



SILVER BAY YMCA

Volunteer Handbook

April 1, 2026

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Welcome!

Silver Bay YMCA recognizes that when community members engage with local organizations like the Y, we can work together to strengthen our community, and we are committed every day to youth development, healthy living, and social responsibility. When you volunteer at Silver Bay YMCA, you take an active role in supporting our mission, providing services to our guests and members, caring for our facility, and making a difference in the lives of the communities we serve.

This Handbook will introduce you to the Silver Bay YMCA, its history, mission, guidelines, and policies. We hope you find this a valuable resource that will assist you with your volunteer duties.

Our History – Silver Bay

Silver Bay Association was founded in 1902 as a training center for Young Men's Christian Association ("YMCA") and Young Women's Christian Association ("YWCA") secretaries and missionaries. It is in Silver Bay, NY, within the Adirondack Park. It was the first conference center in the YMCA - USA movement. Its 700-acre campus along one mile of Lake George shoreline offers a wide breadth of programs for all ages. It is a place of rest, rejuvenation, and healing. The Silver Bay YMCA is consistently ranked among the top 10 family reunion sites in the country and is on the National Register of Historic Places with the U.S. Department of the Interior.

Our Mission

To cultivate relationships, strengthen communities, and nurture spirit, mind, and body for all.

Types of Volunteers

Silver Bay YMCA recognizes different types of volunteers:

Youth Program Volunteers (High-Access): Those volunteers who volunteer regularly in our youth programs, including Silver Camp, the Teen Center, or the Early Learning Center.

Service Volunteers (Low-Access): Those volunteers who volunteer alongside Silver Bay Staff in a variety of departments, such as Food Service, Housekeeping, Facilities, and Program.

Silver Bay Board of Trustees (Low-Access): This elected group of individuals governs Silver Bay YMCA.

Silver Bay Council (Low-Access): An auxiliary organization that organizes Tidy-Time, the Annual Spring and Fall Work Weekend, helps with fundraising efforts, and maintains the rocking chairs.

Youth Volunteers (Low-Access): Volunteers under the age of 18. All volunteers under 18 must provide written consent from a parent or legal guardian before participating in any volunteer activities at Silver Bay YMCA. Volunteers aged 15 or younger may be denied participation in specific volunteer activities due to pre-existing program restrictions. Minors under 13 may be required to be accompanied by an adult as a condition of volunteering.

Volunteer Application and Screening

All volunteers must register for the volunteer program on the **VolunteerMatters** website. <https://silverbay.volunteermatters.org/login>

Youth Program Volunteers will also participate in a face-to-face interview and submit three references, including at least one personal or family reference.

Early Learning Center Volunteers will also be required to undergo a comprehensive background check as outlined by the New York State Office of Child and Family Services.

Training

The YMCA desires to equip our volunteers with the training needed to ensure the well-being of the members and participants. Volunteers must complete/acknowledge the following:

Low-Access Volunteers

- ✓ Volunteer Application
- ✓ Background Check (every 2 years)
- ✓ Volunteer Handbook Acknowledgement

High-Access Volunteers

- ✓ Volunteer Application
- ✓ Background Check (every 2 years)
- ✓ Volunteer Handbook Acknowledgement
- ✓ Online Child Abuse Prevention Training – Praesidium Academy
Foundations Training

Drivers (Golf Cart/Vehicles)

- ✓ Volunteer Application
- ✓ Background Check (every 2 years)
- ✓ Volunteer Handbook Acknowledgement
- ✓ Driver Training

All Volunteers will receive volunteer assignment-specific training from the department they are volunteering with.

Volunteer OnBoarding & Annual Check In

Before their first assignment and at the start of every year after, volunteers will be required to check in with the volunteer coordinator (or designee) to review their paperwork, receive their Annual Badge, and review the Handbook and any changes from the past year.

Volunteer Badges

Volunteers are issued a badge with the current year on it annually. Volunteers must wear their badge while volunteering. Volunteers are not allowed to volunteer until they have received their annual badge.

Volunteer Dress Code

Volunteers represent the YMCA and must present a positive image to the community we serve. Volunteers will dress appropriately for the conditions and performance of their duties.

