

Child Abuse Prevention Policy & Procedure Manual			
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Youth Protection Statement

The Burbank Community YMCA is committed to the development, health and well-being of children and youth in our care. Any form of physical, emotional, mental or sexual abuse will not be tolerated. We have instituted policies, procedures, training and supervision requirements to create an organizational culture focused on the protection of all children and youth involved in YMCA programs and activities. For more information about our Child Abuse Prevention Policy please contact your Program Director.

The Burbank Community YMCA Child Abuse Prevention Policy and Procedure Manual includes the definition of child abuse and neglect, the YMCA's role of a mandated reporter, the reporting and response procedures, the YMCA code of conduct and touching guidelines, the suspected child abuse report form, a parent's guide for the prevention of child abuse and the steps involved in the hiring, training and supervision of paid and volunteer staff.

At the Burbank Community YMCA, we take every suspicion or allegation of abuse seriously, and we will fully cooperate with authorities. This policy requires that all YMCA staff and volunteers report any reasonable suspicion of child abuse to their direct supervisor. Moreover, all mandated reporters (see definitions pg 3) are additionally required to report reasonable suspicion to a reporting agency. The reporting agency will determine the accuracy of the report. YMCA volunteers will receive training in Child Abuse Prevention and are encouraged to report any reasonable suspicion.

All YMCA staff and volunteers will complete abuse prevention training online within 30 days of hire at the Burbank Community YMCA. The training will be documented and a record of the training will be kept in the staff/volunteer file. In addition, all staff and volunteers must sign an acknowledgement form stating they have read and understood our Child Abuse Prevention Policy and Procedure Manual. Staff and volunteers will then undergo additional abuse prevention training that is department specific with their department supervisor.

All YMCA staff and volunteers are also required to complete abuse prevention training annually. The training will be documented and a record of the training will be kept in the staff/volunteer file.

YMCA staff and volunteers who fail to meet training requirements are subject to discipline.

SECTION I – DEFINITIONS OF CHILD ABUSE OR NEGLECT (Penal Code 11165)

Includes physical injury inflicted by other than accidental means upon a child by another person, sexual abuse as defined in Section 11165.1, neglect as defined in Section 11165.2, the willful harming or injuring of a child or the endangering of the person or health of a child, as defined in Section 11165.3, and unlawful corporal punishment or injury as defined in Section 11165.4.

"Child abuse or neglect" does not include a mutual affray between minors. "Child abuse or neglect" does not include an injury caused by reasonable and necessary force used by a peace officer acting within the course and scope of his or her employment as a peace officer. *Excerpts from the California Penal Code Section 11164-11174.3 are indicated below.*

- **PC 11165.1** - Sexual assault and sexual exploitation.
- **PC 11165.2** - Negligent treatment or the maltreatment of a child by a person responsible for the child's welfare under circumstances indicating harm or threatened harm to the child's health or welfare. The term includes both acts and omissions on the part of the responsible person.
- **PC 11165.3** - Willful harming or injuring of a child or the endangering of the person or health of a child. A situation in which any person willfully causes or permits any child to suffer, or inflicts thereon, unjustifiable physical pain or mental suffering, or having the care or custody of any child, willfully causes or permits the person or health of the child to be placed in a situation in which his or her person or health is endangered.
- **PC 11165.4** - "Unlawful corporal punishment or injury" means a situation where any person willfully inflicts upon any child any cruel or inhuman corporal punishment or injury resulting in a traumatic condition.
- **PC 11166.05. - *Optional Reporting of Emotional Abuse***: The suspected infliction of mental or emotional suffering including, but not limited to, severe anxiety, depression, withdrawal, or untoward aggressive behavior toward self or others.

Youth to youth abuse is also not tolerated at our YMCA. This also includes any bullying behavior: aggressive behavior that is intentional, repeated over time, and involves an imbalance of power and strength. Like adult to child abuse, youth to youth abuse can occur in many forms:

- A.** Physical bullying—hitting kicking, punching, restraint, etc.
- B.** Verbal bullying—belittling or calling hurtful names
- C.** Nonverbal or relational bullying—social exclusion, friendship manipulation, gossip or intimidation
- D.** Cyberbullying—sending threatening or inappropriate messages or images, pretending to be someone else to make another youth look bad, hazing, sexualized messages or images, etc.

Anyone who sees bullying and encourages it or does not report it is engaging in bullying. This policy applies to all youth, staff members, and volunteers.

SECTION II - RECOGNIZING SIGNS OF SUSPECTED CHILD ABUSE OR NEGLECT

The first step in helping abused or neglected children is learning to recognize the signs of child abuse and neglect. The presence of a single sign does not prove child abuse is occurring, but a closer look at the situation may be warranted when these signs appear repeatedly or in combination.

The following signs may signal the presence of child abuse or neglect.

U.S. Department of Health and Human Services

The Child:

- Shows sudden changes in behavior or school performance
- Has not received help for physical or medical problems brought to the parents' attention

- Has learning problems (or difficulty concentrating) that cannot be attributed to specific physical or psychological causes
- Is always watchful, as though preparing for something bad to happen
- Lacks adult supervision
- Is overly compliant, passive, or withdrawn
- Comes to school or other activities early, stays late, and does not want to go home

The Parent:

- Shows little concern for the child
- Denies the existence of—or blames the child for—the child's problems in school or at home
- Asks teachers or other caregivers to use harsh physical discipline if the child misbehaves
- Sees the child as entirely bad, worthless, or burdensome
- Demands a level of physical or academic performance the child cannot achieve
- Looks primarily to the child for care, attention, and satisfaction of emotional needs

The Parent and Child:

- Rarely touch or look at each other
- Consider their relationship entirely negative
- State that they do not like each other

DEFINITION OF TERMS:

