indefinitely
• The employee and his/her partner consider themselves life partners, share joint responsibility for their common welfare and are financially interdependent

• Employees may enroll the unmarried dependent children of their domestic partner if:
  • The children qualify as dependent of either the employee or the domestic partner for tax purposes
  • If either the employee or the domestic partner is required to provide coverage as the result of a court order
  • Roommates are not eligible for this coverage

The YMCA will ask that the employee provide documentation certifying that they are financially interdependent and has the right to require such forms to prove domestic partnerships such as a shared lease or joint checking account.

**Employee Cost of Adding a Domestic Partner**

The employee’s portion of the medical/dental insurance premium for employee plus one or family coverage when a domestic partner is added to the policy will not be eligible for the pre-tax premium treatment. The premium must be paid with after-tax salary dollars. In addition, the employee will be liable for federal, state and FICA taxes on the “imputed income” of the Association’s portion of the premium for the coverage they chose. This simply means that the value of the coverage will be taxable unless the domestic partner and his/her dependents qualify as the employee’s tax dependents under the Internal Revenue Code.

**Employee Membership and Program Opportunities**

All full-time employees will be granted a complimentary individual YMCA membership for themselves or a family YMCA membership, including spouse and dependents. In addition, there is a 25% discount from the established member fee on all YMCA of Greater Boston programs including day care, day camp and resident camp. This discount may be combined with the ACCESS Program up to a maximum discount of 50% allowed.

Part-time employees will be granted a complimentary YMCA individual membership for themselves. If the employee opts for a family membership, they may deduct the cost of individual membership from the total cost. In addition, there is a 25% discount from the established member fee on all YMCA of Greater Boston programs (employee registration only). This discount may be combined with the ACCESS Program up to a maximum discount of 50% allowed.

Any abuse of the employee membership program or “Access” program will be grounds for immediate dismissal.

**Employee Assistance Program**

The Employee Assistance Program is a comprehensive resource designed to provide confidential answers and advice on a variety of topics ranging from severe to everyday problems. Example topics that may be addressed by the EAP include; parenting, marital issues, childcare, eldercare, legal, financial, addiction recovery, substance abuse recovery and emotional well-being. This service is outsourced and is totally confidential. Information about this program may be found by calling the human resources department.
Basic Life, Accidental Death and Dismemberment

The YMCA currently pays 100% of the premium for group term life insurance. The benefit is currently at 2x annual salary to a maximum of $300,000 (excluding overtime or any other forms of compensation). Accidental Death insurance also offers a 2x annual salary payment up to $300,000, if death or traumatic injury occurs due to an accident.

Long Term Disability (LTD)

This coverage insures all full-time employees to provide partial salary payments while they are recovering from a non-work related injury or illness.

1. There is a 90 day elimination period, which means the employee must be disabled from working for a minimum of 90 days before they are eligible for LTD benefits.

2. The benefit will pay 60% of salary or $5000 per month, whichever is the lesser amount. Other benefits may affect this amount such as social security.

Educational Assistance

The YMCA of Greater Boston believes in encouraging employees to improve their professional knowledge and skills, which is a benefit to both the employee and the Association. The YMCA will assist any employee up to 50% of his/her tuition with a maximum of $2,000 per calendar year or $6,000 over a three year period for coursework that is directly related to the work the employee is currently performing at the YMCA or may be performing in the future at the YMCA. Requirements for eligibility are:

1. Coursework must be pre-approved by the Branch Executive and the Human Resources department
2. The employee must submit proof of completion and receive an A or B (or Pass) for the coursework
3. The employee will be responsible for the remainder of the tuition charges including all miscellaneous fees
4. Payment will be made out to the school, not to the employee
5. **The YMCA does not allow the use of tuition Assistance to pay existing loans.**

Eligible employees must be full-time and have at least one year of active service at the time of application submission. Formal applications are available through the Human Resource Department. Please see Tuition Assistance Guidelines.

CAREER OPPORTUNITIES WITH THE YMCA

The Association attempts to provide opportunities for advancement within the organization for employees with superior qualifications and work history. Employees are encouraged to take advantage of opportunities both inside and outside the YMCA to develop skills and reach their full potential as professionals. The YMCA offers several programs to meet overall career objectives.

Job Posting

The YMCA Vacancy List is available on-line at [www.ymcaboston.org](http://www.ymcaboston.org). The YMCA uses a variety of criteria for selecting employees for advancement or transfers. These include:

- Be in current position for one (1) year
- Performs at or above satisfactory level in present position
- Possesses skills and ability for posted position
• Have no written warnings or suspensions on file for the previous six months

While the Association strives to post ALL open positions on the vacancy list, to ensure efficiency and productivity, it may occasionally be necessary to reassign employees to new job openings without posting the position first.

Staff Development/Training

The YMCA of Greater Boston recognizes that the quality of its work and the delivery of its mission are directly related to continuing career growth, development and training opportunities.

Please see our full Certification and Training Policy in Appendix IV.

Although professional development is primarily the employee’s responsibility, the President and Chief Executive Officer along with the Vice President of Human Resources, senior staff and branch executives of the YMCA are responsible for management practices which provide the environment and opportunities for appropriate developmental activities.

All employees shall be encouraged by the YMCA to further their growth through educational and training experiences designed to improve competency and performance of position responsibilities. Education, training and career goals are established in the performance review process, and monitored in the supervisory process. YMCA goals, financial resources, and the employee’s individual career plans and job responsibilities are considered in each employee’s development plan.

The YMCA may pay for other training opportunities in full when there are educational or training funds available and the following conditions exist:

• Requests are submitted in advance and approved by the employee’s supervisor and the Branch Executive and Metro if required;

• The event is deemed to be of mutual benefit to both the Association and the employee;

• Attendance does not interfere with the satisfactory performance of the employee’s responsibilities.

Included in such experiences are: The YMCA Principle & Practices, YMCA Modules, Regional Training Events, local workshops/seminars, selected conferences, and courses required for certification as a YMCA leader. The following certifications are available:

1. Leader

2. Team Leader

3. Multi-Team Leader

4. Organizational Leader

Upon an employee completing his/her YMCA Organizational Leader Status, the Association will reward the employee with a one-time $500 cash bonus.

There are specific training courses that must be satisfactorily completed in order to maintain employment with the YMCA of Greater Boston:
• On-line Child Abuse Prevention refresher

• Periodic Sexual Harassment Prevention Training

• Position specific courses to maintain or obtain certification

Failure to attend and/or complete the above listed courses within YMCA time-frames may result in suspension or termination of employment.

**Employee Referral Program**

The Employee Referral Program rewards employees with a cash award for referring individuals who are employed by the YMCA of Greater Boston into a full-time position. Human Resources Department staff, Corporate office senior staff, and branch executives are not eligible to receive awards under this program. Referrals from managerial staff are only valid if the employee is referring the candidate for an opening at a different branch. Seasonal and Temporary staff are not eligible for the program to neither receive the reward or refer an individual. The program does not apply to “Rehires”. A payment of $500 will be made after the referred full-time employee has completed ninety (90) days of active employment. This cash award will, under the law, be treated as taxable income. Employees interested in participating in this program must contact their Branch Executive or Human Resources. Part-time employee referrals are paid out at $100.

**RECOGNITION**

The employee recognition program recognizes employees for exceptional performance, outstanding achievement, special contributions to the Association, extraordinary creativity and tenure through awards such as the Annual Outstanding Achievement Award, the Mehaffee Award, and the President’s Award.

**AYP (Association of YMCA Professionals)**

The YMCA encourages membership in the Association of YMCA Professionals (AYP). The YMCA will pay the full membership in AYP during exempt employment. A new entrant is eligible for participation upon completion of the first six (6) months of active employment. Information on AYP is available from the Human Resources office or at [http://www.aypymca.org](http://www.aypymca.org). The YMCA of Greater Boston is included in Chapter 4 of AYP.

**PAID TIME OFF**

Time off benefits are available for certain categories of employees, as described below. Eligible employees start accruing sick and vacation time upon date of hire. Time off accrues per hour worked. All time off must be approved in advance by your supervisor. Holidays and sick time carry no cash value upon termination of employment.

**Paid Holidays**

All regular full-time active employees are eligible for paid holidays after one month (30 days) of employment. Employees who take an unauthorized and/or unscheduled absence either the day before or after a holiday will not receive holiday pay.

Following is a list of paid holidays.
Holidays

New Year’s Day January
Martin Luther King Day January
Presidents’ Day February
Patriots Day April
Memorial Day May
Independence Day July
Labor Day September
Columbus Day* October
Veterans Day* November
Thanksgiving Day November
Day after Thanksgiving November
Christmas Day December

* Employees may take one as a floating holiday, not both (this may not pertain to staff required to attend mandatory training on said days).

Branches and program centers are open on most holidays. Specific closing schedules will be determined annually by the Corporate Operating Team. Employees who are eligible for holiday pay and work on a holiday will be allowed alternate holiday time off, preferably within the same pay period. When a holiday falls on a day they are not scheduled to work, they may schedule an alternative day off. In all situations the immediate supervisor must approve the rescheduled holiday time.

The following conditions shall govern this policy:

1. The elected day off must be taken before the end of the calendar year

2. Holidays are not carried over from year to year

3. Any holiday taken other than those stated above must be approved by the supervisor in advance and charged as a vacation day or taken in lieu of a floating holiday

Vacation Time Accruals

The YMCA believes it is in the best interest of the YMCA and the employee for full-time employees to take vacation away from the job for the purpose of rest, recuperation and recreation. Eligible employees shall be granted vacation with pay at times that suit the requirements of their job with the approval of their supervisor. Vacation time should normally not exceed two consecutive weeks.

Vacation is earned and accrued as a percentage of actual time worked (excluding overtime hours) and authorized absence for those who are benefits eligible. Accrual begins on the first day of employment as a full-time regular employee. Vacation balances may be carried over from year to year, however accruals are capped at one time the
Annual eligibility based on scheduled hours. All full-time employees are scheduled for 37.5 or 40 hours depending on branch staffing needs.

As an example of accrual maximum and how it works, consider the case of someone scheduled for 37.5 hours per week who is eligible for 3 week’s vacation a year. Their maximum accrual is 112.5 hours. If that threshold is reached then the accrual is “frozen” until the employee takes vacation at which time the employee starts earning vacation again. Vacation balances are recalculated every pay period.

The amount of vacation earned for each hour worked (including authorized paid absence) is based on annual eligibility. For this example let’s assume an individual is eligible for 4 week’s vacation. For every hour worked or taken as paid absence (sick, vacation, etc.) they would earn .07692 of that amount as vacation. Another way of looking at this is to say that for every 13 hours worked, they earn one hour of vacation.

Changes in the accrual percentage factor occur upon an eligible employee’s hiring anniversary according to the following schedule. Vacation calculations and record keeping is done by the Finance Department within the payroll system using hours input at the branch level.

Vacation does not accrue during periods when an employee is on leave with the exception of military leave under the provisions of USERRA. Further, employees may not “cash in” vacation time for pay. Upon terminating employment with the YMCA an employee will be paid for any accrued but unused vacation balance s/he may have.

