



# VOLUNTEER HANDBOOK

## *WELCOME TO THE GLOW YMCA*

Thank you for committing your time and special talents to the GLOW YMCA. At the Y, we believe that when people come together for a common cause, the whole community is strengthened. When you become a volunteer, you have the opportunity to share your blessings with those who need it most. Whether you mentor a student on the verge of dropping out, coach a team to their personal best or become a friend to an isolated senior, your time and talent changes lives. When you help a neighbor, you make a difference in their life...and yours.

The GLOW YMCA is an association of members who come together with a common understanding of the YMCA mission and a common commitment to the YMCA's vision of building strong kids, strong families and strong communities. Thank you. "At the heart of this organization, at the heart of its heritage of mind, spirit, and body, there is that little element of love that transforms routine work into meaningful activity that makes a person feel important even when they don't think they are. That's what you do when you give your skills and your talents to another generation." (Andrew Young | YMCA's Seven R's of Volunteer Development)

## *ABOUT THE YMCA*

### **Mission**

The YMCA is a worldwide organization that is committed to providing programs that help members and participants develop spirit, mind, and body. The Y's mission speaks to our Christian heritage. The clearest and greatest expression of the Y's Christian heritage is the work that the YMCA does every day to strengthen community.

Our Mission: To develop the Physical, Mental and Spiritual wellness of all people in an atmosphere of Christian fellowship.

### **YMCA Values**

Character development is integral to all YMCA programs. We are guided by our five core values of caring, honesty, respect, responsibility, and faith. Whether it be in child care, the gym, at day camp, or at member services we strive to develop character values in ourselves, our members and participants. We believe strongly in our mission to promote and model these character-building values in all that we do.

## **A Special Place**

There's no place like the Y

## **Making Connections**

As a new employee or volunteer at the Y, you're part of a leading nonprofit committed to strengthening community through youth development – nurturing the potential of every child and teen; healthy living – improving the nation's health and well-being; and social responsibility – giving back and providing support to our neighbors.

## **The Y is a nonprofit like no other**

That's because in 10,000 neighborhoods across the nation, the Y has the presence and partnerships to not just promise, but deliver, positive change. Every day, Y staff and volunteers of all ages and from diverse backgrounds and life experiences – work to bridge the gaps in community needs by nurturing the potential of children and teens, improving the nation's health and well-being and providing support to our neighbors.

## **Strengthening Community is our cause**

We believe that lasting personal and social change can only come about when we work together to invest in our kids, our health and our neighbors. That's why, at the Y, strengthening community is our cause.

## **The Y's Founding**

In 1844, 22 year old George Williams, a farmer-turned-department store worker, was troubled by what he saw: Industrialized London was a place of great turmoil and despair. For the young men who migrated to the city from rural areas to find jobs, London offered a bleak landscape of tenement housing and dangerous influences. Williams joined 11 friends to organize the first Young Men's Christian Association (YMCA), a refuge of Bible study and prayer for young men seeking escape from the hazards of life on the streets.

## **The GLOW YMCA**

The GLOW YMCA is currently a three-branch Association with a fourth branch in development. The Association is working to bring facility-based and outreach programming to the roughly 220,000 local residents spread over four rural counties here in Western New York. Our branch facilities are located in the City of Batavia/Genesee County YMCA, the Village of Medina/Orleans County YMCA and the Village of Warsaw/Wyoming County YMCA. The Association also owns and operates a residence camp and training center, Camp Hough, located on Silver Lake in Wyoming County and is developing a branch in the Village of Geneseo/Livingston County YMCA.

## **The Y a leading Nonprofit**

What do we mean by nonprofit? Our nonprofit status has many implications for how we work, but mainly it means that YMCA resources must be used for public good, not private gain. We exist to provide a charitable benefit to the communities we serve. As a public charity, we depend on contributions from the community.

