Dear Colleagues,

Thank you for making the choice to be a part of our YMCA of Delaware leadership team. We are proud to be the only statewide Y in the country and as such we work hard to recruit, develop and retain the best and the brightest. Our YMCA is one of the top 70 largest associations in the country and in many ways a model for others. We take pride in investing in what matters most- our talent and that means you.

This handbook was designed to help you comfortably navigate the many benefits available to you as a team member and to help you fully understand our policies and procedures.

Some highlights of our association efforts on your behalf:

- Generous health and paid time off benefits
- Y Retirement Fund contribution of 12%
- Significant investment in training and development
- Emergency assistance program
- Employee discounts for membership and programs
- A network of talented and committed peers

Please feel free to talk with your supervisor or someone in the Human Resources department if you have any questions at all.

Yours in service,

Deborah Bagatta-Bowles
President & CEO
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1 MISSION STATEMENT
The YMCA of Delaware is an association of people of all ages, ethnic groups and religious affiliations that strive to cultivate the human potential, self-esteem and dignity of all people. Our organization exists to develop and practice the Christian principles of love, caring, inclusiveness, justice and peace... and to enrich the emotional, physical and social life of all individuals, families and our community.

2 DIVERSITY STATEMENT
The YMCA of Delaware is an inclusive organization open to all. We welcome all people regardless of ability, age, background, ethnicity/race, faith, gender, gender identity or sexual orientation. The Y believes that, in a diverse world, we are stronger when we are inclusive, when our doors are open to all and when everyone has the opportunity to learn, grow and thrive.

3 INTRODUCTION
This employee handbook is designed to assist with consistent and objective personnel administration decisions in a manner that is fair to employees and in accordance with the YMCA of Delaware’s objectives. The handbook is also designed to acquaint you with the YMCA and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. This handbook supersedes all previous editions of the YMCA of Delaware handbooks. You are responsible for reading, understanding and complying with all provisions of this handbook. If you have questions, ask your supervisor or contact a Human Resources representative. As the YMCA continues to grow and change, the need may arise to change policies. The YMCA, therefore, reserves the right to revise or rescind any policies or portion thereof from time to time. Employees will be notified of such changes as they occur.

The YMCA of Delaware’s ability to reach its ambitious goals for the communities we serve rests with our greatest resource: our compassionate, dedicated and highly talented staff.

4 NATURE OF EMPLOYMENT
Employment at the YMCA of Delaware is “at will,” which means that either the employee or the YMCA may terminate the employment relationship at any time, for any or no reason. The language used in this handbook should not be construed as creating a contract, express or implied, between the YMCA and any of its employees or as a guarantee of employment for any specific duration. Employees are required, as a condition of their employment, to read this handbook and sign the Acknowledgment Form provided in the back.

5 EMPLOYMENT PRACTICES
Business Ethics and Conduct
At the YMCA of Delaware, all employment decisions shall be based on merit and qualifications. We will not be influenced or affected by
virtue of an applicant’s or employee’s race, color, religion, sex, national
origin, age, gender, gender identity, sexual orientation or any other
characteristic protected by law. In addition, it is the YMCA’s policy to
provide an environment that is free of harassment of any kind, including
sexual, age-related, or ethnic harassment. This policy governs all
aspects of employment, promotion, assignment, discharge and other
terms and conditions of employment.

The YMCA will comply with all applicable state and federal laws
regarding employment practices and does not discriminate in any way.
We expect our directors, officers and employees to conduct business in
good faith and refrain from any illegal, dishonest, or unethical conduct.

**Hiring of Relatives/Nepotism**

The YMCA of Delaware recognizes that its mission and culture attract
family members and friends of YMCA employees to seek employment in
this Association. As part of its mission to build strong families, the YMCA
of Delaware views the employment of relatives as having the potential
to be both productive and positive for the Association, provided issues
of favoritism do not arise. It is the YMCA’s policy that relatives of
current employees may be hired, transferred, or promoted only if they
will not be working directly for or reporting to a supervising relative.

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

**Employment References**

Reference checking, along with background checks, is one of the
tools used to secure information about potential hires from sources
other than the candidates themselves. To ensure that individuals who
join the organization are well-qualified and have a strong potential
to be productive and successful, the YMCA of Delaware shall check
employment references of all applicants. All applicants and employees
must consent to a criminal background check.

The Human Resources Department will respond to all reference
check inquiries. Responses to such inquiries will be limited to factual
information that can be substantiated by the organization’s records. No
employment data will be released without a written authorization and
release signed by the individual who is the subject of the inquiry.

**Reference Checking Prior to Hire:**

Before a final offer of employment is made, personal and professional
references must be checked. All applicants must sign a waiver allowing
the YMCA to contact references provided.

References required:

- General
  - Two professional references
    - Preferably, this would include at least two former employers
      with the reference coming from a supervisor.
    - If the candidate has had less than two jobs, a reference
from a former or present teacher or professor can replace a professional reference.

- One personal reference
  - Not a relative, must have known the candidate for at least three (3) years
- One family member reference (child care staff only)
  - Child care regulations require child care staff have to have one family reference.

**Open Application Process**

The Association seeks to promote from within whenever possible. It also participates in the open application process of the YMCA of the USA for professional staff. The YMCA encourages employees to apply for internal openings which match their tenure and experience.