How to Sign Up for Volunteering

Log in to **VolunteerMatters** <https://silverbay.volunteermatters.org/login> or download the VolunteerMatters mobile App to see a list of volunteer opportunities.

Apple Store



Google Play



To sign up, click on the Volunteer Project you are interested in, complete the necessary information, and wait for an email confirmation.

Volunteer Projects are organized into the following assignments:

- **Shift**- As a specific role with a predetermined time slot (specific date and time), volunteer hours are automatically logged.
- **Tasks** – Specific needs that can be completed by a specific date; volunteer hours are automatically logged.
- **Position** – A long-term commitment of weeks, months, or years; ***volunteers self-report their own hours.***

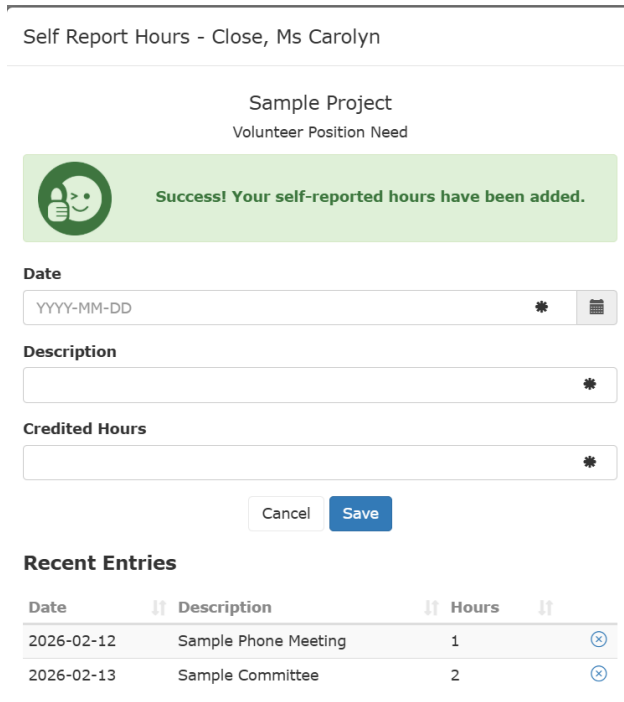
If you are unable to make a scheduled shift, please let the volunteer coordinator or the project supervisor know. If you work longer/shorter than a scheduled shift, please let the volunteer coordinator know, and they will adjust your hours accordingly.

How to self-report your volunteer hours

Find the project you want to report hours for, then click "Submit Hours".



Enter the date, description, and number of hours – see example below.



The screenshot displays the "Self Report Hours" form for "Close, Ms Carolyn". The form includes the project name "Sample Project" and position "Volunteer Position Need". A green success message states: "Success! Your self-reported hours have been added." The form has three input fields: "Date" (with a calendar icon and a required asterisk), "Description" (with a required asterisk), and "Credited Hours" (with a required asterisk). Below the inputs are "Cancel" and "Save" buttons. A "Recent Entries" section contains a table with the following data:

Date	Description	Hours	
2026-02-12	Sample Phone Meeting	1	⊗
2026-02-13	Sample Committee	2	⊗

Please make sure to update your hours on a **monthly basis** so we can include them in the monthly report to the Board of Trustees.

If you need help reporting your hours for a position, do not hesitate to get in touch with the volunteer coordinator, who will adjust your volunteer hours accordingly.

Volunteer Meals

Volunteers are entitled to a meal in the dining room on the day when they volunteer for more than 4 hours. Please stop by the **Inn's front desk on the day of your assignment** and show your volunteer badge to receive your meal ticket. Meal tickets are non-transferable and are valid only for the date and meal listed on the ticket.

Volunteer Reciprocal Passes

Volunteers whose records reflect over 20 hours of volunteering the previous year will receive a reciprocal pass in May of the following year. All hours must be submitted through **VolunteerMatters** to count towards your end-of-year total.

<https://silverbay.volunteermatters.org/login>

Volunteer Rights and Responsibilities

As a volunteer, you have the right to:

1. Be welcomed at the YMCA as a cause-driven leader and supporter of our mission.
2. A responsible position with consideration of personal interest and experience.
3. Learn as much about the Y as possible.
4. Training for the position and ongoing education and training as needed.
5. Clear and responsive supervision.