## **Accessible to All People**

YMCA's are tax-exempt. We earn our tax exemption by making our programs and services accessible to all people – by ensuring that ability to pay is not a barrier to membership and by proactively serving and engaging those who are unable to afford our programs and activities. The YMCA is community owned and led by volunteers. Financial assistance is offered to individuals who can not afford membership or programming.

## **YMCA Movement**

At the Y, the Movement refers to the many Y employees, members, volunteers and organizational partners who work together to strengthen community. And, this includes you. The Y has a strong legacy of delivering lasting personal and social change by listening and responding to communities. That legacy is the result of many individuals coming together to make a difference.

## **YMCA of the USA**

Y-USA is the national office for the more than 2,600 member associations or Y's in the U.S. The national YMCA is located in Chicago. Y-USA delivers resources, service and funding to ensure Y's have access to the knowledge and resources needed to address pressing needs, advances national positioning, global perspective and innovation and oversees national governance and membership standards.

## **YMCA a Global Organization**

Did you know that the YMCA is a global organization with a presence in more than 119 countries? Often operating in challenging social, economic and political environments, YMCA's around the world give people the tools and resources to create a better future for themselves and their families. Although each national YMCA movement is independent and focuses primarily on the needs of their specific country, all YMCA's worldwide are united by a common purpose to build spirit, mind and body for all.

## **Our Areas of Focus**

The Y is a cause-driven organization that is for youth development, for healthy living and for social responsibility. That's because a strong community can only be achieved when we invest in our kids, our health and our neighbors.

## **Defining our areas of focus:**

**YOUTH DEVELOPMENT**: Nurturing the potential of every child and teen.

**HEALTHY LIVING**: Improving the nation's health and well-being.

**SOCIAL RESPONSIBILITY**: Giving back and providing support to our neighbors.

## **Opportunities for All**

The Y is for everyone. Our programs, services and initiatives enable kids to realize their potential, prepare teens for college, offer ways for families to have fun together, empower people to be healthier in spirit, mind and body; prepare people for employment, welcome and embrace newcomers and help foster a nationwide service ethic. And that's just the beginning.

## **Our Core Values**

Our values unite us as a Movement. They are the shared beliefs and essential principles that guide our behavior, our interactions with each other, our programs and curriculum and our decision-making.

- Caring, Honesty, Respect, Responsibility and Faith

## **The Y “voice”**

When everyone in the Y Movement demonstrates the Y values, our voice is clear. We have five voice attributes: nurturing, genuine, hopeful, determined and welcoming.

## **Your Connection**

The Y’s cause is to strengthen community. Every day you have the opportunity to further our cause in your Y work. You do this by building and deepening relationships with others to understand how you may impact their well-being.

- By getting to know people, building relationships, and continuing to strengthen those relationships over time, you can form strong bonds and learn about the needs of others.
- Understanding where you can make an impact in someone’s well-being in your position in the Y and building relationships to understand other’s well-being, will put you on a path towards developing as a cause-driven leader in the Y.

# ***VOLUNTEER GUIDELINES***

Because the GLOW YMCA strives to provide a safe environment for children and youth, the YMCA will require volunteers 16 and older who assist with children under the age of 18 to authorize a background check.

## **Volunteers**

Volunteers are the backbone of the YMCA. Volunteers not only founded the YMCA, but also operated it in its entirety in the early days. The involvement today of thousands of talented, committed individuals greatly extends the range, quality and variety of YMCA programs.

The YMCA defines a “volunteer” as anyone who, without financial compensation or expectation of compensation beyond reimbursement of out-of-pocket expenses, performs a task at the direction of and on behalf of the GLOW YMCA.

We do want you to know that during your volunteer work with the YMCA, any photos taken of you may be used in future promotional materials.

## **Age Restrictions**

Child Aged Volunteers:

- Program Volunteers under the age of 12

- Must complete all volunteer responsibilities while under supervision of parent or legal guardian

#### Teenage Volunteers:

- Program Volunteers between ages of 12 years and 17 years
- Must complete all volunteer responsibilities while under the supervision of a YMCA staff person
- May not serve in a volunteer capacity for more than 4 hours in one day without a valid workers permit

#### Adult-Aged Volunteers:

- Program Volunteers 18 years of age and older
- Must complete volunteer responsibilities during which children are present under the supervision of a YMCA staff person

### **Volunteer Records**

In order to keep your volunteer records current, you should notify your YMCA volunteer director of changes to your name, address, phone number, email address, or emergency contact information.