- Staff: All full-time, part-time, temporary and seasonal paid employees including directors, program leaders, teachers, program aides and counselors-in-training. This also includes the YMCA's property management, membership services, administrative employees and volunteers who work in YMCA facilities where we offer youth programs to the community. (Parents who volunteer for special events are excluded.)
- Volunteer: Non-paid persons both members and non-members, contributing time to assist staff in a variety of capacities.
- Child: Persons under the age of 18.
- Mandated Reporter: Includes teachers, instructional aids, a teacher's aid or assistant employed by any public or private school, an administrator or employee of a public or private youth center, youth recreation program or youth organization, an administrator or employee of a public or private organization whose duties require direct contact and supervision of children. (PC 11165.7)
- Reporting Agency: Any police department or sheriff's department, not including a school district police or security department, county probation department, if designated by the county to receive mandated reports, or the county welfare department. (PC 11165.9)
- Safe Sport Act: The Protecting Young Victims from Sexual Abuse and Safe Sport Authorization Act of 2017 was created in reaction to the abuse found in various youth sports organizations including USA Gymnastics. This act creates a new standard of care which affects youth serving organizations across the country. The purpose of the law is to expand existing mandated reporting laws to all youth sport organizations that participate in international or interstate sporting events.

SECTION III - REPORTING REQUIREMENTS - WHEN TO REPORT:

- A mandated reporter shall make a report to an agency specified in Section 11165.9 whenever the mandated reporter, in his or her professional capacity or within the scope of his/her/their employment, has knowledge of or observes a child whom the mandated reporter knows or reasonably suspects has been the victim of child abuse or neglect. (PC 11166(a))
 - o **"Reasonable suspicion"** means that it is objectively reasonable for a person to entertain a suspicion, based upon facts that could cause a reasonable person in a like position, drawing, when appropriate, on his or her training and experience, to suspect child abuse or neglect. (PC 11166 (a)(1))
- The mandated reporter shall make an initial report to the agency immediately or as soon as is practically possible by telephone and the mandated reporter shall prepare and send, fax, or electronically transmit a written follow-up report thereof within 36 hours of receiving the information concerning the incident. The mandated reporter may include with the report any non-privileged documentary evidence the mandated reporter possesses relating to the incident. (PC 11166(a))
- Any mandated reporter who fails to report an incident of known or reasonably suspected child abuse or neglect as required by this section is guilty of a Misdemeanor punishable by up to six months confinement in a county jail or by a fine of one thousand dollars (\$1,000) or by both that imprisonment and fine. (PC 11166(c))
- No mandated reporter shall be civilly or criminally liable for any report required or authorized by this article, and this immunity shall apply even if the mandated reporter acquired the knowledge or reasonable suspicion of child abuse or neglect outside of his/her/their professional capacity or outside the scope of his or her employment. (PC 11172(a))
- The reporting duties under this section are individual, and no supervisor or administrator may impede or inhibit the reporting duties, and no person making a report shall be subject to any sanction for making the report. (PC 11166(i)(1))

SECTION IV - REPORTING AND RESPONSE PROCEDURES- HOW TO REPORT

A. RESPONDING TO SUSPICIOUS OR INAPPROPRIATE BEHAVIORS OR POLICY VIOLATIONS

Because our organization is dedicated to maintaining zero tolerance for abuse, it is imperative that every staff member actively participates in the protection of youths. In the event that staff observe any suspicious or inappropriate behaviors and/or policy violations on the part of other staff or volunteers, it is their personal responsibility to immediately report their observations to their supervisor or our Human Resources department. At our YMCA, the policies apply to everyone.

Examples of Suspicious or Inappropriate Behaviors between Staff/Volunteers and Youth:

- Violation of the abuse prevention policies described above
- Seeking private time or one-on-one time with youths
- Buying gifts for individual youths
- Making suggestive comments to youths
- Picking favorites

All reports will be taken seriously. Our procedures will be carefully followed to ensure that the rights of all those involved are protected.

If a staff or volunteer witness suspicious or inappropriate behaviors or policy violations from another staff or volunteer, the staff or volunteer is instructed to do the following:

- Step 1** Interrupt the behavior.
- Step 2** Report the behavior to a supervisor, director, or Human Resources.
- Step 3** If you are not comfortable making the report directly, make it anonymously.
- Step 4** If the report is about a supervisor or administrator, contact the next level of management.
- Step 5** Document the report but do not conduct an investigation.
- Step 6** Keep reporting until the appropriate action is taken.

In the event that a supervisor or an administrator receives a report of suspicious or inappropriate behaviors or policy violations from a staff member or volunteer, the supervisor is instructed to do the following:

- Step 1** Report to the next level of administration and determine the appropriate administrator to respond to the concern.
- Step 2** Determine the appropriate response based on the report.
- Step 3** Speak with the staff or volunteer who has been reported.
- Step 4** Review the file of the staff or volunteer to determine if similar complaints were reported.
- Step 5** Document the report on the appropriate form.
- Step 6** If at any point in gathering information about a report of suspicious or inappropriate behavior, a concern arises about possible abuse, contact state authorities and file a report.
- Step 7** If appropriate, notify parents and/or guardians.
- Step 8** Advise the person who reported the behavior that the report is being taken seriously.

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

- Increase monitoring or supervision of the staff, volunteer, or program.
- If policy violations with youths are confirmed, the staff or volunteer must be subject to disciplinary action up to and including termination and prosecution.
- If more information is needed, interview and/or survey other staff and volunteers or youths.

Our organization will respond as follows:

- Review the need for increased supervision.
- Review the need for revised policies or procedures.
- Review the need for additional training.

B. RESPONDING TO SUSPECTED ABUSE BY AN ADULT

As required by mandated reporting laws, staff and volunteers must report any suspected abuse or neglect of a youth—whether on or off organization property or whether perpetrated by staff, volunteers, or others—to state authorities. Reports may be made confidentially or

anonymously. A person who mistakenly reports suspected abuse is immune from civil or criminal liability as long as the report was made in good faith and without malice.