Full Time Salaried Staff*

For vacation calculation purposes, an exempt employee workweek of 40 hours is assumed

- Upon hire an individual will earn vacation at the rate of .05769 hours for each hour worked.** The maximum accrual is 120 hours (3 weeks).
- Upon the third anniversary of date of hire and assuming continuous full-time employment an individual will earn vacation at the rate of .07692 hours for each hour worked. The maximum accrual is 160 hours (4 weeks).
- Upon the fifteenth anniversary of date of hire and assuming continuous full-time employment an individual will earn vacation at the rate of .09615 hours for each hour worked. The maximum accrual is 200 hours (5 weeks).

Full Time Hourly Staff*

For vacation calculation purposes vacation earnings are based on actual hours worked** and length of service with the maximum accruals based on regularly scheduled weekly hours. Scheduled work weeks for hourly staff are either 37.5, or 40 hours. The table below shows accrual rate and maximum accruals. For employees that change from part-time to full time, the vacation accrual date will be the effective date of that change.

<table>
<thead>
<tr>
<th>Years of Service</th>
<th>Scheduled Weekly Hours</th>
<th>37.5</th>
<th>40</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;5</td>
<td>Earning Rate: .03846 Max Accrual-75 hrs</td>
<td>Earning Rate: .03846 Max Accrual-80 hrs</td>
<td></td>
</tr>
<tr>
<td>5 through 9</td>
<td>Earning Rate: .05769 Max Accrual-112.5 hrs</td>
<td>Earning Rate: .05769 Max Accrual-120 hrs</td>
<td></td>
</tr>
</tbody>
</table>
**Earnings rate is the number of hours of vacation earned per hour worked**

* Part-time and temporary or seasonal employees are not eligible for paid vacation

** For calculation purposes “hours worked” only includes productive hours or actual hours worked. It does not include paid vacation, paid sick time, paid bereavement, and jury duty. Additionally, it does not include overtime hours.

The following conditions govern the vacation policy:

1. Earned vacation time must be scheduled at least one (1) week in advance and is subject to the supervisor’s approval.

2. If a vacation eligible employee leaves the Association and returns to employment within one (1) year, he/she will be credited with prior employment for calculating vacation allowance; otherwise he/she will be considered a new employee.

3. Upon separation from employment, an employee may be eligible to receive cash payment for any unused vacation time however there is no cash payout for unused sick time.

4. Employees transferring from other YMCA’s will be given credit for prior years of full-time employment.

**The Human Resources and Finance offices provide oversight of the vacation accruals.**

**Sick Time Accrual**

Paid sick leave may be used for personal illness, illness of immediate or surrogate family member; for emergency childcare or elder care; to attend routine medical appointments of employees or family members; or to address situations of domestic violence. All employees are encouraged to use their sick leave judiciously so as to provide a reserve for a lingering or serious illness.

Sick time is earned and accrued as a percentage of actual time worked (excluding overtime hours) and authorized absence for those who are benefits eligible. For regular full-time employees, accrual begins on the first day of employment. Sick time balances may be carried over from year to year, however accruals are capped at 90 days (585, 630, 675, or 720 hours depending on scheduled weekly hours). The “earning rate” for sick time is .04615 for all eligible full-time employees.

**Part-Time Sick time**

Part-time, temporary or seasonal employees are eligible to accrue paid sick time at a rate of one hour for every thirty hours worked starting on their first day of work, but may not use accrued sick time until the 90th calendar day after they begin employment. At the YMCA, sick time balances may not be carried over from year to year, but accruals for part-time employees are capped at 40 hours per year.

The following conditions govern the sick leave policy:

1. Hourly employees must notify their supervisor or designee within two (2) hours prior to the start of their workday. Exempt employees must notify their supervisor or designee thirty (30) minutes beforehand. The supervisor may request documentation of an illness that exceeds three (3) working days.
2. Employees will only be permitted to take paid sick leave to the extent they have accrued time available to them. The Y will not allow employees to have a ‘negative’ sick time balance.

3. Employees who miss work for a reason that qualifies as sick time may, with the Association's consent, work the same number of hours in that or the next pay period and not use paid sick time.

4. Employees leaving the Association are not paid for unused sick leave.

5. The Human Resources and Finance Departments provide oversight of the sick time accruals.

**Bereavement**

Employees will receive up to three days off, with pay, if necessary to arrange for, and/or attend, the funeral of a member of the employee’s immediate family. The immediate family is defined as a parent, spouse, child, sibling, domestic partner, mother or father-in-law, grandparent or grandchild.

**Jury Duty**

Employees who are called to serve on a jury panel by the Commonwealth of Massachusetts will be paid their regular pay for the first three days of jury duty. Employees who serve more than three days will be paid for subsequent days by the court at the rate established by law. The YMCA will pay the difference between that rate and the employee’s regular pay (or average daily regular hours).

An employee notified that he/she has been chosen for jury duty must inform their supervisor immediately so that he/she can make arrangements to have your position covered. If any day of jury duty lasts for fewer than six hours, an employee must contact the supervisor to determine if he/she should report for work.

To receive payment from the YMCA for jury duty, you must submit evidence of jury service and evidence of any payment from the Clerk of Courts to your supervisor/manager and the Human Resources Department.

**Court Appearances**

Employees that are called to court to appear as a witness on behalf of the Association will be excused from work and paid his/her regular salary/wage for time spent in court.

Employees who must appear in court for a civil or criminal matter not representing the Association and for other reasons other than jury duty must use vacation time during his/her absence.

**LEAVE OF ABSENCE**

**General Policy**

The YMCA recognizes that employees occasionally have serious, unexpected medical or personal needs that prevent them from working for a period of time. In such circumstances, if the YMCA’s needs can be met, the YMCA may grant an employee who has completed his/her orientation period a paid or an unpaid leave of absence.

Employees may not be employed by any other employer during a leave of absence and may not use a leave for any unauthorized purpose. The YMCA may require employees to contact their supervisor/manager and Human Resources Department on a regular basis or to comply with other reasonable requirements during their leave.

Accruals for vacation and sick time will stop while an employee is on leave of absence. Employees on leave will also not be eligible for paid holiday time.
Applications for all leaves may be obtained in the Human Resources Department.

**Family and Medical Leave (FMLA)**

The YMCA provides eligible employees with up to twelve weeks of job protected unpaid leave each year for serious family and medical reasons and for certain military family needs. The leave will be without pay except when an eligible employee uses accrued vacation or sick time. Use of paid time, including sick or vacation time, may not be used to extend the leave period. The leave is available to employees who:

1. have a serious health condition;

2. must provide care for a seriously ill close relative;

3. for the birth or adoption of a new child;

4. for an employee who is a spouse, son, daughter, parent or next of kin, to care for a covered veteran or service member with a serious injury or illness (this type of leave may last up to 26 weeks);

5. for an employee whose spouse, parent, son or daughter is a military member on current active duty who is deployed or has been notified of impending deployment, to take qualifying exigency leave to make arrangement as a result of the deployment or in connection with the servicemember’s Rest and Recuperation leave (shorter periods of leave are authorized).

Employees are eligible if they have worked for the YMCA for at least twelve months and have worked for at least 1,250 hours over the prior year. This leave is called a Family/Medical Leave.

The employee may be required to provide at least two weeks advance notice of the leave and to submit proper medical or other certification. Failure to meet such notice and certification requirements may result in a denial or delay of leave. It is the employee’s responsibility to provide the Association with enough information about the circumstances to determine whether the leave is covered by the Family and Medical Leave Act. Therefore, if an employee fails to provide sufficient information about the circumstances surrounding his/her absence to enable the Association to determine whether it qualifies as a Family and Medical Leave, the request for leave may be denied or delayed.

The employee must continue contributions to his/her insurance benefits during a Family/Medical Leave.

Job Protection: Job Protection allows an employee to return to the same job or a job with equivalent status, pay, benefits, and other employment terms following an approved FMLA leave. The position will be the same position or one which entails substantially equivalent skill, effort, responsibility, and authority. This provision will apply unless an employee would have been otherwise affected if he or she had remained at work (for example, a reduction-in-force, outsourcing of department, relocation of work, etc.).

For further information about Family/Medical Leave, please contact the Human Resources Department.

**The Small Necessities Leave Act (SNLA)**

An employee is entitled to a total of 24 hours of unpaid leave during any 12-month period in addition to leave available under the Family and Medical Leave Act. Employees are eligible if they have worked for the YMCA for at least twelve months and have worked for at least 1,250 hours over the prior year. This leave is called a Small Necessities Leave.
This unpaid leave can be used for the following purpose:

1. To participate in school activities directly related to the educational advancement of their son or daughter of the employee, such as a parent teacher conference or interviewing for a new school.

2. To accompany the son or daughter of the employee to routine medical or dental appointments, such as check-ups or vaccinations.

3. To accompany an elderly relative of the employee to routine medical and dental appointments or appointments for other professional services related to the elder’s care, such as interviewing at a nursing home or group home. The employee must give his/her supervisor at least seven (7) day’s notice prior to taking the leave, unless it is an emergency.

**Massachusetts Parental Leave**

An employee who has completed his/her initial 90-day Orientation Period is eligible for an unpaid parental leave of absence of up to eight weeks in connection with the birth or adoption or court-ordered placement of a child. The employee must give at least two weeks written notice of his/her anticipated departure date and written notice that s/he intends to return to work. If the employee returns to work promptly at the conclusion of the leave, s/he will be restored to the same or similar position.

Parental leave will run concurrently with any leave taken under the Family and Medical Leave Act for the same reason. This leave will be without pay except when an employee uses accrued vacation or sick time.

**The employee must continue his/her contributions to his/her insurance benefits during a Parental Leave. If both parents work for the YMCA, they make take a total of eight weeks of Parental Leave.**

**Military Leave**

The YMCA recognizes its obligation to share in the commitment of employees who are called upon to serve their country as members of the United States Armed Forces, either as reservists or on active duty. Any employee who receives military orders requiring him/her to report to active duty or any employee who must fulfill any military training requirement should notify the Human Resources Department as soon as possible to make arrangements for a leave of absence. Upon their return from military service, the YMCA will restore the employee to his/her former position or to a position of comparable seniority, status and pay. We follow the rules outlined by USERRA.

Employees who return from a military leave will receive the salary, seniority, and benefits they would have received if they had remained actively employed by the Association during their military service.

Reservists will be granted time off for military training. That time is in addition to the employee’s vacation time.

**Domestic Violence Leave**

An employee who is a victim of domestic violence, sexual assault, stalking, or kidnapping or who has a family member who is a victim is eligible for up to 15 days of unpaid leave in any twelve month period after exhausting all other vacation and sick leave to seek medical attention, counseling, or legal or other services and to address other aspects of the situation. Please contact Human Resources immediately if you have need for this type of leave. Advance notice is required, but in all events, notice that the reason for absence was due to domestic violence or an abusive situation should be given within three workdays. Documentation of the need for leave may be required. Perpetrators of abusive behavior are not entitled to this form of leave. The employee is entitled to job restoration at the conclusion of the leave.
**Personal Leave**

Personal Leaves of Absence are intended for use by employees who need extended periods of time away from work for personal reasons that do not qualify under other leave policies. Personal Leaves are for time off beyond 14 consecutive calendar days, but may not exceed 90 consecutive calendar days in length.