**Background Checks**

As part of our ongoing commitment to the safety and well-being of the staff and members of the YMCA of Delaware, criminal background investigation reports are requested for all new employees. All applicants for employment at the YMCA of Delaware must sign a release form allowing YMCA of Delaware to request the report. Additionally, these reports may be requested again at any point during an employee’s period of active employment. Any offer of employment is always contingent on the satisfactory results of the candidate’s background investigation report. In addition, satisfactory results of any subsequent background investigation report are required for continued employment with the YMCA of Delaware.

**Arrest/Conviction Disclosure Policy**

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

On an ongoing basis, any employee of the YMCA of Delaware is required to disclose the issuance of any felony charges (after the charges have been filed in criminal court) and all misdemeanor convictions. These disclosures must be made as soon as possible by contacting the Human Resources office, but in any event, no later than seven (7) days following the filing of criminal charges or misdemeanor convictions. An individual’s appeal of the conviction does not affect the obligation to report the conviction. Depending upon the nature of the charges or conviction, appropriate disciplinary action, up to and including termination of employment, will be taken.

6 EMPLOYMENT STATUS/PAY/RECORDS/SEPARATIONS

**Employment Application**

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

**Employee Data Changes**

It is the responsibility of each employee to promptly update personal information in the HRIS system, or if necessary, notify the YMCA of any changes in employee data such as mailing addresses, telephone numbers, number and names of dependents, emergency contacts, educational accomplishments, national YMCA certification and other such status reports. This data should be accurate and current at all times.

**Access to Employee Files**

Employee files are maintained by the HR Department and are considered confidential and proprietary property of the YMCA. Directors and supervisors, other than HR staff, may only have access to personnel file information on a need-to-know basis. A Director considering the hire of a former employee or transfer of a current employee may be granted access to the individual’s personnel file. Personnel files are to be reviewed in the Human Resource Department and may not be taken outside of the department.

Personnel file access by current employees, upon request, will be permitted within three (3) days of the request. The file must be viewed by the requesting employee in the HR Department under the supervision of a member of the HR staff. Individuals reviewing their own files may take notes but may not make copies or add/remove documents from the file.

**Employment Classifications**

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

**Fair Labor Standards Act (F.L.S.A.) Classification:**

1. **Non-exempt employees** are entitled to minimum wage and overtime pay in accordance with the FLSA, state wage and hour laws. Non-exempt employees are employees who are paid on an hourly basis in accordance with the FLSA.

2. **Exempt employees** are excluded from overtime pay provisions of the FLSA, state wage and hour laws. Exempt employees are individuals who are paid on a salaried basis.

An employee’s FLSA status classification may be changed only upon written notification by management of the YMCA of Delaware.

**Employment Categories:**

1. **Full-time employees** are not in a temporary status and are regularly scheduled to work a minimum of 40 hours per week.

2. **Part-time (30+ hours/week) employees** are not in a temporary status and are regularly scheduled to work a minimum of 30 hours/week and continuously throughout the year.
3. **Part-time (<30 hours/week) employees** are not in a temporary status and are scheduled to work less than 30 hours/week through the year.

4. **Temporary/seasonal employees** are hired to temporarily supplement the work force or assist in special projects, which are not expected to last more than 90 days.

5. **Government and/or special funded employees** are contracted for a specific period of time, staffing pattern and budget.

### TIMEKEEPING / PAYROLL

The YMCA of Delaware currently uses Ulti-Pro as its HRIS (Human Resources Information System) to record hours worked by its employees. All hours taken as vacation, sick, personal or unpaid must be accurately recorded and verified in UltiPro prior to established payroll deadlines.

The data recorded in the Ulti-Pro will be considered the official record of the workday. Any disputes over actual hours worked or attendance will be resolved by referring to the official Ulti-Pro record. If a situation arises such as clock malfunction, it may be necessary to correct or enter missing data. These changes must be carefully documented so that it will be possible at all times to determine how a time detail recorded was computed.

**Timekeeping Procedure:**

Note: The terms “key-in,” clock-in,” “punch in,” “swipe,” or “swipe in” (or out) all refer to the action whereby the employee slides his or her I.D. badge through the slot on the reader which records and transmits the information to Ulti-Pro.

In order for an electronic timekeeping system to work as intended, all non-exempt employees must participate. Typical branch employees are required to report as follows:

1. Employees should clock in at their scheduled starting time.
2. Clock in and out for a break (if the shift is equal to or greater than 7.5 hours in length). Clock out at the scheduled end of shift.
3. Any non-exempt employees leaving the work site for any personal reason, including lunch, must clock-out when leaving and clock-in when returning to work.
4. All non-exempt employees who work at least 7.5 hours in a work day must take a minimum of one 30-minute break or two 15-minute breaks, which must be recorded in UltiPro.

Any variance from the schedule above must be pre-approved by the appropriate supervisor. Any problems with the time clocks should be reported to the supervising director immediately.