6. Receive periodic performance evaluations.
7. A safe and secure service environment.
8. Be rewarded for your service through recognition and added responsibilities.

As a volunteer, you have the responsibility to:

1. Honor your commitment as a Y volunteer.
2. Uphold the Y's values of caring, honesty, respect, and responsibility.
3. Observe the policies and procedures of the Y.
4. Attend all provided trainings.
5. Arrive on time for assignments and notify staff prior to absences.
6. Present a neat appearance for all volunteer shifts.
7. Provide sufficient notice prior to ending your service.

Silver Bay Code of Conduct

It is our goal to provide the most appropriate environment in which everyone can grow, learn, and develop. We expect all visitors, participants, members, guests, and staff to treat others with the same values that we hold here at the Silver Bay YMCA. The Silver Bay YMCA will always try to resolve matters to the best of our abilities and will do so in a respectful manner, in accordance with the law, and expect the same from all its visitors, participants, members, guests, volunteers, and staff.

Zero Tolerance for Mistreatment or Abuse

Silver Bay has zero tolerance for participant mistreatment or abuse and will not tolerate the mistreatment or abuse of its participants including visitors, members, guests, volunteers and staff on campus or in its programs. Any mistreatment or abuse by an employee or volunteer will result in disciplinary action, up to and including termination of employment or volunteer service and cooperation with law enforcement. Volunteers are required to report any suspected violations to their supervisor for review and must cooperate with investigations.

Silver Bay has zero tolerance for mistreatment or abuse among or between its participants. This organization is committed to providing all with a safe environment and will not tolerate the mistreatment or abuse of one participant by another. Conduct by participants that rise to the level of mistreatment or abuse will result in intervention or disciplinary action, which may include, loss of membership privileges, loss of accommodation or conference activity, dismissal from Silver Bay YMCA and its associated programs, and no trespass orders. In addition, our organization will not tolerate any behavior that is classified under the definition of bullying, and to the extent that such actions are disruptive, the organization will take necessary steps to eliminate such behavior.

Participants agree to not abuse or mistreat employees, volunteers, or other participants in any way. Use of abusive language, obscene or profane language, including racial, religious, or sexual references direct or indirect at other people may constitute a violation of our code of conduct. It is important to treat others as you would like to be treated.

Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary and privileged information regarding the YMCA and its participants at all times.

Dispute Resolution

For problems that arise among volunteers or with staff, parties are first expected to communicate directly with each other in a respectful manner to reach a mutual understanding. If a resolution cannot be reached, the Volunteer Coordinator will provide mediation, and, if necessary, the Director of Human Resources will provide mediation.

Solicitation

We ask that no solicitation occur while serving as a Y volunteer or on the Y's premises.

Gratuity

No payments or gifts may be accepted for any services provided as a Volunteer of the YMCA.

Ending Service as a Volunteer

When possible, exit interviews will be conducted with volunteers to understand why they are leaving the position, to gather feedback that may improve future volunteer engagement, and to determine whether a different role would be better suited to the volunteer.

Incidents

Incidents outside of everyday routine must be reported immediately. Volunteers should report any incident greater than a minor injury to the department head or onsite leadership immediately. This allows the YMCA to respond in real time, support the individual and make any necessary decisions.

Type of Incidents

- Injury
- Fire/Alarm
- Missing Person
- Vehicle Accident
- Property Damage
- Aquatics Rescue
- Other: Disorderly Conduct, Physical Assault, Theft, Active Shooter, Child Abuse, Sexual Assault, and any other incident that requires documentation.

Emergencies

Silver Bay staff are trained in specific roles and responsibilities during an emergency. As a volunteer, if you are the first person on the scene, you should contact the front desk or another staff member to initiate the emergency response.

To contact a staff member to initiate emergency protocol.

- Cell Phone: **Front Desk 518-543-8833** ext. 0
- House Phone: **Front Desk ext. 219**
- Radio: **Channel 2**

Medical Emergency - What to do in a Medical Emergency?