In addition to reporting to state authorities, staff and volunteers are required to report any suspected or known abuse of youths perpetrated by staff or volunteers directly to their immediate supervisor, director, or administrator so that immediate and proper steps may be taken to ensure the safety of alleged victims and others who may be at risk.

Additional guidelines for staff/volunteer response to incidents or allegations of abuse:

- If you witness abuse, interrupt the behavior immediately.
- If abuse is disclosed to you, assure the individual disclosing that he or she was correct to tell you.
- Protect the alleged victim from intimidation, retribution, or further abuse.
- Follow the following steps:

Step 1 When there is a reasonable suspicion of child abuse, the staff to which it has been reported will immediately inform their supervisor, and if their supervisor is not present they must notify the Manager on Duty (MOD) and/or CEO or designee. If the MOD is notified, they will immediately contact the CEO or a designee and will immediately attempt to confirm the facts, condition of the child and fill out an incident/accident report, recording as much detail as known. If suspicion of child abuse is reported to a volunteer, the volunteer must immediately inform a staff member of the YMCA.

The informed supervisor will first determine if the youth is still in danger and if so, take immediate steps to prevent any further harm.

Note: Every staff member has an absolute duty to report any reasonable suspicion. The reporting agency will determine the accuracy of the report.

Step 2 The staff member who initiates the report and the CEO or designee will immediately notify a reporting agency as defined in Section II of this policy. The agency will come out to investigate and take a report. The staff member and CEO or designee will complete the Suspected Child Abuse Report form, recording as much detail as is known.

Step 3 The CEO or designee is required to report all child abuse allegations and incidents, as well as serious aquatic incidents, to Y-USA as part of the Child Protection and Aquatic Safety Membership Qualification. The report must be completed via Y-USA's Link home page under the Abuse & Aquatic Incident Reporting button.

Step 4 Informing parents that a suspected child abuse report is being made is not legally required. The decision to tell the parents that you are making a report is a highly sensitive and complicated issue. This decision should be carefully considered on a case by case basis in consultation with management staff and with approval of the CEO. Consultation with Child Protective Services may be advisable.

Note: The Burbank Police Department has recommended that the Burbank Community YMCA not notify parents or family members.

Step 5 In the event the verified reported incident of suspicion involves an employed YMCA staff person or volunteer, the responsible supervisor and HR Department will, without exception, suspend, with pay, the person from all activities involving the supervision of youth pending the completion of an investigation by the appropriate governmental agency. Where possible, temporary reassignment to administrative functions may be appropriate.

- Step 6** In the event the reported incident involves a YMCA staff member, volunteer, participant or any individual in a YMCA program area, the CEO or designee will contact our insurance carrier and an insurance report will be completed.
- Step 7** If a YMCA staff member or volunteer is involved in a reported suspicion of abuse during non-working hours, it will be considered as work-related and all pertaining policies and procedures will be followed.
- Step 8** Reinstatement of a staff member or volunteer will occur after all allegations have been cleared to the satisfaction of the YMCA CEO, HR Department and the investigating agency.
- Step 9** All YMCA staff and volunteers are to be sensitive to the need for confidentiality in the handling of information in this area and must be instructed to discuss matters pertaining to verified abuse or suspected abuse only with an appropriate designated YMCA Director.
- Step 10** No statement regarding any reported incident shall be given to media (television, radio or printed) by anyone other than the CEO or designee.
- Step 11** Check back to make sure appropriate steps were taken. If not, report again to your supervisor or the designated organization authority.

C. RESPONDING TO YOUTH-TO-YOUTH SEXUAL ABUSE AND SEXUALIZED BEHAVIORS

The thought that one youth may sexually abuse another youth does not occur to many people. Unfortunately, abuse between peers has increased 300% in the past few years. Youth-to-youth sexual activity and sexualized behaviors often remain unreported in organizations because staff and volunteers are not comfortable documenting these situations, or may not know how.

Most serious incidents of youth-to-youth abuse are preceded by more subtle incidents such as name-calling, taunting, or roughhousing. Interrupting these interactions early and establishing and communicating standards of conduct can keep the program environment safe. Our YMCA recognizes that the following interactions are high risk and should be prohibited:

- Hazing
- Bullying
- Derogatory name-calling
- Games of Truth or Dare
- Singling out one child for different treatment
- Ridicule or humiliation

To adequately respond to and track incidents within the organization, all sexual activity between youths and sexualized behaviors of youths must be consistently documented.

Youth-to-youth sexual behaviors can include inappropriate touching, exposing body parts, using sexualized language, making threats of sexual activity, engaging in sexual activity, and similar types of interactions.

If staff or volunteers witness youth-to-youth sexual behaviors, they are instructed to follow these guidelines:

- Step 1** If you observe sexual activity between youths, you should immediately separate them.
- Step 2** Calmly explain that such interactions are not permitted and separate the youths.

- Step 3** Notify your supervisor.
- Step 4** Complete the necessary paperwork including what you observed and how you responded.
- Step 5** Follow your supervisor's instructions regarding notifying authorities and informing the parents of the youth involved.
- Step 6** In some cases, if the problem is recurring, discipline may be required including not allowing one or both youths to return to the program.

In the event that a supervisor or administrator receives a report of a youth's sexualized behavior or youth-to-youth sexual activity, the supervisor should do the following:

- Step 1** Meet with the staff who reported the sexual activity to gather information.
- Step 2** Confirm that the youths involved have been separated or placed under increased supervision.
- Step 3** Review the steps taken by the staff on duty.
- Step 4** Review the incident report to confirm it is accurately and thoroughly completed.
- Step 5** Meet with parents of the youths involved.
- Step 6** Determine what actions should be taken to make sure there is no recurrence, including assessing the suitability of the program for the children involved.
- Step 7** Notify the proper authorities.
- Step 8** The CEO or designee is required to report all child abuse allegations and incidents, as well as serious aquatic incidents, to Y-USA as part of the Child Protection and Aquatic Safety Membership Qualification. The report must be completed via Y-USA's Link home page under the Abuse & Aquatic Incident Reporting button.
- Step 9** Develop a written corrective action or follow-up plan in response to the incident.

