



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

WORKING TOGETHER

EMPLOYEE HANDBOOK

NORFOLK FAMILY YMCA

REVISED: JULY 2026

TABLE OF CONTENTS

WELCOME	4
PURPOSE OF THIS EMPLOYEE HANDBOOK	4
EMPLOYMENT PRACTICES	
NATURE OF EMPLOYMENT	5
EQUAL EMPLOYMENT OPPORTUNITY	5
AMERICANS WITH DISABILITIES ACT	5 - 6
WORKPLACE ACCOMMODATIONS	6
HARASSMENT PREVENTION	6-7
REPORTING HARASSMENT, DISCRIMINATION OR OFFENSIVE CONDUCT	8
COMPLAINT PROCEDURES	8-9
EMPLOYMENT PROCESS	9
HIRING OF MINORS	9
EMPLOYMENT OF RELATIVES, NEPOTISM	9-10
BACKGROUND CHECKS	10
ARREST / CONVICTION DISCLOSURE	10-11
OUTSIDE EMPLOYMENT (MOONLIGHTING)	11
CHANGES IN PERSONAL INFORMATION	11
CONFIDENTIALITY / ACCESS TO PERSONNEL RECORDS	12
FAIR LABOR STANDARDS ACT – EMPLOYMENT CLASSIFICATIONS	12-13
ORIENTATION AND POST HIRE TRAINING	13
COMPENSATION	
COMPENSATION PHILOSOPHY	14
TIMEKEEPING & PAYROLL PROCEDURES	14-15
FALSIFICATION OR TAMPERING	15
PAYROLL DEDUCTIONS	15
PAY DAYS	15
HOURS OF WORK AND OVERTIME	15
PAYMENT PRACTICES	15-16
BREAKS	16
GARNISHMENTS AND WAGE ADJUSTMENTS	16
REQUIRED VOLUNTARY DEDUCTIONS	16
EMPLOYMENT AND PAYROLL RECORDS	16
W-2's	16
EMPLOYEES AS VOLUNTEERS	17
BENEFITS	
BENEFITS OVERVIEW	18
ELIGIBILITY & ENROLLMENT	18
RETIREMENT	18-19
STAFF MEMBER BENEFITS	19
EMPLOYEE USE OF CHILD WATCH	20
HOLIDAYS	21
PAID TIME OFF (PTO)	21-24

SICK TIME	24
LACTATION ACCOMMODATION	24-25
SEPARATION OF EMPLOYMENT	25
EMERGENCY CLOSING / WEATHER STATEMENT.....	25
PAY AND LEAVE PRACTICES	25
FAMILY AND MEDICAL LEAVE ACT (FMLA)	26-27
OTHER TYPES OF LEAVE	27-28
 GENERAL PRACTICES & EMPLOYEE EXPECTATIONS	
PERFORMANCE PLAN & EVALUATION	29
CAREER DEVELOPMENT & TRAINING	29-30
PROGRESSIVE DISCIPLINE	30-31
ATTENDANCE	31
MINOR CONDUCT / PERFORMANCE	32
NEGLIGENT OR UNPROFESSIONAL CONDUCT	32-33
SERIOUS CONDUCT / IRRESPONSIBLE ACTIONS / UNAUTHORIZED PRACTICES	33-34
DATING	34-35
OPEN DOOR	35
CONFLICT OF INTEREST	35-36
NON-DISCLOSURE OR MEMBER AND DONOR INFORMATION	36
WORKPLACE SEARCH	36-37
DISTRIBUTION & SOLICITATION	37
COMPUTER NETWORK, SYSTEMS & INTERNET ACCESS	37
ELECTRONIC COMMUNICATION / SOCIAL MEDIA / CELL PHONES	38-40
CERTIFIED MAIL.....	40
PROFESSIONAL IMAGE / DRESS CODE	40-42
NAME TAGS	42
USE OF YMCA PROPERTY	42
 SAFETY AND RISK MANAGEMENT	
CHILD ABUSE / NEGLECT	43
EMPLOYEE SAFETY	44
WORKERS' COMPENSATION	44
WORKPLACE VIOLENCE PREVENTION	44-45
DRUG & ALCOHOL FREE WORKPLACE	45-46
TOBACCO FREE FACILITIES	46
COMMUNICABLE & INFECTIOUS DISEASE	46-47
 PRAESIDIUM	
YOUTH & VULNERABLE ADULT PREVENTION GUIDELINES	48 – 61
 EMPLOYEE HANDBOOK RECEIPT & POLICY ACKNOWLEDGEMENT FORM	 62

WELCOME

Welcome to the Norfolk Family YMCA (NFY)! The YMCA is a nonprofit like no other. That's because in 10,000 neighborhoods across the nation, we have the presence and partnerships to not just promise, but deliver, positive change. We are a diverse and inclusive organization that brings people together. We connect people of all ages and backgrounds to bridge the gaps in community needs.

At the YMCA, we view participation in our programs and services as a means to a greater end. We strive to help more kids reach their potential, help families and individuals achieve better health outcomes, and encourage everyone to get involved and make their community a better place.

Going to work every day, you are positively affecting the lives of the people in your community. Working at the Y, you'll discover more than a job – You'll enjoy a career with a future and the opportunity to make a lasting difference in the lives of those around you.

We look forward to working with you and seeking opportunities to continue to build on this long-standing tradition of youth development, healthy living, and social responsibility!

Purpose Of This Employee Handbook

This employee handbook is designed to introduce you to the Norfolk Family YMCA, familiarize you with our policies, and provide general guidelines on work rules, benefits, and other issues related to your employment, as well as answer many of the questions that may arise in connection with your employment. It is for informational purposes only.

The contents of the Norfolk Family YMCA Employee Handbook are not an employment contract or agreement; rather, they represent a general outline or guideline of the human resources policies, benefits and expectations and are subject to modification, revocation, suspension, termination or change, in whole or in part, with or without notice, at the sole discretion of the Norfolk Family YMCA. Nothing contained in this handbook, or any other handbooks, employment applications, memoranda and other materials given to employees in connection with their employment, whether singly or combined, shall create an express or implied contract concerning any terms or conditions of employment, shall create a guarantee of assurance of employment or shall create any right to an employment-related benefit or procedure. All matters pertaining to the interpretation of the policies and procedures outlined in this handbook are referred to the Chief Administrative Officer (CAO).

This handbook becomes effective July 1, 2026 and supersedes all previous editions of the Norfolk Family YMCA handbooks and any prior oral or written policies where they conflict with this handbook. You are responsible for reading, understanding and complying with all provisions of this handbook. Failure to do so may result in disciplinary action, up to and including termination of employment.

Effective date of this handbook: July 2026

EMPLOYMENT PRACTICES

Nature of Employment

The YMCA is an “at-will” employer. An employee’s employment may be terminated with or without cause, and with or without notice, at any time, at the option of either the YMCA or the employee. No representation, whether oral or written by any representative or agent of the YMCA, at any time, can constitute a contract of employment. The YMCA and all Plan Administrators have the maximum discretion permitted by law to administer, interpret, modify, discontinue, enhance or otherwise change all policies, procedures, benefits or other terms or conditions of employment. No representative or agent of the YMCA has the authority to enter into any agreement for employment for any specified period of time or to make any change in any employment policy, procedure, benefit or other term or condition of employment other than in a document signed by the President/CEO, or to make any agreement contrary to the foregoing.

If you have questions concerning these guidelines, please consult with your supervisor or the Chief Administrative Officer (CAO).

Equal Employment Opportunity

At the NFY, all employment decisions shall be based on merit and qualifications. The NFY’s employment decisions will not be influenced or affected by virtue of an applicant’s or employee’s age, race, religion, color, sex, gender, identity or expression, sexual orientation, national origin, disability, marital status, pregnancy, medical condition, veteran status, or any other characteristics protected by federal, state or local law.

It is the responsibility of every employee of the Norfolk Family YMCA to give this policy of Equal Employment Opportunity real meaning through our full support. All employees share the responsibility for assuring that, by their personal actions, the policies are effective and apply uniformly to everyone. We further expect our directors and employees to conduct business in good faith and refrain from any illegal, dishonest, or unethical conduct.

Employees who have been subject to prohibited discrimination or harassment should immediately report the matter / incident in the manner outlined in the Reporting Harassment, Discrimination, or Offensive Conduct Policy, set forth below. Complaints will be investigated promptly and handled as confidentially as possible. The NFY ensures that employees following this complaint procedure are protected against illegal retaliation.

The NFY strives to create a respectful workplace and engaging in any act which illegally discriminates against another employee will not be tolerated and will result in disciplinary action up to and including term of employment. If you have related questions, complaints, or comments, you should contact the Chief Administrative Officer.

Americans with Disabilities Act

In accordance with the Federal Americans with Disabilities Act Amendments Act (ADAAA), state and local laws, reasonable accommodations will be provided to individuals with known physical or mental disability if such accommodation would not impose an undue hardship on Norfolk Family YMCA, and would enable the individual to apply for, or perform, the essential functions of the position in question.

Any applicant or employee who requires an accommodation in order to perform the essential functions of the job should notify the CAO and request such an accommodation. NFY and the employee will then work together to attempt to identify possible accommodations, if any, that will help to eliminate the limitation or barrier. If accommodation is reasonable, will not impose an undue hardship, and will not pose a direct threat to the health and/or safety of the individual or others, NFY will make the accommodation.

The individual is encouraged to fully cooperate with NFY in seeking and evaluating alternatives and accommodations. NFY may require medical verification of both the disability and the need for accommodation as permitted by applicable law.

Workplace Accommodations

The NFY will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in a hardship to the NFY or result in a direct threat of substantial harm to the health or safety of the individual or others. Any applicant or employee who requires accommodation should make a request for an accommodation to the CAO. Upon receipt of a request for accommodation, the CAO or representative will meet with the requesting individual to discuss and identify the limitation resulting for the disability and the potential accommodations that the NFY might make to help overcome those limitations. The NFY will determine the feasibility of the requested accommodation or other reasonable accommodation as required by law. If a reasonable accommodation is provided, it may or may not be the accommodation requested by the individual.

The NFY will also provide reasonable accommodations to qualified employees for the known physical limitations of an employee who is pregnant, has given birth, or has related medical conditions, unless doing so would result in an undue hardship to the NFY or result in a direct threat of substantial harm to the health or safety of the individual or others. Reasonable accommodation with respect to pregnancy, childbirth, or related medical condition, may include acquisition of equipment for sitting, more frequent or longer breaks, periodic rest, assistance with manual labor, job restructuring, light-duty assignments, modified work schedules, temporary transfer to less strenuous or hazardous work (if available), time off to recover from childbirth, or break time and appropriate facilities and break time for breast-feeding or expressing breast milk. Again, any employee who requires such accommodation should make a request for accommodation to the CAO.

Harassment Prevention

As part of its commitment to local, state, and federal Equal Employment Opportunity laws and regulations, the NFY prohibits acts of harassment by employees on the basis of race, color, religion, creed, sex, gender identity, sexual orientation, national origin or ancestry, age, mental or physical disability, marital status, family status or any other protected status.

The NFY will not tolerate verbal or physical conduct by an employee which harasses, disrupts, or interferes with another's work performance or which creates an intimidating, offensive or hostile environment. It is the responsibility of all employees, whether managers, supervisors or co-workers, to maintain an environment free of harassment. The desired standard of employee behavior is one of cooperation and respect for each other, despite any differences.

Examples of harassment might include, but are not limited to, threats, insults, racial or religious slurs, unwelcome comments, jokes, pranks, gestures or physical contact, foul language with the intent to intimidate and display or circulation of derogatory or inappropriate written or other physical materials, cartoons or pictures.

Sexual harassment is specifically defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- Submission to a rejection of such conduct by an individual is used as the basis for an employment decision affecting that person; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive environment.

Sexual harassment can take many forms including, but not limited to, these examples:

- VERBAL Sexual innuendo and other suggestive comments, humor and jokes about sex or gender-specific traits, offensive written notes, sexual advances or propositions, insults, or threats;
- NONVERBAL Leering, whistling, suggestive or insulting looks or sounds, gestures, pictures, cartoons, or calendars; or
- PHYSICAL Intentional touching of the body (e.g., brushing, patting, pinching), kissing, inappropriate display of body parts, or coerced acts of a sexual nature.

Any employee who experiences and/or observes the actions or words of another employee and believes those actions or words constitute harassment of any kind, as outlined above, is advised to:

- Tell the harasser the behavior is unwelcome or offensive, explaining how it made (you) feel and/or how it has affected (your) work. Report any such behavior to your supervisor.
- If the problem continues despite these efforts, the employee has the responsibility to report or make a complaint as soon as possible to the appropriate supervisor and/or HR.

Furthermore, NFY employees are protected from harassment from members, volunteers, and vendors that have reason to be at the NFY. If harassment does occur, the employee should follow the process as state above.

In order to complete a thorough investigation, complaints and reports cannot be kept confidential and will only be shared as the investigation dictates. It should be emphasized that you are not required to report harassment to a supervisor who has engaged in harassment against you, or who is a close associate of the person who has engaged in the harassment in question. If such situations would otherwise prevent you from reporting harassment, such reports may be directed to the CAO.

All supervisors, managers, and directors who become aware of harassment or receive a complaint of harassment must promptly notify the CAO. Anyone found to be engaging in any type of discrimination or harassment will be subject to disciplinary action, up to and including termination of employment.

Reporting Harassment, Discrimination Or Offensive Conduct

The NFY has established the following procedure for lodging a complaint of illegal harassment, discrimination or retaliation. The NFY will treat all aspects of the procedure confidentially to the extent possible.

- Incidents of harassment, discrimination or offensive conduct should be reported as soon as possible after an incident has occurred, preferably in writing to a Program Director, Chief Administrative Officer (CAO), or the CEO at ceo@norfolkymca.org.
- Upon receiving a complaint or being advised by a supervisor or manager a violation of this policy may be occurring, the Chief Administrative Officer will notify the CEO and review the complaint with the company's legal counsel.
- CAO will initiate an investigation to determine whether there is a reasonable basis for believing a violation of this policy occurred.
- If necessary, the complainant and the respondent will be separated during the course of the investigation, either through internal transfer or administrative leave.
- During the investigation, the CEO/CAO, together with legal counsel or other management employees, will interview the complainant, the respondent and any witnesses to determine whether the alleged conduct occurred.
- If it is determined a violation of this policy has occurred, the CAO will recommend appropriate disciplinary action. The appropriate action will depend on the following factors:
 - the severity, frequency and pervasiveness of the conduct;
 - prior complaints made against the respondent; and
 - the sufficiency of the evidence (e.g., firsthand knowledge, credible corroboration).
- If the investigation is inconclusive or if it is determined there has been no violation of policy, but potentially problematic conduct may have occurred, Chief Administrative Officer may recommend appropriate preventive and corrective action.
- Senior management will review the investigative report and any statements submitted by the complainant or respondent, discuss results of the investigation with the CAO and other management staff as appropriate, and decide what action, if any, will be taken.
- Once a final decision is made, CEO will meet with the complainant and the respondent separately and notify them of the outcome of the investigation.

While we hope our employees and volunteers feel they can openly communicate any concerns, complaints, or grievances directly to someone in the organization, we understand that doing so can often be difficult. Because it is important to us that everyone be able to share their concerns, we provide the following mechanisms through which you can make an anonymous report. Praesidium's Helpline can be reached at 855-347-0751. For additional information about this Helpline please see page 58-59.