- When to Call 911 First: *(This is not a conclusive list)*
 - Loss of consciousness, unconscious, or non-responsive
 - Altered Mental State or Sudden Confusion
 - Breathing Emergencies
 - Obvious disfigurement
 - Moving the patient could cause further injury
 - Severe bleeding
 - Heart attack symptoms
 - 3rd-degree burns
 - **When in doubt**, call 911; the person can always refuse transport.
- Information Needed for 911 Call
 - Name, Age, Gender of Person
 - Description of Medical Emergency
 - Location of Medical Emergency
- **DO NOT MOVE THE PERSON**
- Once a staff member arrives, they will take over the scene.
- Silver Bay will provide medical care to the highest level of certification of a staff member on the property.

Locations of AEDs

- **The Inn:** By Elevator
- **William Boyd Center:** By the Concierge Desk and Elevator
- **Fisher Gymnasium:** Across from the Fitness Center
- **Trinity House:** Spiritual Life Offices lower level
- **Brandenburg Administration Building:** Break Room

Basic First Aid Supplies

- **The Inn's front desk** has basic first-aid supplies for guests to use.
- **The Silver Bay Store** has first aid supplies and a selection of over-the-counter medications for purchase.

Missing Person

- Walk the person reporting a missing person to the **Inn's front desk**.
- Silver Bay Staff will initiate the missing person protocol.
- You may be asked to search your volunteer area.

Fire Emergency

- Alarm sounds: We **MUST** evacuate the building.
- The Fire Department will initiate all clear so guests can return to the building.

Evacuation

- If you evacuate a building, please be at least 200 ft away from the building.
- Campus-wide evacuation location: **Hard Tennis, Basketball, and Pickleball Courts**.

Active Shooter

- **RUN:** Leave belongings behind, do not attempt to move wounded, when safe call 911.
- **HIDE:** Hide in an area out of the shooter's view, lock or block the door, silence phone.
- **FIGHT:** Last resort try to incapacitate the shooter, work as a team and improvise weapons.
- Active shooter will end only when you are physically released from your location by emergency responders or other authorities.
Emergency responders will be provided with a set of master keys to conduct the release.

CHILD ABUSE PREVENTION

Zero Tolerance for Abuse Policy

Silver Bay has zero tolerance for abuse and will not tolerate the mistreatment or abuse of campers in its programs. Any mistreatment or abuse by an employee or volunteer will result in disciplinary action, up to and including termination of employment or volunteer service and cooperation with law enforcement. Staff are required to report any suspected abuse and must cooperate with investigations.

Silver Bay has zero tolerance for abuse, mistreatment, or sexual activity among participants within the camp program. This organization is committed to providing all campers with a safe environment and will not tolerate the mistreatment or abuse of one camper by another camper. Conduct by campers that rises to the level of abuse, mistreatment, or sexual activity will result in intervention or disciplinary action, up to and including dismissal from the program. In addition, our organization will not tolerate any behavior that is classified under the definition of bullying, and to the extent that such actions are disruptive, the organization will take the necessary steps to eliminate such behavior. Participants shall not abuse or mistreat employees, volunteers, or other campers in any way. Use of abusive language, obscene or profane language, including racial, religious, or sexual references directed at other people will not be tolerated. It is important to treat others as you would like to be treated.

Personal Relationships

Appropriate personal relationships between campers are encouraged. However, our organization strongly discourages romantic relationships between participants while in camp. Campers are not permitted to hold hands, sit on others' laps, use full-frontal hugs, or kiss other participants while in camp. *There should never be, under any condition, a romantic or otherwise personal relationship between a camper and an employee or volunteers.*

One-On-One Interactions

Most abuse occurs when an adult is alone with a child, or when a child is alone with another child. Our organization aims to eliminate or reduce these situations and prohibit private one-on-one interactions unless approved in advance by the organization administration. Refer to this Handbook for guidelines on how to ensure any necessary one-on-one interactions are as public as possible and supervisors are informed. If you observe one-on-one interactions between employees and campers, you should report this to the Camp Coordinator immediately.

Electronic Communication

All communication between employees and campers must be approved by a camper's parents/guardians and must be in an open electronic environment. The "Rule of Three" must be observed in all electronic communication between campers and employees. For example, there should be two employees or an employee, and parents included on text messages and emails with campers. Direct, private messaging between campers and employees is not allowed, even if a parent indicates that it is ok with them. Campers may have but should not be actively using their phones at camp.