### **Unable to Volunteer**

If you are unable to make a scheduled volunteer task time, please advise the YMCA volunteer department director where you will be volunteering directly.

### **Dress Code**

Dress code for volunteers varies for each YMCA branch and from department to department within a branch. Please make sure that you are aware of the volunteer dress code in the department for which you are volunteering. If you have any questions concerning dress code, please contact the volunteer director in your branch.

### **Change of Placement**

Volunteers may request a change in placement anytime during their volunteer service. If a volunteer elects to be re-assigned, the volunteer must apply for the volunteer position and receive all appropriate training.

### **Training**

Most GLOW YMCA volunteer opportunities require training, and some may also require an orientation. Whatever training is necessary for the desired opportunity, volunteers must complete the requirements before being considered an official GLOW YMCA volunteer.

## **Association Rules**

To ensure the general welfare of all YMCA volunteers, a set of rules has been established as outlined in the Volunteer Code of Conduct. These rules are subject to change as circumstances dictate. Volunteers who violate these rules will be subject to disciplinary action, or dismissal.

## **Tracking of Volunteer Hours of Service**

In order for us to have an accurate record of your volunteer time of service, we ask that you sign in and out each time you volunteer. Check with the Volunteer Director or department director to be sure your hours get recorded.

# **SAFETY**

## **Safety and Health Rules**

Volunteers are to observe all safety and health rules and use care to prevent accidents. The following list is not inclusive:

- Observe all hazard warning and no smoking signs.
- Use all safety equipment required for your assignment, including wearing appropriate personal protective equipment for eyes, face, head, hands, and other extremities.
- Know the location of fire/safety exits and evacuation procedures.
- Keep all aisles, walkways, working areas, and emergency equipment free of obstacles.
- Refrain from running, fighting, horseplay, or distracting others.
- Please report any unsafe items to the closest YMCA staff person immediately.

## **Blood Borne Pathogens**

The YMCA subscribes to the concept of “universal precautions,” which means that all human blood or other body fluids must be treated as if they were contagious. Universal precautions mean that you are expected to use certain procedures and to use personal protective equipment when necessary. Depending on the length of time you are volunteering for, you may or may not have to attend these training courses.

### **Bloodborne Pathogens: What Are They?**

Bloodborne pathogens are pathogenic microorganisms that are present in human blood and can cause disease to humans. Examples include HIV and Hepatitis B.

### **Why Are We Concerned?**

Accidental contact with contaminated blood can infect a person who is providing first aid or who is cleaning up a spill of blood or other body fluid. For an infection to follow, one of the following must occur:

- The infected blood (or other fluid) comes into contact with broken skin (a cut, rash, abrasion, etc.)
- OR-
- The infected blood (or other fluid) comes into contact with a mucous membrane (eye, nose, mouth, etc.)

**Either event is called an exposure incident**

## Exposure Potential

In our facility, you could be exposed to blood or other body fluid in the following ways:

- Caring for an ill or injured person who is experiencing bleeding or loss of other body fluid
- During a clean-up incident following an injury or illness in which bleeding or loss of another body fluid occurred

## Universal Precautions

- We can not tell by looking at any individual if he or she is infected with a bloodborne pathogen
- Because we do not know if an individual is infected, we treat all blood and other body fluids **as if** they were infected
- This approach is called **universal precautions**. We *always* wear the required personal protective equipment (PPE) and take the appropriate cleaning and sanitation steps to prevent exposure to ourselves and to others
- **Any blood or body fluid should be treated as if it is contaminated**

## Prevention of Exposure Incidents – 5 Steps

1. Always wear the required level of PPE when responding.
2. Clean and sanitize any surfaces that were in contact with blood or other body fluid.
3. Carefully remove and discard PPE.
4. Wash your hands with large quantities of soap and warm water immediately.
5. All persons trained and authorized to respond to incidents are eligible to receive the Hepatitis B vaccine.