After the internal review of the sexualized behavior or youth-to-youth sexual activity, the organization will determine what can be done to prevent a reoccurrence, such as:

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

D. SAFE SPORT ACT REQUIREMENTS

In addition to California's law on mandated reporting, in which all staff and volunteers are required to follow, under this act, there is an additional requirement to report suspicions that involved youth in competitive sports (i.e. swim team, basketball league, etc.) to the U.S. Center for SafeSport at www.safesport.org/report-a-concern within 24 hours.

In addition to the Burbank Community YMCA training requirements, organizations affiliated with a national governing body must also complete the following training annually:

Swim Team Staff/Volunteers: Athlete Protection through USA Swimming:
<https://www.usaswimming.org/utility/landing-pages/safe-sport/apt>

E. CRITICAL-INCIDENT MANAGEMENT PLAN

Any report of suspicious behavior, policy violations, suspected abuse by an adult, or youth-to-youth abuse will trigger a critical-incident response from our YMCA. The implementation

of this plan is managed by our Human Resources department. The Director of Human Resources at our YMCA will be notified of any of the above instances and a critical-incident response will begin. In the event the Director of Human Resources is unavailable, the CEO or designee of our YMCA will be the back-up person.

The plan is as follows:

- Begin an immediate investigation into any allegations.
- Inform the CEO and Board Chair of investigation findings.
- Report any allegations to authorities, if necessary.
- If the incident involves a staff or volunteer, the accused must be suspended immediately pending further investigation.

SECTION V - HIRING, TRAINING, STAFF AND VOLUNTEER RELATIONSHIPS WITH CHILDREN AND SUPERVISION

The child abuse prevention training is a mandatory training for all YMCA employees and volunteers. Those who work in YMCA programs such as day camp, youth sports, aquatics, childcare, youth development and/or any youth programs must go through the Child Abuse Prevention Training. This also includes the YMCA's property management, membership services, administrative employees and volunteers who work in YMCA facilities where we offer youth programs to the community. All YMCA employees and volunteers whose duties require direct contact and supervision of children are classified as mandated reporters of child abuse and must understand their legal role and obligation. All staff members and volunteers are required to notify their department supervisor and/or our Human Resources department if they are ever convicted of or pled guilty to a crime involving or against a minor, or of a serious crime involving harm to others.

Hiring

1. All new potential staff members and volunteers will be interviewed by a minimum of (2) current YMCA staff members to screen and select potential candidates.
2. A minimum of (3) reference checks will be conducted, documented and filed on all potential staff, as listed above, prior to employment. One of these references must be a personal or family reference. If the prior employment involving supervision of youth indicates that the candidate is not eligible for re-hire, they cannot be hired for a like position in the YMCA.
3. The Burbank Community YMCA conducts a national sex offender registry check on all new staff members and volunteers.
4. A Nationwide including State & County search will be conducted for all new employees and volunteers using their Social Security number except for staff and volunteers at the Child Development Center. All Child Development Center staff 18 years of age and over will be fingerprinted by Live Scan. Once a minor turns 18 they are required to be fingerprinted. Any report of a felony conviction will be reviewed thoroughly by the HR Department and the CEO to determine whether employment is feasible.
 - a. Health & Safety Code Section 1596.871- It is the intent of the Legislature in enacting this section to require the fingerprints of those individuals whose contact with child day care facility clients may pose a risk to the children's health and safety. An individual shall be required to obtain either a criminal record clearance or a criminal record exemption from the State Department of Social Services before his or her initial presence in a child day care facility.

5. YMCA staff must wear attire with a Y logo or photo ID badge at all times that clearly distinguishes them as authorized organization representatives. Volunteers must wear an approved YMCA Volunteer shirt or a Volunteer photo ID badge at all times.

Training

1. All staff and volunteers will participate in a Child Abuse Prevention Training within the first 30 days of employment, which will include, but is not limited to, a review of the YMCA Child Abuse Prevention Policy and an online training/video.
2. Each staff member and volunteer will sign the YMCA Child Abuse Prevention Policy and Procedure Training Manual acknowledging that they have received, read and understood the information and a copy is to be filed in each employee's personnel file.
3. All staff and volunteer will participate in an annual review and discussion, conducted by their department head, of the YMCA Child Abuse Prevention Policy and Procedure Training Manual.
4. We complete background checks every two years on all staff members and volunteers. Returning or seasonal staff or volunteers will complete background checks upon rehire.

Staff Relationships with Children

1. A staff member or volunteer may not be alone with a child in an area or location where they cannot be observed by other staff or adults. In the event that a staff member is in a situation where they are one-on-one with a child, the following must happen:
 - a. The meeting must occur in a public place where the interaction is in full view of others.
 - b. All physical affection should be avoided to prevent misinterpretation.
 - c. If meeting in a room or office, all doors and window blinds must remain open. The staff member should move to an area where he/she/they are in full view of people passing by.
 - d. Inform another staff member and have him/her/them randomly drop in.
 - e. Document and immediately report any unusual incidents, accidents, or behavior problems to prevent misinterpretation.
2. Staff members or volunteers may not relate to children in YMCA programs outside of approved YMCA activities, including baby-sitting or weekend trips without written approval of the CEO.
3. Staff or volunteers may not provide transportation to any other children in a Y program other than his/her/their own child.
4. In all child care programs, a volunteer or teacher's aide must be under the direct supervision of a qualified teacher (who meets Department of Social Services Requirements) at all times, i.e. two volunteers or an aide cannot be left alone with an infant, preschool or school age child.
5. Children enrolled in our preschool program should never be left unsupervised, by sight or sound, at anytime; including bathrooms, locker rooms or showers.
6. On van and bus runs, the YMCA strives at all times to provide a driver and a rider on each vehicle.
7. Staff and volunteers are prohibited from using a bathroom at the same time as youths. In the event a youth is already in a bathroom and a staff member or volunteer enter, the staff member or volunteer must immediately exit the bathroom and wait outside until the youth exits. *NOTE: If a staff member or volunteer is already occupying a bathroom and a youth enters, the staff member or volunteer will exit immediately when done. This policy is meant to encourage staff and volunteers to be hyper aware of their surroundings and never knowingly put themselves in a situation where they are alone with a youth.*

