



**YMCA of South Hampton Roads
Part-Time Employee Handbook**

Mission: To put Judeo-Christian principles into practice through programs that build healthy spirit, mind and body for all.

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Article I – Preamble

The goal of the YMCA of South Hampton Roads, the Human Resources department, and its management staff is to consistently recruit, develop, motivate, reward and retain the most competent employees possible in aiding the Association's achievement of its mission and values. We strive to build character by incorporating our mission and values into all of our activities.

Our Mission Statement

To put Judeo-Christian principles into practice through programs that build healthy spirit, mind, and body for all.

National YMCA Positioning Statement

We build strong kids, strong families, strong communities.

We have adopted and promote the YMCA of the USA values of caring, honesty, respect, responsibility and faith.

Our Vision Statement

The YMCA of South Hampton Roads will be recognized by our community as the preeminent organization for strengthening individuals, families, and communities by instilling the values of caring, honesty, respect, responsibility and faith.

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Article II – Purpose

This handbook aspires to guide personnel administration decisions in a manner which the YMCA considers to be equitable to employees and in accordance with the YMCA's objectives. This handbook does not constitute, or reflect the terms of, an employment contract. All employees of the YMCA are employed at-will.

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Article III – Administration

Section 1. Administration

The Board of Directors of the YMCA employs the President/Chief Executive Officer (CEO), to whom it delegates all authority and responsibility for the overall administration and interpretation of this adopted Handbook. The direct administration

of the Handbook, the policies and principles set forth herein, and the supervision of staff are sole responsibilities of the CEO. However, these may also be delegated to representative(s), where appropriate.

Section 2. Interpretation

All matters, pertaining to the interpretation of this Handbook and the policies and principles set forth herein are referred to the President/CEO or the designated representative(s).

Section 3. Review

This Handbook will be reviewed on an as-needed basis but may be changed at any time upon approval of the YMCA's Board of Directors. It does not preempt or replace applicable laws. This Handbook does supersede and replace all previous YMCA policies, manuals and handbooks. Employees will be provided copies of any subsequent revisions.

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Article IV – Coverage

Section 1. Scope of Coverage

All part-time and seasonal employees of the YMCA of South Hampton Roads are covered by this Handbook as it pertains to them.

Section 2. Definition of Employment Status

The YMCA of South Hampton Roads uses the following classifications as a basis for its payroll system and for the purpose of describing and reviewing policies:

Employee and Labor Classifications

Regular full-time employees are those persons who work 40 hours or more each week and are classified as full-time.

Ten-month full-time employees are those persons who work 40 hours or more each week during the school year and are classified as full-time.

Part-time employees are those persons who are employed to work less than 40 hours per week and are classified as part-time.

Seasonal Employees and Temporary Employees are those persons who are employed for a short time period (as defined by the U.S. Department of Labor) regardless of the number of hours worked per week and are so classified on the payroll data form.

Contract Labor. Contracts, with established fees and contract expenses, may be established for services provided by persons who are engaged as independent contractors (or third-party contractors) for specified services. Such persons are not YMCA employees and are not covered by the provisions of this Employee Handbook.

Employees Who Wish to Volunteer for the YMCA

Many YMCAs across the country encourage their employees to volunteer at the YMCA because YMCAs are membership organizations. However, a problem develops when non-exempt staff volunteers because, later on, they may claim that volunteering was actually work for which they deserved additional wages. Thus, the YMCA of the USA recommends that local YMCAs adopt

the following principles related to non-exempt personnel volunteering at the YMCA:

1. Non-exempt employees are not allowed to volunteer to work in activities that are related to their paying jobs. For example, a person who works in the Aquatics department will not be permitted to volunteer to do anything in the Aquatics area.
2. Non-exempt employees who wish to volunteer are required to fill out the YMCA of South Hampton Roads Volunteer Waiver Form. If they do not wish to do so, they will not be permitted to volunteer.

Fair Labor Standards Act (FLSA) Classifications

Each employee of the YMCA is designated as either NON-EXEMPT or EXEMPT from federal and state wage and hour laws. NON-EXEMPT employees are paid on an hourly basis and are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws. They earn a salary which is paid pro-rata on a semi-monthly basis and are not entitled to overtime.

An employee's EXEMPT or NON-EXEMPT classification may be changed only upon written notification by YMCA of South Hampton Roads management. All exempt positions must have prior approval from the Senior Vice President or President/CEO.

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Article V – Employment

Section 1. Nature of Employment

The YMCA endeavors to select personnel who meet the necessary standards of educational and occupational qualifications; who can effectively advance the objectives of the YMCA; who have the capacity for personal and professional growth; and who can become a viable part of the organization.

All employment practices shall be consistent with applicable laws and other such acts and regulations which control the employment relationship. All employees of the YMCA of South Hampton Roads are employed at-will.

Employment with the YMCA of South Hampton Roads is voluntarily entered into, and the employee is free to resign at will at any time, with or without cause. Similarly, the YMCA of South Hampton Roads may terminate the employment relationship at will at any time, with or without notice or cause, subject to the provisions of applicable federal or state law.

Policies set forth in this Handbook do not create, or reflect the terms of, a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between the YMCA of South Hampton Roads and any of its employees. The provisions of the Handbook have been developed at the discretion of management and may be amended or canceled at any time, at sole discretion of the Board of Directors or the President/CEO. The policies set forth herein are guidelines from which the YMCA of South Hampton Roads may depart at any time without notice when the YMCA of South Hampton Roads determines in its sole discretion that circumstances warrant departure.

These provisions supersede all existing policies and practices and the terms of these provisions may not be amended or added to without the express written approval of the chief executive officer of The YMCA of South Hampton Roads.

Section 2. Official Employer

All part-time employees of the YMCA of South Hampton Roads are covered by the provisions of this handbook and are subject to all policies of the YMCA of South Hampton Roads established from time to time by the Board of Directors.

Section 3. Qualifications

Employees shall be persons who are aware of, and agree to foster, the purpose and goals of the YMCA and possess the special knowledge, skills and ability required for their position.

Section 4. Employment Procedures

The Board of Directors selects the President/Chief Executive Officer (CEO), who in turn authorizes the selection of all other staff. Employment responsibility and authority may be delegated by the CEO.

Article V – Employment

Section 5. Open Application/Job Posting

The YMCA strives to provide the opportunity for promotion from within the organization by posting open positions throughout the Association when the YMCA deems it necessary. However, it also supports and participates, at its sole discretion, in the YMCA of the USA's open application process for staff placement.

Employment Applications

The YMCA of South Hampton Roads relies upon the accuracy of information contained

in the employment application, as well as the accuracy of other data presented by a candidate for employment throughout the hiring process and employment. Any misrepresentation, falsifications, or material omissions in any of this information or data may result in the YMCA of South Hampton Road's exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

Section 6. Equal Employment Opportunity Statement

The policy of the YMCA is to comply with all federal and/or state laws regarding Equal Employment, as they relate to employees and applicants for employment with the YMCA. Accordingly, the YMCA is committed to:

1. Ensuring that all personnel decisions for all job classifications are made without regard to race, creed, color, religion, national origin, age, sex, disability, marital status, sexual preference or veteran status.
2. Establishing a monitoring system to allow for the review of these objectives.
3. Analyzing personnel actions periodically to ensure equal employment opportunities do exist.
4. Through training and development, ensuring equal access to professional development.

Disability Accommodation

The YMCA of South Hampton Roads is committed to complying with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Upon request, assistance in completing the job application will be available. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

Post-offer medical examinations are required only for those positions in which there is a bona fide job-related physical requirement. They are given to all persons entering the position only after conditional job offers are extended. Medical records will be kept separate and confidential.

Reasonable accommodation is available to all qualified individuals with disabilities where their disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as to equality in job assignment, classifications, organizational structures, position descriptions, line of progression, and seniority lists. Leave of all types will be available to all employees on an equal basis.

This policy is neither exhaustive nor exclusive. The YMCA of South Hampton Roads is committed to taking all other reasonable actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

Article V – Employment

Section 7. Personnel Records

Pre-Hire

Individuals seeking employment will complete the appropriate application forms. Persons invited from out of town to employment interviews for full-time positions may be reimbursed for travel-related expenses with prior approval.

Employment Reference Checks

In an effort to employ and to promote individuals who are well qualified and have a strong potential to be productive and successful, applicants and employees should understand that the YMCA may choose to do a background investigation. This may involve contacting some or all of the following sources: Criminal Court Clerk, past employers, references, and any other relevant agency or person. All new staff will be given a sworn disclosure form at New Staff Orientation and undergo a criminal history background check after this training. If necessary, the employee will be required to assist the YMCA in obtaining such checks as a condition for continuation of employment.

The Human Resources department may likewise respond to reference inquiries submitted by other organizations. The Human Resources department will provide the employee's dates of employment and position title without employee permission. All other employment information is kept confidential unless there is written consent from the employee or required by law.

Legal Compliance

Licensed Child Care. In cases where state licensing is required, employees must show proof of meeting such requirements. These requirements may include a Tuberculosis Screening Form, Sworn Disclosure Statement, reference checks, Criminal Record and Sex Offender Check, Child Abuse Statement of Applicant, and appropriate training or certifications. This list is neither exhaustive nor exclusive.

As provision of the YMCA's liability insurance coverage, all employees in Child-Care positions are prohibited from babysitting members' children outside of YMCA premises without prior approval from the YMCA. This provision includes transporting of members' children, or having

members' children under such an employee's care outside of the normal YMCA Child-Care program without prior approval.

Those employees who violate this policy may be subject to disciplinary actions, including termination of employment from the YMCA.

Immigration Law. The YMCA of South Hampton Roads is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with the YMCA of South Hampton Roads within the past three years, or if their previous I-9 is no longer retained or valid.

Employee Files. All employees will be required to complete all forms deemed necessary by the YMCA for purposes of payroll and benefits administration, YMCA of the USA listings, and reporting procedures on the first day of their employment.

To ensure that personnel records are accurate and up to date, it is the responsibility of each employee to notify the Human Resources department immediately if there are any changes in their record, including, but not limited to the following:

- Name
- Number of exemptions for tax purposes
- Mailing address
- Notification for emergency
- Telephone number
- Beneficiary changes
- Employment status change
- Marital status
- YMCA e-mail address
- Any educational program entered and/or completed

Article V – Employment

Section 7. Personnel Records, continued

Supervisors will notify the Human Resources Department immediately when they change their employees' status from part time to full time or from full time to part time with prior approval. The Human Resources department will schedule an appointment with the employee to discuss benefit eligibility as soon as possible after their status changes.

Employee files are the property of the YMCA of South Hampton Roads and access to the information they contain is restricted. They may not be taken out of the Human Resources Department. Generally, only supervisors and management personnel of the YMCA of South Hampton Roads who have a legitimate reason to review information in a file are authorized to do so.

Section 8. Orientation

A pre-employment training shall be provided for all new employees of the YMCA of South Hampton Roads. Attendance to New Staff Orientation is a condition of employment and must be met prior to working.

Section 9. Voluntary Contributions

All employees are encouraged but not required to support the Association's philanthropic interest, such as the *We Build People* campaign, *George Williams Society*, *The Heritage Club* and the *United Way*.

Article VI - Conditions on the Job

Section 1. Hours of Work

The immediate supervisor is responsible for the preparation and supervision of a work schedule for all employees. All such working schedules shall be governed by federal and state laws regarding hours of labor. All employees' work schedules will be approved by the branch supervisor. Overtime for non-exempt employees must be approved in advance by the supervisor and is computed at 1½ times the employee's regular hourly rate when the employee has worked more than forty hours in the work week. The work week is defined as from 12:00 a.m. Sunday to 11:59 p.m. Saturday. Paychecks will be mailed the day before payday and direct deposits are deposited on the 15th and the last business day of the month. If the payday falls on a weekend, paychecks or direct deposits will be mailed or deposited the Friday before.

Employees must record all hours worked by them by swiping or calling in on E-time. All hours worked by an Employee must be preapproved either through listing on the work schedule by the immediate supervisor or verbal authorization from the immediate supervisor; employees may not work unscheduled hours and seek approval retroactively. Employees who work unapproved hours must record the hours on E-time and will be paid for all hours worked, but they are subject to discipline, up to and including termination. Where an Employee has worked unapproved hours, the Employee may be suspended without pay for a commensurate period of time during a subsequent pay period. Where the Employee has qualified for overtime pay as the result of

working unapproved hours, the Employee may be suspended for a period of time equal to one-and-one-half times the number of unapproved hours worked.