**Overtime**

When operating requirements cannot be met during regular working hours, employees may be scheduled to work overtime hours. Overtime compensation is paid to all nonexempt employees in accordance with federal and state wage and hour restrictions. Overtime is paid at 1.5 hours the standard hourly rate and only after 40 actual work hours
have been completed during one work week. As required by law, overtime pay is based on actual hours worked (i.e. time off for sick leave, vacation leave, or any leave of absence will not be considered hours worked for calculating overtime). All overtime must be pre-approved by the responsible supervisor prior to being worked. The practice of substituting Compensatory Time (“comp time”) in lieu of paying overtime pay for any hours worked above 40 in a work week is prohibited.

**Falsification or Tampering**

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

**Lost, Damaged or Missing I.D. Badges**

A lost or damaged badge should be reported immediately to the responsible supervisor or designee who will obtain a new badge as soon as possible. Employees who have lost or forgotten their badges may be clocked in by their supervisor. Currently, lost or damaged badges will be replaced at no cost to the employee. However, employees who repeatedly lose their badges may be charged the cost to replace badges (subject to employer discretion).

**Substitutions/Unauthorized Work**

Employees who cannot fill their job assignments are responsible for finding a substitute who is approved by a supervisor. Substituting for instructional job assignments is detrimental to the program and is not allowed except in the event of illness or emergency. Frequent substitutions in a job assignment will result in disciplinary action up to and including termination of employment. Substituting for another employee without authorization from the supervisor in charge is not permitted.

**Employee Access to Time Records**

Every employee of the YMCA of Delaware has access to his/her electronic timekeeping records and personal information. It is the supervisor’s responsibility to make sure each person in his/her department/team is provided with proper training for navigating the timekeeping system.

It is the employee’s responsibility to review and monitor his/her timekeeping records prior to each payday to ensure accuracy of attendance and payroll. Employees who do not have an office or a home computer may access computers located at any YMCA of Delaware branch.

**Paydays**

All employees are paid biweekly, every other Friday. Each paycheck payment will include earnings for all work performed through the end of the previous payroll period. In the event that a regularly scheduled payday falls on a holiday, employees will receive pay on the last day of work before the regularly scheduled payday. The annual payroll calendar is posted on UltiPro.
Separations
Terminations are an inevitable part of employee activity within any organization and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

RESIGNATION - Employment termination initiated by an employee who chooses to leave the organization voluntarily.

Requested notice* to the YMCA of Delaware when resigning employment:

- Exempt employees 4 weeks working ** notice, regardless of length of service
- Nonexempt employees
  - less than 3 years of service = 2 weeks working notice;
  - 3 – 5 years of service = 3 weeks working notice;
  - 5+ years of service = 4 weeks working notice

*Persons failing to give requested notice will not be eligible for rehire.

** Working notice – once a resignation has been submitted by resigning employee, the resigning employee agrees to refrain from scheduling any time off in order to be available during the entire exit and transition process.

DISMISSAL - Employment termination initiated by the organization for disciplinary, non-disciplinary (at will) or reduction-in-force reasons.

RETIREMENT - Voluntary retirement from active employment status initiated by the employee.

Employees are requested to give a minimum of four weeks notice.

Employee benefits will be affected by employment terminations. All accrued, vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee’s expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.

8 EMPLOYEE BENEFITS / PAID TIME OFF

Benefits Overview
Employee benefits represent a significant part of an employee’s compensation package. Benefit eligibility is based on a variety of factors, including years of service, employment classification and hours worked. Some benefit programs require contributions from the employee, while others are fully paid by the YMCA. The details and plan specifications associated with many of these plans can be found in the Human Resources Department.

Below is a summary of some benefits provided to all eligible employees?

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auto Mileage Reimbursement</td>
<td>Medical Insurance</td>
</tr>
<tr>
<td>Blood Bank of Delaware Membership</td>
<td>Medical Opt-out Payment</td>
</tr>
<tr>
<td>Child Care</td>
<td>Membership Dues</td>
</tr>
</tbody>
</table>
Credit Union Membership  Military Leave
Dental Insurance  Pension Plan
Flexible Spending Account  Personal Life Insurance
Employee Assistance Program  Personal Paid Days
Educational Financial Assistance  Pre-Paid Legal Services Plan
Family and Medical Leave  Recreational Activities
Holidays  Short-Term Disability Insurance
Jury Duty Leave  Sick Leave
Life Insurance  Travel Reimbursement
Long-Term Disability Insurance  Vacation Leave

The Director of Benefits will schedule an overview of benefits provided to all new staff upon hire.

**See Staff Discounts Addendum in back of this handbook for additional benefits offered.

**

Retirement

Employees will be enrolled in the YMCA Retirement Fund after they have satisfied the eligibility requirements (usually after 2 years of continued service). Employees already participating in the Retirement Fund who transfer to the YMCA of Delaware will automatically be continued in the Fund. Employees who transfer from another participating Association, but who are not yet enrolled in the Fund, will get credit for the months of employment with the other Association, subject to plan specifications. Eligible employees receive a generous contribution of 12% of their annual salary by the YMCA each year. See YMCA Retirement Fund Summary Plan Description for vesting schedule or log on at www.yretirement.org.

Vacation Benefits

The YMCA believes that vacation is beneficial to the health and welfare of employees and should be taken each year. Additional vacation time will be credited to employees who have previous full-time YMCA experience as follows: One year of vacation credit for each year of full-time experience. Well-qualified candidates with professional experience in a non-YMCA environment may be credited with vacation seniority according to their years of professional experience.