Please keep in mind our ability to respond quickly and adequately may be affected if the information provided is limited. However, we are committed to responding to all anonymous concerns to the extent possible.

Complaint Procedures

The complaint procedures are intended to ensure employees fair treatment and prompt resolution of disputes. Employees are encouraged to discuss any work-related problem or dispute with management and are promised no retaliation will be taken for using this procedure.

The complaint procedure does not replace the NFY's procedure for filing discrimination or harassment complaints. Those complaints should be immediately submitted to your supervisor, CAO, or the CEO

Step One

Problems and complaints should be discussed with the employee's supervisor.

Step Two

If the employee and supervisor are unable to settle the dispute, the employee should submit a written description of the dispute to CAO. The written description must include all details, a full explanation of why the employee believes the situation or disciplinary action is unfair, and the remedy the employee seeks. CAO will conduct an investigation. CAO will meet with the employee to discuss the problem. If appropriate, the CAO will meet with the employee and supervisor together to attempt to resolve the dispute.

Step Three

If the employee is not satisfied with the decision of the CAO, the employee can appeal to the CEO by submitting the step two written description and any additional information within five working days of the CAO's decision. For all disputes, the CEO's decision is final.

Employment Process

The NFY relies upon the accuracy of information contained in the employment application as well as the accuracy of other data present throughout the hiring process and employment. Any misrepresentation, falsification or material omission in any of this information may result in the NFY's exclusion of the individual from further consideration for employment or, if the person had been hired, termination of employment.

The NFY seeks to promote from within whenever possible; however, ultimately the most qualified person for the position will be selected, whether an existing employee or an outside hire. We also participate in the open application process of the YMCA of the USA for professional staff and local hiring resources. The NFY encourages employees to share further career goals with their supervisor and apply to internal openings which match their tenure and experience.

Hiring of Minors

Minors under the age of 16 are not allowed to be employed by the NFY in any capacity without a work permit. This is not only the NFY's policy, but it required by the State of Nebraska. No person under the age of 16 will be employed without a work permit.

Employment of Relatives & Nepotism

The NFY recognizes its mission and culture attract family members and friends of the YMCA employees to seek employment with the NFY. As part of our mission to strengthen community, the NFY views the employment of relatives as having the potential to be both productive and positive, provided issues of favoritism do not arise. It is the NFY's policy that relatives of current employees working within the same department and/or same facility must be disclosed to the CAO. Efforts will be made to avoid placing relatives within the same department. If relatives are employees at the

same location, at least one level of supervision is required (i.e, a supervisor cannot directly supervise their relative).

For the purposes of this policy, a relative is defined to include spouse, parents, children, siblings, nieces and nephews, brothers and sister-in-law, fathers and mothers' in-law, stepparents, step-siblings and stepchildren. This policy also applies to romantic relationships and to individuals who are not legally related but who reside with another employee.

If a relationship occurs that results in two staff members of the NFY becoming close relatives or romantic relationship partners when they are in a position reflecting the above conditions, the staff members must notify their supervisor and the CAO. The CAO will work with the CEO to identify an alternative employment arrangement with the NFY, if possible and needed. However, if such alternative arrangements cannot be made, the employment of one or both of the employees may be ended.

When the relocation of a new exempt employee is required, the NFY may pay for reasonable moving expenses if agreed at time of hiring. Terms for relocation must have prior approval of the CEO and will be specified in the offer letter. If a CEO is recruited, the Chief Volunteer Officer of the Board of Directors will authorize relocation expenses and the terms of which will be included in the offer letter.

Background Checks

As part of our ongoing commitment to the safety and well-being of the staff and members of the NFY, criminal background and sex offender registry investigation reports are requested for all new employees and every two years after. All applicants must submit to a full background check and sign the required disclosures and authorizations for such checks. Additionally, these reports may be requested again at any point during an employee period of active employment. Any offer of employment is always contingent on the satisfactory results of the candidate's background investigation report. In addition, satisfactory results of any subsequent background investigation report are required for continued employment or volunteer status with the NFY.

Arrest / Conviction Disclosure

Criminal convictions shall not serve as an automatic bar to employment. Instead, such convictions will be evaluated on a case-by-case basis, to ensure any such exclusion is job related and consistent with business necessity. The factors to be evaluated include but are not limited to the nature and gravity of the offense or conduct, time passed since the offense or conduct, and the nature of the job held or sought.

Failure to disclose, or misrepresentation of any criminal or conviction history during the employment application process, as well as falsely stating the nature or existence of criminal or misdemeanor convictions, may impact an individual's status as an employee or as a viable candidate for employment.

On an ongoing basis, any employee of the NFY is required to disclose the issuance of any felony charges (after the charges have been filed in criminal court) and all misdemeanor convictions. These disclosures must be made as soon as possible by contacting the CAO, but in any event, no later than seven (7) days following the filing of criminal charges or misdemeanor convictions. An individual's

appeal of the conviction does not affect the obligation to report the conviction. Depending upon the nature of the charges or conviction, appropriate disciplinary action, up to and including termination of employment, will be taken.

Outside Employment (Moonlighting)

Service as an exempt full-time employee is considered a full-time job. The Norfolk Family YMCA recognizes that employees may need or want to hold additional jobs outside their employment with the organization. An exempt employee shall not engage in outside work for personal remuneration without prior authorization from the CEO. Once approved, employees are permitted to engage in outside work or hold other jobs, subject to the following rules:

- Before accepting any outside employment, a written request for permission to accept outside employment should be submitted to the CEO and state the name and address of the outside employer, the nature of the position, and the hours and duration of the employment.
- Work-related activities and conduct away from the Norfolk Family YMCA must not compete with, conflict with or compromise the organization's interests or adversely affect job performance and the ability to fulfill all responsibilities.
- The Norfolk Family YMCA employees must carefully consider the demands an additional work activity will create before accepting outside employment. Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel, or refusal to work overtime or different hours. If outside work activity causes or contributes to job-related problems at the Norfolk Family YMCA, the employee will be asked to discontinue the outside employment, and the employee may be subject to the normal disciplinary procedures for dealing with the resulting job-related problem(s).
- In evaluating the effect outside work may have on an employee's job performance and other job-related responsibilities, supervisors and the CEO/CAO will consider whether the proposed employment:
 - May reduce the employee's efficiency in working for the NFY.
 - Involves working for an organization that does a significant amount of business with the NFY, such as major contractors, suppliers and customers.
 - May adversely affect the NFY's image.
 - Employees who have accepted outside employment may not use organization paid sick leave to perform work on the outside job.
 - Fraudulent use of NFY sick leave or an employee's refusal to discontinue outside employment after being requested to do so by their supervisor or the CEO / CAO will result in disciplinary action up to and including termination of employment.

Changes in Personal Information

You are responsible for notifying the CAO immediately of changes to your name. With a name change you will need to provide updated identification cards (i.e. drivers license and social security card). You are responsible for updating Paycom if there is a change to your address, phone numbers, email address, marital status, dependents, emergency contact information, and/or beneficiary designation. This information is needed to properly administer payroll and benefits on behalf of our employees. This data should be accurate and current at all times.

Confidentiality / Access to Personnel Records

The NFY will keep all personnel records strictly confidential. These records may be released to authorized persons, which is limited to the NFY, law enforcement, or legal professionals for official use only and under strictly controlled conditions. It is the responsibility of the CAO and Payroll functions to protect the confidentiality of information pertaining to employment and all information that arises out of employment.

Information collected will only be personal information which is required for business and legal purposes. The availability of such information will only be for those with a legitimate need to know and the review of information will take place by the CAO.

Personal information maintained about a current employee maybe made available for inspection at the employee's request, at an agreed appointment time, with the exception of reference checks and other information designated as company records. The CAO will assist the employee in the review of his or her file. Personnel files are to be reviewed in the CAO's office and may not be taken outside of the office. An employee who disagrees with information in the file will have the right to place his or her own statement in the file.

Personal employee information contained in the payroll files is not disclosed outside NFY without the employee's written consent, except in the following cases:

1. Information such as employment dates and job title will be made available for employment checks or credit card.
2. Information such as employment dates, job title, work location and dates of attendance at work will be made available to properly identified law enforcement authorities.
3. Information will be made available as necessary to our insurance carriers.
4. Materials and information, which are properly and legally subpoenaed or otherwise, requested in cases of litigation.

All requests for information pertaining to employment are to be directed to the CAO.

Fair Labor Standards Act ("FLSA") Classifications

It is the intent of the Norfolk Family YMCA to clarify the definitions of employment classifications so employees understand their employment status and benefit eligibility.

Exempt employees are excluded from overtime pay provisions of the FSLA, state wage and hour laws. Exempt employees are individuals who are paid on a salaried basis and perform exempt job duties.

Nonexempt employees are entitled to minimum wage and overtime pay (for hours worked over 40 in a work week) in accordance with the FSLA, state wage and hour laws. Non-exempt employees are generally paid on an hourly basis in accordance with the FLSA.

Full-Time Exempt Employees refers to an exempt employee who works the normal full-time work weeks for 52 weeks per year (including PTO) as established by the CEO. Full-Time employees are eligible for health insurance, PTO, and other employee benefits, as outlined in this handbook and the applicable benefit plan documents.

Full-Time Non-Exempt Employees refers to an employee who is scheduled to and does work 38 – 40 hours a week. Full-Time employees are eligible for health insurance, PTO, and other employee benefits, as outlined in this handbook and the applicable benefit plan documents.

Part-time Hourly Employees refers to an employee who is scheduled to and does work less than 29 hours a week. This employee should generally not work more the 29 hours per week. Except as expressly provided in an applicable benefit program, part-time employees are not eligible to participate in the YMCA's benefit program.

Seasonal and / or Temporary Employees refers to an employee hired for a short-term period (as defined by the U.S. Department of Labor) regardless of the number of hours worked per week. Except as expressly provided in an applicable benefit program, seasonal and/or temporary employees are not eligible to participate in the YMCA's benefit program.

Contract Labor: Written contracts with established business and individual service providers may be established for services provided by persons who are engaged in independent contractors for specified services. Contract laborers are not NFY employees and are not entitled to or covered by the policies outlined in this handbook.

Orientation and Post-Hire Training

All new employees will participate in an organization-wide orientation within the first 30 days of employment. This training is mandatory and will result in termination if not completed. This orientation will include general NFY information, information specific to the location of employment and basic policy review. Department directors are responsible for specific departmental training upon hire. Depending upon the position, employees may be required to be certified in certain areas or participate in training(s) within 30 days of hire. Training can include but not limited to CPR / AED.

COMPENSATION

Compensation Philosophy

The NFY has promised to strengthen our community. We do this every day by welcoming ALL members of the community to help everyone discover their best self! In order to fulfill this promise, our Compensation Philosophy will:

- Communicate performance expectations
- Maintain a cause-centered culture where we develop cause-driven leaders through coaching, education and training.
- Retain high performers through recognition and competitive total compensation
- Maintain long term sustainability of the NFY

While is the NFY's intent to keep all salaries and wages competitive with the market rate for comparable work and organizations responsibilities, it must be done in a responsible manner that does not jeopardize the health of the overall organization. Merit adjustments and increases, which are not guaranteed, shall be determined by financial capability, the established pay scale, be within the annual operating budget and benchmarked against local markets as well as other YMCAs with similar budget size.

We define total compensation as salary and benefits for which the employee is eligible (health, retirement, employee membership benefits, training, etc.). Our policy complies with all federal and state laws governing pay policies and practices including the Fair Labor Standards Act (FLSA).

Timekeeping & Payroll Procedures

Timekeeping System

The NFY currently uses Paycom to record hours worked by employees. All employees are required to clock in on the Kiosk. All hours taken as paid-time off, sick or unpaid must be accurately recorded and verified in Paycom prior to established payroll deadlines.

The data recorded in Paycom will be considered the official record of the workday. Any disputes over actual hours worked or attendance will be resolved by referring to the official Paycom record. If a situation arises such clock malfunction or a failure to clock in or out, it may be necessary to correct or enter missing data. These changes must be carefully documented so it will be possible at all times to determine how a time detail recorded was computed. It is the responsibility of the employee to notify their supervisor of any issues immediately, via email or formal reporting process.

In order for an electronic timekeeping system to work as intended, all employees must participate. Employees are required to report as follows:

- Employees should clock in at their scheduled starting time and should only begin working after clocked in.
- Clock in and out for any break exceeding 20 minutes. (see staff Break policy)
- Clock out at the scheduled end of shift
- Any employees leaving the work site for any personal reason, including lunch, must clock-out when leaving and clock-in when returning to work.

Any variance from the schedule above must be pre-approved by the appropriate supervisor. Any problems with the time clock should be reported to their director and the CAO immediately.

Falsification or Tampering

Tampering or interfering with timekeeping equipment, falsification of timekeeping records, punching in for someone else, or any other such behaviors are prohibited. Violators will be subject to disciplinary measures up to and including termination of employment.

Payroll Deductions

The Norfolk Family YMCA is required by law to make certain mandatory deductions from an employee's gross earnings, including taxes, child support orders, wage withholding orders, and tax levies. In addition, for certain benefit programs which require payments by participants, the YMCA may specify payroll deduction as the only acceptable method of payment and request the employee sign an United Way deduction authorization card.

Pay Days

Payroll will be disbursed bi-monthly as noted below. Annual payroll calendars are located in Paycom and by the timeclock.

- Exempt (Salaried Staff) & Non-exempt (Hourly Staff) will be paid bi-monthly on the 15th & the last day of the month. If either pay date falls on a weekend, checks are issued the Friday before or the Monday after. Please refer to the current Payroll Schedule for additional information.
- Direct Deposit is required for all staff.

Hours of Work and Overtime

Immediate supervisors are responsible for the preparation and supervision of the working schedule for all their employees. All such schedules shall be governed by the needs of the NFY. The work week shall be defined as 12:00 a.m., Sunday, to 11:59 p.m. Saturday.

For non-exempt employees, time worked in excess of 40 hours in a work week will be paid at time and one half of the employee's base rate of pay. As required by law, overtime pay is based on actual hours worked (i.e. time off for sick leave, PTO, or any leave of absence will not be considered hours worked for calculating overtime). All overtime must be pre-approved by management before it is worked. It is the responsibility of the employee to monitor time worked. Unapproved overtime will result in disciplinary action and may result in termination of employment. The practice of substituting Compensatory Time ("comp time") in lieu of paying overtime pay for any hours worked above 40 in a work week is prohibited.

Exempt employees are not entitled to overtime pay.

Payment Practices

The NFY takes all reasonable steps to ensure the employees are properly classified, employees receive the correct amount of pay in each paycheck, and employees are paid promptly on the scheduled payday. If a mistake does occur and is called to NFY's attention, any necessary corrections will be made promptly.

In the event an employee's direct deposit account(s) reject funds and/or a stop payment/reversal is needed, the employee will be responsible for all fees associated therein.

Employees who believe they have been erroneously compensated must immediately notify their supervisor and CAO regarding the suspected error so management may promptly and effectively investigate the discrepancy. Management will share the results of its investigation with the employee and immediately make any corrections necessary. An employee who believes they have been retaliated against for reporting a compensation error is required to immediately report such belief to CAO or CEO.

Breaks

Hourly / non-exempt employees are allowed an unpaid 30-minute consecutive break for shifts lasting 6 hours or longer. Breaks may not be taken within the last hours of a shift.

Per our Tobacco & Nicotine Policy, employees are not allowed to use tobacco or nicotine products during scheduled shifts. Smoke breaks are not permitted.