Inclement Weather/ Emergency Closings

The community relies on the YMCA for its child-care services throughout the year. It becomes even more important for us to remain open during times of snow, ice or other inclement weather in the local area.

At times, severe weather, fires, power failures, hurricanes or earthquakes can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility. The corporate office (Metro) will make final decisions on any or all branch closings.

The YMCA will be sensitive to employees, to the extent possible; whose travel to work imposes unnecessary risk to their safety due to weather emergencies. When operations are officially closed due to emergency conditions, the time off from scheduled work will be unpaid for hourly employees. When the YMCA is open, employees may use any available paid leave time or take an absence without pay during weather emergencies. Employees in essential operations may be asked to work on a day when operations are officially closed. In these circumstances, employees who work will receive regular pay unless such work involves the working of overtime, which will be compensated at the applicable overtime rate of pay.

Article VI - Conditions on the Job

Section 2. Payroll Records

Payroll and time 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. New hire packets must be complete and submitted to Payroll prior to starting work.

E-Time

By clocking into E-time, the employee is certifying to the YMCA that the signed document accurately sets forth all hours worked by the employee without regard to whether the employee had authorization to work the hours listed. Non-exempt employees of the YMCA will be paid for all unauthorized hours worked but will be subject to discipline as set forth below. No non-exempt employee is permitted to perform work for the YMCA without recording such time worked in E-time. No supervisor or manager of the YMCA is permitted to direct or request a non-exempt employee to perform work without recording such time worked on the employee's Membership/Payroll Card.

Where a non-exempt employee works hours beyond those the employee was scheduled to work, the YMCA has the discretion to reduce the employee's scheduled hours in a subsequent workweek to offset the unauthorized hours worked. Where such unauthorized hours resulted in the payment of overtime wages to the employee, the YMCA has the discretion to reduce the employee's scheduled hours in a subsequent workweek by 1½ times the unauthorized hours worked in order to offset the overtime wages paid to the employee. Where the YMCA determines that a non-exempt employee's working of unscheduled, unauthorized hours is willful or repetitive, the YMCA shall have the discretion to take further disciplinary action up to and including termination of employment.

Compensation Rates for Trainings and Meetings

The YMCA of South Hampton Roads uses a maximum training and meeting rate for all part time employees.

*For the Association's **E-Time Policy**, see Attachment A at the end of this handbook.*

*For the Association's **Membership/Payroll Card Policy**, see Attachment B at the end of this handbook.*

*To see the Association's **policy regarding compensation rates for trainings and meetings**, see Attachment C at the end of this handbook.*

Article VI - Conditions on the Job

Section 3. Personal Expression on Public Policy Issues

Employees are free to exercise their full liberties as citizens outside of the workplace, including the right to express their personal convictions on issues, such as social, economic, religious and political subjects. Employees must make clear that any statements outside of the workplace on public issues are their own and not those of the YMCA. However, employees are cautioned not to make public statements or engage in activities that are in conflict with the YMCA mission.

While employees are on the YMCA premises, they may be regarded as YMCA representatives by members, the media, the general public and others. Accordingly, while employees are on the YMCA premises, they should make no statements which could be construed as: a) critical of the YMCA; b) statements of policy; or c) official declarations of the YMCA regarding public policy issues or other sensitive matters.

All requests for comment from the media should be referred to the employee's Executive Director's office or the Association's Marketing Department.

Article VI - Conditions on the Job

Section 4. Employee Conduct and Work Rules

To promote orderly operations and provide the best possible work environment, the YMCA of South Hampton Roads expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization. Like safety rules, work rules are intended to promote efficient and smooth operation of the Association.

We expect most employees know what behavior is acceptable and what is not. Certain kinds of actions or conduct are obviously unacceptable. Engaging in these activities could subject you to discipline, including discharge.

It is not possible to list all forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment. This list is not exhaustive or restricted to:

- Theft or inappropriate removal or possession of property
- Falsification of company documents, including timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property

- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking in prohibited areas
- Violation of the YMCA of South Hampton Roads policies regarding solicitation, sexual harassment or equal employment opportunity
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Defrauding or attempting to defraud the YMCA of South Hampton Roads or dishonesty
- Loafing or doing other than YMCA work while on company time
- Excessive absenteeism, tardiness or any absence without notice
- Unauthorized absence from work station during the workday
- Violation of personnel policies
- Unsatisfactory performance or conduct
- Any other acts of misconduct, including those that could result in injury to yourself or to other YMCA personnel
- Failure of employees to attend annual refresher training courses as required by applicable regulation
- Stealing, pilfering or willfully damaging the property of your co-workers
- Failure to report immediately all accidents or injuries while on the job, regardless of their severity
- Placing the YMCA in liability jeopardy

This list does not list every infraction, which would impose disciplinary action or termination. Each action will be regarded on a case by case situation.

Article VI - Conditions on the Job

Section 5. Attendance

The YMCA expects every employee to be at work on time, every day, as scheduled. Absences or tardiness are unfair to the YMCA and to the fellow workers who must replace the absent or late employee. The YMCA recognizes, however, that some absences or tardiness are unavoidable. If you must be absent or late, you must notify your supervisor or the main office as soon as possible, and in every case, prior to the start of your work. If you must report late, notify your supervisor at once, and tell him/her the reason for your tardiness. Unexcused tardiness and absence will not be tolerated. Absence, tardiness (meaning arriving any time after your scheduled work time begins), or early departures (meaning leaving

any time before your work is scheduled to end), even if excused, may result in disciplinary action. Improperly walking out on your job during work without permission and absence without prior notice may be considered a voluntary termination of your employment.

In the case of absence, you must notify your supervisor as far in advance as possible in order that a substitute may be arranged. Unexcused absences will not be tolerated. Any absence without notification to the YMCA may be treated as a voluntary termination. Repeated absenteeism, even if excused, may result in disciplinary action.

Section 6. Unexcused Absences (AWOL)

Employees who are absent from their scheduled work shift without prior notice will be subject to termination. No employee has permission to excuse an AWOL employee. The YMCA will not tolerate mediocrity from its employees. An employee must contact the YMCA if the employee will be absent from a scheduled work shift.

Section 7. Discretion

Employees of the YMCA must exercise discretion at all times in dealing with the public, members and co-workers.

The YMCA has designated persons with authority to convey the official position of the YMCA on every issue that arises. Thus, a YMCA employee who discusses matters outside of the employee's scope of authority does so at the risk of contradicting the YMCA's official position. The consequence of such contradictions can range from confusion to disruption of YMCA functions to the creation of unnecessary disputes between the YMCA and a member. As the result, where an employee becomes aware of matters on which the employee has not been expressly designated to speak on behalf of the YMCA, the employee should refrain from all comments to members or the general public and should refer all inquiries regarding such matters to the person with

authority to state the YMCA's official position. If the employee is uncertain who possesses such authority, the employee should refer inquiries to the employee's Executive Director's office.

Similarly, employees should endeavor to promote and support their coworkers in the workplace. An employee should never make negative or critical statements regarding a coworker in discussions with members. Notwithstanding the foregoing, if an employee becomes concerned that a coworker has engaged in conduct which is unlawful or subjects the YMCA to potential civil or criminal liability, the employee should report such conduct to his/her supervisor immediately.

If the YMCA determines that an employee has violated a provision of this policy, the employee will be subject to discipline, up to and including termination of employment.

Article VII - Conditions on the Job

Section 8: Electronic Communication Device Policy

This policy outlines the use of personal and business cell phones, Blackberries, PDA's, etc. by YMCA staff who perform any work in direct service positions or supervision of children or program events. For purposes of this policy, YMCA staff include, but are not limited to, YMCA employees who hold positions involving membership, aquatics, child care, fitness and housekeeping. This policy applies at all facilities owned, leased or operated by the YMCA ("YMCA premises"). This policy also applies anywhere else YMCA staff are assigned to engage in direct service to members and/or program participants and/or in supervision of children or program events. (Employees assigned to engage in such service and supervision are referred to below as "assigned to work with YMCA participants.")

Personal Cellular Phones

While assigned to work with YMCA Participants, YMCA staff are not permitted to use personal cellular telephones/Blackberries/PDA's and other forms of personal electronic communications devices except during approved breaks. Internet use, text messaging and/or emailing pictures while assigned to work with YMCA participants is strictly prohibited regardless of the type of device used and whether for business or personal reasons. Employees need to ensure that friends and family members are aware of the YMCA's policy. Flexibility is provided in use of a cellular phone for urgent personal matters requiring immediate attention provided such use does not disrupt member service and the employee is not in direct supervision of aquatic facilities or children at the time. All personal electronic communications devices should be "silenced" at all times YMCA staff are assigned to work with YMCA participants.

Use of cell phones/Blackberries/PDA's to contact (via voice, text, or pictures/video) YMCA members and/or program participants for personal and/or inappropriate reasons shall be grounds for discipline up to and including termination of employment. Employees are accountable for all use of their personal electronic communications devices by other staff or YMCA members or program participants.

Camera Phones

The use of camera phones, PDA's or other audio or video recording capable devices on YMCA premises may be unlawful and is not permitted without the express prior written permission of senior management and of the person(s) present at the time. Without limiting the foregoing, this prohibition is specifically applicable to restrooms, locker rooms, and other areas where employees and members may expect privacy.

Violations of this policy will result in employee disciplinary measures, up to and including termination of employment.

Safety Issues for Use of YMCA-Issued Cellular Phones

The YMCA is committed to promoting highway safety by encouraging the safe use of cellular telephones by its employees while they are on company business. While the YMCA recognizes that there often is a business need to use cellular phones, safety must be the first priority. Under no circumstances are employees allowed to place themselves or others at risk to fulfill personal or business needs. All employees are expected to follow applicable state or federal laws or regulations regarding the use of cell phones, Blackberries or PDA's at all times.

Employees whose job responsibilities include regular or occasional driving and who are issued a cell phone/Blackberry for business use by the YMCA are expected to refrain from using their phone while driving. Employees whose job responsibilities do not specifically include driving as an essential function but who are issued an electronic communication device for business use by the YMCA are also required to abide by these provisions.

If an employee needs to make a phone call while driving, the individual should find a proper parking space first. Stopping on the side of the road is not acceptable. The only exception is for genuine emergencies, such as an accident or the vehicle breakdown. Employees with hands-free telephones may make brief calls while driving, but must park when road conditions are poor, traffic is heavy, or the conversation is involved. If acceptance of a call is unavoidable and parking

Article VII - Conditions on the Job

Electronic Communication Device Policy, continued

is not an option, employees are expected to keep the call brief, use hands-free options if available, refrain from discussion of complicated or emotional discussions, and keep their eyes on the road. Special care should be taken in situations where there is traffic, inclement weather or the employee is driving in an unfamiliar area.

In situations where job responsibilities include regular driving and accepting of business calls, hands-free equipment will be provided to facilitate the provisions of this policy.

Employees who are charged with traffic violations resulting from the use of any electronic communications device while driving will, to the fullest extent permitted by law, be solely responsible for all liabilities that result from such actions.

Violations of any aspect of this policy will result in employee disciplinary measures, up to and including termination of employment.

Section 9. Personal Web Sites And Web Blogs Policy

Personal web sites and web blogs or logs such as Facebook, MySpace, Twitter, etc. have become prevalent methods of self-expression in our culture. The YMCA respects the right of employees to use internet mediums during their personal time. If, however, an employee chooses to identify himself or herself as a YMCA employee on a website or web blog, he or she must adhere to the following guidelines:

- Make clear to the readers that any views expressed are the employee's alone and do not represent the YMCA in any manner.
- Do not disclose any information that is confidential or proprietary to the YMCA or to any third party. Furthermore, employees may not disclose any confidential information about employees, members and or program participants or their children or families. Pictures taken in the YMCA or in a YMCA activity, even with a camera phone, may not be distributed on any web site or email without the prior express written permission of those photographed and the YMCA.

Because the YMCA serves the needs of children and families, it is important if identifying oneself as a YMCA employee to always conduct oneself using the values of the organization: caring, honesty, respect, responsibility and faith.

Making defamatory remarks about the YMCA or anyone affiliated with the YMCA including other staff, members, vendors or program participants will result in discipline up to and including termination of employment and likewise may

subject the employee to financial liability to the person defamed.

Employees may not manage personal web sites or "blog" on YMCA time or on YMCA computers unless they are "blogging" on YMCA sanctioned sites as a means of communicating with participants, volunteers or members. Employees also may not add YMCA links to their web sites.