## Personal Protective Equipment

- **Safety glasses with side shields:** Required for all bloodborne pathogen responses
- **Face shield:** Use if blood or other fluid could splash, spray or become airborne
- **Disposable gloves:** Required for all BBP responses (double gloving is always recommended)
- **Apron/disposable suit and shoe covers:** Use if blood or other fluid could splash, spray or become airborne, or otherwise come in contact with the feet and body
- **Barrier mask/bag valve mask:** For CPR or mouth to mouth/nose/stoma breathing

## Clean-up and Sanitation

1. Wear all required PPE.
2. Treat all spills, bandages, etc. with the sanitizing solution used by our facility.
3. Any material that has the potential to liberate liquid blood and or dust when dried should be placed in a red bio-hazard bag and that bag should be re-bagged (double bagged).
4. Wipe up the surfaces that were in contact with the spill using the sanitizer.

## What to Do When Exposed

If another person's blood or body fluid comes into contact with your skin or mucous membranes (eyes, nose, mouth, etc.), follow these steps:

1. Wash skin with large amounts of soap and warm water.
2. Flush mucus membranes with large quantities of warm water.
3. Report the incident to your supervisor or program administrator.

4. Follow instructions. You will be provided with follow-up, confidential care (paid for by our facility).

### **Summary**

- Unprotected contact with bloodborne-pathogen contaminated blood can transmit disease through contact with broken skin, eyes, nose, mouth, etc.
- Observe universal precautions: Always treat blood and other body fluids as if they are contaminated.
- Wear all necessary PPE.
- Clean and sanitize any spill area with sanitizer.
- Report any suspected exposure incident to your supervisor.

### **For More Information**

Contact the YMCA Human Resource Department at [tinacurtis@curtisconsultingllc.co](mailto:tinacurtis@curtisconsultingllc.co), phone 716-799-3338

### **Child Abuse Prevention Guidelines**

A principle endeavor of the YMCA is to provide a healthy atmosphere for the growth and development of children. Thus, the mistreatment or neglect of children, and the resulting severe affects, is of primary concern to the YMCA. Child abuse is mistreatment or neglect of a child by parent(s) or others resulting in injury or harm. Abuse can lead to severe emotional, physical, and behavioral problems. Because of our concern for the welfare of children, the YMCA has developed policies, procedures and training to aid in the detection and prevention of child abuse. All volunteers 16 and older who are involved in areas that allow them regular access to children under the age of 18 must undergo an annual criminal and sexual offender's background check. **Volunteers are required annually to complete the online Child Abuse Prevention training .**

### **Sexual Harassment**

The GLOW YMCA (YMCA) is committed to maintaining a workplace free from sexual harassment. Sexual harassment is a form of workplace discrimination. All employees and volunteers are required to work in a manner that prevents sexual harassment in the workplace. The YMCA Sexual Harassment Policy is one component of GLOW YMCA's commitment to a discrimination-free work environment. Sexual harassment is against the law and all employees have a legal right to a workplace free from sexual harassment and employees are urged to report sexual harassment by filing a complaint internally with the YMCA.

- All YMCA employees and volunteers are required to undergo Sexual Harassment training annually. After completing the training individuals should understand the following:
  - How to recognize harassment as inappropriate workplace behavior
  - The nature of sexual harassment
  - That harassment because of any protected characteristic is prohibited
  - The reasons why workplace harassment is employment discrimination
  - That all harassment should be reported
  - That supervisors and managers have a special responsibility to report harassment.