Alcohol, Drugs and Tobacco

Possession and/or use of alcoholic beverages, drugs and tobacco products while at the organization is strictly prohibited. Campers will not be permitted to participate in any program while under the influence of alcohol, drugs, or illicit substances. Parents/guardians will be notified as appropriate.

Weapons

We want our organization to be a safe place for children and families. Weapons and items that may be considered weapons are prohibited. Anyone found to be in possession of such items will be required to leave and the items will be confiscated. This includes laser pointers. Parents/guardians, and/or the authorities will be notified as appropriate.

Violence

Our organization seeks to provide a safe environment for individuals in our community. Violence and threats of violence will not be tolerated at Silver Bay, on our grounds, in organization facilities, in other facilities being utilized by our organization, or during Silver Bay sponsored activities and events. Employees are available to assist in the resolution of differences.

Disruptive Behavior

We take pride in the appearance of our organization, and we always want to ensure members are safe. Inappropriate or disruptive behavior is not permitted in our organization. This includes, but is not limited to, graffiti, littering, spitting, or throwing objects that could intentionally or unintentionally harm others or cause disorder.

Bullying

Our organization will not tolerate the mistreatment or abuse of one camper by another camper. Bullying is aggressive behavior that is intentional, is repeated over time, and involves an imbalance of power or strength.

Bullying can take on various forms including:

- **Physical bullying** – when one person engages in physical force against another person, such as by hitting, punching, pushing, kicking, pinching, or restraining another.
- **Verbal bullying** – when someone uses their words to hurt another, such as by belittling or calling another hurtful name.
- **Nonverbal or relational bullying** – when one person manipulates a relationship or desired relationship to harm another person. This includes social exclusion, friendship manipulation, or gossip. This type of bullying also includes intimidating another person by using gestures.
- **Cyberbullying** – the intentional and overt act of aggression toward another person by way of any technological tool, such as email, instant messages, text messages, digital pictures or images, or website postings (including blogs and social media).
Cyberbullying can involve:
 - Sending mean, vulgar, or threatening messages or images.
 - Posting sensitive, private information about another person.
 - Pretending to be someone else in order to make that person look bad.
 - Intentionally excluding someone from an online group.
- **Hazing** – an activity expected of someone joining or participating in a group that humiliates, degrades, abuses, or endangers that person regardless of that person's willingness

to participate.

- **Sexualized Bullying** – when bullying involves behaviors that are sexual in nature. Examples of sexualized bullying behaviors include sexting, bullying that involves exposures of private body parts, and verbal bullying involving sexualized language or innuendos.

Anyone who sees an act of bullying, and who then encourages it, is engaging in bullying. This policy applies to all campers and staff.

Below is a list of appropriate and inappropriate verbal and physical interactions. This list, while comprehensive, is not all inclusive.

Appropriate Verbal Interactions

- Appropriate Jokes
- Encouragement and Praise
- Positive Reinforcement
- Strength-Based Conversations

Inappropriate Verbal Interactions

- Name Calling
- Bullying
- Ridicule or Humiliation
- Discussing Sexual encounters
- Compliments related to physical appearance
- Cursing
- Hazing
- Off Color sexual jokes
- Belittling
- Derogatory remarks about a person or their family
- Harsh language that may frighten, threaten, or humiliate
- Inappropriate games like "Truth or Dare" and "I Never Have I Ever."
- Involving consumers in the personal problems or issues of employees and volunteers.
- Participants shall not engage in the physical abuse or mistreatment of other participants, employees, or volunteers.

Appropriate Physical Interactions

- Side Hugs
- Shoulder to shoulder or "temple" hugs
- Pats on the shoulder or back handshakes
- High Fives and hand slapping
- Verbal praise

- Pats on the head, when culturally appropriate
- Touching hands, shoulders and arms
- Placing of arms around someone's shoulder

Inappropriate Physical Interactions

- Full Frontal Hugs
- Kissing
- Showing affection in isolated areas
- Lap sitting
- Wrestling
- Piggyback rides
- Tickling
- Exposing oneself
- Any type of massage given by or to a consumer
- Any form of unwanted affection towards a consumer, staff member or volunteer
- Touching of the bottom, chest, or genital areas
- Hitting, Spanking, Shaking, or Slapping
- Unnecessary restraints
- Viewing or showing others pornographic materials

Child Abuse Reporting Procedures

Camp counselors are mandated reporters. If you are unsure if something is reportable or not, always report the information to your supervisor. It is not our responsibility to determine whether it is abuse or not. Our job is to report red flags, catch when people are breaking rules, and to document concerning situations. In our role as an advocate or children we need to care enough to act! Abused children can be protected.