Staggered break periods may be necessary to ensure the continuity of operations and services. Supervisors should make sure each area is adequately staffed and someone with authority to resolve any issues and meet member needs is available at all times.

As a leading healthy living organization, the YMCA recognizes the positive effects of regular physical activity to improve overall health and well-being for our employees. We encourage all staff to utilize our wellness facilities on a regular basis. While personal workouts should not be completed "on-the-clock," utilizing the complementary NFY membership is encouraged and supported. Directors / coordinators are encouraged to support their team's well-being.

Garnishments and Wage Assignments

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

Required and Voluntary Deductions

All required deductions such as federal, state and local taxes, and all authorized voluntary deductions, such as insurance contributions, will be withheld automatically from each paycheck.

Employment and Payroll Records

All employees shall complete the appropriate forms and other records necessary to be placed on the payroll. Employment and payroll records of all employees will be maintained to meet reporting requirements of applicable federal and state regulations and insurance underwriters. Both the employee and supervisor are held accountable for the accuracy of time records which reflect the exact hours and days actually worked.

W-2's

W-2's will be provided electronically through Paycom. If you elected a paper copy on Paycom you will receive one through the mail or to be picked up at the NFY. If you are requesting a past W-2 reprinted there will be a \$10 reprint fee associated with providing that.

Employees as Volunteers

All the work you are directed to do as part of your position at the Norfolk Family YMCA will be deemed work time and you will be compensated for your time. Employees may also serve as a volunteer in one of the Norfolk Family YMCA's programs (just as other members of the community are permitted to do so), but doing so must be completely voluntary, the volunteer work must be separate and distinct from your ordinary job duties, and it must be performed outside of working hours. You are not permitted to volunteer time to perform your regular job duties, or related job duties.

To the extent you seek to serve as a volunteer, you must first obtain approval from your supervisor. If you voluntarily choose to serve as a volunteer, it must not interfere with your ordinary work duties and you must abide by all policies applicable to the Norfolk Family YMCA's volunteers, including those set forth in the Volunteer Handbook.

BENEFITS

Benefits Overview

Employee benefits represent a significant part of an employee's total compensation package. Benefit eligibility is based on a variety of factors, including years of service, employment classification and hours worked. Some benefits require contributions from the employee, while others are fully paid by the NFY. NFY's benefits program is designed to enhance the work environment and complies with and supplements government-mandated laws and regulations.

Descriptive materials related to benefits are typically provided to employees during their initial orientation, whenever a life event or job status change occurs or during open enrollment. Employees should refer to individual benefit documents to learn more about the specific benefits. In the event of any discrepancy between the description in the handbook and each benefit document, the applicable benefit document shall prevail. This description of benefits does not create a contract for benefits.

The NFY will periodically review the benefits program and will make modifications as appropriate based on maintaining a competitive level of benefits. The NFY reserves the right to modify, add, suspend, or eliminate any of the benefits it offers, and/or adjust employee contributions to the same, at any time.

Eligibility and Enrollment

All regular, full-time employees (those are regularly scheduled to work a minimum of 40 hours per week, 52 weeks a year) are eligible to enroll for benefits after the first month following thirty (30) days after employment. Employees who work an average of 30 or more hours per week will be considered full-time for health insurance purposes only as outlined in Affordable Care Act. Full participation may be subject to meeting the plan requirements of specific benefits coverage or by restrictions, detailed in other parts of these guidelines.

For the purpose of determining benefits (when years of service are the basis for awarding the benefits) continuous full-time employment in any YMCA (local or national) is to be counted. Years of service are counted from original date of full-time employment and continue to accrue, as long as that employment remains full-time and continuous.

Retirement

Employees hired on or after June 30, 2005, will be enrolled in the Mandatory Retirement Plan after they have satisfied the following requirements:

- Two years of employment with the YMCA and,
- 1,000 hours of employment in each of two years from anniversary date, and,
- attainment of age 21 by the end of that year.

Employees already participating in the Retirement Plan who transfer to our YMCA must continue in the plan. Employees who transfer from another participating YMCA but who are not yet enrolled in the Plan will get credit for their months of employment with the other YMCA. See YMCA Retirement Fund Summary Plan Description for vesting schedule or log on at www.yretirement.org.

Employees who are 60 years or older when hired may choose whether or not they participate in the Retirement Plan. If they choose to not participate, they must complete a Waiver of Participation form.

All employees full & part-time are eligible and encouraged to open a 403 (b) Smart Account Tax-Deferred Savings Plan.

Staff Member Benefits

As a benefit of NFY employment, employees meeting the guidelines set forth by the Norfolk Family YMCA, are given a complimentary YMCA membership. Employee memberships are limited to one per household. The NFY reserves the right to modify or discontinue this benefit at any time. Benefits last only through the duration of employment. The program must be scheduled to end before the expected date of termination of employment in order for the employee to receive the discount.

Employee memberships and discounted NFY programs (including child watch) will be provided for employees (who work a minimum of 20 hours each month) and their immediate families while employed with the NFY. Seasonal employees also qualify when actively working a minimum of 20 hours each month. If an employee determines they are eligible due to hours, schedule or work status changes, it is the employee's responsibility to immediately bring this to the attention of their supervisor or the CAO. No refunds will be given for months prior to this notification.

Employees and the dependent members of their families living in the NFY service area may be granted membership privileges dependent upon position. They may also be granted complimentary participation in other program activities where their participation does not exclude other members or add directly to the cost of the activity. Equipment and supplies will be paid for by the participant.

	Full Time Exempt		Full Time Hourly		Part Time Hourly		Seasonal
	Scheduled to work min. 40 hours/week.		Scheduled to work 40 hours/week.		Works less than 40 hours per week; may or may not be regularly scheduled.		Employed for a short-term period.
	Employee	Household	Employee	Household	Employee	Household	Employee
Membership	No Fee	No Fee	No Fee	No Fee	No Fee	Difference of the membership	No Fee
Program/Activities	50% of member rate <u>Not Included:</u> Adult leagues Fundraisers Tournaments	50% of member rate <u>Not Included:</u> Adult leagues Fundraisers Tournaments	50% of member rate <u>Not Included:</u> Adult leagues Fundraisers Tournaments	50% of member rate <u>Not Included:</u> Adult leagues Fundraisers Tournaments Reformer Training Personal Training	10% after 90 day orientation 15% after 1 year of continuous employment 30% after 10 years of continuous employment <u>Not Included:</u> Adult leagues Fundraisers Tournaments Reformer Training Personal Training Rentals	N/A	N/A

Employee Use Of Child Watch

As an employee of the NFY, employees are allowed to bring their child(ren) to be cared for in Child Watch while working their shift. As needs of the organization change, the NFY reserves the right to reevaluate, change or discontinue this benefit. The following guidelines will apply while this benefit is active:

- This opportunity is available if the employee has a family membership and only at the YMCA Facility the employee is working at during their designated Child Watch hours.
- The standard limit for care while the employee is working is up to 2 hours and the employee must be in the building. For the fitness staff, there can be exceptions that arise when a full or part-time employee needs to use child watch longer due to work, teaching and volunteering. To utilize child watch longer it will need to be approved by the staff's immediate director. The Membership Director will then notify child watch when and if approved.
- Discipline and behavior management of the employee's own child(ren) should follow the NFY Discipline Procedure which states that "we will use 'time-out' for inappropriate behavior in child watch. A 'time-out' is a brief, supervised separation from the group," and which also states, "the staff will make every effort to ensure that no child is punched, pinched, left alone, shaken, struck with any object, bitten or spanked". We are obligated by law to report any signs of child abuse to the proper authorities.
- Children of a child watch employee should be treated as any other child in child watch is to be treated. The employee must give equal and fair attention to all of the children in child watch that are in your care.
- No food is allowed in child watch at anytime. If staff are bringing their children with them to work they must be fed before coming.

The YMCA may revoke this privilege to specific individuals at any time for reasons including, but not limited to:

- Employee performance.
- Child behavior that is disruptive to the Child Watch Program.
- Employee's actions regarding their child(ren)'s behavior if disruptive to the program.

Diapers and/or Toileting:

For safety reasons, we may not assist your child while using the restroom or provide diaper changes. Child watch staff will call the parent / guardian.

Holidays

NFY is a service provider and as such operates most holidays during which some employees will need to work. Part-time employees are paid the regular rate for hours worked on holidays and do not receive additional pay.

Full-Time salary exempt employees will be paid 8 hours' holiday pay at their regular rate and should be scheduled off for the day for the holidays noted below if they fall on a weekday (Monday – Friday). If a full-time, non-exempt employee is scheduled to work on a holiday that falls on a weekday, they will receive their regular rate of pay for any hours worked. Full-time, non-exempt employees are not paid holiday pay if holiday falls on a weekday.

If a holiday falls on a weekend (Saturday/Sunday), no holiday pay will be given but instead a "floating holiday" will be obtained. The employee will receive 8 hours of leave for each holiday to be used the Friday before or the Monday after only. This floating holiday day you choose will need to be approved by CEO/CAO. Floating holidays are not granted upon your anniversary date, but rather they are granted at the time of the holiday. "Floating Holidays" do not roll over to the next year. The "Floating Holidays" recognized by the Norfolk Family YMCA are: New Year's Day, Independence Day & Christmas Day.

The following federal holidays are recognized as Norfolk Family YMCA holidays but not all are considered "Floating Holidays":

- New Year's Day (January 1st)
- Easter
- Memorial Day (Observed Federal)
- Independence Day (July 4th)
- Labor Day
- Thanksgiving Day
- Christmas Day (December 25th)

The NFY will be closed the entire day for Christmas Day & Easter. For the other holidays the directors as a collective whole will need to find part-time staff to work the shifts necessary to function the 24/7 desk. If the directors are not able to find enough part-time staff, directors will be on a rotational pattern and will be required to fill the void(s) in the schedule.

Paid Time Off (PTO)

The NFY believes in giving flexibility to eligible employees through Paid Time Off (PTO). With PTO, full-time regular employees accumulate hours bi-monthly to be used as they wish. All PTO hours must be approved by the employee's supervisor in advance. Although the NFY will try to accommodate employees' requests, approval is subject to the NFY's business and operational needs, employee coverage and patron services. Thus, employees should not assume they have the right to take PTO at the time requested simply because they have sufficient PTO time accrued. With PTO, employees accumulate hours to be used when they wish or need to be away from work for reasons such as vacations, personal or family illness, personal business, bereavement/funeral leave outside of an immediate family member, or any other time off.

Eligibility

All regular full-time employees who regularly work a minimum of 40 hours per week are eligible for PTO. Seasonal, temporary, part-time and 30+ employees are not eligible for PTO.

Accruing Paid Time Off

An eligible employee will be credited with PTO on a bi-weekly pay period basis and may immediately begin using PTO at the discretion of the employee's supervisor.

Employees must be employed by the NFY and actively working a portion of the pay period, unless on an approved leave of absence, in order to receive credit for that pay period.

Employees who are absent for three (3) or more consecutive scheduled workdays due to illness or injury may be required to provide a healthcare provider's note upon return to work, consistent with applicable law. PTO is compensated at the employee's regular rate of pay at the time the leave is taken. If an employee anticipates the need for extended leave, they should review the Family and Medical Leave Act (FMLA) Policy and contact the CEO/CAO as soon as possible.

Schedule

Employees will follow the schedule below:

Years of Service	Annual PTO Accrual	Director Hours Accrued Per Pay Period	Maximum PTO Accumulation
Less than 1 year	10 days	3.33 hours	40 hours
1 – 4	20 days	6.67 hours	100 hours
5 – 9	25 days	8.33 hours	120 hours
10 +	30 days	10.00 hours	140 hours
20 +	40 days	13.33 hours	160 hours
30 +	50 days	16.67 hours	180 hours

Years of Service	Annual PTO Accrual	Coordinator / FT Hours Accrued Per Pay Period	Maximum PTO Accumulation
Less than 1 year	10 days	3.33 hours	40 hours
1 +	20 days	6.67 hours	100 hours

There are a maximum number of PTO hours an employee may accumulate as outlined in the chart above. Hours are capped once the maximum is reached, and accumulation of hours stops. As soon as the employee begins to use PTO again, the employee will begin to accumulate hours again.

Rate of Pay

PTO is computed at each employee's straight time pay rate that is in effect at the time of use.

PTO During Leaves of Absences

Employees will be required to exhaust their PTO to 40 hours prior to taking an unpaid leave of absence. When PTO accrues over 40 hours, its use will then be reinstated to keep the PTO account at 40 hours despite the bi-monthly accrual.

PTO and Disability Insurance

During a qualified leave of absence where the employee is eligible to receive short or long term disability benefits, the employee will have the option of:

- 1) Using PTO instead of receiving disability benefits thus potentially resulting in full pay during the absence. If PTO is exhausted, the employee will then have to take the time as unpaid.
- 2) Receiving up to 60% of their pay through disability benefits and taking the remaining 40% as unpaid. Note: There are weekly/monthly maximum benefits.

STD = weekly maximum benefit of \$500

LTD = monthly maximum benefit of \$6,000

If the employee chooses this option and their PTO account goes over the maximum carryover amount, PTO accrual will cease.

PTO and Elimination Periods

If more than 40 hours of PTO are available, PTO must be used to satisfy any elimination periods or complete an approved leave of absence once disability insurance has expired (e.g., a 12 week FMLA approved maternity leave that qualifies for 6 weeks disability insurance).

PTO and Workers' Compensation Pay

During a qualified leave of absence where the employee is eligible to receive workers' compensation pay, the employee is required to supplement their workers' compensation pay with PTO until their PTO account is exhausted to 40 hours. The employee may then choose to take the time not covered by workers' compensation as unpaid. PTO and worker's compensation benefits can be received during the same week.

Paid Time Off at Termination of Employment

Employees may not receive pay instead of time off for PTO, except when ending employment. When an employee gives a notice of termination of employment, PTO accrual will end on the pay period prior to their last day of employment. Unused PTO that has been accrued will be paid to the employee on the last paycheck. If an employee would like to make other arrangements for pay out, this request must be submitted to Human Resources in writing.

Unused PTO paid in the final check does not extend the date of termination.

Paid Time Off Scheduling

PTO should be scheduled in advance and approved by an employee's supervisor, except in cases of illness or emergency. At the supervisor's discretion, a doctor's note may be required.

Paid Time Off Tracking

Non-exempt employees are required to take PTO in minimum increments of one half hour. Exempt employees are required to take PTO in minimum increments of four hours. Exceptions to these increments may be made during a qualified leave of absence such as FMLA where PTO may be used in minimum increments of one hour.

Exhausted Paid Time Off

If an employee has exhausted their PTO hours and does not qualify for ELP, any future absence must be taken as leave without pay and must be approved in advance by the employee's supervisor. Non-exempt employees will be required to take unpaid leave in minimum increments of one half hour. Exempt employees will be required to take unpaid leave in minimum increments of eight hours. If any portion of the day is worked, exempt employees will not be eligible for unpaid leave.

Modifications

The NFY reserves the right to at any time, make modifications to the PTO guidelines and use.

SICK TIME

Nebraska Healthy Families and Workplace Act

The Nebraska Healthy Families and Workplace act states all employees who work at least 80 hours of consecutive employment in a calendar year in Nebraska for an employer with 11 or more employers are entitled to accrue paid sick time unless otherwise exempt under the Act. Exemptions from the Act are:

- An individual who works in Nebraska for fewer than 80 hours in a calendar year
- An individual who is under 16 years of age

Businesses with 20 or more employees must provide at least 56 hours of paid sick time per year. Employees begin accruing sick time after 80 hours of consecutive employment. The accrual rate is one hour of paid sick leave for every 30 hours worked. Paid sick time is not required to be paid out upon separation of employment.