A full year’s vacation is allotted to an employee on January 1 of each calendar year. Ideally, the entire amount of a year’s vacation is to be used in the current calendar year; however, there may be an occasion when work obligations prevent employees from using all allotted vacation in a given year. Should an employee need to roll over their accrued, unused vacation into the next calendar year, they must submit a Vacation Rollover Form through the proper channels.

With regard to certain programs such as childcare, employees will be required to use vacation hours during shut-down periods. If no vacation time is available, these periods will be taken as time off without pay.

Vacation time cannot be used until has been accrued without supervisory approval. One day is considered eight (8) hours, however, vacation time may be taken in one hour increments if necessary. Vacation time should be scheduled in advance to allow the department
to prepare for the period of the employee’s absence.

Vacation benefits will be awarded to eligible employees according to the following schedule:

<table>
<thead>
<tr>
<th>Year of Hire*</th>
<th>Prorated vacation - 6.67 hours per month for number of months remaining in year. To a maximum of 10 days (80 hours)*</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Length of Service</th>
<th>Vacation Allotted</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - 3 Years</td>
<td>10 days - 80 hrs. or 6.67 hrs. per month</td>
</tr>
<tr>
<td>After 3 years</td>
<td>15 days - 120 hrs. or 10 hrs. per month</td>
</tr>
<tr>
<td>After 5 years</td>
<td>20 days - 160 hrs. or 13.33 hrs. per month</td>
</tr>
<tr>
<td>After 15 years</td>
<td>25 days - 200 hrs. or 16.67 hrs. per month</td>
</tr>
<tr>
<td>After 20 years</td>
<td>30 days - 240 hrs. or 20 hrs. per month</td>
</tr>
</tbody>
</table>

*New hires will receive credit for full-time service at another YMCA for the purpose of calculating vacation allotment. A new hire must be employed on or before the 15th of the month to receive credit for that month's service.

**Holidays**

The YMCA will grant holiday time to all full-time employees on the holidays listed below:

- New Year’s Day
- Martin Luther King’s Birthday
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Day after Thanksgiving
- Christmas
- Employee Appreciation Day (supervisory approval needed)

In addition to the recognized holidays listed, eligible employees will receive two floating holidays in each calendar year, which will be decided by senior management.

A recognized holiday that falls on a Saturday will typically be observed on the preceding Friday, and a recognized holiday that falls on a Sunday will be observed on the following Monday. If a recognized holiday falls during an eligible employee’s paid absence, including vacation and sick leave, but excluding short-term disability and worker’s compensation leave, holiday pay will be provided instead of the paid time off benefit that would otherwise have applied. If an eligible nonexempt employee works on a recognized holiday, he or she will receive holiday pay plus wages at the straight-time rate for the hours worked on the holiday. An exempt employee, who works on a holiday, may take an alternate day off with supervisory approval. Paid time off for holidays will not be counted as hours worked for the purposes of determining overtime.
Sick Leave

Full-time employees who are absent due to personal illness or accident, or due to a family member’s or household member’s illness or accident, are entitled to paid leave based on the length of full time YMCA service at the beginning of each year. Sick leave is granted to new employees based on the eligibility table below.

When an employee has used sick time for three consecutive days, HR should be notified in order to alert the employee of his/her FMLA rights. A doctor’s note is needed to return to work when an employee has been out for three days. If a medically documented illness occurs within an employee’s vacation period and that employee has sick leave available, sick leave may be used instead of vacation for the number of days of illness. Sick leave is computed from the date of full-time employment and allocated on a pro-rata basis for the first year of employment. Sick leave is accrued month by month during the first year of employment and cannot be used until it is accrued.

At the time of termination from employment, an employee shall have no claim for pay in lieu of unused sick leave.

<table>
<thead>
<tr>
<th>SICK LEAVE BENEFITS ELIGIBILITY TABLE – As of January 1st of Each Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Length of Service</td>
</tr>
<tr>
<td>Less than 10 mos.</td>
</tr>
<tr>
<td>10 mos. to less than 2 years</td>
</tr>
<tr>
<td>2 years to less than 3 years</td>
</tr>
<tr>
<td>3 years or more</td>
</tr>
</tbody>
</table>

Time off due to pregnancy is expected to be 6 to 9 weeks depending on the nature of delivery. The employee will be required to submit a physician’s report stating recommendations for when disability begins and ends. Length of employment will determine the amount of sick leave, eligibility for short-term disability compensation and eligibility for Family and Medical Leave. An employee who stops work voluntarily, prior to actual disability, will be required to use vacation or personal leave. At the point during the leave when the employee is determined to be disabled by a physician, the employee’s leave will be changed to provide sick leave coverage as described in this policy. An employee who does not return to work at the end of an approved leave period is deemed to have voluntarily resigned.

Personal Days

All full-time employees are allocated up to three paid personal days within each calendar year, based on their start date, for bereavement, funerals and unanticipated events.

Attendance Recognition Bonus

As an organization that promotes and encourages healthy lifestyles, the YMCA has a bonus-recognition program to reward eligible nonexempt
employees who have good attendance records. Since we award the bonuses in January, based on the previous year’s attendance, the full-time, non-exempt employee must have worked an entire year to be eligible (Jan. 1 of previous year to Jan. 1 of current when bonus is calculated). Attendance bonuses are based upon the percentage of sick time used, with awards given to those who have used 20% or less of their annual sick time allotment.