If "blogging" activity or personal web site activity is seen as compromising the YMCA in any way, including the good name and image of the YMCA in the community, the YMCA may request a cessation of such commentary, be it visual or written, and the employee may be subject to counseling and, potentially, disciplinary action up to and including termination of employment.

The posting online of pictures or other content of a prurient nature by a YMCA employee may constitute activity that is contrary to YMCA values if either the content or the site at or from which the content may be accessed is associated in any manner with a YMCA employee. If such an incident should arise, YMCA senior management in consultation with Human Resources will review and decide if any adverse employment action, up to and including termination of employment, shall be taken. The YMCA reserves the right at any time to check employee web pages and blogs. Employees who become aware of web pages or blogs which potentially violate the standards set forth in this policy are required to notify YMCA management.

Article VI - Conditions on the Job

Section 10. Computer, E-Mail and Internet Usage

Computers, computer files, the e-mail system, the internet and software furnished to employees are YMCA property intended for business use. Employees should not use another employee's password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer, e-mail and internet usage may be monitored.

As internet and e-mail activity have grown substantially over recent years, so have concerns regarding legal liability, privacy, explicit content, harassment, copyright and productivity. Many companies are issuing policies to address these and other concerns. The policies shown below are intended for that purpose. The

YMCA reserves the right to monitor all e-mail or internet usage. However, it is important for everyone to know that these tools are company investments and are intended for appropriate business use, and the YMCA retains the right to monitor e-mail and internet usage wherever the YMCA determines in its sole discretion that circumstances warrant such monitoring.

The phrase "e-mail" encompasses all forms of electronic mail and associated attachments whether transported through the internal network mail system or the internal link to the internet or external links to the internet paid for by the company.

*For Association's **Computer, E-mail and Internet Usage Policy**, see attachment D.*

Section 11. Progressive Discipline

The purpose of this policy is to state the YMCA of South Hampton Road's position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

The YMCA of South Hampton Road's own best interest lies in providing fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Disciplinary action may call for any of four stages—verbal warning, written warning, suspension with or without pay, or termination of employment—depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

The YMCA may suspend an employee without pay. In the event the YMCA suspends an employee without pay, the YMCA shall have the sole discretion to determine whether the employee may return to work and whether to award the employee back wages applicable to the time spent on suspension. Circumstances may arise under which an employee is suspended with or without pay pending the outcome of an investigation by the YMCA or a third party. The outcome of such investigation shall not alter the discretion of the YMCA to determine whether to permit the employee to return to work and whether to award the employee back wages applicable to the time spent on suspension. Vacation or holiday pay may not be used during a period of suspension for disciplinary reasons.

Disciplinary matters may arise which, in the sole discretion and judgment of the YMCA of South Hampton Roads, are sufficiently serious to cause the YMCA of South Hampton Roads to suspend or to terminate an employee from employment without following some or any of the progressive discipline steps set forth in this section.

Article VI - Conditions on the Job

Section 12. Employment Related Concerns

All employees may address concerns with their supervisor or with the Vice President of Human Resources. For purposes of this policy, any problem or concern is a complaint or conflict over an alleged violation of an approved personnel policy, procedure or practice, or applicable local, state, or federal law. The YMCA recognizes there may be problems or disagreements in the normal work environment. It is hoped that supervisory staff will recognize and strive to resolve employee concerns at the beginning stage. Employees are expected and encouraged to discuss work-related issues in supervisory and departmental meetings. In addition, employees may discuss concerns formally and confidentially to the extent possible with the Vice President of Human Resources. Any grievance procedure must begin with an employee's immediate supervisor and local branch staff. If the situation is not successfully resolved, the issue may be discussed with the Vice President of Human Resources and the Senior Vice President of Operations (COO). Any issue directed to the Vice President of Human Resources must first be made in writing within thirty days of the alleged violation and specifically address the violation and the "alleged errors" made by local branch management. Situations may arise where the YMCA exercises its sole discretion to decline the grievance procedure. Employees who have been terminated and want to discuss their concerns with management will remain terminated during this process. The final authority on all staffing issues rests with the President/CEO.

Harassment Policy

It is the policy of the YMCA to expressly forbid any forms of harassment of employees. The term "harassment" may include, but not limited to slurs, jokes, and other verbal, graphic or physical conduct which relate to an individual's race, color, gender, religion, national origin, citizenship, age or disability. The YMCA will not tolerate harassment of any YMCA employee by anyone, including any supervisor, co-worker, vendor, or member. Sexual harassment consists of unwelcome sexual advances, requests for sexual favors and other verbal and physical conduct of a sexual nature when (1) submission to such conduct is made either explicitly a term or condition of an individual's employment;

(2) submission to or rejection of such conduct by an individual is used as the basis for an employment decision affecting such individual, or (3) such conduct has the purpose or effect of unreasonably interfering with the individual's work performance or creating an intimidating, hostile or offensive working environment. Subjecting employees to unwelcome sexual conduct as a condition of their employment is prohibited by Title VII of the 1964 Civil Rights Act.

Examples of conduct that may constitute sexual harassment include, but are not limited to explicit sexual propositions, sexual innuendoes, suggestive comments, sexually oriented kidding or teasing, telling sexually oriented jokes, making sexually offensive remarks or engaging in unwanted sexual teasing, subjecting another employee to pressure for dates, making sexual advances or engaging in unwelcome touching such as patting, hugging, pinching or brushing against another person.

All YMCA employees are responsible for helping to assure that our workplace is free from harassment. Any YMCA employee who believes that he or she has been subjected to harassment by anyone, is urged to bring the matter to the attention of his or her supervisor, the Branch Executive and the Vice President of Human Resources so that we may investigate and deal with the issue. Employees can raise concerns and make reports without fear of reprisal. The YMCA Corporate Staff will investigate all complaints and will endeavor to handle these matters expeditiously, confidentially and in a professional manner so as to protect the offended individual. Confidentiality will be maintained insofar as practical. If an investigation confirms that any harassment has occurred, corrective action will be taken and disciplinary measures instituted, as appropriate, up to, and including possible discharge.

The YMCA forbids retaliation against anyone who has reported harassment and instances of retaliation against an employee who has reported harassment will be deemed extremely serious. Any employee who is found to have retaliated against an individual reporting an instance of harassment shall be disciplined and is subject to possible discharge.

Article VI - Conditions on the Job

Employment Related Concerns, continued

Any employee whom the YMCA of South Hampton Roads determines has engaged in any type of unlawful discrimination or harassment will be subject to disciplinary action, up to and including termination of employment.

Business Ethics/Whistleblower

The YMCA is committed to the highest possible standards of financially ethical, moral and

legal business conduct. The YMCA requires directors, officers, and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. In keeping with this commitment, the YMCA provides protection from retaliation to anyone who raises concerns regarding the business practices of the YMCA.

To report a business related concern, see the Association's Whistleblower Policy Attachment E at the end of this employee handbook.

Section 13. Alcohol and Other Drugs: Substance Abuse

The YMCA is firmly committed to the health and safety of our members, the public, and our employees, the quality of programs and services we provide, and the efficient operation of our organization. To promote a healthy and safe environment free of substance abuse within the programs, activities and premises of the YMCA of South Hampton, the YMCA announces the following policy on drugs and alcohol:

Each individual associated with the YMCA will assume personal responsibility for his/her own actions. Anyone with knowledge of illegal possession, use or distribution of drugs within the YMCA programs, activities and/or premises is to report such activities to his/her supervisor, respecting the confidentiality of that communication. Supervisors should immediately report such information to the Human Resources Department. If the person reporting the use or distribution of drugs is not comfortable reporting such to his/her supervisor, he/she may report it directly to the Vice President of Human Resources or Senior Vice President of Operations (COO). Persons who report drug and/or alcohol use will be protected from reprisal action taken by the YMCA.

Employees who come forth to management with identified substance abuse problems will be required to seek treatment and rehabilitation. If employees are found to violate the YMCA's drug and alcohol policy prior to coming forth for treatment, he/she will be subject to disciplinary action up to and including discharge.

Employees suspected of possessing, selling or distributing drugs may be reported to the pertinent law-enforcement authorities. Should an employee be in possession of any dangerous substance or involved in any substance abuse on the job, that employee will be subject to disciplinary action up to and including discharge. From time to time, the YMCA may conduct random drug testing.

In compliance with the Department of Transportation (DOT) regulations, employees with responsibilities of driving multi-passenger vehicles in excess of 15 passengers will be subject to drug and alcohol testing. In addition, the YMCA will randomly drug test all employees throughout the year. For further information, see the Alcohol and Others Drugs Policy manual. Copies may be obtained from human resources.

Article VI - Conditions on the Job

Section 14. Employment of Relatives (Nepotism)

Relatives by blood, marriage or adoption may not be directly supervised by another relative in the YMCA of South Hampton Roads. Exceptions to any of the above may only be made by the President/CEO or a designated representative.

The employment of relatives in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflict from outside the work

environment can be carried into day-to-day working relationships.

Employees who become engaged and are married after employment at the YMCA may not remain in the same branch as long as one is in a supervisory position to the other. Should one become supervisor to the other, a position if available will be offered to one spouse at another center.

Section 15. Expense and Allowances

Appropriate expenses incurred while on approved YMCA business shall be made through an Association provided purchasing card. Such expenses may include:

- Travel expenses, including fares, meals and lodging.
- Conference and training event expense, including those related to travel, meals, lodging and registration fees.

- For exempt employees, membership dues and meals in a service club, professional society (including AYP) or community organization where such membership is deemed advantageous to the YMCA interest.
- Mileage shall be reimbursed by filling out the proper reimbursement form.

The YMCA, in its sole discretion, shall determine the appropriateness of expenses for which an employee seeks reimbursement.

Appropriate records and sign off procedures are stipulated in the P-Card Policy in Attachment F.

Section 16. Garnishment and Wage Assignments

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

Article VI - Conditions on the Job

Section 17. Safety and Security

A safe, healthy and environmentally sound work place for all employees is accomplished through a variety of YMCA activities including safety education, training on the use of certain equipment and job instruction. All employees have an obligation to support and abide by any safety or security programs that may be instituted.

The following are expectations for increasing our safety factor:

- Aquatics, Child-Care, Health & Wellness Membership and Housekeeping staff must attend Bloodborne Pathogens training prior to working on the floor.
- Employees must attend pre-employment training prior to working in their hired positions.
- Realize that safety is your responsibility; make sure you know all the safety angles.
- Be a people protector—excited small children, and even busy adults, sometimes find it hard to be careful at all times. Our reputation depends on your concern for the safety of our members.
- For all chemicals currently in use, MSDS sheets, must be maintained, posted and accessible.

Remember:

- Report any safety hazard to management.
- Follow up on your concerns – see that the situation is addressed.
- Constantly search out accident hazards.
- Check for good housekeeping habits that everyone can do.

Smoke-Free Workplace

Smoking is prohibited on YMCA facilities, vehicles or property, unless it is designated as a smoking area.

Sun Exposure

Over-exposure to the sun can cause eye and skin injury. Repeated exposure may cause premature aging of the skin and skin cancer. Employees should understand that the nature of their position might expose them to the sun from time to time or frequently. Employees are required to use sunscreen while working outside during daylight. It is the employee's responsibility to obtain sunscreen from his/her supervisor to use while working in the sun and to use the sunscreen according to the manufacturer's recommendations.

Association Emergency Communications

In the event of a crisis or emergency, the YMCA provides procedures to be followed by employees regarding communication, contact information, and policy.

Security

Security is every employee's responsibility. Please be alert. Any questions about unauthorized personnel or other security matters or unsafe practices should be reported immediately to your supervisor.

*For **Workplace Safety Policy**, see Attachment G at the end of this handbook.*

*For **Association Emergency Communications Procedures**, see Attachment H at the end of this handbook.*

Article VI - Conditions on the Job

Section 18. Dress Code

It is expected that all employees will maintain a positive and conservative image and dress in a neat, appropriate manner for their position. Professional dress is an expectation of management, unless the employee is working in a program service area. Employees whose position requires uniforms will have at least one uniform furnished upon the date of employment at

the expense of the YMCA. Subsequent uniforms and related expenses are the responsibility of the employee. Appropriate name tags should be worn by employees. Employees whose appearance causes disruption in the workplace may be sent home and time away from work will be unpaid.