Employees who are absent for three (3) or more consecutive scheduled workdays due to illness or injury may be required to provide a healthcare provider's note upon return to work, consistent with applicable law. Paid sick leave is compensated at the employee's regular rate of pay at the time the leave is taken. If an employee anticipates the need for extended leave, they should review the Family and Medical Leave Act (FMLA) Policy and contact the CEO / CAO as soon as possible.

The YMCA strictly prohibits retaliation against any employee for requesting or using paid sick time in accordance with this policy or applicable law. Retaliation includes, but is not limited to, discipline, termination, demotion, reduction in hours, or any other adverse employment action.

Lactation Accommodation

Upon returning to work after the birth of a child, breastfeeding employees will be allowed a flexible schedule for up to two years that will provide reasonable time to express milk during working hours.

An employee wishing to avail themselves of the benefit shall provide written reasonable notice of request to their supervisor. Such notice, preferably, shall be provided to the supervisor prior to the employee's return to work following the birth of the child in order to allow adequate time to establish a location and schedule break times. An employee is required to work with their supervisor to develop a schedule

for these breaks that ensures the least amount of disruption to the work of the employee's department. An employee is not allowed to excuse themselves from their workstation for this purpose without prior approval.

Most YMCA facilities have a refrigerator where breast milk may be stored. Any breast milk stored in the refrigerator must be labeled with the name of the employee. Employees storing milk in the refrigerator assume all responsibility for the safety of the milk and the risk of harm for any reason, including but not limited to improper storage, refrigeration, tampering and unauthorized disposal.

Separation Of Employment

For the purpose of this Policy the term "separation" shall refer to any and all terminations of the relationships between the employee and employer (regardless of the reason for such termination). Separations are to be categorized as either voluntary or involuntary.

Voluntary Termination

- Resignation: A decision, freely made by an employee to end his/her work relationship with NFY. In such cases, notice of such decisions must be provided in writing to NFY on the following basis in order for the employee to be eligible for rehire:
 - o Non-exempt employees – 2 weeks
 - o Exempt employees – 1 month
- Retirement: The voluntary choice of the employee. Notice must be given as indicated above.
- If performance is not upheld within resignation period, involuntary termination may be initiated.

Emergency Closing / Weather Statement

At times, emergencies such as severe weather, fires, power failures or pandemics may require the closing of YMCA facilities. In all cases, safety will be the primary consideration. In the event such an emergency occurs, the CEO will determine whether to close one or more facilities. The CEO may elect to delegate this responsibility and involve others as deemed appropriate.

In the event of severe weather, facilities will remain open for normal operating hours if possible. If the NFY is officially closed due to threatening weather conditions or prior supervisor approval is granted, employees are expected to come to work. Employees have the option to use a PTO day (if eligible) or lose a day of pay if they choose to stay at home. Sufficient notice to the supervisor must be given. The NFY is required to have an inclement weather plan in order to be available for the community whenever possible.

Pay And Leave Practices

When a partial day closing is authorized, the following pay practices apply:

- Full-time exempt and nonexempt employees will be paid their normal pay for the day.
- Full-time exempt and nonexempt employees already on accrued paid time off during emergency closings are charged with such leave as was scheduled.
- Part-time employees will be paid only for those hours worked.

When a full day closing is authorized, the following pay practices apply:

- Full-time exempt and nonexempt employees will be paid their normal pay for the day.
- Full-time exempt and nonexempt employees already on accrued paid time off during emergency closings are charged with such leave as was scheduled.
- Part-time employees will be required to take leave without pay.

When a full week closing is authorized, pay practices will be evaluated dependent upon the situation.

Family And Medical Leave Act (FMLA)

In accordance with the federal Family and Medical Leave Act, qualified employees are allowed 12 workweeks of unpaid leave during a 12-month period. FMLA states that an employee must be employed with an employer for 12 months, and have worked at least 1,250 hours in the 12-month period preceding the start of leave. The Norfolk Family YMCA uses the rolling forward method to calculate FMLA leave period which is defined as the 12-month period measured forward from the first date an employee's FMLA leave begins.

FMLA leave absence may be granted for the following reasons:

- The birth of a child, or the replacement of a child with you for adoption or foster care. If spouses are employed by the Norfolk Family YMCA, the maximum combined total is 12 weeks during a twelve (12) month period for the birth or adoption of a child. Thirty (30) day notice or "such notice as is practicable" must be given to the employer.
- A serious health condition that makes the employee unable to perform the essential function of his/her job.
- A serious health condition affecting an employee's qualifying spouse, child, or parent, for whom the employee is needed to provide care.
- A qualifying exigency arising out of the fact that the employee's spouse, son or daughter, or parent is on active duty or call to active duty status in support of a contingency operation as a member of the National Guard or Reserves.
- Provide care for a serious injury or illness of a covered service member who is your spouse, son or daughter, parent, or next of kin (as defined in FMLA regulations).
- If spouses are employed by the Norfolk Family YMCA, the maximum combined total is 12 weeks during a twelve (12) month period for the birth or adoption of a child. Thirty (30) day notice or "such notice as is practicable" must be given to the employer.

Eligible employees may take the 12 weeks of leave intermittently or use the leave to reduce work week or work day when medically required.

The NFY requires a reasonable effort to schedule treatment for any reason of leave so as not to unduly disrupt the operations of the Norfolk Family YMCA.

A serious health condition is defined as an illness, injury, impairment, or physical or mental condition that involves any period of incapacity or treatment with inpatient care in a hospital, hospice or residential medical facility; incapacity requiring absence of more than three (3) calendar days from

work, school, or other regular daily activities that also requires continuing treatment or supervision of a health care provider; or incapacity due to pregnancy, prenatal care or a chronic serious health condition.

Health care and life insurance benefits will be maintained under the same condition as if you continued to work if the employee pays their portion of premium payments. If you are receiving paid time during leave and are enrolled in group health plan benefits, your payments will continue through normal payroll deductions for the amount of time you receive pay during leave.

If you are on unpaid leave, the premium must be paid by the last day of each month. Other payment options may be arranged but must be discussed with the Human Resources department prior to leave. Non-payment of premiums will result in group health insurance benefits being cancelled. Failure to return from leave may result in the employee paying the employer portion of cover insurance premiums while the employee was on leave. Continuous service will accrue during the period for which leave is granted for calculation of the retirement plan, vacation, and sick pay benefits.

Employees seeking to use family or medical leave may be required to provide one or more of the following:

- Thirty day's advance notice when the need for the leave is foreseeable.
- Medical certification from a health-care provider within 15 days of receiving notice that leave is approved.
- Periodic recertification.
- Periodic reports during the leave when the leave is needed to care for an immediate family member or the employee.

A fitness-for-duty note prior to an employee returning to work if the leave (sick leave, vacation, etc.) before taking any unpaid leave. The use of paid time off will not extend the length of the leave to which the employee is otherwise entitled.

Under most circumstances, upon return from family and medical leave, an employee will be reinstated to his or her previous position. However, an employee returning from a family and medical leave has no greater right to reinstatement than if the employee had been continuously employed. For example, if an employee's position is eliminated during the leave, the employee would not be entitled to reinstatement. An employee's use of family and medical leave will not result in the loss of any employment benefit that the employee earned or was entitled to before using family and medical leave.

Other Types Of Leave

Jury Duty Leave

If you are summoned to serve on jury duty, you must inform your supervisor immediately so arrangements can be made to accommodate your absence. If, after you report for jury duty, you are excused for the day during your regularly scheduled working hours, you should contact your supervisor immediately and be prepared to report to work. The YMCA reserves the right to request proof of jury service when you return to work. If an employee is called as a witness for the NFY, then that service will be paid as if worked. If the employee is called as a witness in a case that does not involve the Norfolk Family YMCA, then the employee may choose to use PTO or it may be unpaid time

off. In all instances, the employee must notify the supervisor as soon as possible a subpoena has been issued.

Employees serving on jury duty will receive their regular pay. Retaliation against employees who request or take leave under this policy is prohibited.

Military Leave

Employees required to be absent from employment for the purposes of military service, training, and/or examination in the Uniformed Services, as defined by law, will be granted an unpaid military leave of absence in accordance with the law. Employees taking such leave must give the YMCA advance notice of the need for military leave unless such notice is impossible, unreasonable, or is prevented by military necessity.

Continuation of health insurance benefits, if any, is available as required by law based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which you are otherwise eligible.

The YMCA will comply with all laws regarding the re-employment of employees who serve in the Uniformed Services.

Funeral Leave

Two (2) personal leave days will be granted with pay upon approval by the supervisor and/or CEO for full-time, regular employees for the death of an employee's immediate family member defined as: mother/father; sister/brother; husband/wife; child; grandparents; mother or father-in-law; sister or brother-in-law; stepfather/mother; step brother/sister; step child. This leave cannot be used for any other purposes.

GENERAL PRACTICES & EMPLOYEE EXPECTATIONS

Performance Plan & Evaluation

Supervisors and employees should discuss job performance and goals on an informal, day-to-day basis, as needed. Performance plans are created within 90 days of hire for all key leaders and performance expectations are shared with frontline leaders upon hire. Formal performance reviews are generally conducted on an annual basis for frontline leaders and bi-annual basis for key leaders, and are designed to provide supervisors and employees the opportunity to discuss job tasks, identify and correct challenges, encourage and recognize strengths and discuss positive, purposeful approaches for meeting NFY and employee goals.

Career Development & Training

Y-USA Leadership Levels



In an effort to develop stronger leadership at all staff levels across the Y movement; the YMCA of the USA has developed a Leadership Competency Model. This model is the foundation for designing all leadership competencies required for success at the Y today and in the future. Currently, there are four leadership tracks defined in the Competency model:

- Leader
- Team leader
- Multi-Team Leader
- Organization Leader

The Leadership Competency Model detail the requirements for each of the four staffing levels. As the Y evolves, so will the Leadership Competency Model.

Additional Information about leadership levels, certification and applicable trainings offered will be provided through individual and group training.

Training and Development

At our Y, employee development is a high priority. We strive to develop and retain superior employees by fostering the professional growth of all employees through progressive trainings, workshops, and certification courses within budgetary constraints. Each employee's supervisor will share their program-specific training plan as part of the on-boarding process and during performance review on at least an annual basis. Employees wanting further guidance on potential career paths and applicable training with the Y-USA Model or Regional Training Events host the NFY should contact their supervisor or the CAO.

Progressive Discipline

The NFY expects all employees to conduct themselves in a manner that reflects the character values of honesty, caring, respect and responsibility, and comply with the policies, directives, and performance requirements of the NFY. An employee whose on-the-job conduct is inconsistent with these values and expectations will be subject to disciplinary action, up to and including termination from employment. **Nothing herein alters the at-will employment relationship between employees and the NFY.**

The NFY reserves the right to take disciplinary action based on what it deems to be appropriate in any given situation – skipping, consolidating, or combining any of the forms of discipline set forth below. These procedures are not all-inclusive and past conduct / performance and attendance issues may result in disciplinary action, up to and including termination of employment. The decision regarding any action to be taken rests solely with the NFY.

Please note the same workplace violation or performance issue need not occur in order to progress through additional disciplinary steps. In the discretion of management, some instances of employee behavior may require immediate termination of employment.

Forms of Disciplinary action may include:

- Counseling / Coaching Communication
 - The employee and supervisor discuss the issues that need to be addressed and decide jointly on actions for improvement.
- Written Notice

- The employee is put on notice that continuing the current conduct / performance or attendance may jeopardize their employment with the NFY.
- **Final Written Notice**
 - The employee is put on final notice that continuing the current conduct/performance or attendance will jeopardize their employment.
- **Suspension**
 - The employee will be released from duty with or without pay while investigating the company violation.
- **Termination**
 - Employment with the NFY is at-will and can be terminated for any reason, with or without cause, with or without notice.

Attendance

Regular and reliable attendance is an essential function of each and every position at the NFY. Employees of the NFY are expected to be on time and regularly in attendance. Employees who are unable to arrive at work on time, or must be absent, must contact their supervisor as soon as possible or within the specific call-in requirements of their department or other applicable policies.

An employee's first attendance violation may warrant verbal counseling / coaching; however, an additional violation will be reflected on the employee's file. The decision as to what action will be taken rests solely with the NFY and is made on a case-by-case basis depending on the employee's previous conduct. Below are some attendance violations, which will not be tolerated.

Unexcused Absence

- Any absence that is unauthorized time off or the employees has insufficient unused paid time off to cover the absence (not including job-protected leave such as FMLA leave).

Excessive Absenteeism

- Excessive unauthorized absenteeism or tardiness (whether excused or not but not including job-protected leave such as FMLA) will not be tolerated and can be cause for disciplinary action, up to and including termination or employment. Excessive sick leave absences create an undue hardship on co-workers, supervisors and/or managers and affect services to our members.

Pattern Absenteeism

- Accumulated absences of three or more (excused or unexcused) that are taken in an obvious pattern (for example: every Friday, before / after a vacation, etc.).

Voluntary Resignation

- Employees absent on two consecutive days, without notifying their supervisor of the reason, will be considered to have voluntarily resigned effective the last day worked.

This list is not all inclusive and should only be used as a guide. When any conduct or performance interferes with the NFY's mission, it may be considered a violation under this policy. A voluntary resignation or termination will be reflected throughout the entire association. No job protected leave will be deemed to violate any of the NFY's attendance policies.

Minor Conduct / Performance

The following violations are generally considered minor and initial issues will receive verbal counseling / coaching communication, unless the circumstances warrant additional action. If there are additional violations reflected in the employee's file, the decision regarding what action will be taken will be made on a case-by-case basis depending on the employee's previous performance.

- Failure to follow NFY and departmental attendance policies
- Failure to attend scheduled organizational meetings/trainings without approval
- Long or unauthorized break or meal periods
- Leaving early as it related to department attendance guidelines
- Lack of attention to job responsibilities and duties
- Loitering and/or loafing during work hours
- Unsatisfactory work, behavior and/or attitude
- Misuse of telephone or cell phone, including excessive personal calls or improper language
- Excessive use of the internet or email for personal reasons
- Horseplay not resulting in injury
- Posting or removal of notices, signs, or writings in any form on any bulletin board without permission
- Waste or personal use of organization supplies
- Unauthorized solicitation

This list is not all inclusive and should only be used as a guide. When any conduct or performance interferes with the NFY's mission, it may be considered a violation under this policy. Consistent with the NFY's Progressive Discipline Policy, nothing herein alters the at-will employment relationship, and the NFY may take any action it deems necessary and warranted, up to and including termination of employment.

Negligent or Unprofessional Conduct

Negligent or Unprofessional Violations generally warrant at a minimum a written notice, and depending on the circumstances and prior conduct, may be grounds for immediate termination of employment.