- With this knowledge, all employees and volunteers can achieve appropriate workplace behavior, avoid disciplinary action, know their rights and feel secure that they are entitled to and can work in an atmosphere of respect for all people.
- The YMCA Sexual Harassment Reporting form is located at [www.glowymca.org](http://www.glowymca.org) – Employment – Employee Resources

## **Bloodborne Pathogens Training Acknowledgement Receipt**

I have received a copy of the GLOW YMCA Bloodborne pathogens training. I understand that I am responsible for reading and abiding with the policies and practices described within it. I understand that this Bloodborne pathogens information replaces any and all prior handbooks, policies and practices of the YMCA.

I specifically acknowledge that I will read and comply with the YMCA's policies and practices described within which include, but are not limited to the following: Exposure potential, universal precautions, prevention of exposure incidents, personal protective equipment, cleanup and sanitation and what to do when exposed

I understand that the policies and practices contained in this training may be added to, deleted or changed by the YMCA at any time.

If I have any questions regarding the content or interpretation of this information, I will bring them to the attention of my supervisor

Training Material received and reviewed on:

**Date**

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**Employee Name (Printed)**

**Employee Signature**

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**Supervisor Name (Printed)**

**Supervisor Signature**

The GLOW YMCA INC. (YMCA) is committed to maintaining a workplace free from sexual harassment. Sexual harassment is a form of workplace discrimination. All employees are required to work in a manner that prevents sexual harassment in the workplace. This Policy is one component of the YMCA's commitment to a discrimination-free work environment. Sexual harassment is against the law<sup>1</sup> and all employees have a legal right to a workplace free from sexual harassment and employees are urged to report sexual harassment by filing a complaint internally with the YMCA.

**Policy:**

1. YMCA's policy applies to all employees, applicants for employment, interns, whether paid or unpaid, contractors and persons conducting business, regardless of immigration status, with YMCA. In the remainder of this document, the term "employees" refers to this collective group.
2. Sexual harassment will not be tolerated. Any employee or individual covered by this policy who engages in sexual harassment or retaliation will be subject to remedial and/or disciplinary action (e.g., counseling, suspension, termination).
  - a) Retaliation Prohibition: No person covered by this Policy shall be subject to adverse action because the employee reports an incident of sexual harassment, provides information, or otherwise assists in any investigation of a sexual harassment complaint. YMCA will not tolerate such retaliation against anyone who, in good faith, reports or provides information about suspected sexual harassment. Any employee of YMCA who retaliates against anyone involved in a sexual harassment investigation will be subjected to disciplinary action, up to and including termination. All employees, paid or unpaid interns, or non-employees<sup>2</sup> working in the workplace who believe they have been subject to such retaliation should inform a supervisor, manager, or the Foundation Executive Director. If reporting to the immediate supervisor is not acceptable, or if the employee believes the supervisor or manager has not appropriately addressed the complaint or is involved in the harassment, please report this to a Director or the CEO.
4. Sexual harassment is offensive, is a violation of our policies, is unlawful, and may subject YMCA to liability for harm to targets of sexual harassment. Harassers may also be individually subject to liability. Employees of every level who engage in sexual harassment, including managers and supervisors who engage in sexual harassment or who allow such behavior to continue, will be penalized for such misconduct.
5. YMCA will conduct a prompt and thorough investigation that ensures due process for all parties, whenever management receives a complaint about sexual harassment, or otherwise knows of possible sexual harassment occurring. YMCA will keep the investigation confidential to the extent possible. Effective corrective action will be taken whenever sexual harassment is found to have occurred. All employees, including managers and supervisors, are required to cooperate with any internal investigation of sexual harassment.
6. All employees are encouraged to report any harassment or behaviors that violate this policy. YMCA will provide all employees a complaint form for employees to report harassment and file complaints.
7. Managers and supervisors are **required** to report any complaint that they receive, or any harassment that they observe or become aware of, to the Executive Director.
8. This policy applies to all employees, paid or unpaid interns, and non-employees and all must follow and uphold this policy. This policy must be provided to all employees and should be posted prominently in all

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<sup>1</sup> While this policy specifically addresses sexual harassment, harassment because of and discrimination against persons of all protected classes is prohibited. In New York State, such classes include age, race, creed, color, national origin, sexual orientation, military status, sex, disability, marital status, domestic violence victim status, gender identity and criminal history.