*For the Association's **Dress Code Policy**, see Attachment I at the end of this handbook.*

Section 19. Service Creed

Your YMCA is dedicated to providing high quality services and only the finest of facilities. YMCA programs are based on the core values of caring, honesty, respect, responsibility and faith. Those values, along with our mission, "To put Judeo-Christian principles into practice through programs that build a healthy spirit, mind and body for all," are the foundation for the YMCA of South Hampton Roads' service creed.

*For the Association's **Service Creed Policy**, see Attachment J at the end of this handbook.*

Article VI - Conditions on the Job

Section 20. Confidentiality and YMCA Employees

The YMCA and its members view certain information as confidential, and YMCA employees should take steps to maintain confidential information. Employees should treat any employment related information, including salaries, wages, performance or disciplinary actions of YMCA employees as confidential. Likewise, employees should consider the identities of donors and the amounts of their donations as confidential. Also, the identities of persons who are beneficiaries of scholarships or other assistance are confidential. YMCA employees should not discuss confidential information with members or participants in YMCA programs. Employees should only discuss such information in response to inquiries from supervisors and with employees who have a legitimate need to know the information. Employees who are found to have violated this policy will be subject to disciplinary action up to and including termination of employment.

Under no circumstances should YMCA employees discuss the physical or mental health of members or participants in YMCA programs and activities with other members or participants. This prohibition specifically includes references to illnesses, disabilities, and accommodations of disabilities. So long as a member or participant is considered to be able to participate in a particular program or activity without posing a health risk to himself or herself or to others, issues related to his or her health are private matters which YMCA employees should not discuss with other YMCA members or participants. If a member or participant is considered to be unable to participate in a particular program or activity without posing a health risk to himself or herself or to others, then the matter should be discussed only with the member or participant or in the case of minors, a parent or legal guardian, and such discussion should be conducted by the Branch Executive or Program Director.

See the Association's **Confidentiality Policy** in Attachment K at the end of this handbook.

Section 21. Babysitting Policy

Employees are prohibited from babysitting members' children outside the YMCA without prior approval. This would include the transportation of these children or having the children under the employee's care outside the normal YMCA Child Care program. If an employee should violate this policy, disciplinary actions, including termination of employment from the YMCA, may occur. The only exemption to this policy would be if the employee and member had a pre-existing relationship. For example: (the employee and member were neighbors prior to employment).

Article VII – Wage and Salary Administration

The YMCA maintains a wage and salary administration plan to provide that all employees are paid in relation to their responsibility and value which they contribute to the Association's success. Within the capability to do so, employees are also paid at a level which compares favorable with salaries in other similar organizations.

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Article VIII – Employee Benefits

Section 1. Benefits Philosophy

Employee benefits represent a significant part of an employee's compensation package. They help provide security and protection against stresses which otherwise could disrupt the individual employee's work and family life. The YMCA's benefits program is designed to enhance the work environment. It is responsive to the increased recognition that employees have different needs, depending on their age,

marital status and dependents. The YMCA's benefits program complies with and supplements government-mandated laws and regulations. Descriptive materials, related to benefits, are provided to employees during their initial orientation or whenever a change in benefits occurs. Benefits may be modified or terminated at the discretion of the YMCA.

Section 2. Benefits for “Part-Time Over-20-Hours” Employees

Health Care Benefits

Employees who are classified as “Part-Time Over 20” are eligible to participate in the optional benefit package offered by the YMCA. These employees are those who are regularly scheduled and work 20 or more hours per week. All costs related to these optional benefits are paid by the employee. The specific regulations regarding benefits, limits, classifications, definitions and general provisions are covered in the health insurance contracts. An employee's participation in any of the plans must be decided within 30 days of employment. Some plans may require enrollment by the first of the month, following 30 days, resulting in a full month's premium be paid in advance. The only other time employees may enroll in or change their benefits is during the open enrollment period in the fall. Additionally, a family status change may also allow a change or enrollment in a health insurance plan as specified in the health insurance contract.

Family status changes may include the following:

- Marriage
- Divorce
- Termination or commencement of spouse's employment
- Changing from full-time to part-time or from part-time to full-time employment by you or your spouse.
- Birth or adoption of a child
- Death of a spouse or child
- Significant change in health coverage due to spouse's employment
- Taking unpaid leave of absence by you or your spouse

Continuation of Health Coverage. Federal law requires those employees and/or their families be offered the opportunity for a temporary extension of their existing health coverage (at the group rate) in certain cases where it would otherwise terminate. Eligible individuals are:

- Employees who lose coverage because of a reduction in the hours of their employment.
- Terminated employees (except for those terminated for gross misconduct).
- Covered dependents in certain circumstances as prescribed in the federal statutes.

Individuals, eligible for this extension of coverage, must request it in writing within 60 days from the date on which their existing coverage would end. They must also agree to pay the full premium cost of such coverage. If a terminated employee does not choose continuation coverage, health insurance will end on the last day of the month in which premium has been paid.

A more detailed summary of each plan will be supplied to all eligible employees and distributed to the employee upon notification of full-time status to the Human Resources Department. Employees may view the actual plan documents simply by making an appointment with the Human Resources Administrator. The benefit plan supersedes this manual in the event of any conflict. Contact the Human Resources Department for more benefit and eligibility information.

Article VIII – Employee Benefits

Benefits for “Part-Time Over-20-Hours” Employees, continued

Section 125/Cafeteria Plan

The YMCA maintains a Section 125 (Cafeteria Plan) for employees. Enrollments are done in late fall for participation the following year. There are three options of benefits you may choose to participate in. They include the following:

Medical and Dental Insurance. When you elect to participate in the Pretax Medical and Dental Insurance Option of the Cafeteria Plan, your health deductions will be taken out of your check before taxes are taken out. This results in a lower gross amount being taxed overall.

A more detailed summary of each plan will be supplied to all eligible employees and distributed to the employee upon notification of full-time status to the Human Resources Department. Employees may view the actual plan documents simply by making an appointment with the Human Resources Administrator. The benefit plan supersedes this manual in the event of any conflict. Contact the Human Resources department for more benefit and eligibility information.

Child Care Benefits for “Part-Time Over 20 Hours” Employees

The YMCA of South Hampton Roads provides licensed child-care assistance and ChildWatch usage to all eligible employees as a benefit of employment. Given below is a brief description of child-care assistance that may be provided when feasible. For more detailed information, please contact your local branch for services available

Before & After School Program. Part-time employees must pay member rate. Staff children cannot account for more than 10% of a Child-Care program enrollment.

Preschool Program. Part-time employees must pay member rate and actually be present at the YMCA during the time his or her child(ren) is in YMCA Child Care.

ChildWatch. ChildWatch services can be used by part-time employees who have a family membership, for a period of no more than two hours per day. This two-hour time limit can be used while the employee is on duty. However, a ChildWatch employee may NOT have his or her child with them in ChildWatch while they are on duty.

Cafeteria Plan/Flexible Spending Account.

This benefit allows pretax dollars to be used to pay for child-care related expenses. For more information, see the explanation listed in a previous section of this handbook or contact the Human Resources Department.

YMCA Retirement Fund

The YMCA of South Hampton Roads participates in the YMCA Retirement Fund. This benefit provides retirement, permanent disability and death benefits for employees of participating YMCAs across the United States. The YMCA of South Hampton Roads and participating members are subject to the Retirement Fund by-laws and the YMCA reserves the right to amend its participation in the Fund at any time within the terms and conditions of the Plan. The Fund may amend the Plan at any time and may also be amended at any time to conform to applicable federal law.

The YMCA of South Hampton Roads contributes 12% of each participating employee’s monthly compensation to the plan. Employees are fully vested after two years of service.

Employee participation is a condition of employment for all full-time and part-time employees 21 years or older who work 1,000 hours within two twelve-month periods beginning with their hire date. Retirement enrollment for these employees will be effective the first of the month immediately following completion of two twelve-month periods of employment. Employees who are current participants of the Retirement Fund and who transfer from another YMCA will have this benefit continued without interruption.

Eligible employees who are under the age of 21 at the time of hire will be required to participate as a condition of employment after their attainment of age 21 on or the first of the month following the anniversary date of their hire date provided they meet the requirements above.

Employees will receive specific information regarding the retirement plan that pertains to them upon hire for full-time employees or at the time they become eligible for retirement benefits.

Participants may make additional after-tax contributions or tax-deferred contributions by payroll deduction to the YMCA Retirement Fund

Article VIII – Employee Benefits

Benefits for “Part-Time Over-20-Hours” Employees, continued

to provide increased benefits at retirement. New employees are eligible immediately to contribute to the Fund on a voluntary contribution basis.

YMCA Membership

In keeping with the purpose and philosophy of the YMCA of South Hampton Roads, Association membership is provided to employees and their families for an opportunity to strengthen and enrich family life while actively improving their health and well being.

When participating in programs offered by the YMCA, employees and their families are reminded they represent the YMCA of South Hampton Roads and are “role models” for our regular membership.

All part-time employees will be granted an individual community wide membership as a benefit of employment. Part-time staff wishing to upgrade to a family membership may do so by paying the difference in the rate. Branches reserve the option of placing restrictions on staff use during peak time usage of dues paying members. The Branch Executive must approve this benefit prior to its implementation. Part-time employees may register for YMCA programs by paying the member rate.

Specialty Programs. Employee membership programs do not include specialty/private programs or services (i.e., massages, scuba lessons, personal training).

Memberships and admission to YMCA programs provided to employees and their family members may be revoked by the YMCA at any time in the sole discretion of the YMCA and create no vested rights.

YMCA Benefits	
Membership	Free Individual*
Swim Lessons	Member Rate
Scuba Lessons	Member Rate
Massage	Member Rate
Personal Training	Member Rate
All Youth Sports	Member Rate
Adult Sports & Fitness Programs	Member Rate
Family Programs	Member Rate
Parents’ Night Out	Member Rate
ChildWatch	Up to 2 hours a day, while parent is in building (with Family Membership)
Teen Programs	Member Rate
Before & After School Child Care**	Member Rate
Holiday Camps **	Member Rate
Preschool Child Care Ages 3 to 5 **	Member Rate
Preschool Child Care Age 2**	Member Rate
Summer Day Camp***	Member Rate
The First Tee	Member Rate

*Membership: Part-time staff wishing to upgrade to family membership may do so by paying the difference in rate.

**Child Care: Staff Children cannot account for more than 10% of a Child Care program enrollment. Full-time and part-time employees must be working in a YMCA facility while children are in Child Care programs.

***Summer Camp: This benefit is not available to 10-month employees until they return to work in late August.

Article VIII – Employee Benefits

Section 3. Benefits Required by Law to All Employees

Social Security

All employees are required to participate in the Federal Insurance Contributions Act system known as Social Security. Employees and the YMCA share in the contribution to Social Security in such proportions as mandated by law.

Workers' Compensation

The YMCA of South Hampton Roads provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course and scope of employment that requires medical, surgical or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period, or if the employee is hospitalized, immediately.

It is the employee's responsibility to inform his or her supervisor immediately if he or she has a work-related accident or illness. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible. For more information, contact our corporate Risk Management Director.

Neither the YMCA nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an

employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by the YMCA.

Any employee requiring medical attention as a result of a work-related injury must obtain the necessary paperwork from their supervisor and select a physician from the YMCA's approved Medical Provider Panel. If emergency treatment is required, treatment should be obtained from the nearest hospital emergency room. Any follow up treatment should be obtained from one of the providers listed on the panel. Referrals for treatment by a specialist must be approved by the Corporate Office Risk Manager. If an employee seeks medical attention on his or her own from a medical provider not approved by the YMCA, the employee understands that he or she will be personally responsible for any costs associated with the treatment.

We require all employees applying for worker's compensation to be drug tested.

Unemployment Compensation

All employees are covered by this insurance to provide security for those persons unemployed through no fault of their own. The YMCA pays the entire cost of this insurance. It is the employee's responsibility to file any claim.

Article VIII – Employee Benefits

Section 4. Paid Time Off: “Part-Time Over-20-Hours” Employees

Vacation

Part-time employees who work 20 or more hours per week will be eligible for 20 hours per year of time off. Part-time employees are eligible for this benefit after six (6) months of service. If any employee's status changes from full-time to part-time, the employee's vacation will follow the part-time vacation policy of 20 hours per year.