8. No adult (staff, volunteer or visitor) may enter a bathroom designated for school age (k-12th grade) children except in circumstances where emergency care is required.
9. Gift giving: molesters routinely groom youths by giving gifts, thereby endearing themselves to the youth. They might instruct the youth to keep the gifts a secret, which then starts teaching the youth to keep secrets from parents. For this reason, staff and volunteers should only give gifts to groups of youths, and only under the following circumstances:
 - a. Administration must be made aware of and approve the gift.
 - b. Parents must be notified.
10. Safe Sport Act Required Prevention Policies: staff and volunteers interacting with youth athletes must understand and follow procedures to limit one-on-one interactions:
 - a. Staff and volunteers must avoid being in a one-on-one situation with a youth athlete. If an emergency requires it or a staff or volunteer finds themselves in a one-on-one situation, he or she must ensure they are observed by others, asking someone else to be present or call a staff person to be on the phone until another person is present.
 - b. If meeting in a room or office, the door must be left open or the meeting must be moved to an area that can be easily observed by others passing by.
 - c. Staff and volunteers must avoid physical affection that can be misinterpreted. Limit affection to pats on the shoulder, high-fives, and handshakes.
 - d. Staff and volunteers must immediately report any unusual incidents, including disclosures of abuse or maltreatment, behavior problems and how they were handled, injuries, or any interactions that might be misinterpreted.
 - e. Staff and volunteers must have supervisor approval for any tutoring or private coaching sessions. If approved, supervisors must keep a schedule of private tutoring or private coaching sessions, which should include times, youth involved, and location of sessions.

Supervision

1. Directors, Department Heads and Supervisors will enforce and abide by the Code of Conduct included in this policy and procedure manual.
2. Director/Department Heads supervising decentralized youth program sites of operation (Day Camp, P.E. Program) will make unannounced visits at least one time per month and will document each visit.
3. A minimum of two staff should be assigned to each program operating site.
4. The CEO, or designated staff, other than the staff referred to in #2 above, will visit each child care and day camp operating site at least two times a year.
5. Each decentralized site of operation will have access to a telephone on location during all operating hours.
6. Staff and volunteer behavior and disciplinary actions with children must avoid all abusive actions as outlined in "Definition of Abuse" (PC 11165). Directors, Department Heads and Supervisors will keep a close watch for the following danger signals:
 - a. Uses severe discipline and has an excessive need for control
 - b. Has an observable difficulty in controlling anger and impatience
 - c. Expresses an inability to accept children's limitations
 - d. Uses harsh or improper language (continual yelling)
 - e. Has an inordinate interest in a particular child and attempts to be alone with him/her/them
 - f. Participates in or encourages a great deal of physical touching and holding with the children

SECTION VI – RESPONSIBILITY TO PARENTS

1. Parents will be notified that all YMCA employees whose duties require direct contact and supervision of children are considered Mandated Reporters and have a legal obligation to report any suspicion of child abuse.
2. Parents will be informed that they are invited to visit program sites at any time. Our Childcare programs operate an "open door" policy.
3. Parents will be notified in writing, (through letters, brochures and/or parent handbooks) that their child/children will be exposed to short discussions regarding personal safety and touching limits.
4. The YMCA will offer positive assistance and resources regarding the prevention of child abuse for parents and children through workshops, counseling, and use of printed and audio visual resources. All resources should be thoroughly investigated prior to use.
5. Under no circumstances will YMCA Childcare staff release children to anyone other than the authorized parent(s), guardian(s), or an individual authorized by parents in writing or verified by phone or fax. Full legal signatures are required.
 - a. Sign-in and sign-out policy will conform to the ***California Code of Regulations, Title 22, Division 12, Chapter 1, Article 6, 101229.1.***
6. The Burbank Community YMCA requires that all authorized parents, guardians, or individuals authorized by parents must be 18 years of age or over.

SECTION VII – RESPONSIBILITY TO THE CHILDREN

1. To be accorded dignity in his/her/their personal relationships with staff and other persons.
2. To be accorded safe, healthful and comfortable accommodations, furnishings and equipment to meet his/her/their needs.
3. To check for signs of physical injury or emotional abnormality each time a child reports to a program.
4. To report reasonable suspicions of abuse.
5. To provide a caring, nurturing and reassuring environment.
6. To be afforded discretion and confidentiality in the handling of any information concerning a reasonable suspicion or investigation of abuse.

SECTION VIII – PHYSICAL CONTACT, VERBAL INTERACTION AND ELECTRONIC COMMUNICATION GUIDELINES

1. Touching should be in response to the need of the child and not the need of the adult.
2. Touching should be with the child's permission; resistance from the child should be respected.
3. Touching should avoid breasts, buttocks, and groin.
4. Touching should be open and not secretive.
5. Touching or other physical contact should be governed by the age and developmental stage of the child (see examples below).

Examples of On-the-Job Age Appropriateness

Holding hands- Most children past the age of eight will not want to hold your hand. The developmental shift that happens around this age usually brings a greater need for independence and the appearance of maturity. The essential guideline you should remember is that the older children are, the less time you should spend holding hands.

Remember to use gentle limits that help the child feel valued while enforcing a safe working relationship.