Who must report?

The Child Protection Act in New York State authorizes all citizens to report suspected cases of abuse to the state's child abuse and Maltreatment register. By law, staff who work with children are mandated to report!

What is Reportable?

There is no fixed rule. If there is a question, resolve the doubt in favor of the child and report. Children may be too frightened to talk about physical or sexual abuse. They may exhibit a variety of physical and behavioral signals to alert you to the problem.

The following signals may be indicators of child abuse:

- Unexpected bruises, welts, burns, lacerations or abrasions
- Poor hygiene, inappropriate dress, consistent hunger
- Constant fatigue, listlessness
- Habit disorders (sucking, biting, rocking)
- Difficulty in walking or sitting
- Bizarre or unusual sexual knowledge

How To Respond to Disclosure of Abuse:

If a child discloses possible abuse to you:

- Stay calm and neutral. The child may retract information or stop talking if they sense a strong reaction from you.
- Believe the child and be supportive. Children rarely make up stories about abuse.
- Listen without interrogating the child or passing judgment. Most children know their abusers and often have conflicted feelings.
- Let the child tell the story at their own pace.
- Validate the child's feelings. Tell the child you are glad they told you.
- Assure the child you care and that the abuse or neglect is not his/her fault.
- Tell the child you must try to get help. You will have to tell someone whose job it is to help kids with these kinds of situations but will protect confidentiality and not tell anyone who doesn't need to know.
- Do not investigate on your own.

How to Report

If a child discloses to a counselor anything that might be abuse, that counselor should write down everything the child is telling them but should not ask probing or leading questions to investigate the situation. They should first bring the written report to the Camp Coordinator along with their own written description of what they've observed including full names of all parties involved or possible witnesses as well as dates and times to the best of their ability. When there is suspicion of child abuse, the staff or volunteers who have observed the cause for suspicion will immediately inform the Camp Coordinator. The Camp Coordinator will then report it to the CEO and make necessary calls to Child Protective Services or other authorities within the required time frame.

If a staff member observes something that leads them to suspect

possible abuse, they should write down a description of what they've observed including full names of all parties involved or possible witnesses as well as dates and times to the best of their ability and take it to the Camp Coordinator. The CEO or designee (The Education Director is the designee in the absence of the CEO) is responsible for confirming the facts reported and the condition of the child. This will be done immediately; on the same day the report is received.

The CEO or designee will make the decision as to how or if the child's parent(s) or legal guardian will be notified of the report. In the event the reported incident involved an employed Silver Bay YMCA staff member or volunteer, the CEO will follow the steps as outlined in the personnel policy.

What To Do after Reporting

- Do not disclose any details about the incident or individuals involved to anyone who is not directly involved, including other staff. If people ask you about it, please be as vague as possible or simply tell them it's confidential and you can't share. In a small community people get curious and want to be in the know, but it is important to protect the privacy of children or any other parties involved by preventing gossip.
- Care for yourself. Witnessing potential abuse can be emotionally difficult, especially since you might not get much information about what happens after your report and might not be able to talk through the experience with the people who normally make up your support system.
- Do not expect to be kept in the loop, even the Youth and Teen Director may not be informed of exactly how CPS is responding as authorities must also maintain confidentiality. CPS must investigate all reports, but further action may or may not be taken and any updates on cases are very vague. This is often the hardest part as you will naturally be invested in the wellbeing of the child.
- You should continue to document and report any concerns. Recognize that other staff may already be aware, CPS might already know and have a case going and so it may not be apparent that action has been taken. This is why recording dates and times

- of incidents is so important, so we know if a situation is new.
- Be prepared for CPS to come observe at camp.

**Report by calling:
The New York State Child Abuse Hotline
1-800-342-3720 (24/7)**

Personal identification when reporting is not required. However, it is desirable to have the following:

- Name and address of the child and that of their parents or legal guardian.
- Child's age, sex, and race.
- The nature and extent of the child's injuries, abuse or maltreatment, Including any evidence of prior injuries.
- The name of the person(s) responsible for causing the injury, if known.
- Source of the report – state your professional association.