The following conditions govern the vacation policy:

- Employees switching from part-time status to full-time (exempt or non-exempt) status will begin their vacation eligibility calendar from their date of status change. For example, a part-time employee who has worked three continuous years with the YMCA and is switched to full-time exempt or non-exempt status will be eligible for two weeks vacation.
- Scheduling vacations is the joint responsibility of an employee and his or her supervisor: All employee vacation schedules must have the supervisor's approval.
- Vacation is a privilege, not a vested right, and is used to enhance an employee's performance while employed by the YMCA of South Hampton Roads through the provision of paid time away from the office to be spent as the employee wishes. Because vacation is a privilege and not a right, the YMCA of South Hampton Roads reserves the right to use its discretion in evaluating individual situations and to make adjustments, advances or increases in the rates at which employees accumulate vacation as the YMCA of South Hampton Roads deems appropriate.
- Further, because vacation is a privilege designed to enhance performance while employed, the YMCA retains the discretion to determine whether an employee will be paid for unused vacation leave upon termination of employment, but requests for vacation accompanied by a notice of termination of employment will be denied. Branch Executives

shall have the discretion to permit employees who terminate employment to be paid for a percentage of unused vacation leave which equates to the percentage of the work year which has passed at the time the Employee terminates. For example, an employee who resigns after six months in a particular year may be paid for 50% of the employee's unused vacation leave. Employees fired for cause will not be given the opportunity to take vacation at the end of their employment.

Jury Leave

Full-time employees, who are called for jury duty, will receive their regular pay during such time of service; and may retain any fees, paid to them, for their duty. Jury duty shall not affect an employee's vacation allowance. Documentation of jury duty may be requested by the YMCA of South Hampton Roads in order to be paid.

Military Service

When an employee is called or recalled for active duty, the Association grants an official leave of absence without pay. Re-employment rights correspond with those provided by federal and state laws. Employees who are completing their military training by service in a Reserve Component of the United States Armed Forces or National Guard are paid the difference between the regular salary and the amount paid by the Reserve Component or National Guard.

Compensation for Services to Outside Interest

Employees are permitted to provide consulting services to other YMCA's and kindred organizations with goals and objectives similar to that of the YMCA of South Hampton Roads upon prior approval of the President/CEO or designated representative. A maximum of three working days per year may be utilized to serve in consulting or training roles internal and external to the Association. The President/CEO may grant additional consulting or training days.

Article VIII – Employee Benefits

Section 5: The Family Medical Leave Act (FMLA)

An employee may be eligible for The Family Medical Leave Act (FMLA) if he or she meets the following criteria:

- Has been employed with the YMCA of South Hampton Roads at least twelve months;
- Has worked at least 1,250 hours for the YMCA during that previous twelve-month period; and
- Been assigned to a worksite where 50 or more employees are employed by the YMCA within a 75-mile radius of the worksite

The FMLA entitles employees an unpaid leave of absence for up to twelve weeks during any twelve-month period. Employees are required to use their earned vacation and sick leave benefits concurrent with the family and medical leave of absence. Once these are exhausted, the leave will continue without pay, for a total leave period of twelve weeks. Parents of new born and adopted children can exhaust up to a maximum of six weeks of their paid vacation and holiday. In addition, new mothers may use sick leave for all pre- and post-delivery medically directed procedures.

Employees are entitled to FMLA for the following reasons:

- The birth of a child
- The adoption of a child or placement of a foster child
- The care of a sick spouse, child or parent
- The employee's own serious health condition

FMLA for Military Family Leave

New Qualifying Reason for Leave. Eligible employees are entitled to up to twelve weeks of leave due to “any qualifying exigency” arising out of the fact that the spouse, son, daughter, or parent of the employee is on active duty, or has been notified of an impending call to active duty status, in support of a contingency operation.

New Leave Entitlement. An eligible employee who is the spouse, son, daughter, parent, or next of kin of a covered service member who is recovering from a serious illness or injury sustained in the line of duty on active duty is entitled to up to 26 weeks of leave in a single twelve-month period to care for the service member. The military caregiver leave is available during “a single twelve-month period” during

which an eligible employee is entitled to a combined total of 26 weeks of all types of FMLA leave.

Definitions

Child: anyone under 18 years old who is the employee's biological, adopted or foster child, stepchild, legal ward, or an adult legally-dependent child. This may also include a child for whom the employee has a day-to-day relationship.

Parent: Biological, foster or adoptive parents, stepparents, legal guardians.

Spouse: A legal marital relationship

Serious Health Condition: A physical or mental impairment which involves one of six items:

1. Any period of incapacity or treatment connected with inpatient care (i.e., an overnight stay);
2. A period of incapacity requiring absence for more than three consecutive days that also involves continuing treatment by or under the supervision of a health-care provider;
3. A period of incapacity due to pregnancy or for prenatal care;
4. Any period of incapacity or treatment therefore due to a chronic serious health condition, such as diabetes, epilepsy, etc.
5. Permanent or long-term period of incapacity due to a condition for which treatment may not be effective, such as terminal cancer or a severe stroke; or
6. Absence to receive/recover from multiple treatments by (or on referral by) a health-care provider for a condition that likely would result in incapacity of more than three consecutive days if left untreated (e.g., chemotherapy, physical therapy, dialysis, etc.)

Please note that, unless complications arise, a cold, flu, earache, upset stomach, minor ulcer, non-migraine headache or minor dental problem will ordinarily not constitute a serious health condition. Likewise, taking over-the-counter medications, getting bed rest, drinking fluids or exercising do not constitute “continuing treatment.” Last, the FMLA does not provide leave for cosmetic treatments.

Article VIII – Employee Benefits

Section 5: The Family Medical Leave Act (FMLA), continued

Intermittent Leave

The employee may take FMLA leave intermittently or on a reduced work schedule with prior approval when medically necessary due to the employee's or a family member's illness (such as for periodic medical treatments like chemotherapy).

Also, if a salaried employee under FMLA is allowed to work on a reduced schedule, (i.e., work half days per doctor while on FMLA), the employee's pay would be based on his or her hourly rate during the leave duration.

Notice Required

Employees are to provide at least 30 days notice, if possible, of their intention to take leave. It is best to request a leave in writing.

Medical Certification

The YMCA may require medical certification that the leave is needed due to the employee's own serious health condition or that of a family member. This may include the date a condition began and its expected duration; diagnosis; treatment, including hospitalization; and if applicable, a statement that you can't perform the essential functions of your job or that you're needed to help with a seriously ill family member. We may also, at our expense, require a second medical opinion. If the first and second opinions differ, we may request a third opinion, at our expense, which is binding. Employees are expected to report periodically to your supervisor, on request, about your status and intent to return to work. (You may be asked to provide re-certification of your own or your family member's medical condition).

Continuation of Benefits

We will continue the employee's health insurance under the same conditions as if the employee were working. Under this circumstance, the employee will still be required to pay his or her share of the premium for health insurance. Leave under this Act is not a "qualifying" event under COBRA.

An employee's use of the leave is not allowed to result in the loss of any employment benefits that accrued prior to the start of the employee's leave. However, the YMCA is not required by law to accrue the employee's seniority or employment benefits during the leave time.

Return to Job

Upon the conclusion of an FMLA leave, you are generally entitled to reinstatement to the same position, including shift, you held before your absence or to an equivalent position. Reinstatement can be denied under the following circumstances:

1. where you would have been removed from the position irrespective of the FMLA leave (e.g. if the firm abolished the position);
2. if you are requested to provide a certificate which confirms that you are fit for duty following the conclusion of an FMLA leave and you are unable to provide such a certificate;
3. if you do not/cannot return to work after exhausting all the FMLA leave available to you;
4. if you are a highly compensated key employee; or
5. if you lose your qualification for the position due to an inability to renew a license, attend a training course, etc. (an employee will, however, be given a reasonable opportunity to fulfill such conditions).

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Article IX – Staff and Career Development

Section 1. Performance Evaluation

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Additional formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and

correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals. The performance of all employees is generally evaluated according to an ongoing twelve-month cycle.

Section 2. Salary Adjustments

Merit-based pay adjustments (if any) are awarded by the YMCA from guidelines of a salary administration program. Merit increases are an effort to recognize truly superior employee performance. The decision to award such an adjustment is dependent upon numerous factors, including the information documented by this

formal performance evaluation process. Such performance evaluations shall be conducted by the employee's immediate supervisor, documented in written form, reviewed with that employee, and placed in the employee's personnel file.

Section 3. Staff Development and Training

Though professional development is the primary responsibility of the individual, the Branch Executive shall be responsible for providing such opportunities for the staff as a part of his/her management functions.

The YMCA recognizes the quality of its work as related to continuous career growth and training opportunities for employees. Based on the employee's individual career plan, the job responsibilities, and the Association goals being achieved, the YMCA provides educational and training opportunities for all employees. All

employees are encouraged to participate in training opportunities to develop their knowledge through various courses offered. For additional information regarding training opportunities, see your supervisor or contact the Human Resources Department.

Compensation Rates for Trainings and Meetings

The YMCA of South Hampton Roads uses a maximum training and meeting rate for all part time employees.

*To see the Association's **Compensation Rates for Training and Meetings Policy**, see Attachment C at the end of this handbook.*

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Article X – Leave of Absence

There are occasions when the best interest of the YMCA and/or an employee will be best served by maintaining an employment relationship despite that employee's absence from work. Any such absence should not result in significant additional expense or disruption of the YMCA operation. Only the CEO or the CEO's designate may grant a leave of absence with pay. Additionally, benefits may be continued during this period at the employee's expense.

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Article XI – Separation

Employment with the YMCA is employment at-will. “Employment at-will” means that employees may end their employment at any time for any reason; and that the employer (the YMCA) may terminate employees at any time for any reason, with or without cause.

By definition, the term “separation” shall refer to any and all terminations of the relationship between, whatever classification, as an employee and the employer. For the sake of consistency, categories of separations will be as follows:

Section 1. Resignation

A voluntary choice freely made by the employee for whatever reason. A non-exempt employee is expected to give a minimum of two weeks’ notice of resignation.

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Article XII – Other Employment

Section 1. Conflict of Interest

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which the YMCA wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of the YMCA's business dealings. Contact the Human Resources Department for more information or questions about conflicts of interest.

Section 2. Outside Employment

If the YMCA determines that an employee's outside work interferes with performance or the ability to meet the requirements of the YMCA as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain with the YMCA.

Outside employment of staff that constitutes a conflict of interest, the outside employment of competitors, or is contrary to the mission and values of the YMCA is prohibited.

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YMCA of South Hampton Roads Policy for E-time Missed Punch and Added Hours Entry

All manual entries on an employee's time sheet **MUST BE** documented by way of the "Missed Punch/Correction Form" filled out and signed by the employee. No other form of documentation can be substituted.

All documented missed punches **MUST BE** entered by the employee's supervisor, or other designated superior. The "Missed Punch/Correction Form" **MUST BE** signed by the supervisor, as approval of the manual time entered.

An employee **CANNOT** enter, change or correct punches to his or her own time sheet. Doing so is cause for discipline or dismissal.

When a new employee is hired, before he or she begins work, he or she **MUST** have an E-time badge number issued and sent via email or fax to the Payroll Administrator in the Corporate Finance Department. If an assigned badge number does not scan in the E-time system, for any reason, the employee is to fill out a "Missed Punch Form" and turn it in to his or her supervisor.

If a documented missed punch is from a prior pay period, the hours **MUST** be entered into their E-time time sheet as "added hours" on the first

day of the current pay period with the comment "hours from previous pay." An "E-Time Added Hours Form" **MUST** be filled out and signed by the supervisor and the proper supporting documentation attached to it. Documentation is a signed "Missed Punch/Correction Form" and a printout of the employee's time sheet for the pay period in question substantiating that the hours were not paid. If the hours are from a pay period other than the immediate prior pay period, E-time Card Tracker **MUST** be carefully checked to verify the prior hours due were not already paid in a previous pay period. It is the Supervisor's ultimate responsibility to validate with signed documentation any added hours to an employee's time sheet.

Any hours that are added to an employee's time sheet for vacation, sick, or holiday **MUST** also have the "E-time Added Hours Form" filled out and signed by the supervisor noting the reason for the added hours.

All "Missed Punch/Correction Forms" and "E-time Added Hours Forms", along with supporting documentation, **MUST** be sent in to the Corporate Finance Department on schedule using the "Missed Punch Cover Sheet."