Child sitting on your lap- Most children over the age of eight will not want to initiate this activity in a YMCA group setting, so if one does you should make note of it. Preschoolers, kindergarteners, and some first graders will still want to crawl into your lap, especially if it is quiet or reading time, if they don't feel well, or if they are excited to tell you something. Setting gentle limits here may include asking them to sit next to you after a minute or giving them a difficult surface on which to be comfortable (sloping your lap), which gently encourages them to find another seat on their own. Children, no matter their age, should be discouraged from "hanging out" by sitting on your lap; sitting next to you is a better alternative if it's going to last more than a minute or two. The exceptions might be in early childhood centers when staff work with children who are ill or in need of comfort.

Buttoning a child's pants- Unless children have special needs, they will not require your assistance with this activity past the age of seven. If an older child asks for this kind of help, you need to explore that situation in conversation with the child, your supervisor, or the family. Unfortunately, some other motivation may be at work.

Examples of appropriate and in appropriate staff and volunteer contact with children

Appropriate Physical Contact at work	
Pat on the shoulder or head	Definitely—a great way to show affection
Hugging	Use a sideways hug if you initiate
High fives	A great way to be affectionate at work
Secret handshake	Great team builder if used wisely
Resting head on your shoulder	Use guidelines 1, 2, and 4. (from Handout 7)
Squeezed together on a couch	Use guideline 1 and think about safety
Applying sunscreen to a child	Only if you have parent’s permission (and only in areas described in training; let child apply sunscreen elsewhere)
Holding hands	With young children only in escorting situations
Touching hands, shoulders, or arms	Great team builder if used wisely
Inappropriate Physical Contact at work	
Caressing	All of these are highly inappropriate and could create lasting emotional damage for a child. These are all forms of abuse and can lead to immediate termination.
Kiss (on the cheek, mouth, top of head)	
Piggyback rides	
Back rub	
Wrestling or roughhousing	
Playing mercy or uncle	
Carrying a child on your hip	
Shoulder rides	
Touching where swimsuits cover	
Spider swing	
Child hanging on your body	
Playing airplane	

Appropriate Verbal Interaction at work	
Positive reinforcement	A great way to encourage positive group behavior
Appropriate jokes	Make sure jokes are age-appropriate; younger children do not understand sarcasm
Encouragement	A great team builder
Praise	Helps build self-esteem
Inappropriate Verbal Interaction at work	
Name-calling	All of these are highly inappropriate and could create lasting emotional damage for a child. These are all forms of abuse and can lead to immediate termination.
Secrets	
Cursing	
Off-color or sexual jokes	
Shaming	
Belittling	
Derogatory remarks	
Discussing sexual encounters or in any way involving youth in the personal problems or issues of staff or volunteers	
Harsh language that may frighten, threaten, or humiliate youth	
Derogatory remarks about the youth or his/her/their family	

Appropriate Electronic Communication at work	
Sending and replying to emails and text messages from youth ONLY when copying a supervisor or the youth's parents/guardians	
Communicating through "organization group pages" on social media	
"Private" profiles for staff and volunteers that youth cannot access	
Inappropriate Electronic Communication at work	
Harsh, coercive, threatening, intimidating, shaming, derogatory, demeaning or humiliating comments	These items may lead to termination.
Sexually oriented conversations	
Private messages between staff or volunteers and youth	
Posting pictures of organization participants on social media sites	
Posting inappropriate comments on pictures	
"Friending" youth participants on social networking sites	

The YMCA highly recommends that all staff members and volunteers make their social media networking site profiles "private" to prevent youth access.

The Y also prohibits access, display, production, possession, or distribution of pornography on the Y's property or equipment or during any Y-associated activity.

Staff and Volunteer Cell Phone Policy:

While assigned to work with youth, staff members and volunteers are not permitted to use electronic communication devices except during approved breaks and emergency situations. Internet use, text messaging, and/or emailing pictures while assigned to work with youth is strictly prohibited regardless of the type of device used and whether for business or personal reasons. Staff members and volunteers need to ensure that friends and family members are aware of this policy.

Use of personal electronic communication devices to contact organization members and/or program participants for personal and/or inappropriate reasons shall be grounds for discipline up to and including termination of employment.

Staff members and volunteers will have explicit direction from supervisors governing the use of cell phones for the following reasons:

- Field Trips
- Off-site Programs
- Emergencies

SECTION IX – CONTRACTORS & VENDORS

GENERAL STATEMENT

It is the policy of the Burbank Community YMCA that all members, guests and staff will be afforded an environment for participation that is healthy and positive. Any form of physical, emotional, mental or sexual abuse is not tolerated. Our policy guiding abuse prevention is extensive and includes steps to be taken in the screening, hiring, training and supervision of staff. It is our intent that these policies will also guide selection of outside vendors and contractors working on YMCA property when children are present.

- I. Vendors, contractors and their employees working or performing services for the Burbank Community YMCA must agree and abide by the following:
 - A. **COMPLIANCE WITH YMCA POLICY**
 - i. Vendors, contractors and their employees may not be alone with a child in an area or location where they cannot be observed by other staff or adult.
 - B. **PROPER IDENTIFICATION**
 - i. Prior to any work or activity in the facility all vendors, contractors and their employees will check in with the appropriate Department Head and receive a "visitors" badge to be worn at all time while on the premises.
 - ii. All visitors, contractors, and vendors to the YMCA will be required to have their driver's license scanned in our Raptor system, have their background checked, and then receive a sticker.
 - iii. If available the YMCA strongly requests the use of company uniforms by all vendors, contractors and their employees.
 - C. **BEHAVIOR OF VENDORS AND INDEPENDENT CONTRACTORS**
 - i. Vendors, contractors and their employees are expected to behave in a civilized manner towards one another and towards YMCA members, employed staff and volunteers at all times. Use of foul language, violent or physically aggressive actions, and sexual activity, participating under the influence of alcohol or other substance, or other behavior in which any YMCA patron or staff are subject to emotional, physical, mental or sexual abuse will not be tolerated.
- II. Supervisors of vendors and contractors working or performing services for the Burbank Community YMCA must agree and abide by the following:
 - A. **EMPLOYMENT AND SUPERVISION OF INDEPENDENT CONTRACTOR'S EMPLOYEES**
 - i. Supervisors of vendors and contractors take full responsibility for themselves and their staff working or performing services for the Burbank Community YMCA.
 - ii. Supervisors will assure the YMCA that all employees working or performing services for the YMCA have submitted to and been cleared of any child abuse related issues by one of the following:
 - Department of Justice Criminal Background (Live Scan)
 - National Sex Offenders search from www.familywatchdog.us
 - iii. Any vendors or contractors and their employees that have not been cleared by one of the above checks will be required to have continuous physical monitoring at all times while working on the premises at their own expense.