**Short Term Disability Leave**

All full-time regular employees, who have been employed on a continuous full-time basis for one year or more, shall be eligible for “Short-Term Disability Leave Benefits.” The rate of pay for short-term disability leave is 60% of the employee’s regular pay (excluding overtime).

As determined by the insurer, this benefit shall begin after the later of 14 days of continuous disability or the employee’s exhaustion of all accrued sick and accrued vacation pay. NOTE: The maximum time allowable for paid short-term disability leave is 90 calendar days. This period begins on the first day of disability and includes all leave taken during the period including sick leave, accrued vacation, or time without pay.

Example:

John is disabled effective June 1. He has 40 hours of accrued sick leave and 40 hours of accrued vacation time (for a total of 80 hours or two weeks) which will be applied prior to payment of short-term disability benefits (June 1 – 14). During this time he will be paid at 100% of his regular earnings. Beginning June 15, short-term disability payments will begin (if all necessary claim forms are submitted, reviewed and approved) at the rate of 60% of John’s regular earnings. John’s benefits will continue to be paid until he is either no longer disabled or he becomes eligible for benefits under the Long-term Disability Benefit Plan. (Short-term disability status is valid for a maximum of 90 days which begins the first day of disability).

"**Paid Short Term Disability Leave Benefits**“ will begin after an employee exhausts all accrued sick leave benefits and if:

- The employee becomes totally disabled while he or she is employed as a full-time regular employee (You are totally disabled if you are unable to perform each of the material duties of your regular job because of an injury or sickness.).
- The employee requires the regular care of a physician.
- The employee submits proof of total disability.

All leave taken in connection with the 90-day short-term disability period (sick, vacation or paid short-term disability leave) shall be counted as leave granted under the Family and Medical Leave Act.

**Long Term Disability Leave**

All regular, full-time employees who have been employed on a continuous full-time basis for one year or more are eligible for long term disability insurance coverage. As determined by the insurer, this benefit shall begin after 90 days of continuous disability. The level of benefits will be at 60% of the employee’s annual base pay. Details are described in a separate document distributed to employees at the beginning of the
“Plan Year” and at the new employee’s orientation.

**FMLA (Family Medical Leave Act) Leave**

The YMCA of Delaware complies with all required FMLA Regulations. The Association posts the mandatory FMLA and Department of Labor (DOL) notices at each branch and provides all new hires their required notices upon hire.

The function of this policy is to provide employees with a general description of their FMLA rights. In the event of any conflict between this policy and the applicable law, employees will be afforded all rights required by law.

If you have any questions, concerns, or disputes with this policy, you should contact the Human Resources Department.

**General Provisions**

Under this policy, the Association will grant up to 12 weeks (or up to 26 weeks of military caregiver leave to care for a covered service member with a serious injury or illness) during a rolling 12-month period to eligible employees. The leave may be paid, unpaid or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in this policy.

**Eligibility**

To qualify to take family or medical leave under this policy, the employee must meet all of the following conditions:

1. The employee must have worked for the Association for 12 months or 52 weeks.
2. During the 12-month period, the employee must have worked at least 1,250 hours immediately before the date when the leave is requested to commence. The principles established under the Fair Labor Standards Act (FLSA) determine the number of hours worked by an employee. The FLSA does not include time spent on paid or unpaid leave as hours worked. Consequently, these hours of leave should not be counted in determining the 1,250 hours eligibility test for an employee under FMLA.

An employee who is ineligible for FMLA and is out of work 30 days may have to be terminated so the position can be filled. Once the employee is able to return to work, they will need to reapply and follow the new hire process regarding paperwork, etc.

**Intermittent Leave or a Reduced Work Schedule**

The employee may take FMLA leave in 12 consecutive weeks, may use the leave intermittently (take a day periodically when needed over the year) or, under certain circumstances, may use the leave to reduce the workweek or workday, resulting in a reduced-hour schedule. In all cases, the leave may not exceed a total of 12 workweeks (or 26 workweeks to care for an injured or ill service member over a 12-month period). Employees who want intermittent leave to be considered must present this request to their supervisor for review and approval before it is granted.
Jury Duty
The YMCA encourages employees to fulfill their civic responsibilities by serving Jury Duty when required. Employees must show the Jury Duty summons to their supervisor as soon as possible so the supervisor may make arrangements to accommodate the employee’s absence. The employee is expected to report to work whenever the court schedule permits. Either the employer or the employee may request an excuse from Jury Duty if, in the employer’s judgment, the employee’s absence would create serious operational difficulties.

9 EMPLOYEE CONDUCT / DRESS CODE
The YMCA of Delaware expects all employees to conduct themselves in a manner that reflects the character values of honesty, caring, responsibility and respect. An employee whose on-the-job conduct is inconsistent with these values will be subject to disciplinary action, up to and including termination from employment.

The YMCA of Delaware reserves the right to take disciplinary action based on what it deems to be appropriate in any given situation. This policy is not all-inclusive and other conduct/performance and attendance issues may result in disciplinary action, up to and including termination of employment. The decision regarding any action to be taken rests solely with the YMCA of Delaware.