Negligent Conduct – Failure to use reasonable care in performance of work-related duties that may result in, but, not limited to:

- Injury
- Property damage
- Financial loss to the organization or others
- Limited interferes with productivity
- Horseplay resulting in injury
- Failure to wear safety equipment which results in injury
- Failure to report any occupational injury or act that results in an injury
- Negligent completion of an organization document or record
- Failure to respond to signs or reports of abuse

Unprofessional Conduct – Any conduct that is not suitable for our work environment; or reflects adversely upon the NFY's reputation or good will in the community; or other inappropriate conduct including but not limited to:

- Rudeness to members, co-workers, visitors, etc.
- Degrading or threatening verbal innuendo, picture or drawing
- Profanity and/or abusive behavior directed toward anyone
- Non-conformance to Associate / Branch policies and procedures
- Failure to keep the NFY information confidential, including personal or member/participant information
- False or defamatory remarks
- Violation of non-solicitation statement
- Neglect, abuse or unauthorized use of equipment, property, or supplies
- Creating or contributing to unsanitary or unsafe conditions

This list is not all inclusive and should only be used as a guide. When any conduct or performance interferes with the NFY's mission, it may be considered a violation under this policy. Consistent with the NFY's Progressive Discipline Policy, nothing herein alters the at-will employment relationship, and the NFY may take any action it deems necessary and warranted, up to and including termination of employment.

Serious Conduct / Irresponsible Actions / Unauthorized Practices

The following violations are considered Serious Violations or the NFY policy. These violations are grounds for IMMEDIATE TERMINATION, pending investigation, if warranted.

Insubordination – A refusal or intentional failure to follow direct instructions from a supervisor, manager, or authorized employee with known authority to direct other employees. Insubordination examples include, but are not limited to:

- Disrespect
- Obscene or abusive treatment or behavior

Irresponsible Action – Behavior which created risk of harm or loss, or actual harm /loss to another person, or the reputation of the NFY; damage to organization property or to the property of others while on organization time or on the premises, which include, but are not limited to:

- Reckless use of company equipment
- Assault or attempted assault including physical, verbal or abusive language to anyone
- Retaliation on the part of a manager or coworker toward an employee who has reported an ethics policy violation or reports a violation under federal or state laws
- Misuse of authority by a manager or supervisor
- Reporting to work under the influence of alcohol or drugs, including legally obtained prescription drugs, which impair one's ability to perform their job.

Unauthorized Practices – Use of company property, credit, services or employment relationship in a manner other than prescribed by company policy, practice, or federal, state or local law. This includes, but is not limited to:

- Any conduct that limits an individual's effectiveness as an employee by reason of its detrimental effect on the business or reputation of the organization
- Possession and disclosure of confidential information or a dishonest act
- An act of criminal nature, whether related or unrelated to the organization, including but not limited to theft, fraud, embezzlement, larceny; or drug dealing
- Abusive treatment, discrimination, and/or harassment to another person, including members

- Gross negligence of duty, including sleeping on duty
- Immoral or indecent conduct including obscene or abusive treatment of fellow staff
- Falsification of employment application, criminal background check forms, time records, or any other organizations records
- Possession of firearms or any other dangerous objects on company property
- Fraud committed by accepting pay for work not performed or for time not worked
- Asking staff to work off the clock
- Accepting and/or soliciting gifts, tips, gratuities of any kind from members, vendors or visitors without reporting

This list is not all inclusive and should only be used as a guide. When any conduct or performance interferes with the NFY's mission, it may be considered a violation under this policy. Consistent with the NFY's Progressive Discipline Policy, nothing herein alters the at-will employment relationship, and the NFY may take any action it deems necessary and warranted, up to and including termination of employment.

Dating

The NFY has adopted the policy in recognition of its responsibility to provide guidelines on dating or entering into consensual romantic relationships with other employees, members/program participants or volunteers and to caution employees about the potential problems posed by such relationship. These problems include but are not limited to conflicts of interest, interference with job performance, potential charges of harassment and a negative impact on the work environment. The NFY strongly believes that an environment where employees maintain clear boundaries between their personal and business interactions is most effective for conducting business.

Restrictions

The NFY does not prohibit dating or consensual romantic relationships except when dating program participants under the age of 19, but it does impose the following restrictions:

- All employees are encouraged to avoid dating or consensual romantic relationships that create potential charges of harassment.
- When consensual romantic relationships exist, employees are expected to keep personal exchanges while on duty limited and are strictly prohibited from engaging in physical contact that would in any way be deemed inappropriate. Employees who allow personal relationships to interfere with their performance or affect the working environment will be subject to disciplinary action up to and including termination of employment.
- Specific program areas / activities may outline additional restrictions.
- The NFY strongly discouraged supervisors or other in an influential role from dating or engaging in consensual romantic relationships with any subordinates.
- Any dating or consensual romantic relationship between a supervisor and subordinate employee, whether or not directly supervised by the supervisor, must be disclosed by the supervisor to the CAO who will receive the CEO's discretionary approval for the employees to remain in their positions. If the reporting relationship is not approved, attempt may be made

to find another position with the NFY to which one of the employees can transfer. Employees may also be required to sign the NFY's Consensual Relationship Agreement.

- If accommodations of this nature are not feasible, an employee may be required to resign. The employees will be permitted to determine which of them will resign.
- Employees who fail to make required disclosures or comply with the resolution as determined by the CEO are subject to disciplinary action up to and including termination of employment.

Enforcement of Policy

The NFY reserves the right to deny for any reason, the approval of supervisor / subordinate relationship.

Open Door Policy

The NFY strives to be responsive to our employees' concerns. We understand problems, misunderstandings and frustration may arise from time to time. Therefore, we encourage open communication.

Where the issue or concern involves harassment, discrimination, or offensive conduct, the employee must follow the procedure described in the Reporting, Harassment, Discrimination, or Offensive Conduct Policy, set forth above. Where the issue or concern involves an ethical violation or abuse, it must be reported immediately in accordance with the Abuse Prevention Procedures, set forth below.

Workplace concerns employees have should be promptly shared with their supervisor, CEO, CAO so a dialogue can begin and a solution may be reached.

Conflict Of Interest

Employees should avoid any situation that involves or may involve a conflict between their personal interest and the interests of the NFY. As in all other duties, employees dealing with members, vendors, contractors, competitors, or any person doing or seeking to do business with the Y are to act in the best interest of the NFY. Employees are not to receive personal gain or incur obligation to others at the expense of the NFY.

Gifts, gratuities, services, loans, entertainment and similar favors may not be accepted if offered, or appear to be offered, as an inducement to perform an act inconsistent with the best interest of NFY or if acceptance would place the recipient under an obligation to the provider. Receipt of or payment of kickbacks or bribes by employees in any way related to the performance of their duties for or on behalf of NFY is a violation of this policy.

This policy is not intended to apply to gifts and/or similar entertainment of nominal value that clearly are in keeping with good business ethics and do not obligate the recipient.

Employees should make prompt and full disclosure to the CEO of any potential situation which may involve a conflict of interest. Examples of such conflicts include, but are not limited to, the following:

- Ownership by employee or by a member of their family with a significant interest in any outside enterprise which does or seeks to do business with the Y.

- Staff employed with an outside enterprise that does or is seeking to do business with or is a competitor of the Y.
- Personal benefit from any Y transition including sale, purchase, rent, lease of property, services, or supplies.
- Any other arrangements or circumstances, including family or other personal relationships, which might dissuade the employee from acting in the best interest of the Y.
- Unauthorized use of materials, equipment, facilities, or other YMCA assets for personal purposes.
- Receiving gifts, special payments or favors greater than a nominal value (generally \$25.00 or less) from an individual or organization that is providing goods or services to or receiving from NFY. At no time should an employee solicit, request or otherwise indicate gifts, payments or favors are expected.
- Misuse of inside information or confidential information not available to the public for personal or others' gain.

In connection with any actual or possible conflict of interest, an employee must disclose the existence of the financial interest to the CEO (If the conflict involves the CEO, the CEO must disclose such to the board chair). The CEO will determine the existence and nature of the conflict of interest and determine the appropriate course of action.

Expectation of Privacy & Information

Non-Disclosure or Member and Donor Information

You are prohibited from disclosing a member or donor's information (contact information, financial information, etc.) to anyone outside the NFY other than that member / donor and their designee, unless authorized by a manager to do so.

Workplace Search

To protect the property and safety of its employees, members and programs, and to prevent the use and possession of weapons, illegal drugs and alcohol at the workplace, the NFY reserves the right to question employees and/or conduct a search of an employee's work area or personal property. A search is a part of an investigation and is not an accusation of wrongdoing.

Items Subject to Search

The NFY may search an employee's work area, including an employee's office, file cabinets, desks, files, computer files, electronical mail, voicemail, container, lockers, are the NFY's property, and are issued to employees for business use for the duration of employment only.

The NFY may also search an employee's personal property including an employee's vehicle, suitcases, backpacks / duffel bags, tool boxes, lunch boxes, purses or any other container or object brought to and from the NFY's offices, property, worksites and sponsored functions.

Failure to Submit to A Search

Refusal to submit to a search may lead to disciplinary action up to and including termination of employment.

Possession of Stolen Items or Contraband

Employees who are found in possession of stolen property, inappropriate material or other contraband are subject to appropriate discipline up to and including termination of employment and which may also include criminal prosecution.

Distribution & Solicitation Policy

In order to ensure a work atmosphere free from disruption by solicitation of employees or distribution of literature or other materials, the YMCA has adopted this Distribution and Solicitation Policy. This policy extends to the distribution and solicitation of every kind and includes, but is not limited to, distribution or solicitation relating to the sale of goods, as well as contributions or membership in organizations. The policy is as follows:

- Employees need prior approval from the CEO before soliciting, and distributing literature or other materials, to other employees during their working time or the working time of the person being solicited.
- Non-employees of the YMCA are prohibited from soliciting or distributing literature or other materials at any time on YMCA premises without prior CEO approval.

Computer Network, Systems & Internet Access

The computer network, computer equipment, and all other information systems (internet access, electronic messaging, software, servers, telephones, faxes, cell phones, etc.) are the property of the Norfolk Family YMCA and are to be used for legitimate business purposes.

Users are provided access to the computer network to assist them in the performance of their jobs. All users have a responsibility to use the YMCA's computer resources and the internet in a professional, lawful and ethical manner. The YMCA allows for occasional, limited personal use of the computer and internet as long as the use does not interfere with the employee's duties or performance, disrupt or distract from the conduct of business due to volume or frequency of use and does not compromise the security or integrity of the YMCA's property, information or software. All use of the internet or systems must comply with the YMCA's other policies, including, but not limited to, policies prohibiting discrimination, sexual harassment, use of the YMCA's property and resources, and misconduct. Abuse of the computer network, systems or the Internet, may result in disciplinary action, up to and including termination, and civil and/or criminal liability.

Although employees may use log on identifications, passwords, encryption, and user-specific mailboxes, these passwords and other security devices are for the protection of the YMCA, not the user. Users do not have a reasonable expectation that information sent, received, created, edited, downloaded, or stored (temporarily or permanently) using the YMCA's systems, equipment, and/or network is private or confidential. The YMCA reserves the right to monitor any such information and all uses of its systems, equipment, and/or network. Any information a user wishes to remain private should not be downloaded, accessed, transmitted, displayed or stored on the YMCA's systems, equipment, and/or network. All pass codes are the property of the YMCA.

All electronic and telephone communications systems and all communications and information transmitted by, received from, or stored in these systems are the property of The Norfolk Family YMCA and as such are to be used for job-related purposes. The use of any software and business equipment, including, but not limited to facsimiles, computers and copy machines for private purposes, without appropriate authorization, is strictly prohibited. Employees using this equipment

for personal purposes do so at their own risk. Further, employees are not permitted to use a code, access a file or retrieve any stored communication unless authorized to do so or unless they have received prior clearance from an authorized YMCA representative.

Employees who violate this policy are subject to disciplinary action, up to and including termination.

Communication Standards

Introduction

Communicating appropriately and effectively helps the NFY to fulfill our promise of strengthening community. In order to provide the highest quality service we observe the following communication standards and policies.

Electronic Communications With Members and Staff

Employees should refrain from initiating personal one-on-one communications with members or program participants via chat rooms, blogs, texts or social media sites. All communications to members and program participants should be formal, documented and available for audit using YMCA provided email or written communication on YMCA letterhead.

Due to concerns involving unintended disclosure of personal information, fairness, favoritism and coercion, employees should exercise caution in “friending” those with whom they have a reporting relationship. No employee should feel compelled to accept a friend request from any other employee, and the YMCA will not tolerate retaliation against those who decline such requests. Similarly, if you tend to post items that could be construed as controversial, it is best not to “friend” members, program participants or staff, even if your social media outlet is set to private.

Electronic Communications Between Employees and Youth

Any private electronic communication between employees and youth, including the use of social networking websites is prohibited. All communications between employees and youth must be transparent.

The following are examples of appropriate and inappropriate electronic communication:

Appropriate Electronic Communication	Inappropriate Electronic Communication
• Sending and replying to emails and text messages from youth ONLY when copying in a supervisor or the youth’s parent • Communicating through “organization group pages” on Facebook or other approved public forums • “Private” profiles for staff and volunteers which youth cannot access	• Harsh, coercive, threatening, intimidating, shaming, derogatory, demeaning or humiliating comments • Sexually oriented conversations • Private messages between employees with youth • Posting pictures of organization participants on social media sites • Posting inappropriate comments on pictures

Use Of YMCA Trademark Or Logo

Respect the laws regarding copyrights, trademarks, rights of publicity and other third-party rights. Do not infringe on YMCA logos, brand names, taglines, slogans, or other trademarks.

Use of Social Media

The NFY recognizes the value of online social media tools for connecting with members, employees, volunteers, and the community. However, in order to ensure we maintain a value-oriented, positive, professional image, and to protect the safety and privacy of our members and employees, all employees must abide by the following expectations when using social media for work or personal purposes. Failure to follow the above guidelines may result in disciplinary action, up to and including termination of employment.

Using Social Media for Work Purposes:

- The NFY's social media pages will be created and maintained by the NFY. The NFY has specific people who manage their social media pages and accounts.
- No other public NFY related social media pages may be set up by any NFY employee without approval from the Marketing Director.

Using Social Media for Personal Purposes:

- Many NFY employees maintain individual pages on social media sites to connect with their friends and family during non-work hours. Be mindful that what is published will be public for a long time – protect your privacy.
- Employees must remember that any personal information viewable by the public MUST abide by the NFY values and staff conduct expectations, whether or not you identify yourself online and as a NFY employee.
- Employees should recognize that they are personally responsible for the content they publish on social media sites. Additionally, employees can be disciplined for commentary, content, or images that are defamatory, pornographic, proprietary (protected by copyright), harassing, libelous, or that can create a hostile work environment
- Examples of inappropriate content include:
 - Disclosure of confidential information (as defined in the confidential policy above) or posting defamatory information related to past, present or future employees, volunteers, members, participants, guests, donors, or other person conducting business with the NFY.
- Please always use the first person when posting so that it is clear that comments are your own personal opinion, not necessarily the opinion of the NFY as a whole.
- Unless designated as an approved employee using a social media site for a legitimate work purpose, accessing any social media site for personal purposes while at work is strictly prohibited. This includes accessing pages via office computer, laptop or mobile phone.

Friending, Texting, & Emailing Members & Volunteers:

- Sometimes, members and volunteers may ask employees to become their "friend" on social media sites. This is allowed, but employees must remember they are representing the NFY at all times and refrain from posting inappropriate content; or create a more limited profile for work purposes and reserve their full personal profile for friends and family only.
- NFY employees may NOT "friend" or have other social media or text communication with any member or program participants under 19 on any social media site. Please see our Youth and Vulnerable Adult Abuse Prevention Conduct & Definitions for more information.