Personal Leaves of Absence may be considered for, but are not limited to, the following purposes:

1. To care for a non-family member with an illness or disability
2. To resolve dependent care/personal issues
3. Religious accommodation
4. To pursue educational/professional goals
5. To pursue extraordinary travel opportunities

Employees may not take a Personal Leave to work for another employer during a Personal Leave. Employees who do so will be subject to termination.

Personal Leaves are unpaid unless the employee has unused vacation and/or sick time available.

An Employee may keep his/her health insurance while on an approved Personal Leave. However the employee is responsible for paying the full healthcare benefit premium. It is the responsibility of the employee to contact the Human Resources Department prior to the start of the leave to arrange for payment of benefit premiums while on leave. Failure to pay the premium in a timely manner may result in termination of benefits and eligibility for COBRA.

Requests for Personal Leaves of Absence must be made in writing and approved by the Branch Executive (or in the case of non-branch personnel the appropriate Metro department head) and the Vice President of Human Resources.

While the YMCA will make an effort to keep the employee’s position open during a Personal Leave of Absence, personal leaves are not job protected. At the conclusion of the leave, if the employee’s original position is not open, the YMCA may offer the employee any available job for which the employee is qualified.

**Return to Work Policy - Workers Comp**

An employee injured on the job who has work restrictions may be given an opportunity to return to employment either by modifying their job, or by finding another job that they will be able to perform, when appropriate or available. Work restrictions are established by the treating physician and may limit activities such as lifting, sitting, or standing. The physician should provide these restrictions to the employee in writing. The supervisor or manager and the Human Resources Department must be provided with a copy of the restrictions before the employee is allowed back to work. Restrictions should be followed in order to avoid re-injury or worsening of the current situation. The supervisor or manager and the employee should not, however modify, the physician’s written work restrictions without consulting with the Human Resources Department.

The YMCA will make every attempt to place the employee in an existing or modified position. Only employees who are expected (as determined by their physician) to return to their normal duties within a maximum time frame of ninety (90) to one hundred and twenty (120) days may be eligible for this program, unless otherwise noted as a
reasonable accommodation. Most often, modified positions are not intended to result in a permanent change in job or job responsibilities, but a temporary change to accommodate the injured employee while they are recovering from their injury. The YMCA of Greater Boston will attempt to place the injured employee in the same position with an alteration in job duties to meet the physician’s restrictions. If this is not an option, then a change in jobs may be necessary to accommodate the employee on a short-term or long-term basis.

SAFETY AND SECURITY

The YMCA makes every effort to provide safe working conditions for its employees. Safety is not merely a matter of safeguards, safety bulletins or slogans, but the responsibility and careful personal habits of every employee.

Emergency Procedures and fire drill information are posted on bulletin boards and each employee is responsible for becoming familiar with them and observing them at all times.

In addition, any hazardous condition should be reported to the appropriate supervisor/manager or a safety coordinator immediately.

Safety Committee/Coordinator Responsibilities

The YMCA has a safety coordinator or committee to monitor safety conditions at all sites and to ensure that safety regulations are implemented and maintained. Disaster plans will be executed as required.

Fires and Emergencies

The Association has procedures to follow in the event of fire, disasters, and other emergencies. These procedures are posted on the bulletin boards in various locations throughout each facility. A floor plan is also posted showing the locations of emergency exits, fire extinguishers, and first aid kits, as well as the names of the trained volunteers in cardiopulmonary resuscitation (CPR) and first aid, and the contact information for local emergency services.

Security Checks/Searches

The YMCA reserves the right to question, inspect, and search any employee or other person before they enter or leave any of the YMCA’s facilities. Desks, lockers and other storage devices may be provided for the convenience of employees, but remain the sole property of the YMCA of Greater Boston. Accordingly, an agent or representative of the YMCA can inspect them at any time either with or without prior notice. Employees who prefer not to have personal items subjected to scrutiny should leave such items at home.

This is done to ensure:

- That contraband, drugs, weapons, and other unauthorized or illegal substances or materials do not enter the YMCA.

- That tools, files, equipment, products, materials, and other property of the YMCA are not removed from its premises without proper authorization. This policy also applies to any employee while on Association business, whether or not on YMCA job sites, premises, and other facilities, along with any packages or other items that the employee may be carrying. All vehicles, lockers, containers, briefcases, handbags, and other parcels and personal belongings of employees brought onto YMCA property thus are subject to inspection and search by the YMCA or its designated outside investigators at any time.

These procedures are necessary for the safety, health and security of everyone here and the protection of our
property and facilities. Compliance with these rules is a condition of continued employment.

**Work-Related Accidents and Workers’ Compensation**

No matter how insignificant an injury may seem, employees must notify their supervisor/manager immediately when an accident occurs involving an employee. The supervisor/manager must report the accident immediately to the Human Resources Department and complete an Incident Report. These forms must be filed within 24 hours of the occurrence. Hospitalization as a result of a workplace injury must be reported immediately so that the YMCA can notify the appropriate authorities.

The YMCA provides Workers’ Compensation insurance to cover the cost of work-related injury or illness that is determined to be compensable under the Workers’ Compensation Act. Benefits pay for medical treatment and provide income while an employee recovers. The law prescribes specific benefits.

The Human Resources Department should receive notification of any employee accident that requires the employee to be out longer than five working days. Any questions should be directed to a Human Resources Representative.

**Member Incident Reporting**

Any incident of the nature described below must be reported to the manager/supervisor who will in turn contact the Branch Executive and/or the appropriate Metro Department head and follow established procedures for completing an Incident Report. All Branch level Incident Reports must be forwarded to the Chief Operating Officer, Senior Vice President of Operations and the Chief Financial Officer as soon as possible. Reportable incidents include, but are not limited to, the following:

- Death or severe illness/injury or incident requiring hospitalization of any member of the staff, any member or visitor during business hours or while on YMCA property
- Incidents of verbal, sexual, or physical abuse of any person
- Fires, bomb threats, floods, or other threats of damage to Association property or personnel.
- Business-related vehicle accidents
- Incidents which could harm the Association’s reputation or subject it to potential legal action.
- Property damage
- Theft or vandalism
- Neglect and/or abuse of members

_If an employee is uncertain as to whether or not a particular situation warrants an Incident Report, it should be discussed with the Branch Executive._

**CODE OF PROFESSIONAL ETHICS**

**Child Abuse Prevention/Code of Conduct**

To protect YMCA staff, members, volunteers, and program participants and their parents, the YMCA of Greater
Boston requires each individual staff person and program volunteer to carefully read and sign the Code of Conduct policy. This Code of Conduct outlines behaviors and procedures to protect children and to protect individuals interacting with children in YMCA programs and facilities.

*Please see our full Reporting Suspected Child Abuse Policy in Appendix V.*

**Standards of Professional Conduct**

The YMCA encourages employees to work with each other and with their supervisors/managers in a cooperative, pleasant environment. To accomplish this goal, employees must all follow certain standards of behavior. The YMCA expects that each employee will perform his or her job in a satisfactory manner. In addition, the YMCA expects that employees will conduct themselves in accordance with the highest standards of professional behavior and will treat each other and YMCA members with dignity and respect.

Each of the policies in this handbook includes specific guidelines to ensure that appropriate conduct is adhered to by all YMCA employees. In addition, employees are expected to comply with rules and regulations established in their department, work area, branch etc., and to conduct themselves in a manner that reflects common sense, respect, responsibility, honesty, caring, and good judgment. Listed below are some of the guidelines regarding employees’ conduct and performance.

In order to ensure that the YMCA’s operations are conducted in an equitable and orderly manner, the YMCA has in the past, and will from time to time in the future, develop policies and procedures governing certain types of situations. Employees are expected to follow these policies and procedures. Occasionally, the YMCA must discipline or discharge an employee who does not meet YMCA standards or violates rules of conduct, just as an employee has the right to resign if he/she is dissatisfied with the YMCA.

It is impossible to list every situation that would warrant discipline or corrective action. However, as a general rule, behavior that affects the ability of other employees to do their job, that interferes with community relations, or member or parent relationships, demonstrates a lack of respect for the Association, our members or employees, or that does not meet the YMCA’s standards of conduct or performance will be grounds for discipline, including discharge. In addition, violations of any of the YMCA’s policies, including any policy described in this Handbook, may lead to discipline, including discharge.

**Constructive Development/Performance Improvement**

The following process provides the employee and manager the most advantageous framework for resolving performance problems. The process works to everyone’s advantage, by giving the employee the greatest opportunity to improve his or her performance.

If the employee is performing below expectations, the manager will normally notify him/her. The manager will usually outline and identify where performance has not met expectations, and what steps the employee needs to take to improve job performance.

Employees may be disciplined or discharged without undergoing a program of constructive development. A supervisor/manager will usually contact the Human Resource Department before such action is taken.

**Types of Corrective Action**

When an employee’s performance and/or conduct warrants disciplinary action or counseling, the supervisor may take the following types of action. The action taken will depend on the nature of the event along with other facts and circumstances:
1. **Record of Conversation**—Informal counseling by the employee’s immediate supervisor/manager to notify the employee that performance or behavior is not up to standards and must be improved after informal counseling has failed to produce results.

2. **Written Warning**—A formal notice to an employee stating that further disciplinary action will be taken unless behavior or performance improves.

3. **Final Warning/Suspension**—A final warning is usually the last warning prior to a termination. A suspension is time off without pay to be used in situations such as repeated abuses of Association policies or work rules. Also may be used during periods of investigation or to impress upon the employee the seriousness of the situation.

4. **Termination/Discharge**—Termination of employment is used when the employee has been given the opportunity to meet performance and/or behavior standards and in management’s judgment has failed to do so. Discharge may be used for a first offense when the violation is severe.

All employees must realize that the steps in a corrective action system serve as general guidelines and are not mandatory. There are varying degrees of seriousness which pertain to performance and/or infractions of policies. There are certain instances where conduct and/or performance is of such a serious nature that immediate termination, without prior warning or consultation, may be the justified course of action.

**NOT ALL OF THESE OPTIONS NEED TO BE EXHAUSTED PRIOR TO DISCHARGE OR SUSPENSION, OR ANY OTHER TYPE OF DISCIPLINARY ACTION.**

Some acts of misconduct, even if committed for the first time, are so serious that if substantiated, may justify immediate suspension or discharge. The following list of violations provides examples of conduct that will not be tolerated. This list is not all-inclusive:

- Use of possession of or coming to work under the influence of alcoholic beverages, illegal drugs or controlled substances.

- Distribution or selling any type of ergogenic aid or nutritional supplement to members, participants or staff.

- Falsification, omission or misrepresentation on any Association record or document.

- Unauthorized possession of Association or another employee’s or member’s property.

- Fraud or violation of criminal laws on or off Association premises.

- Breach of confidentiality.