NOTE: Persons who report a suspected case of child abuse, in good faith, are granted immunity from civil and criminal liability.

The following are examples of inappropriate behaviors that all employees and volunteers are required to report. All reports of suspicious or inappropriate behavior with campers will be taken seriously.

- Any violation of the organization's abuse prevention policies.
- Seeking unauthorized private time or one-on-one time with campers.
- Visiting with a camper outside of scheduled programming or buying gifts for individual campers.
- Sending unauthorized electronic communications through text messaging, social media, online gaming, etc. in violation of the organization's electronic communication policy.
- Making suggestive comments to campers.
- Showing favoritism towards a camper or type of camper.
- Campers disclosing that an employee or volunteer makes them feel uncomfortable.

Silver Bay's procedures will be carefully followed to ensure that the rights of all those involved are protected. If employees or volunteers

witness suspicious or inappropriate behaviors or policy violations from another employee or volunteer, the individual is instructed to do the following:

- Interrupt the behavior.
- Report the behavior to a supervisor, director, or other authority.
- 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.
- Complete an internal report but do not conduct an investigation. Keep reporting until the appropriate action is taken.
- Document and immediately report any unusual incidents, including disclosures of abuse or maltreatment, behavior problems and how they were handled, injuries, or any interactions that might be misinterpreted.

Non-Harassment Policy

The Silver Bay YMCA is committed to a workplace environment that ensures all individuals are treated with respect and dignity. Everyone has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including unlawful harassment and sexual harassment. The Silver Bay YMCA expects that all relationships among employees, unpaid interns, volunteers, vendors, and visitors will be business-like and free of unlawful bias, prejudice, and harassment.

The Silver Bay YMCA prohibits unlawful harassment for any reason, including but not limited to: veteran status, race, color, religion, creed, sex (which includes but is not limited to gender identity and the status of being transgender), national origin, ancestry sexual orientation, age, predisposing genetic characteristics, previous conviction of criminal offenses (unless directly related to employment or would involve an unreasonable risk to property or to the safety or welfare of specific individuals or the general public), status as a victim of domestic violence, military status, marital status, familial status, disability and any other status or characteristic protected by law. All employees, unpaid interns and non-employees conducting business in our workplace must refrain from engaging in improper harassment.

Unlawful harassment, whether it is sexual, physical, verbal or written in nature, as well as unlawful discrimination, are prohibited forms of employee misconduct, which undermine the integrity of the

employment relationship within our organization.

Any conduct prohibited by this policy is unacceptable in the workplace, at any work- related setting outside the workplace, business trips, business meetings, and business- related social events. Off duty conduct that violates this policy and affects the work environment is also prohibited.

Definitions:

Harassment refers to actions that create an intimidating or hostile working environment, based on one or more of the above categories. Specific types of harassment include, but are not limited to:

- **Physical harassment** refers to pushing, hitting, unwanted physical touching or other offensive behavior of a physical nature.
- **Verbal abuse** refers to derogatory or degrading verbal comments regarding, or made because of, an individual's membership in one of the categories listed above. Specific examples include, but are not limited to unwelcome jokes, gestures, and epithets and teasing.
- **Written harassment** refers to derogatory or degrading written comments regarding, or made because of, an individual's membership in one of the categories listed above. Specific examples include, but are not limited to email, text messages, memos, notes, graffiti, other visual depictions, or pictures; and
- Inappropriate, unwelcome behaviors, such as whistling, not giving someone enough physical space, and blocking behaviors.

Procedures:

Reporting and Investigations

Employees and unpaid interns who believe they are a victim of prohibited discrimination, are being or have been harassed in violation of this policy or believe they have witnessed discrimination and/or harassment that violates this policy, should promptly report this behavior to their supervisor or department manager, HR Manager or Vice President of Support Services, or any other member of management.

All allegations or reports of harassment and/or discrimination received by Silver Bay YMCA will be reported to the HR Manager or Vice President of

Support Services immediately for purposes of an investigation.