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YMCA of South Hampton Roads Membership/Payroll Card Accountability Form

- I. The membership/payroll card replaces the manual time sheet as a legal document. The employee is legally liable for swiping his/her card correctly. The card should be never be swiped by anyone else and the barcode sticker number should not be given to anyone else. If the employee works in more than one position, the employee is responsible for accurately entering the department/job codes into the time clock at the beginning of the shift and the end of the shift. If an employee uses E-time phone, he/she is responsible for accurately calling in at the beginning and end of each shift.
- II. The membership/payroll card will be swiped no earlier than 7 minutes before the beginning of the shift. If an employee clocks in early or late for his scheduled shift, an exception report will be generated for review by the supervisor. These reports are reviewed by the supervisor on a daily basis.
- III. Falsification of hours worked by an employee is grounds for dismissal.
- IV. I agree that I will be charged \$5.00 to replace a lost membership/payroll card.

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YMCA of South Hampton Roads Compensation Rates for Trainings and Meetings Policy

Effective Oct. 22, 2008, changes will be implemented that may affect the hourly rate employees are paid for trainings and meetings. YMCA of South Hampton Roads will begin to use maximum training and meeting rates for part-time employees. Hourly rates for trainings and meetings will be determined as follows:

1. For all jobs where an employee makes greater than \$9.00 per hour, a maximum of \$9.00 per hour will be paid for all mandatory trainings and meetings directly related to that job. For all jobs where an employee makes \$9.00 or less per hour, the normal hourly rate will be paid for all mandatory trainings and meetings directly related to that job.

Example: Susie works in 3 jobs at the YMCA: group exercise (\$12/hr), front desk (\$7/hr) and child care (\$8/hr). For any mandatory group exercise training or meeting Susie attends, she will be paid \$9.00 per hour. If Susie attends a front desk or child care training or meeting, she will be paid her normal \$7.00 or \$8.00 per hour wage, respectively.

2. An employee will be paid his or her regular hourly rate, including all jobs that pay greater than \$9.00 per hour, when he or she is the lead trainer or presenter for the training or meeting.

Example: Jill works in 3 jobs at the YMCA: group exercise (\$12/hr), front desk (\$7/hr) and child care (\$8/hr). Jill is the lead instructor for group exercise training. She will be paid \$12.00 per hour for the training hours.

3. An employee will be paid the lowest hourly rate for a mandatory training or meeting when it is applicable to multiple jobs.

Example: Nick works in 3 jobs at the YMCA: group exercise (\$12/hr), front desk (\$7/hr) and child care (\$10/hr). Nick attends a branch staff meeting. He will be paid \$7.00 per hour for this meeting. Likewise, if Nick attends CPR training, he will be paid \$9.00 per hour because \$10.00 per hour is the lower rate of the two jobs for which CPR certification is required, but \$9.00 per hour is the maximum training/meeting rate.

4. An employee will not receive compensation when attending a training or meeting that is not mandated by a supervisor or required for job certification. Employees may voluntarily attend optional trainings or meetings that the employee and supervisor believe will be of future benefit to the YMCA and the employee's future employment opportunities.

Full-time hourly employees: Full-time hourly employees that have multiple jobs will get paid their normal hourly rate for trainings and meetings directly related to the job they are attending. An employee will be paid their lowest hourly rate for a mandatory training or meeting when it is applicable to multiple jobs. Full-time hourly employees must not exceed 40 hours per week as a result of attending training or meetings.

New E-time Clock and E-time Phone Procedures for Trainings and Meetings

In all cases when an employee is paid for a mandatory training or meeting, the employee will enter the applicable department at the clock, plus use Job Code # 0099 "Training and Meeting", except when the employee is the lead trainer or presenter.

Instructions for swiping in at clock using multiple depts or job code:

Work in more than one department OR need to enter a job code? Before you swipe your card:

1. At the time clock, Press #.
2. Type in department number > ENTER.
3. Type in job code number > ENTER (If no job code, just press ENTER.)
4. Swipe your card.

Changing Departments during the day? Do not clock out.

1. At the time clock, Press #.
2. Type in department number > ENTER.
3. Type in job code number > ENTER (If no job code, just press ENTER.)
4. Swipe your card.

Finished working for the day? Do not enter any codes; just swipe out.

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YMCA of South Hampton Roads Computer, E-mail and Internet Policy

Acceptable Use of the Internet/E-mail

Employees accessing the Internet are representing the YMCA. All communications should be for professional reasons. Employees are responsible for seeing that the Internet is used in an effective, ethical and lawful manner. Internet Relay Chat channels may be used only to conduct official company business or to gain technical or analytical advice. Databases may be accessed for information as needed. E-mail may be used for business contacts.

Unacceptable Use of Internet/E-Mail

Solicitation of non-company business or any use of the internet/e-mail for personal gain is strictly prohibited. Fraudulent, harassing or obscene messages or images are prohibited. Information published on the Internet should not violate or infringe upon the rights of others. No abusive, profane or offensive language shall be transmitted through the system. Use of the Internet must not disrupt the operation of the company network or the networks of other users. It must not interfere with your productivity. This policy applies with equal force to matter which an employee receives and forwards via e-mail and matter which an employee communicates via e-mail and which is subsequently forwarded by others.

Communications

Each employee is responsible for the content of all text, audio or images that they place or send over the Internet and e-mail. All messages communicated over the Internet and e-mail should have your name attached. No messages shall be transmitted under an assumed name. Users may not attempt to obscure the origin of any message. Employees who wish to express personal opinions over the Internet are not permitted to use the YMCA's computer system and equipment to express such opinions. Rather, they are encouraged to obtain their own personal accounts and to use their own computer equipment outside of the YMCA's premises to express such opinions.

Software

To prevent computer viruses from being transmitted through the system, extreme caution and judgment should be used when downloading software or files onto the YMCA's computer system and equipment. All files downloaded from the Internet are considered the property of the company. All downloaded files, whether stored or deleted, may be reviewed and monitored by the YMCA at any time. Internet file downloads and browsing must be confined strictly to business matters. It must not be used for personal, non-business-related purposes.

Attachment D

YMCA of South Hampton Roads Computer, E-mail and Internet Policy, continued

Copyright Issues

Copyrighted materials belonging to entities other than the YMCA may not be transmitted by employees on the Internet via the YMCA's computer system and equipment. One copy of copyrighted material may be downloaded for your own personal use in research. Users are not permitted to copy, transfer, rename, add or delete information or programs belonging to other users unless given express permission to do so by the owner. Failure to observe copyright or license agreements may result in disciplinary action from the YMCA and/or legal action by the copyright owner.

Security

All messages created, sent or retrieved over the Internet and e-mail are the property of the YMCA. The YMCA reserves the right to access, review and monitor all messages and files that are transmitted, stored or deleted from the

computer system as deemed necessary and appropriate. Internet and e-mail messages are public communication and are not private. All communications including text and images can be disclosed to law enforcement or other third parties without the prior consent of the sender or the receiver should the need arise. Unless authorized, passwords are to remain confidential. Your supervisor retains the right to access your messages whenever there is a business need, as determined solely by the YMCA.

Employees have no expectation of or entitlement to privacy while using the YMCA's computer system and equipment.

Violations

Violations of any guidelines listed above may result in disciplinary action up to and including termination.

YMCA of South Hampton Roads Whistleblower Policy

Purpose

YMCA of South Hampton Roads (YMCA) is committed to the highest possible standards of financially ethical, moral and legal business conduct. The YMCA requires directors, officers and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of the YMCA, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations. In line with this commitment and the YMCA's commitment to open communication, this policy provides an avenue for employees to raise concerns regarding the handling of the YMCA's finances and provides reassurance that they will be protected from reprisals or victimization for whistleblowing in good faith.

Scope

This policy applies to all YMCA of South Hampton Roads directors, officers and employees. Employment-related concerns should continue to be reported through normal channels as addressed in the Employee Handbook, such as supervisors, branch Executive Directors, or to Rhonda Caswell, Vice President of Human Resources at (757) 275-9436.

Policy

The Whistleblower Policy is intended to cover serious financial concerns that could have a large impact on the YMCA, such as financial transactions or other financial matters that:

- May lead to incorrect financial reporting;
- Are unlawful;
- Constitute fraudulent or dishonest use or misuse of the YMCA's resources, such as funds, property and other assets;
- Otherwise amount to serious, improper financial conduct.

It is the responsibility of all directors, officers and employees to report the knowledge or suspicion of such actions in accordance with this Whistleblower Policy. Taking action to prevent problems and improper conduct is part of the YMCA's culture. The YMCA urges employees and others involved with the YMCA to come forward with any such information, without regard to the identity or position of a suspected offender.

Safeguards

Harassment or Victimization. Harassment or victimization of a whistleblower will not be tolerated. No director, officer or employee who in good faith reports a concern which is subject to this policy shall suffer harassment, retaliation or adverse employment consequence. An employee who retaliates against someone who has reported a suspected mishandling of the YMCA's finances in good faith is subject to discipline up to and including termination of employment.

Anonymous Allegations and Confidentiality.

The YMCA can only protect those persons whom it knows, and for this reason, discourages anonymous allegations under this policy. Reports of violations or suspected violations will be kept confidential to the extent possible, as determined by the YMCA and consistent with the need to conduct adequate investigations of such reports.

Acting in Good Faith. Anyone who reports suspected improper financial conduct must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation of law or policy, or constitutes unethical business conduct. Any allegations which the YMCA determines to be unsubstantiated and to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

Attachment E

YMCA of South Hampton Roads Whistleblower Policy, continued

Process for Raising a Concern

Reporting. Serious concerns relating to financial reporting, or financially unethical or illegal conduct, should be reported in either of the following ways:

- Via the internet-based reporting tool, EthicsPoint. A report can be filed from home or from any computer that has access to the internet. Go to www.ymcashr.org and click on the EthicsPoint link, or go to www.ethicspoint.com directly.
- Through the EthicsPoint toll-free hotline: 866-870-0659, which is available 24 hours a day, 365 days a year.
- Employment-related concerns should continue to be reported through normal channels as addressed in the Employee Handbook, such as supervisors, branch Executive Directors, or to Rhonda Caswell, Vice President of Human Resources at (757) 275-9436.

Timing. The earlier a concern is expressed, the easier it is to take action.

Evidence. Although a whistleblower is not expected to prove the truth of an allegation, the whistleblower must be prepared to state the basis of the allegations.

Initial Inquiries. Initial research and/or inquiries will be made to determine whether an investigation is appropriate, and the form that it should take. Some concerns may be resolved by agreed action without the need for investigation.

How The Report of Financial Misconduct Will Be Handled

The action taken will depend on the nature and severity of the concern. The Audit Committee of the YMCA Metropolitan Board of Directors is informed of each report made pursuant to this policy and an update regarding actions taken.

Report to Complainant

Whether reported via the EthicsPoint internet-based reporting tool or via the toll-free hotline, a whistleblower will be given the opportunity to receive follow-up on their concern in three to five business days. Follow-up may include any of these responses:

- Acknowledging that the concern was received;
- Asking for more information or clarification of issues reported;
- Indicating how the matter will be dealt with;
- Giving an estimate of the time that it will take for a final response;
- Telling them whether initial inquiries have been made;
- Telling them whether further investigations will follow, and if not, why not.
- Subject to legal constraints, the complainant will receive information about the outcome of any investigations.

No Contractual Rights Created

This Policy reflects guidelines the YMCA will endeavor to follow while this policy is in effect, but it creates no vested or contractual rights or entitlements. The YMCA reserves the right, at any time and with or without notice, to alter or depart from the procedural aspects of this policy at its discretion.

YMCA of South Hampton Roads Purchasing Card Policy

Introduction

The YMCA of South Hampton Roads Purchasing Card Program is designed to improve efficiency in processing purchases from any vendor that accepts the VISA credit card. Many of our current suppliers, currently being paid through the Accounts Payable system via invoice or retail credit cards, will accept the VISA credit card.

This program will allow the Cardholder to purchase approved goods and services directly from our vendors. Each purchasing card is issued to a named individual and YMCA of South Hampton Roads is clearly indicated on the card as the buyer of goods and services.

Administration of the cards will be accomplished through the use of card software, Works Payment Manager.

Purpose

The purpose of the purchasing card program and these related policies and procedures is to accomplish the following:

1. To provide an efficient method of purchasing and paying for goods and services.
2. To ensure purchasing card purchases are in accordance with YMCA of South Hampton Roads best practices, policies and procedures.
3. To allow for a methodology for a supervisor to consider and approve certain purchases in advance.
4. To provide an efficient method of reviewing and approving transactions by supervisors.
5. To reduce the time spent by the Accounts Payable department processing low dollar transactions.
6. To ensure that YMCA of South Hampton Roads bears no legal liability for inappropriate use of purchasing cards.
7. To provide for disciplinary action if the purchasing cards are misused.