- Violence of any kind, possession of weapons or explosives, fighting, or any other conduct which may endanger the well-being of any employee, member or participant or interfere with Association operations.

- Threatening, intimidating, coercing, using abusive language toward, or interfering with the performance of fellow employees and members.
• Harassment or discrimination or retaliation against YMCA employees or members.

• Violation of any safety or sanitary rules.

• Insubordination or refusal to comply with instructions or failure to perform assigned duties.

• Theft or inappropriate or unauthorized use of Association material, property, equipment or time, including conducting non-YMCA business on YMCA premises.

• Conduct that reflects adversely on the employee, members, or the Association.

• This may include, but is not limited to, criminal investigations, arrests, and any other activity inconsistent with the values and mission of the YMCA.

• Repeated violation of any of the policies described in this Handbook or any other Association policies or procedures.

Off-Duty Conduct

While the Association does not seek to interfere with the off-duty and personal conduct of its employees, certain types of off-duty conduct may interfere with its legitimate interests. Therefore, employees are expected to conduct their personal affairs in a manner that does not adversely affect the Association’s or their own integrity, reputation or credibility. Illegal, off-duty conduct on the part of an employee that unfavorably affects the Association’s interests or the employee’s ability to perform his or her job will not be tolerated; convictions of such must be reported to the Branch Executive or Human Resources Department.

Secondary Employment

While employed by the YMCA, employees are expected to devote their energies to their jobs with the Association. Therefore, regular employees will not be permitted to engage in the following types of secondary employment:

• Secondary employment that conflicts with an employee’s work schedule, duties and responsibilities

• Secondary employment that creates a conflict of interest or is incompatible with the employee’s employment with the YMCA’s

• Secondary employment that impairs or has a detrimental effect on the employee’s work performance with the Association

• Secondary employment that in any manner interferes with performance of the employee’s job with the Association

• Secondary employment that requires the employee to conduct work or related activities on the Association’s property during the employee’s working hours or use the Association’s facilities and/or equipment

• Secondary employment that directly or indirectly competes with the program or financial interests of the Association

Employees who wish to engage in secondary employment that may create a real or apparent conflict of interest
must submit a written request to their supervisor/manager explaining the details of the secondary employment. The respective branch executive or vice president of the department must authorize it in writing and forward it to the Human Resources Department for inclusion in the employee’s personnel file. If authorized, the Association assumes no responsibility for the secondary employment and shall not provide workers’ compensation coverage or any other benefit for injuries occurring from or arising out of secondary employment.

“Secondary Employment” includes both self-employment and employment by others. Authorization to engage in secondary employment can be revoked at any time.

**Outside Consulting**

Exempt employees may be permitted to provide outside consulting services to other YMCA’s and kindred organizations with similar goals and objectives upon prior approval of the branch executive/unit director and approval of the Sr. VP Operations. An exempt employee may not be paid any additional amount for services provided or work performed in any additional capacity within his/her operating unit or within any other operating unit of the YMCA of Greater Boston. Each professional staff person is responsible for carrying out his/her employment duties ethically and morally with the YMCA of Greater Boston as the first and foremost priority of his/her time and expertise.

**Directorships/Trusteeships**

While the Association encourages community involvement, an employee is required to obtain Association approval before agreeing to serve as a director or trustee of another not-for-profit or any for-profit corporation, trade organization, or company. Requests for such approval shall be forwarded to the President with all relevant information. In acting upon such requests, the President will consider whether the other organization does business or might do business with the Association, or whether it might constitute a conflict of interest and, therefore, might not be in the best interest of the YMCA.

**Conflict of Interest/Conducting Business with Friends or Relatives**

To promote a high standard of conduct in the performance of every job, it is important that employees avoid conflicts of interest.

A conflict of interest is a situation in which private interests or outside economic interests actually or potentially, interfere or conflict with the duties and responsibilities of your employment by the YMCA. This could impair the independence or objective judgment of the employee in the exercise of your duties or responsibilities. Therefore, employees are required to inform his/her Branch Executive in writing about the nature of the potential conflict. Final approval in writing must be obtained and forwarded to the Human Resources Department for inclusion in the employee’s personnel file. Conflicts of interest clearly exist where the activities of an individual result in:

- Working for a non-profit or for-profit organization with a non-complimentary mission;
- An adverse effect upon the YMCA’s interest;
- The obtaining of an improper gain or advantage by a third party; and
- Engaging in close personal relationships with individuals directly supervised.

Membership, fiscal or other YMCA information is the property of the Association and should never be given orally or in writing to an outside firm, agency or individual except with appropriate authorization. Any improper transfer of material or disclosure of information, even though it is not apparent that an employee has personally gained by
such action, constitutes unacceptable conduct. Any employee who participates in such a practice will be subject to corrective action, up to and including termination.

**Accepting and Giving Gifts/Gratuities**

Accepting money, including tips and gifts, from members, visitors or firms with whom the YMCA does business or may potentially do business is **not permitted**. Whenever gifts or gratuities are offered, they should be graciously declined. This rule has been established because members and program participants (and their parents, if applicable) should not feel that the YMCA employees must be rewarded for those services which they have every right to expect.

All employees must comply with the following guidelines when giving or offered a gift.

- Discourage, as tactfully as possible, the custom of giving gifts. Such gifts are often expressions of cordial relationships between individuals closely associated by their work, but acceptance can place you or the Association in an embarrassing situation.

- Discretion should determine if a gift oversteps the bounds of propriety. In no event should a gift be accepted that would compromise an employee in the performance of duties or that would cause any embarrassment to the Association or that would appear to be compromising.

- The supervisor/manager should be informed whenever a gift is received as a result of a work relationship. If a gift is of more than nominal value, it should be returned to the giver. An inexpensive ballpoint pen or an appointment diary are common gifts and are generally acceptable. But lavish entertainment, clothing, or travel should not be accepted. Neither should employees accept free or discounted services or free or discounted vacation facilities or equipment. Similar policies govern giving gifts. It is accepted and appropriate practice to give mementos of nominal value, such as YMCA mugs or T-shirts. But gifts of more than nominal value should not be given as a matter of business practice. Gifts of money are never permissible.

- Employees may not exchange YMCA property, services or space rentals in exchange for charitable donations to the Association or branch.

**Solicitation/Distribution**

Persons not employed by the YMCA may not solicit, sell or distribute any literature on YMCA property for any purpose at any time nor come on YMCA property for such purposes without the permission of the CEO/President or the COO/Senior Vice President. YMCA employees may not solicit other employees for membership or subscription for any public or private enterprise or for gifts of any nature during either employee’s working time.

Moreover, the circulation or passing of any petition or notice or other printed or electronic material among employees in working areas is prohibited. Finally, employees may not post notices on official YMCA bulletin boards without the approval of the designated supervisor and the Human Resources Department.

**Whistleblower Policy**

The whistleblower policy of the YMCA of Greater Boston (“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.
GENERAL POLICIES

Employee Personnel Records

Each YMCA employee has a personnel file that serves as an ongoing record of his or her employment with the Association. Employees share responsibility with their supervisor and the Human Resources Department for keeping files up to date with any pertinent information, such as name and address changes, new dependents and changes in marital status. The Association follows careful procedures to maintain the confidentiality of employment records. An individual’s personnel file is available for inspection by the individual in the Human Resources Department, in response to a written request.

Please contact a Human Resources Department Representative for more information.

Policy on the Appropriate Use of Computers, E-mail, Voicemail, and the Internet

Email, voice mail and computers (“Electronic Communications”) are the YMCA’s assets and are critical components of the Association’s communication systems.

Electronic Communications are provided by the YMCA to employees to facilitate their work for the YMCA. The contents of all Electronic Communications are the property of the Association. Employees should not consider their Electronic Communications to be private. Management may authorize specific YMCA employees and/or contractors to have unrestricted access to review and monitor all data stored on these systems.

The YMCA may monitor, search, review or disclose voice mail, email or electronic files created by employees for any reason deemed appropriate by the Association.

All Electronic Communications on behalf of the YMCA must be professional and reflect the same standards as any communication mailed on the YMCA’s letterhead. All written communication must adhere to the strict YMCA branding standards. The YMCA strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, the YMCA does not allow the use of computers, the e-mail and Internet system in ways that are disruptive, offensive to others, or harmful to morale. For example, the display or transmission of sexually explicit images, messages, and cartoons is not permitted. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes; or anything that may be construed as harassment or showing disrespect for others.

Employees may use phone, email or voice mail for incidental personal purposes, provided such use does not take a significant amount of time, is not made for profit, does not interfere with job performance, and does not violate the Association’s policies governing employee time commitments or the use of YMCA’s equipment. Employees should exercise prudent judgment regarding the personal use of Electronic Communications.

Employees are responsible for maintaining the security of their Electronic Communications and their passwords. Employees should change their passwords regularly and take precautions to prevent unauthorized access to systems and files by logging off when their terminal is unattended. Employees must exercise caution in transmitting information to a recipient outside the YMCA. No such transmittal may contain Confidential Information about the YMCA, its participants or employees.

Employees may encrypt their email and files only with the use of approved software. This software may provide for retention by the YMCA of any key necessary to access encrypted messages.
Unauthorized employees may not access the Electronic Communications of any other employee without their express written permission.

Violation or misuse of email or voice mail can result in disciplinary action up to and including termination.

**Telephone Use/Cell Phones**

Association telephones are to be used for **business purposes only**. Employees are asked to cooperate in limiting calls to emergencies or essential personal business and in keeping them as brief as possible. Long distance calls are prohibited.

Personal cell phones and pagers are not permitted to be used while at work unless required for YMCA operations or YMCA business.

Association cell phones may be provided for business purposes. Phone usage plans are set to the appropriate minute/plan level according to usage needs. Minutes that exceed the plan maximum will be the employee’s responsibility.

**The Drug Free Workplace Policy**

Drug abuse has the potential to cause dangers in the workplace by increasing the risk of workplace accidents, impairing the health and well-being of the user and diminishing productivity. Accordingly, it is the policy of the YMCA of Greater Boston to maintain a drug-free workplace.

For purposes of this policy, a controlled substance is any illegal or prescription drug that, if abused, may lead to physical or psychological dependence. In addition, working while under the influence of a controlled substance is prohibited, unless use of the controlled substance is consistent with a physician’s prescription and neither substantially impairs the employee’s ability to work satisfactorily, nor poses a risk to workplace safety. Employees are required to abide by this policy as a condition of employment.

1. The use, sale, or possession of alcohol, narcotics, drugs, or controlled substances while on the job, on Association property, is prohibited. The YMCA will turn any illegal substances over to the appropriate law enforcement Agency and will cooperate with any criminal prosecution.

2. Employees may not work or be on YMCA property while under the influence of controlled substances or alcohol. If the YMCA learns or suspects that an employee has violated this policy, the Association may, at its discretion, require the employee to submit to a drug test and will be subject to administrative or disciplinary action, up to and including termination of employment.