SECTION X – REPORTING FORM

SUSPECTED CHILD ABUSE REPORT

To Be Completed by **Mandated Child Abuse Reporters**
Pursuant to Penal Code Section 11166

CASE NAME: _____

PLEASE PRINT OR TYPE

CASE NUMBER: _____

A. REPORTING PARTY	NAME OF MANDATED REPORTER		TITLE		MANDATED REPORTER CATEGORY		
	REPORTER'S BUSINESS/AGENCY NAME AND ADDRESS			Street	City	Zip	DID MANDATED REPORTER WITNESS THE INCIDENT? <input type="checkbox"/> YES <input type="checkbox"/> NO
B. REPORT NOTIFICATION	REPORTER'S TELEPHONE (DAYTIME) ()		SIGNATURE		TODAY'S DATE		
	<input type="checkbox"/> LAW ENFORCEMENT <input type="checkbox"/> COUNTY PROBATION		AGENCY				
C. VICTIM One report per victim	ADDRESS			Street	City	Zip	
	NAME (LAST, FIRST, MIDDLE)		BIRTHDATE OR APPROX. AGE		SEX	ETHNICITY	
D. INVOLVED PARTIES	PRESENT LOCATION OF VICTIM		SCHOOL		CLASS		
	PHYSICALLY DISABLED? <input type="checkbox"/> YES <input type="checkbox"/> NO		DEVELOPMENTALLY DISABLED? <input type="checkbox"/> YES <input type="checkbox"/> NO		OTHER DISABILITY (SPECIFY)		
	IN FOSTER CARE? <input type="checkbox"/> YES <input type="checkbox"/> NO		IF VICTIM WAS IN OUT-OF-HOME CARE AT TIME OF INCIDENT, CHECK TYPE OF CARE: <input type="checkbox"/> DAY CARE <input type="checkbox"/> CHILD CARE CENTER <input type="checkbox"/> FOSTER FAMILY HOME <input type="checkbox"/> FAMILY FRIEND <input type="checkbox"/> GROUP HOME OR INSTITUTION <input type="checkbox"/> RELATIVE'S HOME			TYPE OF ABUSE (CHECK ONE OR MORE) <input type="checkbox"/> PHYSICAL <input type="checkbox"/> MENTAL <input type="checkbox"/> SEXUAL <input type="checkbox"/> NEGLECT <input type="checkbox"/> OTHER (SPECIFY)	
	RELATIONSHIP TO SUSPECT			PHOTOS TAKEN? <input type="checkbox"/> YES <input type="checkbox"/> NO		DID THE INCIDENT RESULT IN THIS VICTIM'S DEATH? <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> UNK	
	VICTIM'S SIBLINGS		VICTIM'S PARENTS/GUARDIANS		SUSPECT		
	1. _____		3. _____				
2. _____		4. _____					
E. INCIDENT INFORMATION	IF NECESSARY, ATTACH EXTRA SHEET(S) OR OTHER FORM(S) AND CHECK THIS BOX <input type="checkbox"/> IF MULTIPLE VICTIMS, INDICATE NUMBER: _____						
	DATE / TIME OF INCIDENT			PLACE OF INCIDENT			
	NARRATIVE DESCRIPTION (What victim(s) said/what the mandated reporter observed/what person accompanying the victim(s) said/similar or past incidents involving the victim(s) or suspect)						

DEFINITIONS AND INSTRUCTIONS ON REVERSE

SS 8572 (Rev. 12/02)

DO NOT submit a copy of this form to the Department of Justice (DOJ). The investigating agency is required under Penal Code Section 11169 to submit to DOJ a Child Abuse Investigation Report Form SS 8583 if (1) an active investigation was conducted and (2) the incident was determined not to be unfounded.

WHITE COPY-Police or Sheriff's Department; BLUE COPY-County Welfare or Probation Department; GREEN COPY- District Attorney's Office; YELLOW COPY-Reporting Party

SECTION XI – PARENT’S GUIDE FOR PREVENTION OF CHILD ABUSE

(*See additional handout information for more details)

Adapted by,

The Burbank Community YMCA

Source: Adapted, by permission, from National Center for Missing & Exploited Children, *Personal safety for children: a guide for parents*. (Online) Available: <http://www.missingkids.com/>

What Children Can Do

- I **KNOW** my name, address, telephone number, and my parents’ names.
- I always **CHECK FIRST** with my parents or the person in charge. I tell them before I go anywhere or get into a car, even with someone I know.
- I always **CHECK FIRST** with my parents or a trusted adult before I accept anything from anyone, even from someone I know.
- I always **TAKE A FRIEND** with me when I go places or play outside.
- I **SAY NO** if someone tries to touch me or treat me in a way that makes me feel scared, uncomfortable, or confused.
- It’s **OK** to **SAY NO**, and I **KNOW** that there will always be someone who can help me.
- I **KNOW** that I can **TELL** my parents or a trusted adult if I feel scared, uncomfortable, or confused.
- I am **STRONG, SMART**, and have the **RIGHT TO BE SAFE**.