<sup>2</sup> A non-employee is someone who is (or is employed by) a contractor, subcontractor, vendor, consultant, or anyone providing services in the workplace. Protected non-employees include persons commonly referred to as independent contractors, "gig" workers and temporary workers. Also included are persons providing equipment repair, cleaning services or any other services provided pursuant to a contract with the employer.

work locations to the extent practicable (for example, in a main office, not an offsite work location) and be provided to employees upon hiring.

### **What Is “Sexual Harassment”?**

Sexual harassment is a form of sex discrimination and is unlawful under federal, state, and (where applicable) local law. Sexual harassment includes harassment on the basis of sex, sexual orientation, self-identified or perceived sex, gender expression, gender identity and the status of being transgender.

Sexual harassment includes unwelcome conduct which is either of a sexual nature, or which is directed at an individual because of that individual’s sex when:

- Such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile or offensive work environment, even if the reporting individual is not the intended target of the sexual harassment;
- Such conduct is made either explicitly or implicitly a term or condition of employment; or
- Submission to or rejection of such conduct is used as the basis for employment decisions affecting an individual’s employment.

A sexually harassing hostile work environment includes, but is not limited to, words, signs, jokes, pranks, intimidation or physical violence which are of a sexual nature, or which are directed at an individual because of that individual’s sex. Sexual harassment also consists of any unwanted verbal or physical advances, sexually explicit derogatory statements or sexually discriminatory remarks made by someone which are offensive or objectionable to the recipient, which cause the recipient discomfort or humiliation, which interfere with the recipient’s job performance.

Sexual harassment also occurs when a person in authority tries to trade job benefits for sexual favors. This can include hiring, promotion, continued employment or any other terms, conditions or privileges of employment. This is also called “quid pro quo” harassment.

Any employee who feels harassed should report so that any violation of this policy can be corrected promptly. Any harassing conduct, even a single incident, can be addressed under this policy.

### **Examples of sexual harassment**

The following describes some of the types of acts that may be unlawful sexual harassment and that are strictly prohibited:

- Physical acts of a sexual nature, such as:
  - Touching, pinching, patting, kissing, hugging, grabbing, brushing against another employee’s body or poking another employee’s body;
  - Rape, sexual battery, molestation or attempts to commit these assaults.
- Unwanted sexual advances or propositions, such as:
  - Requests for sexual favors accompanied by implied or overt threats concerning the target’s job performance evaluation, a promotion or other job benefits or detriments;
  - Subtle or obvious pressure for unwelcome sexual activities.
- Sexually oriented gestures, noises, remarks or jokes, or comments about a person’s sexuality or sexual experience, which create a hostile work environment.

- Sex stereotyping occurs when conduct or personality traits are considered inappropriate simply because they may not conform to other people's ideas or perceptions about how individuals of a particular sex should act or look.
- Sexual or discriminatory displays or publications anywhere in the workplace, such as:
  - Displaying pictures, posters, calendars, graffiti, objects, promotional material, reading materials or other materials that are sexually demeaning or pornographic. This includes such sexual displays on workplace computers or cell phones and sharing such displays while in the workplace.
- Hostile actions taken against an individual because of that individual's sex, sexual orientation, gender identity and the status of being transgender, such as:
  - Interfering with, destroying or damaging a person's workstation, tools or equipment, or otherwise interfering with the individual's ability to perform the job;
  - Sabotaging an individual's work;
  - Bullying, yelling, name-calling.

### **Who can be a target of sexual harassment?**

Sexual harassment can occur between any individuals, regardless of their sex or gender. New York Law protects employees, paid or unpaid interns, and non-employees, including independent contractors, and those employed by companies contracting to provide services in the workplace. Harassers can be a superior, a subordinate, a coworker or anyone in the workplace including an independent contractor, contract worker, vendor, client, customer or visitor.