Cell Phones

Full time NFY employees are authorized to use their cell phone for business use. All other NFY staff should not use cell phones while carrying out official NFY responsibilities or while serving members unless approved by a supervisor or as part of specific duties

Certified Mail

The improper or untimely handling of certified mail can have a serious and adverse impact on our YMCA. These mailings may involve lawsuits, garnishments, subpoenas, and various legal notices. These documents frequently require the immediate attention of our attorney or our insurance carrier and almost always have a time frame of compliance to consider. The clock starts ticking on a certified mailing as soon as it is signed for and the post office requires that someone signs confirming delivery.

If a YMCA location receives a certified letter, please follow the procedure below:

- The CEO / CAO will be called to sign for the letter.
- If the CEO / CAO is not available, the next ranking director will be called to sign.
- The Certified Letter is to remain unopened.

Tampering or destroying certified mail or other violations of this policy can result in discipline, up to and including termination of employment.

Professional Image/Dress Code

At the Norfolk Family YMCA, our goal is to provide a workplace environment that is comfortable and inclusive for all employees. We expect your attire within the YMCA will exhibit common sense and professionalism.

All attire must be appropriate and complement our mission. An employee who is not sure whether an item of dress is appropriate should consult the CAO / direct supervisor.

Employees will be provided (2) staff shirts upon hire. You can get another shirt upon request on your anniversary date. If you would like to purchase apparel, you will receive a 25% discount from Court Products and/or Custom Sports. The CAO will place an order monthly. Apparel purchased by the YMCA and provided to an employee should be returned upon termination of employment.

Employees of the YMCA must be aware their appearance directly affects the organization's public image. In order to consistently project an image of quality and professionalism and to be instantly identified by our members and the community we serve, the Norfolk Family YMCA adheres to the following standards and uses these guidelines as a reference for acceptable/unacceptable dress while representing the YMCA:

- The standard starting point for acceptable dress is approved Y-Staff apparel, as to be identifiable and worn by all employees. More specifically, program areas may have certain standards and guidelines (chart below) in which employees must also comply.
- Staff shirts may only be covered with Y approved jackets/pullovers, when indoors.
- All clothing must be clean, neat, unwrinkled, non-see through, properly sized and appropriate for the task at hand.

- Good dental, oral, body and hair hygiene are required. Hair is to be clean, neat and combed. Facial hair is to be neat and trimmed. Additionally, fingernails must be a length that will not inhibit job performance and/or pose a safety risk.
- Jewelry must not pose a safety risk and may not be suitable for all program areas.
- Tattoos/body art containing images and/or words deemed inappropriate by the NFY must be covered when representing the YMCA. (Management has the right to ask the employee to cover up inappropriate tattoos).
- Appropriate footwear will depend on each department and activity. No Flip flops or non-heeled shoes, unless noted
- Hats can be worn if they have the Y logo.

Dept/Position	Shirt	Pant	Shoes
Member Services	▪ Y-Staff apparel only ▪ Name tag	▪ Dress pants, jeans, leggings / joggers, capris, athletic pants (no sweatpants), shorts / skirts (must be fingertip length) without holes / distressing applies to all items ▪ No biker shorts	▪ May wear dress or athletic shoes ▪ No sandals, slides, flip-flops, crocs, slippers
Aquatics	Red Y-Lifeguard t-shirt/Y-Lifeguard tank	Appropriate athletic shorts may be worn, not jean shorts	Flip flops are accepted on pool deck
Fitness Staff	▪ Must fit appropriately and provide adequate coverage during all exercise movements, including bending, squatting, stretching, floor work, and reaching overhead. ▪ Must allow for safe and unrestricted movement. ▪ Should maintain a professional, positive image of the YMCA. ▪ Clothing must be clean and in good condition.	Acceptable options include: ▪ Athletic leggings ▪ Capris ▪ Athletic shorts ▪ Joggers ▪ Athletic pants specifically designed for fitness instruction ▪ Shorts must be at least fingertip length and should not be loose or flowy enough to expose or create visibility between the legs during movement.	▪ Athletic shoes must be clean, supportive, and appropriate for the fitness format being taught. ▪ Shoes should provide adequate support and stability for the movements and activities included in the class

Personal Training Staff	▪ Y-Staff or Y-Trainer shirt w/YMCA nametag ▪ Y-Event shirt (NEN for example) w/YMCA nametag ▪ Plain shirt with very minimal to no design w/YMCA nametag ▪ Shirts can be short sleeve, long sleeve, or hoodies/jacket/quarter zips ▪ Sporty polo is allowed ▪ Tank tops must cover the entire midsection and chest ▪ Cutoff tank tops are NOT allowed ▪ Must always wear YMCA nametag	▪ Athletic shorts, joggers, yoga pants/athletic tights (men must wear shorts overtop), or regular sweatpants (NOT pajama pants) ▪ No jeans, khakis, slacks, or cargo pants	▪ Athletic-based, closed-toe, closed-heel shoes ▪ No sandals, slides, flip-flops, crocs, slippers, dress shoes, or boots ▪ Acceptable footwear would include running/tennis shoes, basketball shoes, weightlifting shoes, etc.
Gymnastics Staff	Y-Staff Apparel	Appropriate athletic shorts or pants	Athletic shoes
Kids Club & Day Camp	▪ YMCA staff t-shirt ▪ Whistle/name tag lanyard	▪ Athletic pants, joggers or leggings ▪ Jeans are allowed but keep in mind you will be playing with kids and need to be comfortable and able to move around freely ▪ Shorts are allowed and need to be fingertip length.	▪ Athletic shoes with closed toe and heel unless in a water area where alternate shoes are needed
Sports Staff	Y-Staff Apparel or referee shirt	Athletic shorts or pants	Athletic shoes
Maintenance/Custodial	Y-Staff Apparel	Appropriate jeans	Athletic shoes/boots
Administrative/Management Staff:	Y-Apparel	Dress pants, jeans, capris, athletic pants (no holes)	Dress/Casual/Athletic shoes

Name Tags

Name tags and/or clothing with the YMCA logo will be worn by all staff while on the clock.

Use of YMCA Property

Employees are prohibited from unauthorized possession or personal use of property, proprietary information or supplies belonging to the NFY.

If your employment with the NFY terminates for any reason, you must promptly return all confidential documents, company property and other materials that you may have. An employee has 24 hours from their separation date to return and/or pay for company property that is not returned.

SAFETY & RISK MANAGEMENT

CHILD ABUSE/NEGLECT

The NFY recognizes the increase in number of incidents of reported cases of child abuse and neglect. Employees may be in an excellent position to identify abused and/or neglected children and to refer them for treatment and protection. In responding to this problem, the NFY recognizes the need to develop a clearly defined policy and to establish procedures to implement that policy.

This policy outlines the required reporting procedures when there is suspicion of child abuse or neglect and applies to all employees that have contact with children. A child is defined as any person under the age of 18. These procedures incorporate the state law requirements.

Requirement to report

To combat the child abuse and neglect problem and in compliance with state law, employees and volunteer personnel having reasonable cause to suspect that a child participating in a NFY program has been abused or neglected or having reason to believe that a child has been threatened with injury and that abuse will occur, shall immediately contact their supervisor or CAO in accordance with established procedures.

As provided under state law, any person required to report who knowingly and willfully fails to report may be fined up to \$500 or imprisoned for up to three (3) months or both. Any other person may report if there is reason to believe that a child has been abused or neglected. Persons who report in good faith, is based on reasonable suspicion, and made without any malice towards any of those involved, are immune from civil or criminal liability.

How to report

The employee must contact the Supervisor or CEO/CAO immediately. As specifically as possible, the individual should explain what happened or is happening to the child.

The individual should be prepared to give the name, address and phone number of the child and also the name of the parent or caretaker if different from the child's. The employee must also fill out an Incident Report (available from their supervisor or CAO). The employee who witnesses incident will immediately contact the appropriate social service department, sheriff or city police department. A social worker from the county department of social services will determine the seriousness of the situation and what must be done to protect the child and help the family.

All employees working with children will be required to attend Mandatory Child Abuse Reporter training.

EMPLOYEE SAFETY

Safety Guidelines

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

- Immediately report any potentially unsafe condition to your supervisor.
- Maintain a clean and orderly work area at all times.
- Immediately (i.e. within 24 hrs or less) report to your supervisor all accidents, incidents, or injuries regardless of how insignificant the injury or situation may seem. Employees may be asked to submit to a substance abuse test post-accident.
- Avoid engaging in any horseplay or distracting others.
- Adhere to all safety rules and work instructions.
- Only operate vehicles, machines, or equipment that you are authorized and trained to use.
- Wear required personal protective equipment (PPE) when working in hazardous areas or conditions and when working with chemicals or potentially harmful substances.
- Know the location of fire and safety exits, fire extinguishers, and emergency alarm pulls; know proper evacuation procedures and where to go in the event of a tornado.
- Use the right tools and equipment for the activity and use them safely.
- When lifting, bend your knees, grasp the load firmly, and then raise the load keeping your back straight as possible. Get help for heavy loads.
- Report any damaged or defective equipment or other unsafe conditions to your supervisor promptly.

Workers' Compensation Coverage

All employees are covered against the hazards of occupational accidents and illness on the job through compensation insurance in a manner and to the extent required by the state worker's compensation laws. Employees who suffer a personal injury arising out of the course of their employment will be paid compensation in the manner and to the extent provided by the applicable state worker's compensation laws.

Employees must immediately report all injuries or illnesses, regardless of severity, to their supervisor. An Accident Report must be filed by the employee with the Human Resource Department as soon as possible, but in any case no later than 72 hours after the injury occurs.

The YMCA works with its workers' compensation claims administrator to investigate any suspected fraudulent workers' compensation claims. The YMCA may seek prosecution of any employees filing fraudulent claims or engaging in other workers' compensation fraud.

Workplace Violence Prevention

The NFY provides a safe workplace for all employees, members and guests. We do not tolerate any type of workplace harassment or violence committed by or between staff members, participants, guests, youth, volunteers and/or vendors. Employees are prohibited from making threats or engaging in violent activities. This list of behaviors, while not inclusive, provides examples of conduct that is prohibited:

- Firearms, weapons, and any other dangerous or hazardous devices or substances are prohibited from any premises where NFY activities are taking place (work, camp, program sites, etc.) without proper authorization.
- Conduct which threatens, intimidates or coerces another employee, member, volunteer or any other individual will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's disability, age, background, ethnicity / race, faith, gender identity or sexual orientation as well as any characteristic protected by federal, state or local law.
- All threats of (or actual) violence, either direct or indirect, should be reported immediately to a director or any other member of our leadership team. This includes threats or violence by employees or non-employees. When making such a report, it is important to communicate the information as specifically and detailed as possible.
- Employees covered under any lawful "Order of Protection" or restraining orders referencing the NFY property or work areas must provide a copy of the order to the CEO.
- Any individual identified as responsible for threats or violence or actual violence, or any other conduct deemed to be in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.
- Guests or vendors who commit such acts may be banned from the premises.

Drug And Alcohol Free Workplace

Norfolk Family YMCA (NFY) is committed to protecting employees from situations arising from substance abuse. The NFY also has an obligation to its members to provide the highest quality of services. To ensure the workforce is productive, the facilities are safe, and NFY operations and services are successful and not hindered by substance abuse, the NFY has established a substance abuse policy.

It is the policy of the Norfolk Family YMCA (NFY) to maintain a drug and alcohol-free workplace. This commitment is jeopardized when an employee engages in the use, possession, sale, conveyance, distribution, or manufacture of illegal drugs, intoxicants, controlled substances or abuses prescription drugs or alcohol. Substance abuse is a significant public health problem which has a detrimental effect on the business community in terms of productivity, absenteeism, accidents, medical costs, theft, and worker's compensation costs.

It is a violation of this policy for any employee:

- To use or be under the influence of, possess, sell, convey, distribute, or manufacture illegal drugs, intoxicants, or controlled substances, or to attempt to do the same at any time while on or using NFY property, conducting NFY business, or otherwise representing the NFY.
- To use or be under the influence of alcohol at any time while on or using NFY property, conducting NFY business, or otherwise representing the NFY, except during authorized NFY social events.
- To use prescription drugs illegally. However, nothing in this policy precludes the appropriate use of legally prescribed medications.

Violations of this policy are subject to disciplinary action up to, and including, termination of employment. The NFY has established the following type of testing will be performed: Post-accident testing and Reasonable suspicion testing.

- Reasonable Suspicion: Testing of employees for reasonable suspicion will be conducted for the following reasons (a) director observation of substance abuse or related impairment while at work, (b) abnormal conduct or significant deterioration in performance while at work, (c) a credible report of drug or alcohol use, (d) evidence of tampering with a drug test, (e) evidence an employee has made, sold, possessed or used drugs or alcohol while at work.

Use or presence of alcohol must be pre-approved for social or other off-site official YMCA functions by executive leadership. In the event alcohol is present at an off-site official Norfolk Family YMCA event, employees must follow all local, state and federal laws while in attendance and after leaving the event.

Refusal to Undergo Testing

Refusal to submit to a test will be considered the same as a positive test result and such employees will be subject to immediate termination of employment.

Positive Test

If an employee tests positive for alcohol or drugs or otherwise violates the NFY's Alcohol and Drug Free Workplace Policy, the NFY will use corrective action and/or result in termination of employment.

Tobacco Free Facilities

The NFY promotes the health and well-being of its members, participants, employees, and volunteers while on the NFY property. Tobacco is a proven health and safety hazard, both to the tobacco user and to the nonsmokers exposed to secondhand smoke, which carries very serious health risks.

NFY prohibits the use of tobacco products (including e-cigarettes and vaping):

- In all areas within the NFY buildings
- On all property owned, leased, and operated by the Norfolk Family YMCA, including adjacent sidewalks, parking lots, and playing fields
- In all vehicles owned, leased, or rented by the NFY

This policy covers all individuals within the boundaries of the NFY properties, including but not limited to: employees, members, volunteers, participants, vendors, and contractors. All employees are authorized and encouraged to communicate this policy with courtesy and diplomacy to members and visitors.

We support our employees and participants in their journey to become tobacco / nicotine-free. Following are resources to aid in that effort:

- Nebraska Quitline: <https://www.quitnow.net/nebraska/>

Communicable And Infectious Disease

Employees with infectious, long term, life-threatening, or other serious diseases or illnesses may work as long as they are able to perform the duties of their job **without undue risk** to their own health or to other employees, members or program participants. For the purposes of this policy,

communicable, infections and serious disease and illnesses include, but are not limited to: H1N1 (Swine Flu), Avian Flu, Influenza, Hepatitis, Tuberculosis, Ebola, Enterovirus, Coronavirus, and Meningitis.

Procedures For Individuals Exposed to or Infected with a Communicable / Infectious Disease

- Employees are expected to self-monitor for symptoms and any employee who exhibits symptoms of any communicable / infectious disease, should NOT report to work under any circumstance, but should notify their supervisor. Employees already at work who exhibit symptoms will be directed to go home and seek medical attention if it warrants. The NFY reserves the right to request medical documentation and a doctor's release for any such absence prior to the employee returning to work. The NFY will review this documentation on a case-by-case basis to determine the nature of the risk, the severity of the risk and the probability the disease or illness can be transmitted and cause harm to others. The employee may be placed on appropriate leave status in accordance with established leave policies if it is determined their disease / illness poses an unacceptable risk to themselves or others.
- Employees who have been exposed to an individual who has been diagnosed with the communicable / infectious disease, should NOT report to work, but should contact their supervisor for further guidance.
- If a public health emergency is declared NFY's leadership team will monitor events using state, federal and local resources, and CDC guidance.
- Policies and procedures related to operations, absences, travel abroad, etc. will be updated to reflect the current emergency.

