



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Zero Tolerance Policy

For the purpose of this policy, consumers' will be used to describe members and program participants

The YMCA of the Chippewa Valley has a zero-tolerance policy for abuse and will not tolerate the mistreatment or abuse of consumers in our programs and facilities. Any mistreatment or abuse by an employee or volunteer will result in disciplinary action, up to and including termination of employment or volunteer service. In addition, we will not tolerate any behavior that is classified under the definition of bullying. The YMCA of the Chippewa Valley takes every allegation of abuse or misconduct seriously and will fully cooperate with the authorities to investigate all cases of alleged abuse or misconduct. Employees/volunteers shall also cooperate with any external/internal investigations.

Rule of Three: When there is electronic communication between an employee/volunteer and a consumer who is a minor, the YMCA of the Chippewa Valley follows the 'rule of three'. For example, there should be two employees or the consumers guardian/parent included on text messages or emails with consumers. Any electronic communication with a consumer who is a minor must be approved by their parent/guardian. Direct, private messaging between consumers and employees/volunteers is not allowed. Employees/volunteers are prohibited from communicating with consumers using social networks, including direct messaging through social media and gaming platforms.

Physical Contact with a Consumer: The YMCA of the Chippewa Valley promotes a positive, nurturing environment, all while protecting consumers, employees, and volunteers. We encourage appropriate physical contact with consumers and prohibits inappropriate displays of physical contact. Any inappropriate physical contact by and employee/volunteer towards consumers will result in disciplinary action, up to and including termination.

- **Appropriate Physical Interactions:** Side hugs, shoulder-to-shoulder hugs, pats on the shoulder or back, handshakes, high-fives, arms around shoulders, holding hands (with young children in escorting situations).
- **Inappropriate Physical Interactions:** Full-frontal hugs, kisses, lap sitting, wrestling, piggyback rides, tickling, any type of massage, any form of unwanted affection, touching areas that would be covered by a swimsuit (bottom, chest, genital areas) unless required in care plan (early learning programs).

Verbal Interactions with Consumers: Employees/Volunteers are prohibited from speaking to consumers in a way that is, or could be, viewed as harsh, threatening, intimidating, shaming, derogatory, demeaning, humiliating, or coercive. Interactions that include things such as; name-calling, discussing sexual encounters, cursing, discriminatory jokes, oversharing of personal information, harsh language, or shaming/belittling, will not be tolerated.

One-on-one Interactions with Consumers: One-on-one interactions may occur as part of programming under authorized circumstances. In those situations, employees and volunteers should observe the following guidelines to reduce risk:

- Meet consumers in a public place where you are in view of others.
- Avoid any physical affection. If unavoidable, ensure physical/verbal interactions align with established policies.
- If meeting in a room or office, leave the door open.
- Inform other employees/volunteers that you will be alone with a consumer and encourage them to randomly drop in or pass by the interaction.
- Ensure one-on-one interactions are documented, especially if behind closed doors.
- Document and immediately report any unusual incidents.

Restroom Supervision:

- Employees will ensure that the restroom is not occupied by suspicious or unknown individuals before allowing children to use the facilities. In childcare, no adults/youth can use the restroom while children in the childcare program use the restroom.
- While children are in the restroom, employees will position themselves just outside the restroom doorway which shall be held open or kept ajar through use of a doorstop. This policy allows privacy for the children and protection for the employee (not being alone with a child).
- Employees will maintain either "line of sight" or "line of sound" supervision is maintained while children are using the facilities.
- If assisting younger children, the door to the restroom must remain open.
- Children will proceed to the restroom with an adult employee and in groups of three or more (e.g. 1 employee & 2 children OR 2 employees and 1 child).
- When using the restrooms, only send in as many children as there are in the number of stalls and then rotate a child in as a child completes their restroom visit – 5 stalls equals the maximum number of children that can be in the restroom.
- Children over the age of 10 years can use the restrooms on their own (does not apply to Childwatch/Childcare/SACC). Children 8 & 9 years old can use the restroom on their own, only if a supervising adult is in the building (does not apply to Childwatch/Childcare/SACC).
- No child, regardless of age, should ever enter a multi-stall bathroom alone on a field trip. Always send children in pairs.
- At Camp Manitou, campers may only use the bathroom when at least one of the other campers or two employees are present.

I, by my signature, confirm that I have read, understand, and will comply with the statements in the Zero Tolerance policy. I, as the employee, understand that any violation of this Zero Tolerance Policy or failure to comply with the expectations as defined in this Zero Tolerance Policy will lead to disciplinary action, up to and including discharge.

Employee Signature Date

Print Employee Name Department