The policies and procedures provided herein are

minimum standards for branches and employees. Branches may establish additional controls if necessary.

How It Works

The purchasing card system simplifies the procurement/disbursement process. Procurement responsibility is delegated to the ordering department enabling an authorized Cardholder to place an order directly with the vendor. The purchasing card program provides enhanced control for all transactions by producing immediate decisions on specific authorization criteria as explained below.

When the supplier at the point-of-sale requests a purchase authorization, the VISA purchasing card system validates the transaction against pre-set limits established by the Corporate Finance Department (CFD) when the card is issued. All transactions are approved or declined (instantaneously) based on the purchasing card authorization criteria established. The authorization criteria may be adjusted periodically as needed and may include, but is not limited to, the following:

- Number of transactions allowed per day
- Number of transactions allowed per month
- Single purchase dollar limit
- Monthly spending dollar limit
- Approved merchant category codes

The authorization process occurs through the card software that supports the purchasing card processing services under the YMCA of South Hampton Roads bank agreement with SunTrust.

Attachment F

YMCA of South Hampton Roads Purchasing Card Policy, continued

Assignment and Control of the Purchasing Card Requests for and Issuance of Purchasing Cards

1. Purchasing cards will be issued to individual employees who frequently purchase goods and services.
2. The purchasing card will have the employee's name, the YMCA of South Hampton Roads name, the YMCA logo, the YMCA's Virginia sales tax exemption number, and an expiration date.
3. The Branch Executive must make all requests for purchasing cards. A request must be submitted to the P-card Administrator for new Cardholders or for changes to current Cardholders, which includes justification and requested card limits and restrictions. All requests submitted are approved by the Controller or Chief Financial Officer.
4. The Cardholder will be required to personally take possession of the card from the CFD and sign a form acknowledging receipt of the card, receipt of the Purchasing Card Policies and Procedures, and attesting that required training has been completed.
5. The CFD will notify the requesting Branch Executive upon the issuance of all purchasing cards.

Lost Or Stolen Purchasing Cards and/or Fraudulent Charges

1. If a purchasing card is lost, stolen or compromised, or if fraudulent charges are made to the card, the Cardholder must immediately notify SunTrust (866-829-6395), the CFD - P-card Administrator (962-5512), and the Branch Executive. The card will be immediately cancelled and reissued.

2. The Cardholder will be responsible for reporting to SunTrust and the CFD any and all information necessary to minimize the liability to YMCA of South Hampton Roads for a lost or stolen card.

Termination or Transfer of Cardholder

1. When an employee ends his or her employment, the Branch Executive must immediately collect the purchasing card and forward it to the CFD P-Card Administrator, at which time card will be destroyed. The Branch Executive must also contact the CFD – P-card Administrator, immediately so the card can be cancelled.
2. Upon termination of employment, it is the responsibility of the Cardholder to prepare a final statement and submit it to his or her Manager.
3. If a Cardholder transfers to a new branch and/or position with YMCA of South Hampton Roads, the Branch Executive who approved the purchasing card must immediately notify the Chief Operating Officer, who will evaluate the need to terminate, modify, or leave the card in place based on the continued appropriateness of the limits and restrictions associated with the purchasing card and the Cardholder's need for a card in his or her new position.
4. If the Branch Executive is unable to collect the purchasing card when an employee terminates, the Branch Executive must immediately notify the CFD - P-card Administrator, who will ensure that the card is canceled.

YMCA of South Hampton Roads Purchasing Card Policy, continued

Limitations on Use of Purchasing Card Cardholder Use Only. Credit cards issued are for the exclusive use of the Cardholder, and the Cardholder may not allow any other individual to use the card for any purpose. The card may not be loaned to others, including employees in the same branch and/or department. Card delegation is strictly prohibited.

Business Purchases Only. The purchasing card is to be used for YMCA of South Hampton Roads authorized business purchases only. The purchasing card is not to be used for any personal transaction.

Dollar Limitations. The Branch Executive approving the assignment of a purchasing card will set two limits for each cardholder. A single purchase limit and a 30-day limit. Requests for spending limit changes must be initiated and authorized by the Branch Executive. All requests must be approved by the Chief Financial Officer.

Payment for purchases shall not be split to stay within the single transaction limit. If the purchase is over the single transaction limit the cardholder must complete a purchase request in the software.

Prohibited Uses of Purchasing Card

The following types of items may not be purchased with a purchasing card, regardless of the dollar amount:

- Personal expenses
- Cash advances and convenience checks
- Cash equivalents such as traveler's checks and electronic cash transfers
- Purchases when the vendor requires an agreement or any contract to be signed by an authorized YMCA of South Hampton Roads employee
- Consultants
- Past due invoices that should go through Accounts Payable
- Professional services, including, but not limited to, attorneys, health care providers, architects, etc.
- Rentals and leases (covering more than one month's rental)
- Independent contractors that may require IRS Form 1099
- Monthly cell phone invoices for employee reimbursements of service OR equipment.
- Pre-approval through the card software requisitioning system is required for gift certificate or gift card purchases. A list of the recipients, the business purpose, and an indication of whether the card is intended to be for the personal use of the recipient or for branch use must be included in the comments area.
- Any additional goods or services specifically restricted by the CFD and/or Branch Executive

Attachment F

YMCA of South Hampton Roads Purchasing Card Policy, continued

Procedures for Making and Paying for Purchases Ordering and Purchasing

1. Orders and transactions may be made at the vendor's location, by phone, fax or mail. Internet ordering may be used only when one of the other methods are not possible.
2. All orders must be billed to the name of YMCA of South Hampton Roads using the address of 250 W. Brambleton Avenue, Suite 100, Norfolk, VA 23510. No purchases are to be made solely in the cardholder's name.
3. If goods are to be delivered, a complete shipping address provided to the vendor must be a valid Branch business address of YMCA of South Hampton Roads.
4. When ordering, request that the vendor include an itemized receipt inside the package.
5. The vendor cannot charge the account until the merchandise has been shipped.

Missing Documentation

If for some reason the Cardholder does not have documentation of the transaction to send with the statement, he/she must attach a complete description of the purchase. Continued incidents of missing documentation may result in the suspension or cancellation of the employee's purchasing card.

Payment and Invoice Procedures

1. Cardholders must review and approve transactions on a continuous basis throughout the billing cycle. The cardholder must approve transactions using the card software 48 hours after email notification from Enterprise Spend Platform (ESP) is received. Business purpose, including program or activity and location of goods and services, and general ledger account number for each transaction must be entered. In addition, additional comments

may be entered to further explain any details related to the transaction. Each transaction must be individually signed off on by the cardholder. By signing off on a transaction, a cardholder certifies that the goods/services have been received and properly accounted for, the purchase is a valid business expense of the YMCA of South Hampton Roads, and the transaction is approved for payment.

2. A monthly configurable report (Transaction Report) will be printed by the cardholder from the card software. This Statement will list all transactions processed during the previous 30 days. The YMCA of South Hampton Roads statement cutoff date is the 2nd of each month.
3. The cardholder must review the statement and resolve any errors. Card charge slips/receipts for all items listed on the statement should be attached to the statement. The statement with receipts will then be reviewed by the Branch Business Director and then the cardholder's manager, who will sign off on all transactions in the card software. By signing off on a transaction, the manager is certifying that all charges are appropriate and authorized, that complete supporting documentation has been included for each transaction, and that the supporting documentation for each transaction is deemed to show reasonable evidence of the business nature of goods/services purchased. Once the cardholder's manager has reviewed the statement with receipts attached and signed off on all transactions in the card software, the manager must forward the statement to the Metro Accounts Payable department. All statements must be received by the CFD – P-Card Administrator, by the 10th day of each month.

YMCA of South Hampton Roads Purchasing Card Policy, continued

Required Receipts and Documentation

- A vendor receipt is required for all transactions. A receipt must contain specific information and meet certain conditions. In some cases, more than one item of documentation may be required to constitute a proper receipt.
- A receipt should be obtained at the time of purchase. If not, it is the cardholder's responsibility to contact the vendor and obtain a receipt.
- Receipts must be original. Copies will not be accepted.
- Proof that the related credit card was used for the transaction must be provided. A credit card swipe receipt or indication on the invoice will be sufficient.
- The receipt must be itemized. "Miscellaneous" or "Merchandise" is not acceptable.
- Unit cost, quantity, and total must be indicated for each item.
- Receipt must be totaled and indicate whether sales tax has been charged.
- For shipped goods, the packing slip indicating delivery address must be included.
- For meals, names of those in attendance must be listed.
- Field trips, age group of children and counselors names must be listed and if a previous deposit was made the date it was made must be listed.

- Field-trip deposits must include the scheduled field trip date.
4. The CFD will ensure that the purchasing card charges are paid timely and that the consolidated statement received is reconciled against the individual cardholder statements forwarded from the branches. Branch Executives will be notified when individual statements are not received by the deadline. Continued noncompliance with the deadline may result in the revocation of purchasing cards.

Disputes

1. The cardholder is responsible for contacting the vendor for any erroneous charges, disputed transactions, duplicated charges, or credits not received by the following billing cycle. Disputed billing may result for failure to receive goods, fraud, misuse, altered charges, defective merchandise, incorrect amounts, or credits not received.
2. Any dispute that is unable to be resolved with the vendor must be elevated and disputed with SunTrust immediately by the Cardholder. Complete the Dispute Information Form and fax to SunTrust at 1-407-762-5405 and the CFD-P-Card Administrator at 757-648-8797.
3. A disputed item must be marked as such, and fully explained in the comments area in the card software.

Attachment F

YMCA of South Hampton Roads Purchasing Card Policy, continued

Other

For employees who are issued purchasing cards, it is expected that the purchasing card will be the sole method of purchasing goods on credit. The employee should not use other forms of YMCA of South Hampton Roads credit, including vendor credit cards such as Office Max, Walmart, Lowe's, Home Depot, etc.

The purchasing card program is intended to replace employee reimbursements through the Accounts Payable system, other than mileage reimbursements. It should be the rare and exceptional occasion when an employee must use their personal funds to purchase goods/ services on behalf of the YMCA of South Hampton Roads. All such submittals to Accounts Payable must be approved by the Executive Director of the branch.

Audits of cardholder purchases will occur on a monthly basis. Transactions requiring additional information or documentation will be flagged. Flags must be resolved no later than the 26th of each month. If flags are unable to be resolved by

that time, the cardholder must notify the P-card Administrator by email.

Purchasing card usage is subject to review and examination by management at any time. Management reserves the right to obtain further documentation and communicate with vendors concerning transactions at any time. A cardholder who violates any provisions of the purchasing card policy, including an inadequate, incomplete, or late statement submittal may be subject to suspension or cancellation of the purchasing card and temporary or permanent withdrawal of purchasing card privileges.

A cardholder who misuses or fraudulently uses a YMCA of South Hampton Roads purchasing card will be subject to investigation, disciplinary actions, and/or termination of employment and may also be subject to criminal and/or civil prosecution. The Cardholder may be held liable for any improper charges.

YMCA of South Hampton Roads Employee Purchasing Card Usage Agreement

Your participation in the purchasing card program is a business practice that carries responsibilities along with it. Although the card is issued in your name, it should be considered company property and should be used with good judgment. Your signature below verifies that you understand the YMCA of South Hampton Roads Purchasing Card Policies and Procedures and agree to comply with them.

1. The purchasing card is provided to employees based on their need to purchase business-related goods and services. A card may be revoked at any time based on change of assignment or location. The card is not an entitlement nor reflective of title or position.
 2. The card is for business-related purchases only; personal charges or non-business related purchases are not to be made to the card.
 3. You are the only person entitled to use the card and are responsible for all the charges made against the card.
 4. Improper use of the card, including but not limited to making personal charges, can be considered misappropriation of company funds which will result in disciplinary action, up to and including termination of employment.
- Cardholders are responsible to seek direction on purchases if they have any questions or concerns. Please contact your Branch Executive or the CFD – P-card Administrator.
5. Cardholders are expected to comply with internal control procedures in order to protect company assets. This includes obtaining receipts and following proper card security measures.
 6. Cardholders are responsible for signing off on their transactions within 48 hours of e-mail notification from ESP.
 7. Cardholders are responsible for submitting the receipts and related expense reports in accordance with the guidelines.
 8. A lost or stolen card should be reported immediately by telephone to SunTrust Bank Customer Service at 1-800-836-8562, and to the CFD – P-card Administrator 962-5512.
 9. A Cardholder must surrender the purchasing card to the Branch Executive upon termination of employment (i.e., retirement or voluntary/involuntary termination). At this point, no further use of the card is authorized.