Youth & Vulnerable Adult Abuse Prevention Guidelines

Interactions

Physical Interaction

The NFY's physical contact with youth & vulnerable adult policy promotes a positive, nurturing environment while protecting staff, volunteers and those in our care. Our organization encourages appropriate physical contact and prohibits inappropriate displays of physical contact. Any inappropriate physical contact by staff or volunteers while in our programs will result in disciplinary action, up to and including termination of employment.

Appropriate Physical Interactions	Inappropriate Physical Interactions
▪ Side Hugs ▪ Shoulder-to-shoulder or "temple hugs" ▪ Pats on the shoulder or back ▪ Handshakes ▪ High-fives and hand slapping ▪ Pats on the head when culturally appropriate ▪ Touching hands, shoulders, and arms ▪ Arms around shoulders ▪ Holding hands (with young children in escorting situations) ▪ Respect physical boundaries ▪ Respect cultural differences in what is acceptable physical interactions	▪ Showing affection in isolated area ▪ Kisses ▪ Lap Sitting ▪ Wrestling ▪ Piggyback rides ▪ Tickling ▪ Allowing a youth to cling to an employee's or volunteer's leg ▪ Any type of massage given or taken ▪ Any form of affection that is unwanted by the participant, staff or volunteer ▪ Lingering touches ▪ Unsolicited physical assistance when moving or helping individuals up

Verbal Interaction

Staff and volunteers are prohibited from speaking to those in our care in a way that is, or could be construed by any observer, as harsh, coercive, threatening, intimidating, shaming, derogatory, demeaning, or humiliating. Staff and volunteers must not initiate sexually oriented conversations. Staff and volunteers are not permitted to discuss their own sexual activities with those in our care.

Our organization's policies for appropriate and inappropriate verbal interactions are:

Appropriate Verbal Interactions	Inappropriate Verbal Interactions
▪ Positive Interactions ▪ Appropriate jokes ▪ Encouragement ▪ Praise	▪ Name calling ▪ Discussing sexual encounters or in any way involving those in our care in the personal problems or issues of staff and volunteers ▪ Secrets ▪ Cursing ▪ Off-color or sexual jokes ▪ Shaming, belittling, derogatory remarks ▪ Harsh language that may frighten, threaten or humiliate youth ▪ Derogatory remarks about a person or their family

	▪ Compliments relating to physique or body development
--	--

One-on-One Interaction

Most abuse occurs when an adult is alone with a youth or vulnerable adult. Our organization aims to eliminate or reduce these situations and prohibits private one-on-one interactions unless approved in advance by the organization administration.

In those situations where one-on-one interactions are approved, staff and volunteers should observe the following additional guidelines to manage the risk of abuse or false allegations of abuse:

Additional guidelines for One-on-One Interactions

- When a meeting one-on-one with someone in our care, always do so in public place where you are in full view of others.
- Avoid physical affection that can be misinterpreted. Limit affection to pats on the shoulder, high-fives, and handshakes.
- If meeting in a room or office, leave the door open or move to an area that can be easily observed by others passing by.
- Inform other staff and volunteers that you are alone with a person in our care and ask them to randomly drop in.
- Document and immediately report any unusual incidents, including disclosures of abuse or maltreatment, behavior problems and how they were handled, injuries, or any interaction that might be misinterpreted.

Tutoring / Private Coaching:

One-on-one situations, such as tutoring and private coaching sessions, introduce additional risks for false allegations:

- Staff and volunteers must have supervisor approval for any tutoring or private coaching sessions.
- Tutoring and coaching sessions may not occur outside the organization.

Supervisors must keep a schedule of private tutoring and coaching sessions, which should include time, person involved, and location of sessions.

Off-Site Contact

Many cases of organization abuse occur off-site and outside of regularly scheduled activities. This contact outside of regularly scheduled activities may put staff, volunteers, and the NFY at increased risk.

Our organization prohibits interactions outside of regularly scheduled program activities unless approved by the NFY.

Our organization strongly recommends staff and volunteers do not have outside contact with youth or vulnerable adults from the organization. However, if off-site contact is unavoidable (such as during mentoring programs), our organization had determined that the following forms of outside contact are appropriate and inappropriate.

Appropriate Outside Contact	Inappropriate Outside Contact
▪ Taking groups on an outing ▪ Attending sporting activities with a group ▪ Attending functions at the home, with parent / caregivers present	▪ One-on-one off-site interaction with a member or participant under the age of 19 ▪ Visiting a person in their home, without another adult present ▪ Entertaining one person in the home of staff or volunteers ▪ A lone youth or adult spending the night with staff or volunteers

In addition, when outside contact is unavoidable, ensure the following steps are followed:

- Any outside contact must be communicated with and approved by supervisor prior to contact occurring. If unplanned contact occurs, supervisor must be notified with 72 hours of initial contact.
- Supervisors should identify for staff and volunteers what types of outside contact are appropriate and inappropriate.
- Ensure staff or volunteers have the parent / caregivers' permission to engage in outside contact outside of regular operations. Parents will be asked to sign a release-of liability statement.
- For staff or volunteers with a prior relationship with youth and their families who have outside contact with youth participating in NFY programs, a release-of-liability statement may be required.

Technology Use Expectations

Our organization utilizes technology in nearly every facet of programming, communication, and operation. This policy outlines expectations for the use of technology, both provided by the organization and personally owned (during programming), by employees, volunteers, and consumers ("users"). Technology is a comprehensive term including, but not limited to, all organization and personally owned computers, projectors, televisions, iPads, tablets, multimedia players, cameras, cell phones, smartwatches, and/or other technologies.

All members of our community have a responsibility to use both personal and organizational owned technology in a responsible, lawful, and ethical manner. User use of technology during programming must be consistent with our organization's philosophy, goals, and ethical standards. This organization will educate users regarding the acceptable and responsible use of technology, appropriate online behavior and interaction on social networking websites, and an awareness of, and response to, cyberbullying.

Use of Filters on Organization-owned Technology

This organization will block or filter content over its internet and technology the organization considers inappropriate. This includes pornography, obscene materials, and other material that may be harmful to consumers or against the mission and standards of this organization. The organization reserved the right to block or filter other content deemed to be inappropriate, lacking

education or work-related content or poses a threat to the network. The organization may, in its discretion, disable such filtering for certain users for bona-fide research or other lawful educational or business purposes. Users shall not use an website, application, or methods to bypass filtering of the network or perform any other unlawful activities.

Standards of Electronic Communication

All communication that takes place using personally-owned (during programming) or organization-owned technology must reflect the mission and values of our organization. This includes but is not limited to emails, text, messages, and posts online. Additionally, user communications must be through official organizational email accounts for all programmatic and organization-related business. Official organization email accounts will be provided to users for such purposes. Email is intended for use for programmatic purposes only.

In order to responsibly communicate online users MAY NOT:

- Access, send, receive, download, produce, or distribute any offensive, profane, threatening, pornographic, or sexually explicit material at any time, for any reason.
- Access websites, newsgroups, or chat areas that contain material that is counter to the organization's mission or that promote illegal acts.

When using technology, users are expected to:

- Use technology tools and hardware for programmatic purposes only.
- Refrain from using personal or organization owned devices in restrooms, locker rooms, or other areas where there is a reasonable expectation of privacy.
- Refrain from using cell phone cameras and/or any recording functions, on the cell phone or within apps, during programming unless permission is granted. If permission is granted, the camera or recording feature is only to be used as directed by the employee or volunteer only for that particular purpose.
- Use the network for any activity or to transmit any material that violated federal, state, or local laws.
- Refrain from harassing, bullying, taunting, hazing, or otherwise acting in a manner toward employees, volunteers, and consumers that is counter to the organizations' mission, including its prohibition against bullying and hazing. This organization has zero tolerance for cyberbullying.
- Refrain from engaging in personal attacks, harassing others, posting confidential and/or personal information about others, or posting in a libelous, disrespectful, or harassing manner will face serious disciplinary action, up to and including removal from the organization.
- All social media posts related to the NFY must use approved media provided by the NFY's marketing department or the designated social media champion.

Expectation of Privacy

Users do not have an expectation of privacy in communication transmitted through organizational devices or technology. Our organization reserved the right to monitor and track online behaviors and interactions via organization-owned technology. Emails, messages, and other information sent

through the organization's network can be inspected and files saved onto organization computers may be reviewed at any time.

In addition, users have a limited expectation of privacy when using their own technology, particularly when activity violates the law or organizational policy, and/or compromises the safety and wellbeing of other members of the organization. We will investigate reports of inappropriate posts or other online activity, and hold employees, volunteers, and consumers accountable for online activity that violated the law or organization policy, and/or compromises the safety and wellbeing of other members of the organization.

Gift Giving / Receiving

Molesters or those planning to take advantage of those in our care routinely groom victims by giving gifts, thereby endearing themselves to the person. They might instruct the person to keep the gifts a secret, which can encourage the person to keep secrets from their parent or guardian. For this reason, staff and volunteers should only give gifts to groups, and only under the following circumstances:

- NFY or leadership must be made aware of and approve the gift.
- Parents or guardians must be notified.

MONITORING AND SUPERVISING YOUTH

General Overview

When staff and volunteers are adequately supervised, potential offenders are less likely to act on their impulses because they face detection. When youth are adequately supervised, they too are less likely to engage in inappropriate interactions with others. Similarly, the facility must be monitored, particularly out-of-the-way locations or locations that might permit an offender undue access to or privacy with a youth. Effective supervision and monitoring require that a variety of methods be used frequently, at both scheduled and random times.

Facility Monitoring

In order to protect those in our care, the NFY is committed to maintaining safe and welcoming facilities and program sites for all of our participants and their families. In order to ensure all locations are properly and consistently monitored, all staff are asked to monitor the facility for actions or areas that may provide an opportunity for abuse to occur.

Checking into Facilities

- When anyone (members, guests, participants, spectators, vendors, maintenance, etc.) enters the facility during operational hours, they must check in with the Welcome Center.
- Process for checking into our facilities:
 - Members must check-in utilizing their YMCA issued membership card and provide picture ID, if requested.
 - Youth must be 12 years or older to be in the building without parent / adult supervision at all times through the duration of their visit.
 - No child under 12 can be dropped off at our facility to play, swim, or hang out to be picked up later. An adult (adult 16+) must always be with your (11 and under).

- Youth attempting to check-in or purchase a day pass without an adult (ages 16+) with them, will not be allowed in.
- All Non-members:
 - Must check-in with the Welcome Center and provide picture ID, complete non-member forms and submit to national sex-offender registry search before entering facility for the first time.
 - Future visits will require photo ID, verification of facility visit.

General Supervision Procedures

Administrative and Supervisory Visits to Youth and Vulnerable Adult Programs

Supervisors as association leaders will regularly visit all youth in these programs to ensure all activities are well-managed and policies are observed by all in attendance.

Ratios

Each program will follow the ratio requirements that are directly related to the goals of the program and the design of the program area. The staff or volunteer-to-youth ratio will be adjusted for programs that serves youth with special needs.

Mixed Age Groups

Each program is responsible for establishing specific guidelines for additional monitoring and supervision of activities that involve youths from different age groups. Staff and volunteers must be aware that close line of sight supervision is required when monitoring programs that mix age groups.

Monitoring High Risk Activities

Bathroom Activities

Most incidents of youth-to-youth abuse occur in the bathrooms. Therefore, we are following these supervision guidelines;

When supervising restroom use, staff members should first quickly scan the bathroom before allowing youths to enter.

For “Group Bathroom Breaks”:

- Staff should take groups of three or more youths to the bathroom – following the “rule of three” or more.
- If the bathroom only has one stall, only one youth should enter the restroom while the other wait outside with the staff.
- If there are multiple stalls, only send in as many youth as there are stalls
- Minimize youth of different ages using the bathroom at the same time.
- Staff to stand outside the bathroom door but remain within earshot.
- Prohibit staff from using the bathroom at the same time as youth.
- If assisting young youth in the stalls, the staff should keep the door to the stall open.

For single use restrooms:

- Require youth to ask permission to use the bathroom.
- Require all staff to frequently check bathrooms.

Locker Room Activities

- Staff must stand within earshot of the area within the locker room when in use by youth.
- Staff must intermittently and briefly check the area in use inside the locker room so users know the locker room is monitored.
- Discourage the use of locker rooms by youth of different ages at the same time.
- The use of locker room horseplay such as towel snapping is prohibited.

Shower Activities

Staff and youth must shower at different times. Create shower schedules that will permit supervision of the youth in designated program location, while staff shower.

- While youth shower, at least one staff member should stand in the shower area doorway and within earshot of the youth.
- Ensure only one youth is in each shower (shower curtains that do not go all the way to the floor are encouraged, so staff can easily see how many youth are in each shower stall).

Transition Times and Free Times

Transition times and free-choice times (or free times) pose a high risk for incidents because during these times, staff and volunteers may not be assigned a particular group of youth to supervise. To decrease the risk of incidents, follow the following procedures.

- All youth must remain in line-of-sight of staff or volunteers at all times.
- Staff-to-youth ratio will be pre-determined by supervisors and shared with staff.
- Narrow geographic boundaries will be set in the program areas.
- All staff will be assigned specific areas to supervise ("zone monitoring").
- Specific bathroom procedures will be followed (see Bathroom Activities).
- Periodic roll calls will be completed for each age group.
- Periodic check-ins and sweeps of the entire activity areas will be completed by supervisors.

Playground Activities

- Youth are to remain in line-of-sight of staff at all times.
- Narrow geographic boundaries will be set in the program areas.
- Specific instructions on how to monitor barriers of supervision (such as storage sheds, playhouses, tunnels, and shrubs) will be established.
- Specific bathroom procedures will be followed (see bathroom activities).
- Periodic roll calls will be completed for each age group.
- Periodic check-ins and sweeps of the entire activity areas will be completed by supervisors.

Transportation Activities

Transporting youth may increase the risk of abuse or false allegations of abuse because staff and volunteers may be alone with a youth or may make unauthorized stops with youth. In addition, transportation activities may provide a time for unsupervised youth to engage in youth-to-youth sexual activity. To minimize the threat of these issues:

- Written parent permission is required from all youth on the trip. Staff take these permission forms and medical releases with them on the trip.
- Staff have a list of the youth on the trip. The staff take roll when boarding the bus, when leaving the bus, periodically throughout the trip, and then again when boarding the bus.
- State-to-youth ratios are pre-defined. Do not count the driver in the supervision ratio.
- Staff are required to sit in seats that permit maximum supervision.

- Mixed age groups are discouraged from sitting together. When possible, high-risk youth are seated by themselves or near a staff member.
- Drivers are prohibited from making unauthorized stops.
- Where applicable, staff are required to document the beginning and ending time of the trip and the mileage, names of the youth being transported, and the destination.
- Documentation of any unusual occurrences is required.

Off-Site Activities

- Supervisor approval is required for all off-site activities
- Parental approval required.
- Staff-to-youth ratios pre-determined for the activity.
- Staff, volunteers and youth must be easily followed during outing
- Bathroom and locker room procedures must be followed during outing.
- Transportation procedures must be followed.
- Supervisor must observe off-site activities at scheduled times and random intervals
- Additional procedures may need to be established in advance based on the location and type of activity (for example, Amusement parks, waterparks, Arcades, Fairs, etc.)