3. An employee must report to their supervisor or to the Human Resources Department, any criminal conviction for a workplace drug violation within five days of the conviction. The term “conviction” means a finding of guilty (including a plea of nolo contendere) or imposition of sentence, or both, by any judicial body charged with responsibility to determine violation of state or federal criminal drug statutes. Within thirty days after receiving notices of such convictions, the Association will impose the following sanctions or remedial measures on the individual involved: (A) take appropriate disciplinary action up to and including termination, and/or (B) refer an individual to the Association’s Employee Assistance Program and require such individual to satisfactorily participate in a drug abuse assistance or rehabilitation program approved for such purposes.

4. Employees who are arrested for off-the-job drug and/or alcohol activity may be considered in violation of this policy. In deciding what action to take, the Association will consider the nature of the charges, the
employee’s present job assignment, the employee’s record with the Association, and any other factors relative to the impact of the employee’s arrest upon the conduct of YMCA business. The Vice President of Human Resources has been assigned responsibility for enforcing this substance abuse policy and administering the YMCA’s Drug-Free Awareness Program. Questions regarding this policy or program should be addressed to Human Resources. Violation of this policy may result in disciplinary action up to and including termination.

**Media and Government Inquiries**

The YMCA strives to maintain an open and cooperative relationship in its dealings with the media, local government and other agencies. As such, there is a strict policy that must be followed to ensure accuracy and fairness, and to respect the confidentiality and privacy of our staff, members, and all those with whom the YMCA interacts.

If a representative of the media or government agency approaches any employee or member requesting to discuss anything pertaining to the YMCA, it is essential that the employee not answer any questions directly but contact the appropriate person at the Association immediately. No employee is authorized to speak on or off the record unless specifically directed to do so by the Vice President of External Affairs.

Calls from the media should be referred to the following individuals in order of availability:

- Branch Executive
- Senior Vice President of External Affairs
- President & Chief Executive Officer

In the event that you have difficulty forwarding any calls, please ask the media representative for the following information and send it via e-mail or in person to the External Affairs office:

- Name
- Date
- Newspaper, station, or other medium represented
- Phone number
- Subject of story
- Information being sought
- Deadline
- Employee name and telephone number

**Emergency Closings Due to Snow/Severe Weather Conditions**

In the event of snow or severe weather, it is the YMCA’s policy to continue with regular operations unless the city or town in which the YMCA operates or the Governor declares a state of emergency due to severe weather.
conditions and asks that only essential personnel report to duty. (This is not the same as a snow emergency for parking purposes, which is typically called for all snowstorms.) In such event, the YMCA will follow the directions of the municipality and close a branch or the entire Association.

Unless the Governor declares a state of emergency for the entire Commonwealth, decisions on closing will be site specific. One or more sites may be closed while others remain open.

- If a site closes as a result of severe weather conditions during a regular business day, staff must ensure that all members are accommodated and transportation services are provided before leaving. The safety of members is the first priority.
- If a specific site will not open in the morning, specific procedures for that site will be followed.
- Regardless of the weather, essential Association staff will be expected to report to duty. Individuals will be notified in advance if they are considered essential staff.

In the event of snow or severe weather, each employee must exercise his or her best judgment in assuring personal safety and each individual’s situation is different. If an employee decides that he or she is unable to report to work and the site in which they work is not closed, the employee must contact his or her supervisor within two hours of the start of the scheduled workday. For non-exempt employees, a vacation day may be used if available; otherwise, the time will be unpaid. The same policy applies to staff that elects to leave early for personal reasons. In such situations, staff must work with their supervisor to assure there is adequate coverage for members before leaving.

Business Entertainment

Paying for or letting someone else pay the check for a business dinner or luncheon is generally permissible. Even a trip to a sports event or the theater is usually acceptable. But the line between what is and what is not proper can be a difficult one to draw. Supervisors and managers with budget responsibility for the YMCA must be particularly careful. Employees should discuss proposed or offered entertainment with their supervisor/manager.

Travel and Expense/Transportation Reimbursement

Reasonable expenses incurred while on authorized YMCA business shall be reimbursed for business travel and when the employee has received prior authorization in advance from the employee’s supervisor, and the expense is provided for in the branch/unit budget. All requests for reimbursement must be substantiated with receipts.

Exempt employees who use their personal car for authorized Association business will be reimbursed at a set rate per mile. Expenditures for tolls, parking, and other forms of local transportation will be reimbursed when authorized and substantiated by receipts. The cost of meals while conducting normal job duties is not reimbursable. The cost of meals while traveling is reimbursable provided there is appropriate documentation. For more information, please see the YMCA of Greater Boston’s Employee Expense Reimbursement Guidelines.

Departmental Meetings/Training

Departmental meetings are usually mandatory and will be scheduled as required. Departmental meetings allow employees an opportunity to participate in the exchange of ideas and solutions to situations and to continually enhance departmental expertise. Failure to attend required staff meetings may result in a suspension or termination of employment.

Cash Handling
If a position requires the handling of YMCA funds (whether checks, credit cards or cash), the employee is responsible for safe-guarding and the careful handling of these funds in strict accordance with cash-handling procedures. Any loss, shortage or overage of a transaction or deposit will be fully investigated and evaluated, resulting in an appropriate disciplinary action, up to and including termination.

**Lockers**

You may be provided a locker and a lock on a space-available basis. Lockers are not private or secure. Both lockers and locks are and remain at all times the property of the YMCA. Lockers and locks may be inspected periodically, without notice. The YMCA also retains the right to remove from any locker all contraband, chemical substances, weapons or other materials or objects that, in our judgment, could endanger safety, health, property or security. (Please refer to Security Checks).

**Tobacco**

All facilities and vehicles have been and continue to be non-smoking environments; this includes all tobacco related products including e-cigarettes and chewing tobacco. Please see your manager for designated smoking areas at your location/branch if any.

**Employment of Close Family Members, Domestic Partners or Other Relationships**

**Presenting a Conflict of Interest**

In an attempt to eliminate any potential real or imagined favoritism the YMCA will not hire, transfer or promote a close family member into a position where s/he directly supervises or is supervised by another close family member. A “close family member” is a parent, child, sibling, spouse, grandparent, aunt, uncle, cousin, domestic partner or in-law.

Further, such employees will not be placed in positions where they work with or have access to sensitive information regarding a close family member. If the YMCA employees marry or become domestic partners, the Association may change one or both assignments or may terminate one or both employees should said relationship not be presented or described as such in a transparent manner. This policy will also apply, in the Association’s discretion, to other individuals having a relationship, including romantic interests, that creates a conflict of interest. Further, such employees will not be placed in positions where they work with or have access to sensitive information regarding a close family member.

**CONCLUSION**

In this Employee Handbook, we have presented information about our policies, benefits and expectations. We realize that employees are likely to have questions from time to time about the subjects discussed, as well as other topics. We encourage employees to bring any questions, concerns or comments directly to their supervisor/manager or the Human Resources Department. In addition, we encourage employees to suggest any changes that may benefit the YMCA and our employees.

We expect that our policies, benefits and rules will change and develop over time. Moreover, the laws in this area change frequently. We will attempt to revise this Handbook on a regular basis to reflect such changes. However, the YMCA retains the right to amend, delete, add to or modify its policies at any time, whether or not such change is reflected in this Handbook. The Handbook, therefore, is not a contract and the policies it describes are subject to change.
APPENDIX I

ANTI-HARASSMENT AND NON-RETALIATION POLICY

The YMCA of Greater Boston is committed to promoting a workplace which is professional and in which employees are treated with respect and dignity. Harassment in the workplace is unlawful. Harassment includes verbal or physical conduct, which may or does offend, denigrate or belittle any individual because of gender, race, color, religion, national origin, age, sex, pregnancy, gender identity, sexual orientation or disability.

Such conduct includes pictures, jokes, comments, innuendoes or any other behavior, that creates an offensive or hostile environment.

While all types of harassment are prohibited, sexual harassment requires particular attention. Sexual harassment includes sexual advances, jokes, explicit or offensive pictures, offensive physical contact, requests for sexual favors, and/or other verbal or physical conduct of a sexual nature when:

1. Acceptance of or submission to such conduct is made either explicitly or implicitly a term or condition of an employee’s employment;
2. The employee’s response to such conduct is used as a basis for employment decisions affecting that employee;
3. The conduct creates an intimidating, hostile or offensive working environment; and
4. Such conduct interferes with an employee’s work performance.

Harassment in any form or for any reason is absolutely forbidden. This includes harassment among employees by a manager of an employee, or between employees and visitors, members, program participants or others. While it is not possible to list all of the actions that would be considered sexual harassment, some examples are:

• Unwelcome sexual advances whether or not they involve physical touching; sexual assault or coerced sexual acts;

• Requests for sexual favors in exchange for actual or promised job benefits such as a favorable review, salary increases, promotions, increased benefits or continued employment (or threats of adverse job action if requests for sexual favors are rejected);

• Sexual gestures; sexually insulting or suggestive comments, epithets, or jokes; written or verbal references about sexual conduct;

• Displaying sexually suggestive objects, pictures or cartoons.

These behaviors when based on other protected categories such as race, religion or sexual orientation, for example, also may constitute illegal workplace harassment.

Reporting Harassment/Investigation

If an employee believes he/she may have been harassed, or if an employee witnesses or learns about the harassment of another individual, he/she should inform Human Resources or any member of senior management.
immediately.

The YMCA of Greater Boston will promptly investigate every complaint of harassment. Such investigation may include discussions with all involved parties, identification and questioning of witnesses, and other appropriate actions.

If the YMCA determines that harassment has occurred, it will take action to end the harassment and ensure that it is not repeated. Steps the YMCA may take include, among others, warnings, transfers, suspension, probation and discharge.

The YMCA will conduct the investigation with as much confidentiality and privacy for the parties involved, as possible, without compromising the thoroughness of the investigation. The YMCA will caution all participants in the investigation to keep such matters confidential.

It is unlawful to retaliate against, or punish, any employee who files a complaint of harassment or who cooperates in an investigation of a complaint of harassment. The YMCA will not tolerate any retaliation against any employee who files such complaint or who cooperates in an investigation into possible harassment, and will take disciplinary action against any employee who engages in such unlawful retaliation.

Any individual who is dissatisfied with the results or progress of the YMCA’s investigation may discuss his/her dissatisfaction directly with the Vice President of Human Resources, Senior Vice President of Operations or the President of the Association.

We urge all employees to bring any concerns or complaints of harassment to the attention of management so that the issues(s) can be resolved. The state agency responsible for enforcing the laws prohibiting harassment is The Massachusetts Commission Against Discrimination (“MCAD”) located at One Ashburton Place in Boston, Massachusetts, (617) 994-6000. Complaints regarding sexual or workplace harassment or discrimination or retaliation must be made within 300 days of the person becoming aware of the offense. Please contact the MCAD for more information.

The regulatory body responsible for enforcing federal laws prohibiting harassment, discrimination or retaliation is the Equal Employment Opportunity Commission, located at the JFK Federal Building, 475 Government Center, Boston, Massachusetts, 1-800-669-4000.
Appendix II
SOCIAL MEDIA POLICY

Opening Statement:
Families entrust their children to the YMCA of Greater Boston’s care for childcare, day camp, resident camp, afterschool, aquatics, health & wellness and other youth programs. Our promise to these families is that we will provide a safe environment in which all participants are treated in a caring, honest, respectful and responsible way. Our mission charges us to “build a healthy spirit, mind and body for all.”