All past disciplinary actions will be taken into consideration when addressing any group violation. The action taken on any group violation will be considered on a case-by-case basis, including the employee’s past performance.

Forms of disciplinary action may include:

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

- **Written Notice** - The employee is put on notice that continuing the current conduct/ performance or attendance may jeopardize his/her employment with the organization.

- **Final Written Notice** - The employee is put on final notice that continuing the current conduct/ performance or attendance will jeopardize his/her employment with the organization.

- **Suspension** - The employee will be released from duty with or without pay while investigating the company violation.

- **Termination** - Employment with the YMCA of Delaware is at-will and can be terminated for any reason, with or without cause, with or without notice.

Attendance Violations
Employees of the YMCA of Delaware are expected to be on time and regular in attendance. Employees who are unable to arrive at work on time, or must be absent, must contact their supervisor as soon as possible or within the specific call-in requirements of their department.

An employee’s first attendance violation may warrant verbal counseling only; however, any other additional violations will be reflected in the
employee’s file. The decision as to what action will be taken (including written notice, final written notice, suspension, or termination) rests solely with the YMCA of Delaware and is made on a case-by-case basis depending on the employee’s previous conduct. Below are some attendance violations, which will not be tolerated:

- **Unexcused Absence** - any absence that is unauthorized time off or the employee has insufficient unused paid time off to cover the absence. Exceptions to insufficient time would apply to employees on FMLA.

- **Excessive Absenteeism** – excessive absenteeism or tardiness (whether excused or not) will not be tolerated and can be cause for disciplinary action, up to and including termination of employment. Excessive sick leave absences create an undue hardship on co-workers, supervisors and/or managers and affect services to our members. Time away from work authorized under FMLA cannot be used in the calculation of excessive absenteeism.

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

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

*This list is not all inclusive and should only be used as a guide. When any conduct or performance interferes with the organization’s mission, vision, and value statements, it may be considered a violation under this policy.*

**Group I Conduct/Performance Violations**

The following violations are considered a Group I Violation of company policy. For the first offense in a Group I category, an employee may receive verbal counseling only. If there are other additional violations reflected in the employee’s file, the decision regarding what action will be taken (including written notice, final written notice, suspension, or termination) rests solely with the YMCA of Delaware and is made on a case-by-case basis depending on the employee’s previous conduct.

**Group I Violations in conduct and performance include, but are not limited to:**

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

**Group II Violations / Performance Violations**

**Negligent Conduct** - Failure to use reasonable care in performance of work related duties that may result in, but, not limited to:
- Injury
- Property damage
- Financial loss to the organization or others
- Limits or interferes with productivity
- Horseplay resulting in injury
- Failure to wear safety equipment which results in injury
- Failure to report any occupational injury or act that results in an injury
- Negligent completion of an organizational document or record

**Unprofessional Conduct** - Any conduct that is not suitable for our type of business and work environment; or reflects adversely upon the organization’s reputation or goodwill in the community; or other inappropriate conduct including but not limited to:
- Rudeness to members, co-workers, visitors, etc.
- Degrading or threatening verbal innuendo, picture or drawing
- Profanity and abusive behavior directed towards anyone
- Non-conformance to Association/Branch policies and procedures
- False or defamatory remarks
- Violation of no solicitation/no distribution rule
- Neglect, abuse or unauthorized use of equipment, property, or supplies

**Group III Violations Conduct / Performance Violations**

The following violations are considered a Group III Violation of company policy. These violations are considered very serious are grounds for IMMEDIATE TERMINATION pending investigation if warranted.

Group III Violations consist of, but are not limited to:

**Insubordination** - A refusal or intentional failure to follow direct instructions from a supervisor, manager, or authorized employee with known authority to direct other employees. Insubordination examples include, but are not limited to:
- Disobedience
- Disrespect
Obscene or abusive treatment of Supervisor

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

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

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

- Any conduct that limits an individual’s effectiveness as an employee by reason of its detrimental effect on the business or reputation of the organization
- Possession and disclosure of confidential information or a dishonest act
- An act of criminal nature, whether related or unrelated to the organization, including but not limited to theft, fraud, embezzlement, larceny; or drug dealing
- Abusive treatment and/or harassment to another person, including members
- Gross negligence of duty, including sleeping on duty
- Immoral or indecent conduct
- Falsification of employment application, criminal background check forms, time records, or any other organizational records
- Possession of firearms or any other dangerous objects on company property
- Fraud committed by accepting pay for work not performed or for time not worked
- Asking staff to work off the clock
- Accepting and/or soliciting gifts, tips, gratuities of any kind from members, vendors or visitors without reporting

*This list is not all inclusive and should only be used as a guide. When any conduct or performance interferes with the organization’s mission, vision, and value statements, it may be considered a violation under this policy.*
Appropriate Dress / Appearance Policy

General Information

The impression we give our members and the community is extremely vital to our continued success. As a service-oriented and people-oriented organization, we need to project a professional and non-threatening appearance to our users. The way we dress and the way we are groomed are in large part responsible for the impression we make and the comfort level of our members. While this policy allows for a more relaxed atmosphere throughout the work week, it also requires some uniformity and standardization.