Overnight Activities

Overnight stays present unique risks to youth, volunteers and staff. They often involve changing clothes, groups of all genders and different ages in a more intimate atmosphere than usual, more unstructured activities, and increased supervision demands for staff.

- All overnight activities must be documented and approved in writing by the CEO.
- Administrators are expected to regularly and randomly observe overnight activities on a scheduled and periodic basis.
- The Director should appoint a “lead” staff to supervise the overnight. A meeting with all staff is conducted to discuss the unique risks of overnight stays, unique elements of the specific overnight stay and to review the specific policies and procedures.
- Provide parents with written information about the overnight activity. All parents must sign a permission slip for their youth to attend the overnight.
- Determine the appropriate staff-to-youth ratios before the event and schedule staff accordingly.
- Meetings with the group should be hosted in open and observable areas; meetings should not be hosted in staff or youth rooms.

Responding

Because the NFY is dedicated to maintaining zero tolerance for abuse, it is imperative that every staff member and volunteer actively participates in the protection of those in our care. In the event that suspicious or inappropriate behaviors and/or policy violations are observed, it is their personal responsibility to immediately respond to the situation and report their observations.

The Norfolk Family YMCA is committed to taking every allegation of abuse or misconduct seriously and will fully cooperate with authorities to investigate all cases of alleged abuse or misconduct. All employees and volunteers are expected to fully cooperate with any external investigation by outside authorities or any internal investigation conducted by the organization or by individuals given investigative authority by the organization.

Cooperation with investigations includes, but is not limited to:

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

Failure to cooperate with an investigation will result in disciplinary action, up to and including termination of employment or dismissal from the organization.

Responding to Suspicious or Inappropriate Behaviors or Policy Violations

Staff / Volunteers Response to Suspicious or Inappropriate Behaviors and/or Policy Violations
--

- | |
|---|
| <ul style="list-style-type: none">▪ Interrupt the behavior▪ Report the behavior to a supervisor, director, or other authority.<ul style="list-style-type: none">▪ Nebraska – 800-652-1999▪ If you are not comfortable making the report directly, make it anonymously▪ If the report is about a supervisor or administrator, contact the next level of management.▪ Document the report but do not conduct an investigation.▪ Keep reporting until the appropriate action is taken.▪ Report to Praesidium Helpline: 855-347-0751 for additional support or guidance, as needed. |
|---|

Supervisors and Administrators Response to Suspicious or Inappropriate Behaviors and/or Policy Violations
--

- | |
|--|
| <ul style="list-style-type: none">▪ Report to the next level of administration and determine the appropriate administrator to respond to the concern▪ Determine the appropriate response based on the report▪ Speak with the staff or volunteer who has been reported.▪ Review the file of the staff or volunteer to determine if similar complaints were reports.▪ Document the report on the appropriate form.▪ If at any point in gathering information about a report of suspicious or inappropriate or inappropriate behavior, a concern arises about possible abuse, contact the state authorities and file a report.▪ If appropriate, notify parents and/or guardians.▪ Advise the person who reported the behavior that the report is being taken seriously.▪ Report to Praesidium Helpline: 855-347-0751 for additional support or guidance, as needed. |
|--|

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

- Increase monitoring or supervision of the staff, volunteer, or program.
- Need for additional training.
- If policy violations are confirmed, the staff or volunteer is subject to disciplinary action up to and including termination and prosecution. Disciplinary action will follow the progressive disciplinary process outlines in our handbook.
- If more information is needed, interview and/or survey other staff and volunteers or participants.

Responding to Suspect Abuse by an Adult

Staff / Volunteer Response to Incidents or Allegations of Abuse

- If you witness abuse, interrupt the behavior immediately
- If abuse is disclosed to you, assure the individual disclosing that they were correct to tell you
- Protect the alleged victim from intimidation, retribution, or further abuse.
- Immediately report the allegation or incident to the proper organization authorities.
 - Nebraska – 800-652-1999
- Report to Praesidium Helpline: 855-347-0751 for additional support or guidance, as needed.
- Be sure to document the incident, disclosure, or any circumstances causing your suspicion or abusee. State only the facts.
- It is not your job to investigate the incident but it IS your job to report the incident to your supervisor in a timely fashion.
- Check back to make sure appropriate steps were taken. If not, report again to your supervisor or the designated organization authority.

Supervisor and Administrators Responding to Allegations or Incidents of Abuse

- First, determine if the youth is still in danger and if so, take immediate steps to prevent any further harm.
- Gather as much information about the allegation as you can. For example, who made the report, who was allegedly abused, who was the alleged abuser, what was the nature of the alleged abuse, where and when did the alleged abuse occur, etc.
- Accurately record everything you learn in as much detail as you can. Remember your notes may be read by others. Stick to the facts.
- Contact the appropriate local authorities as indicated by your mandatory reporting procedures. Make sure you get a case number and the name and contact information of the person with whom you speak at the reporting agency. Report to Praesidium Helpline: 855-347-0751 for additional support or guidance, as needed.
- Notify your crisis management team and follow your crisis management plan.
- Suspend the accused staff or volunteer until the investigation is completed.

Responding to Youth-to-Youth Sexual Abuse and Sexualized Behaviors

Staff and Volunteers Responding to Youth-to-Youth Sexual Activity

- If you observe sexual activity between youths, you should immediately separate them.
- Calmly explain such interactions are not permitted and separate the youths.
- Notify your supervisor.
- Complete the necessary paperwork including what you observed and how you responded.
- Follow your supervisor's instructions regarding notifying the authorities and informing the parents of the youth involved.
- In some cases, if the problem is recurring discipline may be required including not allowing one or both youths to return to the program.

Supervisors and Administrators Responding to Youth-to-Youth Sexual Activity

- Meet with the staff who reported the sexual activity to gather information
- Confirm the youths involved have been separated or placed under increased supervision.
- Review the steps taken by the staff on duty.
- Review the incident report to confirm it is accurately and thoroughly completed.

- Meet with parents of the youth involved
- Determine what actions should be taken to make sure there is not reoccurrence, including assessing the suitability of the program for the children involved.
- Notify the proper authorities.
 - Nebraska – 800-652-1999
- Report to Praesidium Helpline: 855-347-0751 for additional support or guidance, as needed.
- Develop a written corrective action or follow-up plan in response to the incident.

Organizational Response

- Review the need to additional supervision
- Review the need for revised policies or procedures.
- Review the need for additional training.
- Alert others in the organization.

Whistleblower & Reporting Concerns

Whistleblower Policy

This policy is applicable to all employees, volunteers and its affiliates and is intended to assist those who believe they have uncovered errors or lapses in ethical responses to known problems, including:

- Fraud or fraudulent reporting
- Failure to comply with legal obligations
- Danger to the health and safety of employees
- Criminal activity
- Attempts to conceal any of the above actions

This policy is not to be used to reconsider any matters that have been addressed under established harassment or disciplinary procedures. Other policies and procedures are in place to address grievances, discipline, harassment and personnel matters. However, there are formalities within this policy that may assist any employee who wants to make a good faith disclosure involving gross misconduct and/or a lapse in ethical behavior that has not been resolved.

Purpose

The purpose of this Whistleblower Policy is:

- To protect any employee who engages in good faith disclosure of alleged wrongful conduct to a supervisor and/or CAO
- To encourage employees to disclose wrongful conduct so that prompt, corrective measures can be taken by the Norfolk Family YMCA
- To inform employees of how allegations of wrongful conduct can be reported
- To protect employees from retaliation as a result of disclosing wrongful conduct
- To provide employees, who believe that they have been subjected to reprisal or false allegations, a fair opportunity to seek relief

Definitions

- **Whistleblower** - An employee who reports or reveals wrongdoings in the practices of/or its employees.
- **Wrongful conduct** - A serious violation of policy; a violation of state and federal laws; wrongful use of company property, and wrongful use of authority for personal gain.

- **Protected disclosure** – Communication about actual or suspected wrongful conduct by an employee based on a good faith belief the conduct has been observed and is unacceptable under applicable policies or laws.
- **Retaliation** – Actions against an employee because they made a protected disclosure or has participated in an investigation involving a disclosure.

Procedures

Acting in Good Faith

Employees making a protected disclosure concerning a violation or suspected violation must be acting in good faith and must have a reasonable belief that the information disclosed is a violation of company policy and/or state and federal law.

False Allegations

Employees who knowingly give false information concerning wrongful conduct or a subsequent false report of retaliation will be subject to disciplinary action, including termination. Allegations that are not substantiated but are made in good faith will not be subject to disciplinary action.

Retaliation

Employees who make a protected disclosure are protected from harassment or adverse employment consequences. Any Individual who retaliated against an employee making a protected disclosure is subject to discipline, including termination. Disciplinary or retaliatory actions prohibited under this policy include the following:

- Removal or suspension
- Withholding a salary increase, bonus or benefits
- Transferring or reassigning an employee
- Denying a promotion to which the employee would otherwise be entitled to
- Reducing the employee's pay, position or title

Confidentiality

Disclosures may be made on a confidential basis. Protected disclosure and investigatory records will remain confidential to the extent possible and in accordance with investigation procedures.

Anonymous Reporting

Praesidium Helpline:

Call: 855-347-0751

This organization is committed to creating an environment where everyone is encouraged to share their concerns and those concerns are taken seriously. To this end, we have partnered with Praesidium to establish a helpline that is available to everyone (employees, volunteer, parents, guardians, consumers, community members, etc.) 24 hours a day, seven days a week, 365 days a year.

What is the Praesidium Helpline?

The Praesidium Helpline is a consultation line anyone in the organization can call to discuss observations of inappropriate behaviors, suspicious behaviors, policy violations, instances of consumer-to-consumer sexual activity, and any other abuse prevention questions and issues.

What can you expect when you call?

One of Praesidium's experts will be ready to answer your call and gather any information relevant to your concern or question. If the matter the caller shares, is one deemed to be suspected or known sexual abuse, the caller will be instructed by Praesidium to immediately call the civil authorities.

What happens once you get off the call?

Praesidium's team of risk management experts comprised of social workers, attorneys, and other professionals will staff the concern or situation and develop recommended responses and next steps. Praesidium will then share the concern and the recommendations with stakeholders at the organization.

Annual Review of Abuse Prevention Policies

The Norfolk Family YMCA is committed to maintaining effective and up-to-date abuse prevention policies. To ensure the continued relevance and effectiveness of these policies, the organization will conduct an annual review to:

- Ensure the purpose and goals of the policy remain relevant.
- Evaluate whether the policy should be combined with another policy or rescinded.
- Confirm the policy is compliant with current laws and regulations.
- Identify any necessary changes to improve the effectiveness or clarity of the policy and/or associated procedures.

Any changes to organizational policy manuals and/or procedures resulting from this review will be communicated in writing within seven (7) days of the change. The organization will establish an official mode of communication for disseminating these updates and will ensure changes are communicated effectively to all relevant stakeholders, including consumers, parents, and guardians.

Training

Any training necessary to implement policy or procedure changes will be assigned to relevant employees and volunteers. This training is expected to be completed as soon as practicable to ensure all parties are fully informed and capable of adhering to the updated policies and procedures.

Norfolk Family YMCA Consumer Code of Conduct

The Norfolk Family YMCA is committed to providing a safe and welcoming environment for all members and guests. To promote safety and comfort for all, we ask individuals to always act appropriately when they are in our facility or participating in our programs.

Our Code of Conduct does not permit any language or action that can hurt or frighten another person, or that falls below a generally accepted standard of conduct. Specifically, this includes:

- Inappropriate attire – suitable family attire must be worn at all times.
- Angry or vulgar language, including swearing, name calling, or shouting.
- Physical conduct with another person in any angry or threatening way.
- Any demonstration of sexual activity or sexual contact with another person.
- Harassment or intimidation by words, gestures, body language, or any other menacing behavior.
- Theft or behavior that results in the destruction of property.

- Any other conduct of an inappropriate, threatening, or offensive nature.

Also, please be aware that:

- The Norfolk Family YMCA strictly forbids the possession, use, or display of weapons/firearms in or around YMCA property including all buildings and surrounding areas, including sidewalks, driveways, parking lots, and vehicles.
- Using or possessing illegal chemicals or alcohol on Y property, in Y vehicles, or at YMCA sponsored programs is not allowed.
- Smoking and vaping are not allowed on YMCA property – the YMCA and its property are tobacco and nicotine free environments.
- Loitering within or on the grounds of the YMCA is not allowed.
- To ensure the safety and wellbeing of all employees, members, and other visitors, the Norfolk Family YMCA reserves the right to inspect and/or search all areas of the Norfolk Family YMCA and your belongings in appropriate circumstances.
- Use of electronic devices, cameras or video recording devices is prohibited in ALL locker rooms and restrooms. Cellular devices are highly discouraged from being used on the wellness floor, as a courtesy to surrounding members and guests.
- The Norfolk Family YMCA will block or filter content over its internet and technology that the organization considers inappropriate. This includes pornography, obscene material, and other material that may be harmful to consumers or against the mission and standards of this organization. The organization reserves the right to block or filter other content deemed to be inappropriate, lacking educational or work-related content or that poses a threat to the network.
- The YMCA conducts regular sex offender screenings on all members, participants, and guests. If a sex offender match occurs, the YMCA reserves the right to cancel membership, end program participation, and remove visitation access.



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

NORFOLK FAMILY YMCA

EMPLOYEE HANDBOOK

ACKNOWLEDGEMENT OF RECEIPT

By initialing each box, I certify and acknowledge the following:

☐

ZERO TOLERANCE POLICY

I understand the YMCA has a zero-tolerance policy for abuse of any kind, particularly for youth and vulnerable adults. I have received and understand the Youth & Vulnerable Adult Abuse Prevention Guidelines and agree to report concerns and cooperate fully with investigations.

☐

EMPLOYEE HANDBOOK

I acknowledge receipt of, or access to, the current Employee Handbook (NFY website and/or printed copy). I understand it is a general guide and policies, rules, and benefits may be revised at any time.

☐

CONSUMER CODE OF CONDUCT

I have received and understand the Consumer Code of Conduct and will report concerns per YMCA policy.

☐

SAFETY & RISK TRAINING/CERTIFICATION

I am responsible for obtaining and maintaining all required safety and risk training/certifications for my role.

☐

CONFLICT OF INTEREST POLICY

I have reviewed the YMCA's Conflict of Interest Policy. If I believe I may have a potential conflict of interest, I will contact the CAO for guidance.

☐

EMPLOYMENT TERMS & AT-WILL EMPLOYMENT

I understand this Handbook does not create a contract of employment. My employment is at-will and may be terminated by either party at any time, with or without cause or notice, except as required by law. Only a written agreement signed by myself and the CEO can modify this.

☐

MONITORING AND CONSENT

I understand the YMCA may monitor computer files, internet use, electronic communications, and voicemail messages for legitimate business purposes and may disclose such information to third parties when necessary.

ACKNOWLEDGMENT OF RECEIPT

I acknowledge that I have received and/or can access the Norfolk Family YMCA Employee Handbook. I understand it is my responsibility to comply with the policies and procedures contained within. I further understand the policies outlined in this handbook are subject to change at the discretion of the organization, and nothing in the handbook constitutes a contract guaranteeing employment for any specific duration.

Employee Signature

Date

Director Signature

Date

Print Name

Print Name

EFFECTIVE DATE OF THIS HANDBOOK: JULY 2026