What Teens Can Do

Caution * Communication * Confidence

- *Caution* - **Don’t go out alone.**
 - There is safety in numbers. This rule isn’t just for little kids; it applies to teens, too.
- *Communication* - **Always tell an adult where you’re going.**
 - Letting someone know where you’ll be at all times is smart. If you are faced with a risky situation or get into trouble, your family and friends will know where to find you.
- *Confidence* - **Say no if you feel threatened.**
 - If someone—anyone—touches you in a way that makes you feel uncomfortable, you have the right to say no. Whether it is pressure about sex, drugs, or doing something that you know is wrong, be strong and stand your ground.

How to Talk to Your Child- Tips for Discussing Child Safety

Who? A parent is the best person to teach a child about personal safety.

What? Effective personal safety skills:

- Smart thinking
- Strong character
- Sticking together

When? Now; Age and maturity matter:

- There is no perfect age when parents should begin teaching children about personal safety.
- A child's ability to comprehend and practice safety skills is affected by age, educational, and developmental levels.

How?

- **LISTEN** to your children.
 - Know your children's daily activities and habits.
 - Listen to what they like and what they don't like.
 - Encourage open communication. Let your children know they can talk to you about any situation.
 - Reassure your children that their safety is your number one concern.
- **TEACH** your children.
 - Set boundaries about places they may go, people they may see, & things they may do.
 - Reinforce the importance of the buddy system.
 - It's OK to say no—tell your children to trust their instincts.
- **GET INVOLVED**
 - Know where your children are at all times.
 - Your children should check in with you if there is a change in plans.
 - There is no substitute for your attention and supervision.
- **PRACTICE** safety skills with your children.
 - Rehearse safety skills so that they become second nature.

What You Can Do to Help Your Child - Tips for Parents to Help Their Children Stay Safe

Safety at Home

- Children should know their full names, home phone numbers, and how to use the telephone. Post your contact information where your children will see it—office phone number, cell phone number, pager number, and so on.
- Children should have a trusted adult to call if they are scared or have an emergency.
- Choose babysitters with care. Obtain references from family, friends, and neighbors. Once you have chosen the caregiver, drop in unexpectedly to see how your children are doing. Ask your children how the experience with the caregiver was and listen carefully to their responses.

Safety in the Neighborhood

- Make a list with your children of their neighborhood boundaries, choosing significant landmarks.
- Interact regularly with your neighbors. Tell your children whose homes they are allowed to visit.
- Don't drop your children off alone at malls, movie theaters, video arcades, or parks.
- Teach your children that adults should not approach children for help or directions. Tell your children that if an adult approaches them, they should stay alert because the adult may try to trick them
- Never leave children unattended in a vehicle. Children should never hitchhike or approach a car when they don't know and trust the driver.
- Children should never go anywhere with anyone without getting your permission first.

Safety Away From Home

- Be careful when you put your child's name on clothing, backpacks, lunch boxes, or bicycle license plates. If a child's name is visible, it may put them on a first-name basis with an abductor.
- Walk the route to and from your child's favorite places (school, neighborhood friends, YMCA, and so on), pointing out landmarks and safe places to go if someone is following them or they need help. Make a map with your children showing acceptable routes (to school, to the YMCA), using main roads and avoiding shortcuts or isolated areas. If your children take a bus, visit the bus stop with them and make sure they know which bus to take.

Safety at School

- Be careful when you put your child's name on clothing, backpacks, lunch boxes or bicycle license plates. If a child's name is visible, it may put them on a "first name" basis with an abductor.
- Walk the route to and from school with your children, pointing out landmarks and safe places to go if they're being followed or need help. Make a map with your children showing acceptable routes to school, using main roads and avoiding shortcuts or isolated areas. If your children take a bus, visit the bus stop with them and make sure they know which bus to take.

Burbank Community YMCA Child Abuse Prevention Policy & Procedure Manual

Name _____ Department _____

SECTION I - DEFINITIONS OF CHILD ABUSE OR NEGLECT (Penal Code 11165)

Staff/Volunteer Initial _____

SECTION II - RECOGNIZING SIGNS OF SUSPECTED CHILD ABUSE OR NEGLECT

Staff/Volunteer Initial _____

SECTION III - REPORTING REQUIREMENTS - WHEN TO REPORT

Staff/Volunteer Initial _____

SECTION IV - REPORTING AND RESPONSE PROCEDURES- HOW TO REPORT

Staff/Volunteer Initial _____

SECTION V - HIRING, TRAINING, STAFF AND VOLUNTEER RELATIONSHIPS WITH CHILDREN AND SUPERVISION

Staff/Volunteer Initial _____

SECTION VI – RESPONSIBILITY TO PARENTS

Staff/Volunteer Initial _____

SECTION VII – RESPONSIBILITY TO THE CHILDREN

Staff/Volunteer Initial _____

SECTION VIII – PHYSICAL CONTACT, VERBAL INTERACTION, AND ELECTRONIC COMMUNICATION GUIDELINES

Staff/Volunteer Initial _____

SECTION IX – CONTRACTORS/VENDORS

Staff/Volunteer Initial _____

SECTION X – REPORTING FORM

Staff/Volunteer Initial _____

SECTION XI – PARENT’S GUIDE FOR PREVENTION OF CHILD ABUSE

Staff/Volunteer Initial _____

I acknowledge that I have a legal and ethical duty to report suspected abuse at the Burbank Community YMCA immediately. Failure to do these things may be grounds for employment termination.

Signature _____ Date _____

I acknowledge that I will fully cooperate with any investigation that may occur during my employment at the Burbank Community YMCA. Failure to do these things may be grounds for employment termination.

Signature _____ Date _____

I acknowledge that I have read, understood, received a copy of and agree to abide by the Burbank Community YMCA Child Abuse Prevention Policy & Procedure Training Manual.

Signature _____ Date _____

Parent or Guardian Signature if Under 18 years of Age _____