Although some individuals may choose to confront an individual who they believe is committing prohibited discrimination or harassment to state disagreement with that person's actions, reports of such conduct for purposes of an investigation and possible corrective action should not be made to the person who is allegedly committing the prohibited discrimination or harassment. If the person allegedly committing the prohibited behavior is a supervisor, department manager, a member of the Human Resources Department or any other member of management, then reports of such behavior should be made to a different supervisor, department manager, member of management, or member of the Human Resources Department.

When reporting a harassment or discrimination complaint, an individual should be prepared with specific incidents and supporting details. If possible, witnesses to these events should be named who can assist in the investigation. Complaints will be immediately investigated, in most cases, by the HR Manager. All complaints will be handled in a timely and confidential manner. Care will be taken to protect the identity of the person making the complaint and of the accused party or parties, except as may be reasonably necessary to successfully complete the investigation.

If an allegation of harassment or discrimination is found to have merit, the Silver Bay YMCA will take appropriate corrective action. The Silver Bay YMCA will inform the complaining employee, volunteer, or unpaid intern and the accused person of the results of the investigation and what actions will be taken to ensure the harassment will cease and that no retaliation will occur. Any employee, supervisor, volunteer, unpaid intern, or other party who has been found by Silver Bay YMCA to have harassed or discriminated against another employee (or other person covered by this policy) in violation of this Policy will be subject to severe disciplinary action, up to and including discharge. False and malicious complaints of harassment, discrimination, or retaliation, as opposed to complaints which, even if erroneous, are made in good faith, may be subject to appropriate disciplinary action.

Management Responsibilities

Supervisors who observe an employee, volunteer, or unpaid intern violating this policy should take immediate action to stop the harassment.

Supervisors who receive a complaint of harassment or discrimination or obtain knowledge of harassment or discrimination by other means, must immediately notify the HR Manager or Vice President of Support Services, even if no complaint has been made by an employee, volunteer, or unpaid

intern, or even if the employee, volunteer, or unpaid intern complaining has requested that no action be taken. A prompt and appropriate investigation, if necessary, will take place.

Supervisors are also responsible for ensuring that the Silver Bay YMCA is free from unlawful harassment by individuals outside the Silver Bay YMCA. This may include, but is not limited to members, vendors, independent contractors, visitors, or any other individual conducting business in the workplace. Supervisors aware of this harassment are to notify the HR Manager or Vice President of Support Services immediately so the Silver Bay YMCA can appropriately respond to the situation.

Confidentiality and Retaliation

It is the intention of the Silver Bay YMCA that any reporting employee or unpaid intern or any employee, volunteer, or unpaid intern participating in the investigation of a discrimination or harassment complaint will not be retaliated against in any way. Your complaint will be investigated promptly, and confidentiality will be maintained to the greatest degree possible, consistent with our obligation to thoroughly investigate your allegation. You will not be retaliated against for filing a complaint. If you feel that you have been retaliated against for reporting a claim, you should contact the HR Manager or Vice President of Support Services.

Corrective Action

If a harassment or discrimination complaint is found to be valid, immediate, and appropriate corrective action will be taken. Employees, volunteers, and unpaid interns who violate this policy, including the provision against retaliation, will be subject to disciplinary action, up to and including termination.

Non-Retaliation Policy

The Silver Bay YMCA is committed to its policies against unlawful harassment and discrimination and strives to ensure that all its employees, volunteers, and unpaid interns are treated with respect and dignity. Anyone who believes that he or she has been subjected to discrimination or harassment or who has knowledge of any other potential violation of Silver Bay YMCA policy should report the violation in accordance with the procedures outlined in this Handbook.

Complaints of unlawful discrimination or harassment, or of any other violation of this policy, will be investigated promptly and confidentiality will be maintained to the greatest degree possible, consistent with our obligation to thoroughly investigate the allegation.

It is the policy of the Silver Bay YMCA to prohibit retaliation in any form against any employee or unpaid intern who makes a good-faith complaint of discrimination, harassment, or of any other violation of the Silver Bay YMCA policy, or against any employee or unpaid intern who in good faith participates in the investigation of such a complaint. Anyone who feels that he or she has been retaliated against for such activity should immediately contact the HR Manager, the Vice President of Support Services, or a member of management other than the person who is alleged to have engaged in retaliation. Any employee or unpaid intern who engages in prohibited retaliation will be subject to disciplinary action, up to and including termination.