YMCA of Greater Boston Code of Conduct for Personal Web sites and Web-Logs (Blogs) and Other Social Networking Sites
As a paid YMCA employee, it is every staff member’s responsibility to deliver on the YMCA’s promise and mission and to project and further the mission. This includes all dealings with the community; inside and outside the workplace, both on and off duty. It is the responsibility of every YMCA employee to avoid any inappropriate speech or behavior in the presence of our community members at all times. No one should have reason to be offended or embarrassed by YMCA’s staff’s speech, appearance or conduct.

The YMCA’s code of conduct and personnel policies detail the YMCA’s expectations and your responsibilities as a staff member; however the advent of personal web sites and blogs and other social networking (e.g. Facebook) as well as other forms of technology have increased our exposure and the risks to our reputation. For this reason, the YMCA has developed these standards of behavior in electronic and virtual public forums.

Your YMCA telephone answering message, voicemail, personal website, email address, text messages, blog posts and Facebook interactions are all accessible to the community at large. Therefore, they must be consistent with the YMCA’s mission and values.

You are responsible for the content of all text, audio or images that you place or send over the Internet, your YMCA telephone answering message, voicemail, personal website, email address, text messages, blog posts and Facebook interactions. Fraudulent, abusive, profane, harassing or obscene forms of communication on any medium associated with the YMCA are expressly prohibited. No messages with derogatory or inflammatory remarks about an individual’s or group’s protected characteristics, such as race, religion, national origin, physical attributes, gender identity, or sexual orientation, may be transmitted. Information transmitted should not violate or infringe upon the rights of others.

If you choose to post on any website, or to participate in social media of any kind, (e.g. Facebook) chat rooms or blogs, the following guidelines must be followed:

1. The use of photos, logos or images of the YMCA or its programs is prohibited. If you use the YMCA’s name (including names of camps or other programs) in any such communication, you should be especially careful to support and certainly not harm or ridicule the YMCA’s image or mission and must obtain the approval of an executive director prior to posting. Any reference to the YMCA must include a disclaimer stating that the views expressed are yours alone and that they do not necessarily reflect the views of the YMCA.

2. All YMCA staff must uphold the YMCA’s value of respect for the individual and avoid making defamatory statements about YMCA supervisors, employees, members, participants, clients, partners, affiliates and others including competitors.

3. The YMCA Code of Conduct requires that the staff not initiate outside contact with members or program participants. Under no circumstances should an employee encourage access or provide access information to his or her personal website or blog to a teen member or program participant under the age of (18).
eighteen. Your personal website or social media should be marked “private,” so only the people that you have invited may access your page. As an employee, you are prohibited from inviting YMCA youth (campers, program participants, members, etc.) under the age of (18) to access your website.

4. Any personal website, blog or Facebook interaction should not contain commentary that violates the YMCA’s policies on harassment or discrimination.

5. You are solely responsible for any legal liability arising from or relating to the content from your personal website and/or blog.

6. If you are a group site administrator, you are strictly forbidden from sharing your administrative login and password. If you have been found to violate this policy, disciplinary action will be taken up to and including termination of employment.

7. Media inquiries— if a member of the media contacts you about any YMCA post or discussion thread, you are to forward that media inquiry to the External Communications department in the corporate headquarters office.

8. YMCA staff should promote the core values of caring, honesty, respect and responsibility in their speech and behavior at the YMCA, with the community and in any public forum.

9. Any information that is confidential or proprietary to the YMCA should not be disclosed to any third party. Additionally, you are strictly forbidden from posting copyrighted material or any intellectual property that belongs to the YMCA, to another organization or to someone else.

10. Unless specifically authorized by the YMCA, time spent participating in the above mentioned computer activities must not interfere with your job duties. If a manager determines that an employee is not working to their full potential because of personal misuse of YMCA technology, disciplinary action will be taken up to and including termination of employment.

The YMCA does not intend to interfere with any employee’s private life, but publicly observable communications, actions or words are not private. All YMCA staff must use good judgment and discretion. If you want your use of technology to be private, do not allow it to be seen in the electronic public forum. If you or your words are public, make sure they do not contradict your role at the YMCA and they are reflective of the mission and values of our Association and are known to be your thoughts and not those of the YMCA.

**Oversight & Monitoring:** The oversight of all of the YMCA’s Facebook & Twitter communications and publications will be monitored by the Social Media Committee which consists of:

- VP of Human Resources
- SVP of Development & External Relations
- VP Operations & Membership Marketing
- Branch Social Media Administrator

**Monitoring Responsibilities:**
Facebook administrators are responsible for checking the Facebook Page site regularly to ensure that no inappropriate comments are posted on a ‘wall’ or written in a ‘discussion’ string. Photographs of members cannot be used without signed consent from the member. Monitors should be cognizant of any new wall posts or discussion threads to ensure that they reflect the values of the YMCA.

**Situation Specific Guidelines:**
1. **What do we do when a fan posts something inappropriate?** The site administrator deletes the post and sends the fan a note stating “Your recent wall posting on our Facebook Page site did not reflect the values of the YMCA of Greater Boston and as such we removed it. If you would like to discuss it please feel free to call me at: [location phone number]. Thank you.” Then, the monitor can note on the page Wall that a comment was deleted due to inappropriate content, and that our pages operate under the principles of caring, honesty, respect and responsibility.

2. **What do we do if an employee posts something inappropriate?** The branch site administrator deletes the post and emails the employee stating “Dear Employee, your recent wall posting on our Facebook site did not reflect the values of the YMCA of Greater Boston and as such we removed it. It is also a direct violation of YMCA Social Media Policy. Please call me as soon as possible so we can meet to discuss your posting. Thank you.”
APPENDIX III

YMCA OF GREATER BOSTON CODE OF CONDUCT & CHILD PROTECTION POLICY

To protect YMCA staff, volunteers, and program participants and their parents, the YMCA of Greater Boston requires each individual staff person and program volunteer to carefully read and sign this Code of Conduct. This Code of Conduct outlines behaviors and procedures to protect children and to protect individuals interacting with children in YMCA programs and facilities.

1. A child will never be left unsupervised.

2. An individual will not be alone with a single child where they cannot be observed by others. As individuals supervise children, they should space themselves in a way that other staff or volunteers can see them.

3. A child’s right to not be touched in ways that make them feel uncomfortable, and their right to say no will be respected. Other than diapering, children are not to be touched on areas of their bodies that would be covered by a bathing suit.

4. Rest rooms must be checked to be sure they are not occupied by suspicious or unknown individuals before allowing children to use the facilities. The individual supervising will stand in the doorway while children are using the restroom. This policy allows privacy for the children and protection for the supervising individual. While 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.

5. Staff and volunteers should conduct or supervise private activities such as diapering, putting on bathing suits, taking showers, etc. in pairs. When this is not feasible, individual staff should be positioned so that he/she is visible to others.

6. Staff and volunteers will not abuse children including:

   * No corporal punishment or any type of physical discipline inflicted in any manner upon the body including spanking, shaking or slapping.

   * No cruel, unusual or severe punishment, humiliation, verbal abuse, ridicule, threats or shaming.

   * No inappropriate touching or sexual verbal exchange.

   * No denial of food, drink, rest or bathroom facilities as punishment.

   * No punishment for soiling, wetting or not using the toilet.

   * No punishment related to eating or not eating food.

   Any type of abuse will not be tolerated and is cause for immediate dismissal and subsequent state intervention (51A).

7. Positive techniques of guidance, positive reinforcement and encouragement rather than competition, comparison and criticism will be used to direct children. Age appropriate expectations, guidelines and environments will be established that minimize the need for discipline. Supportive holds will be used by a
qualified staff only in situations necessary to protect the child or other children from harm, administered in a prescribed manner and documented in writing when used.

8. Each child’s appearance will be observed daily, noting any fever, bumps, bruises, burns, etc. Any questionable marks or behavior will be noted in writing and given to a program supervisor.

9. Staff will respond to children with respect and consideration, and treat all participants equally regardless of gender, race, religion, culture, or ability to pay. Care will be given to respect children’s diverse learning styles and/or special needs.

10. Individuals will refrain from intimate displays of affection towards other adults in the presence of children, parents, and staff.

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 set forth by the YMCA.

12. Individuals must appear clean, neat, and appropriately attired including ID badge during hours of operation.

13. Using, possessing, or being under the influence of alcohol or illegal drugs, or any substance that affects performance, 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. Individuals must be free of physical, psychological conditions or be under the care of a medical professional for conditions that may affect their ability to be physically and mentally stable, especially when working with children. Employee stability is a concern for any employee working with children, especially with health conditions affecting their ability to perform the essential functions of the job. Employees that need reasonable medical accommodations should consult with their supervisor or with human resources at the earliest possible point. It may be a requirement to have a physician's note and/or medical documentation.

17. Staff and volunteers will portray a positive role model for youth by maintaining an attitude of respect, loyalty, patience, courtesy, tact, and maturity.

18. Individuals may not be alone with a child they meet in YMCA programs outside of the YMCA. This includes babysitting, sleepovers and inviting children home. There are no exceptions to this rule.

19. Children are not to be transported in personal vehicles. No exception will be allowed.

20. Adult staff and volunteers may not date program participants under 18 years of age.

21. Under no circumstances should children be released to anyone other than the parent, guardian, or other adult authorized by the custodial parent or guardian in writing. In extenuating circumstances a parent may give verbal authorizations for release. Staff must secure identifications for all unknown persons picking up.
22. Staff and 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 their supervisor.

YMCA OF GREATER BOSTON CHILD PROTECTION POLICY

It is the policy of the YMCA of Greater Boston that all necessary measures will be taken to ensure a safe environment for all children and to ensure professional conduct of all staff and volunteers. This policy covers the required steps involved in the hiring, training and supervision of staff and volunteers; appropriate conduct related to the supervision of children; reporting procedures of suspected abuses and responsibilities to parents.

I. BOARD COMMITMENT:

A. The General Board of the YMCA of Greater Boston has approved this policy and will review a staff report of its implementation annually.

B. Branch Boards will review this policy and a staff report of the branch’s implementation of the policy annually.

II. EMPLOYEE HIRING AND TRAINING:

A. Pre-hiring Screening: The following must be completed, documented and on file prior to staff beginning work:

1. Each candidate must complete an employment application and read and sign the YMCA of Greater Boston Code of Conduct and Procedures for Reporting Suspected Child Abuse and Neglect.

2. A CORI (Criminal Offenders Records Inquiry) and SORI is submitted for all pending employees.

3. A minimum of three reference checks are conducted and documented, including the immediate past employer and any employment involving supervision of children.

4. Each employee is given an I.D. badge which must be worn during program operation.

B. Training:

1. Within the first week of employment, individuals working directly with children will be oriented by their supervisor regarding:

   • YMCA policies related to swimming pool safety, transportation and prevention of child abuse and neglect.