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YMCA of South Hampton Roads Workplace Safety Policy

It is the responsibility of the Corporate Office Risk Manager and the Corporate Property Committee of the YMCA of South Hampton Roads to make the safety of all employees and volunteers a priority.

The YMCA of South Hampton Roads will:

1. Identify sources of risk to all employees through orientation and training.
2. Analyze the techniques available to deal with risk.
3. Select and implement various techniques to prevent injury.
4. Evaluate the impact of losses in terms of frequency and severity.
5. Establish, publish and enforce safety regulations as defined in the Association Employee Handbook and in compliance with all Virginia Department of Labor and OSHA regulations.
6. Educate and train all employees to safely perform the requirements of their specific job responsibilities.
7. Establish a working relationship with at least three medical care providers within the Association's service area.
8. Insure that all supervisory staff has a clear understanding of how to handle employee injuries.
9. Maintain an accident reporting process that requires a written report of all employee accidents by the immediate supervisor.
10. Conduct semi-annual safety inspections of branches. Provide a written report of unsafe conditions and health hazards and a timetable for resolving the problem.

Administration

The Corporate Office Risk Manager and Property Committee are responsible for establishing an Employee Safety policy that includes injury management controls to protect employees from injury.

The President/CEO will appoint the Corporate Office Risk Manager and Property Committee to develop and monitor safety policies and periodically conduct safety inspections of the facilities.

General safety rules, applicable to specific work areas, will be published, maintained and enforced.

Employee Training

Within the first thirty (30) days of employment, each new employee will be required to participate in safety orientation specific to their respective job responsibilities. These trainings may include, but are not limited to, any or all of the following topics based on job positions:

- General Emergency Procedures
- Accident/Injury Reporting Procedures
- Bloodborne Pathogens
- Proper Lifting Procedures
- Hazardous Materials/Use of Personal Protective Equipment
- Employee Responsibility for Safety

Program Directors in supervisory roles will be held accountable for proper training and record accountability of training(s). All documentation of training(s) should be kept in the employee's personnel file in the Corporate Human Resource Department.

Attachment G

YMCA of South Hampton Roads Workplace Safety Policy

Medical Program

Annually, the Risk Manager will provide training on how to handle employee injuries for each Program Director in a supervisory role at each branch location. In addition, each supervisory staff person will be given a Workers' Compensation Manual outlining guidelines for processing a workers' compensation claim. The manual will include:

1. Instructions on how to handle an employee injury when it is reported.
2. An Employer's Accident Report form–VWC – Form No. 3 for Virginia employees and form NCIC Form 19 for North Carolina employees.
3. An Association "Designation for Treatment" form that provides information on all approved medical providers.
4. An Association "Employee Referral for Medical Treatment" form that contains the current workers' compensation carrier contact information.
5. Instructions regarding the Association's Return to Work policy.

All Workers' Compensation documentation will be maintained in the Corporate Risk Manager's office to include:

- Employer's Accident Reports–VWC–Form No. 3 and NCIC Form 19
- Claims submitted to the carrier
- Copies of any invoices received for treatment
- Return to work orders
- OSHA Form 300 logs

YMCA of South Hampton Roads Emergency Communications Procedures

Emergency Communications Procedures

The following procedures are to be followed at your branch in the event of a crisis or emergency. These guidelines define contacts and information release procedures. Each staff member should have a copy, and the procedures should be posted in your YMCA vehicles and offices.

1. Help the person and/or attend to the situation. This takes precedence over everything else. Secure emergency professional assistance. (Send for help).
2. Immediately call:
 - Branch Executive: who will take charge of the situation, provide direction, and collect information.
 - Senior Vice President of Operations (COO) Risk Manager or President/CEO of the YMCA of South Hampton Roads (757) 624-9622.
3. Determine facts correctly and exactly.
4. If and when the media contacts the Y, be supportive by addressing all questions to the YMCA spokesperson. Do not make statements or offer opinions. “No comment” is the incorrect response. “The YMCA spokesperson can be contacted at (757) 624-9622 and will be helpful in answering your questions” is the correct response. Refer all media inquiries to:
 - William H. George – Senior Vice President of Operations (COO), (757) 624-9622
 - Terri Reedy – Communications/Marketing Director, (757) 275-9432
 - Charles E. Harris – President/CEO, (757) 624-9622.

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YMCA of South Hampton Roads Dress Code Policy

It is expected that all employees will maintain a positive and conservative image and dress in a neat, appropriate manner for their position. Professional dress is an expectation of management, unless the employee is working in a program service area. Employees whose position requires uniforms will have at least one uniform furnished upon the date of employment at the expense of the YMCA. Subsequent uniforms and related expenses are the responsibility of the employee. Appropriate name tags should be worn by employees. Employees whose appearance causes disruption in the workplace may be sent home and time away from work will be unpaid.

Personal Hygiene: All employees should observe good personal hygiene practices at all times. All employees should endeavor to present a neat, clean, and well-groomed appearance.

Hair: Hair must be clean, neatly groomed, and professional in appearance. Long hair that obstructs vision or interferes with an employee's performance must be pulled back and secured so that it does not fall forward over the shoulder. Unusual or unnatural colors or cuts are not acceptable.

Male employees should be clean-shaven. If a mustache or beard is worn, it must be neat and closely trimmed.

Cosmetics/Colognes/Perfumes: Make-up, if worn, must be worn conservatively. Employees should refrain from the use of cosmetics, colognes, perfumes or any substance or materials that could be offensive, irritating, or create an allergic reaction to others.

Fingernails: Nails should be clean and filed smoothly to a safe length that does not interfere with the employee's duties, or be considered hazardous or extreme.

Jewelry: Jewelry should be worn conservatively and should be limited in size and number (i.e., excessive amounts of earrings (no more than two pair), lapel pins, rings, etc.) Men are not permitted to wear earrings. Jewelry must not interfere with job performance or be considered

hazardous, offensive to others, or detract from the professional appearance of the individual in any way. Jewelry worn visibly on parts of the body such as the navel, face, tongue, or toes, etc. is unacceptable. Ornaments of this nature must be removed while the employee is on duty, in training or in the facility.

Name Badges: YMCA name badges are to be worn in full visibility above the waist at all times except where an employee is engaged in some form of aquatic activity, including life guarding, in which wearing of the name badge would be impractical. In such circumstances, the employee should display the name badge immediately upon concluding the aquatic activity.

Foot Wear: Shoes are to worn at all times and should be job appropriate, except in water-based activities. Shoes must be neat, clean, professional and worn at all times. Tennis shoes in good condition must be worn in all areas that have fitness equipment, sports activities, and childcare. No open-toed shoes will be permitted in childcare, fitness, housekeeping or maintenance. Other footwear must be professional looking, clean and in good condition.

Shorts/Trousers/Skirts/Dresses: Any shorts/trousers/skirts/dresses that expose the legs should be at an appropriate length (mid thigh or longer) that is not offensive to our customers, the public, or other employees. Trousers must be worn at waist level. All bathing suits must be one-piece bathing suits.

Undergarments: All employees are to wear properly fitted and properly colored undergarments at all times. Undergarments are not to be visually discernible under uniforms or clothes.

Tattoos: Management will have the discretion to direct employees to cover any visible tattoos. Distracting, noticeable concealers for tattoos or piercings are not acceptable. Tattoos that cause disruption to the workplace or are not consistent with the mission of the YMCA will not be permitted to be displayed.

Attachment I

YMCA of South Hampton Roads Dress Code Policy, continued

General Attire: All employees are expected to maintain a clean and neat appearance that exhibits professionalism in the work environment and is non-disruptive. All apparel worn to work must be neat, clean, pressed, and in good condition.

Unusually faded or soiled T-shirts or hats may not worn. Any clothing with subjective or offensive language and/or pictures is not permitted.

No gum chewing or eating is permitted at or in the vicinity of member service stations, service desks or lifeguard stands.

Any employee not suitably dressed or groomed may be sent home, without pay, until such time as the employee presents himself/herself in a state and dress that adheres to the Dress Code Policy. If an employee fails to abide by this policy, further disciplinary action may be taken including suspension or dismissal.

Employees should be sensitive not to wear YMCA staff shirts and/or name badges after work hours when activities or circumstances could compromise the YMCA's image. YMCA staff shirts should be carefully discarded or donated so that identity confusion does not occur with persons not employed with the YMCA.

Certain employees may be required to wear YMCA staff uniforms, either at special events or daily. The YMCA will provide one such uniform to each employee at its expense.

This dress code policy may be modified by the YMCA at any time to meet any applicable law or regulation.

YMCA of South Hampton Roads 10-Point Service Creed

Your YMCA is dedicated to providing high quality services and only the finest of facilities. YMCA programs are based on the core values of caring, honesty, respect, responsibility and faith. Those values, along with our mission, “to put Judeo-Christian principles into practice through programs that build a healthy spirit, mind and body for all,” are the foundation for the YMCA of South Hampton Roads’ service creed:

1. We strive to be the very best. We do the best job we are capable of all the time in every part of our organization. We are proud of what we do and the people we serve.
2. We are friendly, helpful and courteous. We treat all of our members, guests and fellow associates as we would like to be treated.
3. We smile—we are on stage. We greet all members. We always maintain positive eye contact and use our service vocabulary. We tell them “Certainly,” “I will be happy to do so,” and “It will be a pleasure.”
4. We act quickly to resolve member issues. We do everything possible to please our members.
5. We use proper telephone etiquette. We always try to answer in three rings and we have a smile in our voice. If necessary, we always ask if we may place customers on hold. We eliminate transfer calls whenever possible.
6. Our uniforms and costumes are immaculate. We wear proper, safe footwear that is always clean. We wear our name tags. We take pride and care in our personal grooming.
7. We are ambassadors for our YMCA both at work and play. We always speak positively and never make negative comments.
8. We have passion for excellence. We always find a way to get it done. We never give up.
9. We never say no. We say “I will be pleased to check.” We suggest alternatives. We call a manager if we cannot satisfy the needs of a member.
10. We are knowledgeable about all YMCA member and program information. We always recommend programs, classes or fellowship opportunities to our members.

To be known, practiced, owned and embraced by all staff associates of the YMCA of South Hampton Roads.

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YMCA of South Hampton Roads Confidentiality Policy

Employees may be privy to confidential information through their regular function of their job. This information may include, but is not limited to, information on members, participants, donors, employees, program and policy volunteers, vendors, and financial and business operations. Information may be in any form, e.g., written, electronic, oral, overheard or observed. In many cases, the information is deemed to be confidential or sensitive in nature. Some of this information is made confidential by law or by the YMCA's policies (see the Employee Handbook).

Access to information is granted on a need-to-know basis. A need-to-know is defined as information access that is required in order to perform my work duties. If duties change, employee's need-to-know may also change.

Employees are not to disclose confidential information to members, friends, relatives, coworkers or anyone else except as required to perform my work duties.

Employees may access, use and disclose confidential information only on a need-to-know basis. Before an employee may make any other use or disclosure of confidential information, he or she will contact his or her supervisor or manager in order to obtain proper permission.

Employees will protect the confidentiality of all confidential information while employed by the

YMCA and after he or she leaves the employment of the YMCA. All confidential information remains the property of the YMCA and may not be removed or kept by the employee when he/she leaves the YMCA except as permitted by the YMCA policies or specific agreements or arrangements applicable to my situation.

It is important that the entire YMCA of South Hampton Roads community share a culture of respect for confidential information. To that end, if any employee observes access to or sharing of confidential information that is or appears to be unauthorized or inappropriate, he or she will try to make sure that this use or disclosure does not continue. This might include advising the person involved that he or she may want to check the appropriateness of the use or disclosure with his or her supervisor. It may also involve letting my supervisor or others in authority at the YMCA know about the issue or possible issue. Use of procedures in the Whistleblower Policy allows this to be done anonymously, if need be.

If an employee violates this policy, he or she will be subject to disciplinary action up to and including termination. In addition, under applicable law, the employee may be subject to criminal or civil penalties.

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**YMCA of South Hampton Roads
Corporate Offices**

Metro

250 West Brambleton Avenue, Suite 100
Norfolk, VA 23510
Main Number (757) 624-9622
Main FAX (757) 627-4824

Annex

816 Greenbrier Circle, Suite 101
Chesapeake, VA 23320
Main Number (757) 233-9768
Main FAX (757) 233-9816