### **Where can sexual harassment occur?**

Unlawful sexual harassment is not limited to the physical workplace itself. It can occur while employees are traveling for business or at employer sponsored events or parties. Calls, texts, emails, and social media usage by employees can constitute unlawful workplace harassment, even if they occur away from the workplace premises, on personal devices or during non-work hours.

### **Retaliation**

Unlawful retaliation can be any action that could discourage a worker from coming forward to make or support a sexual harassment claim. Adverse action need not be job-related or occur in the workplace to constitute unlawful retaliation (e.g., threats of physical violence outside of work hours).

Such retaliation is unlawful under federal, state, and (where applicable) local law. The New York State Human Rights Law protects any individual who has engaged in "protected activity." Protected activity occurs when a person has:

- made a complaint of sexual harassment, either internally or with any anti-discrimination agency;
- testified or assisted in a proceeding involving sexual harassment under the Human Rights Law or other anti-discrimination law;
- opposed sexual harassment by making a verbal or informal complaint to management, or by simply informing a supervisor or manager of harassment;
- reported that another employee has been sexually harassed; or
- encouraged a fellow employee to report harassment.

Even if the alleged harassment does not turn out to rise to the level of a violation of law, the individual is protected from retaliation if the person had a good faith belief that the practices were unlawful. However, the retaliation provision is not intended to protect persons making intentionally false charges of harassment.

### **Reporting Sexual Harassment**

**Preventing sexual harassment is everyone's responsibility.** YMCA cannot prevent or remedy sexual harassment unless it knows about it. Any employee, paid or unpaid intern or non-employee who has been subjected to behavior that may constitute sexual harassment is encouraged to report such behavior to a supervisor, manager or Executive Director. Anyone who witnesses or becomes aware of potential instances of sexual harassment should report such behavior to a supervisor, manager or Executive Director.

Reports of sexual harassment may be made verbally or in writing. A form for submission of a written complaint is attached to this Policy, and all employees are encouraged to use this complaint form. Employees who are reporting sexual harassment on behalf of other employees should use the complaint form and note that it is on another employee's behalf.

Employees, paid or unpaid interns or non-employees who believe they have been a target of sexual harassment may also seek assistance in other available forums, as explained below in the section on Legal Protections.

### **Supervisory Responsibilities**

All supervisors and managers who receive a complaint or information about suspected sexual harassment, observe what may be sexually harassing behavior or for any reason suspect that sexual harassment is occurring, **are required** to report such suspected sexual harassment to Executive Director.

In addition to being subject to discipline if they engaged in sexually harassing conduct themselves, supervisors and managers will be subject to discipline for failing to report suspected sexual harassment or otherwise knowingly allowing sexual harassment to continue.

Supervisors and managers will also be subject to discipline for engaging in any retaliation.

### **Complaint and Investigation of Sexual Harassment**

**All** complaints or information about sexual harassment will be investigated, whether that information was reported in verbal or written form. Investigations will be conducted in a timely manner, and will be confidential to the extent possible.

An investigation of any complaint, information or knowledge of suspected sexual harassment will be prompt and thorough, commenced immediately and completed as soon as possible. The investigation will be kept confidential to the extent possible. All persons involved, including complainants, witnesses and alleged harassers will be accorded due process, as outlined below, to protect their rights to a fair and impartial investigation.

All employees, including managers and supervisors, are required to cooperate with any internal investigation of sexual harassment. YMCA will not tolerate retaliation against employees who file complaints, support another's complaint or participate in an investigation regarding a violation of this policy.

## **Legal Protections And External Remedies**

Sexual harassment is not only prohibited by YMCA but is also prohibited by state, federal, and, where applicable, local law.

Employees are urged to report sexual harassment by filing a complaint **internally** with YMCA, Inc. but aside from the internal process, employees may also choose to pursue legal remedies with the following governmental entities.

In addition to those outlined below, employees in certain industries may have additional legal protections.