   • YMCA emergency procedures.

III. VOLUNTEER HIRING AND TRAINING:

A. Definition of a Volunteer

1. Regular Volunteer: A regular volunteer is anyone who volunteers in a YMCA program 5 or more times per year without compensation or expectation of compensation and does not qualify as a Special Case Volunteer. A volunteer must be officially accepted and enrolled by the YMCA of Greater Boston prior to performance of any task.
2. Special Case Volunteer: A special case volunteer is anyone who:

- Volunteers in a YMCA program fewer than 5 times per year OR

- Is a parent of a participating child and volunteers not more than 1 hour per week in the child’s program while YMCA staff are present. Special Case Volunteers require special supervision due to their limited familiarity with the YMCA. Special case volunteers are not required to be interviewed, given an orientation, or attend the Child Abuse Prevention training unless they wish to do so.

B. Volunteer Selection and Orientation

1. Regular Volunteer Interviews

All regular volunteers are interviewed to discover their strengths, interests, skills and in what capacity they are interested in volunteering. The interview is also a time to explain the YMCA mission, Character Development, Child Abuse Prevention Policy, and in general our expectations of regular volunteers. All prospective regular volunteers will be asked for three references.

2. Special Case Volunteers

All Special Case Volunteers must read and sign the Volunteer Commitment Statement, sign in on the Volunteer Tracking sheet and get a volunteer ID badge before beginning their volunteer service.

3. Regular Volunteer Orientation

Once the regular volunteer’s file is complete, the new volunteer will be given an orientation. The orientation will include:

- Tour of the facility
- Mission and philosophy of the YMCA of Greater Boston
- Emergency & evacuation policy
- Volunteer Commitment Statement
- Child Protection Policy & selection of a training date
- Specific program information and requirements
- Character Development
- Volunteer Support, Tracking of Hours and Recognition

4. Regular Volunteer Training

All regular volunteers and employees must complete the on-line Child Abuse Prevention Training (CAP) within the first 30 days of their volunteer service.

IV. SUPERVISION:
A. Program Administrator supervising decentralized sites of operation will make unannounced visits at least two times per month. YMCA site observation forms are to be filled out and filed at the main branch.

B. Executive Director or designate, other than staff referred to above, will visit each child care and day camp operating site at least two times a year.

C. Individuals may not be alone with a child in an area or location where they cannot be observed by other staff or volunteers. Van and bus runs would be an exception to this requirement. Drivers must notify supervisor at departure and return times. Mileage logs will be kept in all vehicles.

D. Staff and volunteers will refrain from any interactions outside of the program activities with children under eighteen years of age that are participants in programs of the YMCA of Greater Boston. There are no exceptions to this policy.

E. Each decentralized site of operation for children’s programs will have a minimum of two staff/volunteers assigned and have access to a telephone on location during operating hours.

F. Disciplinary actions with children must avoid all abusive actions. Constructive methods must be used for handling individual and group behavior and must not be associated with food, rest, isolation, or toilet training. Corporal punishment and other humiliating or frightening techniques are prohibited.

V. DOCUMENTATION:

A. A complete file containing all required verification and signed documents for staff will be maintained at the Human Resource Department of the Metro office.

B. A complete file for all regular volunteers and employees will be kept in the Operations Department of the Metro office. The following forms must be included in each volunteer file:

- Employment application
- Completed interview evaluation form
- 3 positive reference checks
- Completed On-Line Google search form
- CORI /SORI application
- Regular Volunteer /Employee Job Description
- A copy of this policy will be published and a sign-off sheet signed by each employee and volunteer during the annual performance evaluation process.

VI. REPORTING:

A. All YMCA employees and volunteers are mandatory reporters of suspected child abuse and neglect and must report any and all incidents to their immediate supervisor. Failure to report suspected child abuse or neglect may be grounds for dismissal.

B. All incidents will be reported to the proper agency, state, and or police authorities for investigation.
C. A written report must be sent to the Metro Operations office within 24 hours where a complete file of all reports will be maintained.

D. Any employee named in a child abuse or neglect incident will be suspended immediately with pay until a determination is made by the investigating authority.

E. Any volunteer named in a child abuse or neglect incident will be suspended from service immediately until a determination is made by the investigating authority.

F. Reinstatement of a staff or volunteer will occur only after all allegations have been cleared to the satisfaction of YMCA management.

G. Notification of the family will follow the guidelines outlined in the YMCA of Greater Boston: Procedures for Reporting Suspected Child Abuse Cases.

VII. COMMUNICATIONS:

A. Communications between child care staff and parents will be ongoing with periodically scheduled training/information meetings.

B. Supervisors and staff will document and post schedules of all programs/activities/staffing.

VIII. RESPONSIBILITY:

A. The President is accountable, either directly or through those individuals with delegated authority, to report and investigate any and all incidents, accidents, complaints, accusations and/or charges and to initiate appropriate actions.

B. Branch Executives are accountable to their supervisors to ensure that this YMCA policy related to staff and volunteer interactions with children is communicated, implemented and enforced.
APPENDIX IV

YMCA OF GREATER BOSTON CERTIFICATION & TRAINING POLICY

This policy provides employees of the YMCA of Greater Boston with specific guidelines pertaining to training, development and certification activities to enhance the career development and aspirations of all employees.

Scope

This policy applies to all existing employees of the YMCA of Greater Boston at all locations. The specific purpose of this policy is to outline the standards as it relates to pre-employment education and certification requirements and the procedures for paying for or reimbursing employees for additional career enhancement training.

Overview

Required New Hire Training
All new employees of the YMCA of Greater Boston must complete Redwoods Child Abuse Prevention and Sexual Harassment Prevention within their first thirty (30) days of employment.

Resident and Day Camp employees are required to complete specialized camp training modules that will be assigned prior to the beginning of camp employment.

Required Ongoing Training

The YMCA of Greater Boston may from time to time require employees to acquire certain certifications to operate specific equipment or to teach in new formats or plans. In these cases, the YMCA of Greater Boston will pay for the training and any ancillary expenses (hotel, travel, food) to ensure this happens.

Non-Required Training

Where the employee has had a desire to continue their education and personal development, the cost of education will be the responsibility of the employee unless the training meets the criteria for tuition reimbursement or continuing certification training.

Renewal Certification Training

For existing employees, the YMCA of Greater Boston will pay for all renewal certifications as long as that training is being conducted at a certified YMCA site. While the employee attends that training, training hours will not count as paid work hours.

Required Y-USA Training

The YMCA of Greater Boston requires all exempt employees to achieve a minimum Y-USA certification level of ‘Team Leader’. This requirement must be completed within eighteen (18) months from the commencement of employment. The YMCA of Greater Boston will pay for the cost of this training. Please reference YUSA’s Y-Exchange website for the specifics of this certification https://yexchange.org/Pages/default.aspx
Tuition Assistance

The YMCA of Greater Boston believes in encouraging employees to improve their professional knowledge and skills, which is a benefit to both the employee and the Association. The YMCA will reimburse an employee 50% of his/her tuition up to a maximum of $2,000 per calendar year or $6,000 over a three year period for coursework that is directly related to the work the employee is currently performing or may be performing in the future. Coursework must be:

6. pre-approved by the Branch Executive and the Human Resources department
7. the student must receive an A or B (or Pass) for the coursework
8. must be an active employee in order to get reimbursed

Eligible employees must be full-time and have at least one year of active service at the time of application submission. Formal applications are available through the Human Resource Department. Please refer to the specific Tuition Assistance Guidelines document and/or section of the Employee Handbook.

Y-USA/Springfield College Matching Scholarship Program

All full time employees are eligible to apply for the YUSA-YMCA of Greater Boston Springfield College Matching Scholarship Program, applying the criteria as listed below. This scholarship is funded at $2,000 per year.

Criteria for the scholarship is as follows:

- Employee must have two years of full-time eligibility
- Employee must be enrolled in a bachelors degree program
- Application must be received by July 31st for Fall semester enrollment
- The YMCA of Greater Boston will sponsor three (3) candidates per year
- Employee must be in good standing and have at least a ‘3.5’ on their most recent performance review
- Employee must have a written recommendation from their Executive Director and Vice President of Operations

Definitions:

- Full-Time Employee- must work a minimum of 37.5 hours per week
- Part-Time Employee- will work anywhere from 5 to 37.4 hours per week

Prospective Employees: During the interview process, all prospective employees must submit copies of their required diplomas and certifications for inclusion in their personnel employment file. These required diplomas and/or certifications will be outlined in the specific position description.

Pre-Employment Position Specific Requirements

Prospective employees to be hired into these categories of position MUST have these minimum certifications or they will not be considered for employment.

Aquatics

- Lifeguards- CPR, First Aid, O2, YMCA Lifeguarding or Red Cross equivalent
- Swim Instructors- CPR/AED for the Professional Rescuer, First Aid, O2 Administration, Swim Instructor training (Preferred)
- Swim Coaches- CPR, First Aid, O2, YMCA Principles of Competitive Swimming & Diving, USA Swimming Certification (as required by location), Safety Training for Coaches or YMCA Lifeguarding
Early Education and Out of School Time

- **Infant, Toddler & Preschool Teacher** - Bachelor’s Degree required. Must be at least 21 years of age and meet the requirements for Teacher (102 CMR7.21 (2) b), First aid and CPR certified, Minimum of one (1) year of previous classroom experience, knowledge of EEC regulations. If a current employee has attained a High School Diploma but not a Bachelor’s Degree, that employee must be on a written education attainment plan to secure the appropriate bachelor’s degree.

- **After School Educator** - Bachelor’s Degree preferred. Minimum one (1) year working with school age children and at least six (6) months experience working with youth ages 5-14, CPR and First Aid certified.

Health & Wellness - Tiered Certifications for Wellness staff/personal trainers

**Tier I** (preferred highest level)

A) American College of Sports Medicine (ACSM) certified in one of the following:
   - Exercise Specialist Certification (Best)
   - Registered Clinical Exercise Physiologist
   - Personal Trainer Certification
B) National Strength and Conditioning Association (NSCA) CSCS (Best)

C) National Academy of Sports Medicine (NASM), certified in one of the following:
   - Performance Enhancement Specialist
   - Corrective Exercise Specialist
   - ACSM, NSCA, NASM - would be classified as “highest level preferred certifications.”

**Tier II** (minimum level)

A) The Cooper Institute, certified in one of the following:
   - Personal Trainer Certification
   - Cooper Fitness Specialist Certification
B) American Council on Exercise (ACE)

**YMCA Strength and Conditioning**
Current CPR/AED and First Aid certifications by recognized organizations such as the American Heart Association or American Red Cross.

**Group Exercise Instructors:**
- American Council on Exercise (ACE) and/or Aerobics and Fitness Association of America (AFAA)
- YMCA Foundations of Group Exercise certification
- Specialty instructor e.g., Zumba Instructor, that would be an additional “appropriate specialty certification in Zumba” or simply a “nationally recognized Zumba certification.”