Providing and Buying Shirts

The YMCA of Delaware will supply 3 staff shirts, per year, to all full time employees and as follows for part time employees: 3 shirts for employees who are regularly scheduled for four or more days during a week; 1 shirt for all other employees. Staff for summer camp will receive 3 shirts. Additional shirts will be available for purchase at a discount.

Policy for Branch Locations

General Provisions:

1. Except as indicated below, all staff is required to wear approved YMCA of Delaware staff shirts at all times they are at work. Approved staff shirts are either YMCA golf shirts, YMCA short sleeve shirts, or YMCA long sleeve shirts and shall NOT include YMCA T-shirts (except as indicated below).

2. Branches and/or certain program areas may further choose to mandate certain colors of shirts for staff involved in certain activities.

3. Director-level and above may wear Traditional Business Attire at any time, and have the option to wear Business Casual Attire during summer months or during appropriate, physical activities.

4. During cooler weather, staff involved in programs in which they are allowed to wear YMCA T-shirts may wear warm up suits with the YMCA logo as long as they are worn over the appropriate shirts.

5. Solid colored slacks, skirts, athletic pants (such as warm-ups) or “long” shorts (extending at least half way down the thigh), either plain or with the YMCA logo, are required.

6. All branch staff must wear nametags at all times while on duty.

7. Staff must wear “Traditional Business Attire” when it is appropriate for the professional circumstances, including business meetings, formal YMCA events, meetings with community groups, etc.

8. Branch office staff may wear traditional business attire or business casual attire (see definitions below.)

Inappropriate Appearance:

1. Apparel with slogans or pictures inappropriate to a YMCA setting are forbidden.

2. Apparel with slogans or pictures in inappropriate places on the body is forbidden (e.g., a slogan or word across the seat of shorts or pants.)
3. Apparel that is too tight or too revealing is forbidden. This includes tank tops, plunging necklines, skin-tight pants or shorts, etc. No underwear should be showing. Bare midriffs and super-baggy, low-slung pants are not permitted.

4. Jewelry should be appropriately conservative.

5. Employees working directly with children or in active settings should not wear jewelry that presents a hazard; or avoid wearing earrings and other jewelry.

6. Visible tattoos are permissible; however, if a tattoo represents an inappropriate theme (e.g., nudity, violence, vulgarity, profanity, etc.), the employee is required to cover the tattoo while on duty.

7. Hair, including facial hair for males that is unkempt.

8. Hats are not to be worn indoors.

**Special Provisions:**

1. Program employees, instructors and Directors may wear staff YMCA T-shirts during the physical program sessions (for example, aerobics, spinning, etc.), child care or camp. Program staff may wear program-appropriate attire for classes – e.g., leotards for teaching aerobics, yoga, etc.

2. Blue jeans are appropriate for resident camp, day camp, child care and maintenance/custodial staff only. Also, blue jeans may be worn by any staff person for work involving dirty tasks or in dirty environments (e.g., office cleanup work, work in construction areas, etc.)

3. YMCA aquatic staff is required to wear one piece bathing attire while engaged in programming in and around the pool. Recommended colors for bathing suits are solid red, black, blue, or green. For temporary movement around the branch, away from the pool area while in bathing attire, aquatic staff is required to wear warm-up suits or sweat clothes (top and bottom). Aquatic staff must wear approved YMCA identification while on duty. Approved identification includes any one or a combination of: hat, visor, T-shirt, lifeguard / aquatic staff patch (or Y logo) on bathing suit.

4. Wearable technology (i.e. blue tooth, earbuds, iWatch, etc.) is prohibited from being worn during the work day if your role requires direct service for members and guests.

5. Due to slippery services around pools, locker rooms, etc., proper footwear is required to prevent injuries.

Branches may “customize” the look of the branch within the above guidelines.

**Policy for the Association Office**

“Traditional Business Attire” should be worn when it is appropriate for the professional circumstances of the day or if it is the preferred choice of the individual (See Traditional Business Attire below).

Dress may be Business Casual Attire when this is appropriate for your responsibility or your schedule on any given day. Business Casual attire is also allowed during summer months. Based upon certain visitors or activities, managers may, at times, request department/office staff to wear traditional business attire (See Business Casual Attire below).
Policy for jewelry and tattoos is the same as for branch staff.

**Definition of Traditional and Casual Business Attire**

*Traditional Business Attire*
- Shirt, tie and suit/sport coat for men
- Dress, suit, slacks or skirt with blazer or jacket for women

Traditional business attire is what you would wear as a candidate for a job interview or as a YMCA representative making a presentation to a white collar business or community group. Dress jeans are permitted on Fridays unless otherwise stipulated at the individual branches.

*Business Casual Attire*

Business Casual Attire must present a neat, well-groomed, businesslike appearance. Projecting a positive image of our workplace to our members, visitors, and YMCA associates at the Association Office remains a high priority whether our dress is traditional or business casual.

Listed below are the guidelines for Business Casual Attire.

**Acceptable**
- Neat, clean, pressed, conservative clothes
- Approved YMCA of Delaware staff shirts
- Shirts with collars, golf shirts, twill shirts
- Docker-type or khaki slacks; “long” shorts (summer wear only; must extend at least half way down the thigh)
- Dresses, skirts, slacks, split-skirts
- Shoes in good condition

**Not Acceptable**
- Ripped or dirty blue jeans, short shorts, non-YMCA T-shirts and any tight leggings, yoga pants, etc.