### **State Human Rights Law (HRL)**

The Human Rights Law (HRL), codified as N.Y. Executive Law, art. 15, § 290 et seq., applies to all employers in New York State with regard to sexual harassment, and protects employees, paid or unpaid interns and non-employees, regardless of immigration status. A complaint alleging violation of the Human Rights Law may be filed either with the Division of Human Rights (DHR) or in New York State Supreme Court.

Complaints with DHR may be filed any time **within one year** of the harassment. If an individual did not file at DHR, they can sue directly in state court under the HRL, **within three years** of the alleged sexual harassment. An individual may not file with DHR if they have already filed a HRL complaint in state court.

Complaining internally to YMCA does not extend your time to file with DHR or in court. The one year or three years is counted from date of the most recent incident of harassment.

You do not need an attorney to file a complaint with DHR, and there is no cost to file with DHR.

DHR will investigate your complaint and determine whether there is probable cause to believe that sexual harassment has occurred. Probable cause cases are forwarded to a public hearing before an administrative law judge. If sexual harassment is found after a hearing, DHR has the power to award relief, which varies but may include requiring your employer to take action to stop the harassment, or redress the damage caused, including paying of monetary damages, attorney's fees and civil fines.

DHR's main office contact information is: NYS Division of Human Rights, One Fordham Plaza, Fourth Floor, Bronx, New York 10458. You may call (718) 741-8400 or visit: [www.dhr.ny.gov](http://www.dhr.ny.gov).

Contact DHR at (888) 392-3644 or visit [dhr.ny.gov/complaint](http://dhr.ny.gov/complaint) for more information about filing a complaint. The website has a complaint form that can be downloaded, filled out, notarized and mailed to DHR. The website also contains contact information for DHR's regional offices across New York State.

### **Civil Rights Act of 1964**

The United States Equal Employment Opportunity Commission (EEOC) enforces federal anti-discrimination laws, including Title VII of the 1964 federal Civil Rights Act (codified as 42 U.S.C. § 2000e et seq.). An individual can file a complaint with the EEOC anytime within 300 days from the harassment. There is no cost to file a complaint with the EEOC. The EEOC will investigate the complaint, and determine whether there is reasonable cause to believe that discrimination has occurred, at which point the EEOC will issue a Right to Sue letter permitting the individual to file a complaint in federal court.

The EEOC does not hold hearings or award relief, but may take other action including pursuing cases in federal court on behalf of complaining parties. Federal courts may award remedies if discrimination is found to have occurred. In general, private employers must have at least 15 employees to come within the jurisdiction of the EEOC.

An employee alleging discrimination at work can file a "Charge of Discrimination." The EEOC has district, area, and field offices where complaints can be filed. Contact the EEOC by calling 1-800-669-4000 (TTY: 1-800-669-6820), visiting their website at [www.eeoc.gov](http://www.eeoc.gov) or via email at [info@eeoc.gov](mailto:info@eeoc.gov).

If an individual filed an administrative complaint with DHR, DHR will file the complaint with the EEOC to preserve the right to proceed in federal court.

### **Local Protections**

Many localities enforce laws protecting individuals from sexual harassment and discrimination. An individual should contact the county, city or town in which they live to find out if such a law exists. For example, employees who work in New York City may file complaints of sexual harassment with the New York City Commission on Human Rights. Contact their main office at Law Enforcement Bureau of the NYC Commission on Human Rights, 40 Rector Street, 10th Floor, New York, New York; call 311 or (212) 306-7450; or visit [www.nyc.gov/html/cchr/html/home/home.shtml](http://www.nyc.gov/html/cchr/html/home/home.shtml).

### **SEXUAL HARASSMENT ACKNOWLEDGEMENT**

I acknowledge that I have read GLOW YMCA's Sexual Harassment Prevention Policy, that I understand this document, and that I am aware that I can bring any questions I have about this or any of GLOW YMCA's policies to a manager, supervisor or to the Executive Director. I will cooperate fully with all YMCA investigations and understand the failure to do so may be grounds for dismissal.

I acknowledge that I have participated in an interactive training session and that YMCA personnel allowed me an opportunity to ask any questions I may have.

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_