**Exceptions**

All exceptions to this policy must be approved by the Executive Director, Vice President of Operations and/or the Vice President of Human Resources

**Administration of Training Policy**
This policy will be administered through the Human Resources Department.
Frequently Asked Questions:

Q: What about Child Abuse Prevention?
A: Since we require you to take our Child Abuse Prevention class, we will pay you to take it. Exempt employees are paid their regular rate and non-exempt hourly employees are paid the training rate of $9.00 per hour.

Q: If a job requires that you must have CPR, should a candidate even get hired if they don’t have that certification?
A: No, a candidate would not get hired unless they have the required certifications.

Q: Since we teach CPR training at the Y, can we offer to train an employee?
A: Yes. We will train you for FREE (you don’t need to pay for the class), but we will not pay you compensation while you take the course.

Q: What about a professional development class at a Regional Training Event?
A: If we send you for a professional development class at a regional training event, we are investing in you and we will pay for the class AND we will pay you for your time at that class (because you are taking while you would have been working.) You are paid the current training rate of $9.00 per hour. If we send you to a class on the weekend and you were not scheduled to work, we would not pay you for your ‘time’ in the class, but the Y will still pay for the class.

Q: What about a non Y-USA certification class that is offered off-site?
A: For a professional development class such as this, the Y will pay for the class and the employee will be required to pay for travel, hotel and ancillary expenses. Additionally, the employee would use accrued vacation time to be away from work unless it was offered on the employee’s day off.

Q: I am required to attend three (3) symposiums through the YGB, two on holidays and one on the weekend, all day. Do I get paid?
A: You will be paid your normal hourly rate if we are requiring you to attend any Blueprint for Child Achievement sponsored training. After each Blueprint for Child Achievement sponsored training, your supervisor will receive an email indicating how many hours the training was. Hourly employees are to be paid their hourly wage for the training hours and salaried employees will be compensated for the full eight (8) hour day. All hourly employees will be compensated at the training rate of $9.00/hr. for any training not specific to the Blueprint for Child Achievement.

Q: My boss wants me to go to the Annual Recognition Event; do I get paid any form of compensation?
A: No
Appendix V
YMCA OF GREATER BOSTON PROCEDURES FOR
REPORTING SUSPECTED CHILD ABUSE OR NEGLECT

The YMCA advocates a positive guidance and discipline policy with an emphasis on positive reinforcement, prevention and the development of self-discipline. At no time will the following disciplinary techniques be tolerated: physical punishment, 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 and volunteers need to be sensitive to each person’s need for personal space (i.e., not everyone wants to be hugged). The YMCA encourages appropriate touch; however, at the same time it prohibits inappropriate touch or other means of sexually exploiting children.

In the event that there is an accusation or suspicion of child abuse or neglect, the YMCA will take prompt and immediate action as follows:

1. At the first report or probable cause to believe that child abuse or neglect has occurred, the individual will notify the program director, who will then review the incident with the YMCA Executive Director, or his/her designate. If the program director is not immediately available, the individual should report to the executive director or senior staff member. This review by the supervisor cannot in any way deter the reporting of child abuse by the mandated reporter.

2. The person receiving the initial report will be responsible for confirming the facts reported and the condition of the child.

3. Data concerning the child will be obtained within the Branch or Program through discussion with the initial reporter and other staff.

4. After the information is secured, which shall be accomplished as quickly as possible, the Executive or Director will call the Protective Services Unit of the Department of Children and Families to report the situation. Within 48 hours the Executive or Director will file a written 51A with the Department of Social Services, Protective Services Unit. If any of the individuals involved are enrolled in a child care program, the Department of Early Education and Care will be notified that a 51A was filed. If any of the individuals involved are enrolled in a day camp program, the Department of Public Health will be notified of the 51A filing.

5. On the same day that the case is first reported verbally to the Department of Children and Families, it must be reported to the Senior Vice President – Operations of the YMCA of Greater Boston or designate. A copy of the written report to the Department of Children and Families will also be forwarded to the Operation’s Department.

6. Any staff or volunteer named in a 51A report will, without exception, be suspended with pay until the Department of Children and Families and/or the Office of Child Care Services or Department of Public Health or law enforcement have completed their investigations. A positive finding dictates immediate termination.

7. In the case of a disagreement (or uncertainty) concerning the need to report, the Executive or Director may
not substitute his/her judgment for any mandated reporter within the Branch or Program. While agreement of all professionals involved is desirable, the Branch Executive or Director must report to the Department of Children and Families even if he/she believes the mandated reporter is incorrect.

8. The parents or legal guardian of the child(ren) involved in the alleged incident will be promptly notified in accordance with the directions of the relevant state or local agency.

9. 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).

10. Reinstatement of the program volunteer or employed staff person will occur only after all allegations have been cleared to the satisfaction of the persons named in #1 above.

11. All YMCA staff and volunteers must be sensitive to the need for confidentiality in the handling of this information, and therefore, should only discuss the incident with the persons named in #1 above. All reports must be kept in a locked file.

12. All employees and program volunteers must read and sign this policy.

**Important Numbers**

*Review this with executive group and make sure this is what we want it to look like*

- Massachusetts Dept. of Children & Families Hotline (Boston, MA) (800) 792-5200
- Department of Children & Families (Cambridge/Somerville) (617) 520-8700
- Department of Children & Families (Boston/Dimock Street) (617) 989-2800
- Department of Children & Families (Arlington) (781) 641-8250
- Department of Children & Families (Eastern Middlesex/Malden) (781) 388-7100
APPENDIX VI
WHISTLEBLOWER POLICY

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. This conduct might include outright theft (of equipment or cash), fraudulent expense reports, misstatements of any accounts to any manager or to the YMCA’s auditors, or even an employee’s conflict of interest that results in financial harm to the YMCA. The YMCA encourages staff to report such questionable conduct and has established a system that allows them to do so anonymously.

All employees of the YMCA of Greater Boston (“YMCA”) are encouraged to report, either orally or in writing, all evidence of activity by a YMCA department or employee that may constitute:

- Instances of Corporate Fraud;
- Unethical Business Conduct;
- Issues of Donor Stewardship;
- Discrimination or harassment;
- A violation of State or Federal law; or
- Substantial and specific danger to the employee’s or the public’s health and safety.

Reports should be submitted to your immediate supervisor or alternate line of authority, or in accordance with the whistleblower reporting procedure below. Any employee who in good faith reports such incidents as described above will be protected from threats of retaliation, discharge, or other types of discrimination including, but not limited to, matters of compensation or terms and conditions of employment that are directly related to the disclosure of such reports. In addition, no employee may be adversely affected because the employee refused to carry out a directive which, in fact, constitutes corporate fraud or is a violation of state or federal law unless it is proven that the employee knowingly presented baseless allegations and facts.

Employees are encouraged to provide as much specific information as possible including names, dates, places, and events that took place, the employee’s perception of why the incident(s) may be a violation, and what action the employee recommends be taken. Anonymous written or telephonic communications will be accepted. Employees who choose to identify themselves will receive a reply to their report within 20 working days or as soon as practicable thereafter.
Confidentiality

The YMCA will treat all communications under this policy in a confidential manner, except to the extent necessary 1) to conduct a complete and fair investigation, or 2) for review of YMCA operations by the YMCA’s board, its audit committee, the YMCA’s independent public accountants, and the YMCA’s legal counsel.

Definitions

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.

Fraudulent or Dishonest Conduct–

A deliberate act or failure to act with the intention of obtaining an unauthorized benefit. Examples of such conduct include

- Forgery or alteration of documents
- Unauthorized alteration or manipulation of computer files
- Fraudulent financial reporting
- Pursuit of a benefit or advantage in violation of the YMCA’s Conflict-of-Interest Policy
- 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
- An employee, consultant, or volunteer who informs a supervisor or the chief executive about an activity relating to XYZ which that person believes to be fraudulent or dishonest.

Reporting Procedure

Compliance with the YMCA’s Whistleblower Policy and Code of Conduct is the responsibility and obligation of every staff member. Early identification and resolution of any violation of the Policy/Code is critical to compliance with the Policy/Code and to maintaining the YMCA’s commitments to staff members, volunteers, affiliated organizations, and donors. All staff members are expected to treat compliance with the principles and procedures embodied in the Policy/Code as a critical element of their responsibilities.

The Vice President of Human Resources has been designated as the compliance officer responsible for overseeing compliance with this requirement.

Reporting Violations

All violations or suspected violations of the Policy/Code are to be reported to your supervisor or to the compliance officer. Staff members are encouraged to provide as much specific information as possible including names, dates,
places, and events that took place and the individual’s perception of why the incident(s) may be a violation of the Policy/Code. Reports can be made by:

- Calling the Ethics Hotline (the “Hotline”) at 888-399-0341. The Hotline is operated by an independent third-party vendor. The Hotline is available 24 hours a day, 7 days a week. Hotline representatives will listen to concerns regarding violations of this Code, ask questions, and review the information provided. They will then forward complaints to the Compliance Officer, who will take appropriate action.

- Submitting a compliance report via

- Directly submitting a report to your supervisor or the Compliance Officer.

While the Policy/Code sets forth a wide range of prohibited conduct, it cannot address every issue that may arise. If a Staff member is unsure of what to do in a particular situation, he or she should seek additional guidance and information before taking any action. If something seems unethical or improper, or if there are questions regarding the best course of action, the staff member should promptly contact any of the following:

- Immediate Supervisor
- Compliance Officer
- Human Resources
- The Ethics Hotline 888-399-0341 or web connection.

Investigation of Reports

All reported violations will be promptly and thoroughly investigated and acted on appropriately. If a complaint alleging an ethical violation requires additional action, the YMCA will respond promptly. Staff members must cooperate with any investigation and provide accurate and truthful information. Staff members must not disclose or discuss the fact that an investigation is being conducted or has been conducted and must not disclose the results of any investigation to anyone except to the extent allowed by the compliance officer. If possible, the staff member making the initial report will be informed about the status of the investigation and the outcome of the matter. However, the YMCA has an obligation of confidentiality to all staff members, including those being investigated.

Retaliation Prohibited

Retaliation of any kind against any individual who reports a violation or possible violation of the Code in good faith is prohibited, as is retaliation of any kind against any individual who cooperates in good faith in any investigation of a violation or possible violation of the Policy/Code, whether conducted internally or by legal authorities. Retaliation of any kind against a staff member who refuses to carry out a directive which, in fact, constitutes a violation of the Policy/Code is also prohibited. Any individual engaging in retaliatory conduct will be subject to disciplinary action. If requested and to the extent possible, every effort will be made to maintain the confidentiality of any report made.
Disciplinary Action

Any staff member violating the Policy/Code will be subject to disciplinary action, up to and including reprimand, suspension, and termination, and could be subject to civil or criminal legal proceedings.

Self-Disclosure

Staff members shall also disclose any situation involving his or her own conduct that may have the potential to be misinterpreted by others. If a staff member has any questions regarding his or her own conduct, the staff member shall discuss the matter with his or her immediate supervisor or the compliance officer.

If you have any questions regarding this policy, please contact the Vice President Human Resources.

Note:
The YMCA may waive provisions of the Code of Conduct. All requests for waiver of a provision of the Code shall be made in writing to the compliance officer.