**Sanctions for Inappropriate Attire**

If an employee is dressed inappropriately, the supervisor will follow corrective discipline procedures as they would for any other type of policy or code of conduct violation. The supervisor has the option of sending the employee home to change, in addition to issuing the appropriate warning. Repeated occurrence(s) of inappropriate dress or appearance by the same employee can result in termination.

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**10 Solicitation and Distribution Policy**

The YMCA of Delaware prohibits solicitation by employees of other employees during work time when employees are performing their work tasks. Distribution of circulars, handbills or literature of any type during working periods is not permitted. Solicitation of YMCA of Delaware members or any person not employed by the YMCA of Delaware is prohibited at all times on YMCA of Delaware property or work premises. Solicitation for YMCA of Delaware sanctioned campaigns such as Annual Campaign is permitted under this policy.
11 Violence Prevention

The YMCA of Delaware is committed to the prevention of workplace violence and to the maintenance of a safe work environment. Toward this goal, we have adopted the following guidelines to deal with intimidation, harassment or other threats of (or actual) violence that may occur on YMCA of Delaware premises. This policy covers all employees of the YMCA of Delaware.

1. Firearms, weapons, and any other dangerous or hazardous devices or substances are prohibited from any premises where YMCA of Delaware activities are taking place (work, camp, project sites, etc.) without proper authorization.

2. Conduct which threatens, intimidates or coerces another employee, member, volunteer or any other individual will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual’s gender, race, age, or any characteristic protected by federal, state or local law.

3. All threats of (or actual) violence, either direct or indirect, should be reported immediately to the working supervisor or any other member of management. This includes threats or violence by employees or non-employees. When making such a report, it is important to communicate the information as specifically and detailed as possible.

4. Employees covered under any lawful “Order of Protection” or restraining orders referencing YMCA of Delaware property or work areas must provide a copy of the order to the branch Executive Director.

Any individual identified as responsible for threats of violence or actual violence, or any other conduct deemed to be in violation of this policy will be subject to prompt disciplinary action up to and including termination of employment.

12 SAFETY / WORKERS COMPENSATION

Establishment and maintenance of a safe work environment is the shared responsibility of the employer and employees in all levels of the organization. The YMCA will attempt to do everything within its control to assure a safe environment and compliance with federal, state and local safety regulations. Employees are expected to obey safety rules.

All accidents that result in injury must be promptly reported to the appropriate supervisor within 24 hours of the incident, regardless of how insignificant the injury may appear. Such reports are necessary to comply with laws and initiate insurance and workers’ compensation procedures. *This information must be sent to the branch Office Manager immediately - inclusive of weekends and holidays.*

Injury/Accident Procedure

1. When an injury occurs, take note of anyone who might have witnessed the accident. The accident should be corroborated by eyewitnesses whenever possible.

2. If an employee does not receive medical treatment, the insurance carrier will not take action on the file; however they will have a record in the event that something develops in the future.
3. The injured employee must assist in completing the Incident Report form immediately following the injury or illness. Failure to follow this procedure will result in disciplinary action (See Employee Conduct).

4. When an on-the-job injury occurs, the supervisor should be certain that the injured employee receives proper medical treatment. Transportation to an emergency medical facility will be arranged if necessary.

**Reporting Procedure**

1. The department manager/supervisor must complete the Incident Report form. It is the responsibility of the individual completing this report to thoroughly complete the front and back of the form along with doing an investigation/visual inspection of the place where the injury occurred.
   a. It is very important to indicate whether the employee had any lost time, and if they employee has returned to work at the time of the form’s completion. This can be documented under “Follow-Up” on the Incident Report form.
   b. If an on-the-job injury appears questionable, this should be verbally communicated to the Office Manager. This will be included on the form to the carrier to investigate the claim.

2. The original Incident Report form must be sent to the Office Manager within 24 hours after notification of the injury or illness.

3. The Office Manager will send the claim to our Worker’s Compensation carrier. All injuries or illnesses must be reported to our Worker’s Compensation carrier within 72 hours of the incident.

**Receipt of Workers’ Compensation Benefits**

- Worker’s Compensation lost time will run concurrent with FMLA, if eligible. The Human Resources Administrator will designate FMLA if the employee is out for more than three (3) days due to a work related injury or illness.
- Employees who have sick time available may receive three (3) days sick pay while waiting for workers compensation eligibility to be determined. If sick time is not available, then vacation can be used. After the third day, employees may not receive both YMCA benefits and workers compensation benefits concurrently.
- During workers compensation lost time claim, the YMCA will continue the employee’s benefits while on FMLA.
- After ninety (90) days, if the employee has not returned to work, the case will be re-evaluated regarding the continuation of benefits.

**Use of Equipment and Vehicles**

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using YMCA property, employees are expected to exercise care, perform required maintenance and follow all operating instructions, safety standards and guidelines.

Please notify the supervisor immediately if any equipment, machines, tools or vehicles appear to be damaged, defective or in need have repair. Prompt reporting of damages, defects and the need for repairs
could prevent deterioration of equipment and possible injury to employees or others.

The supervisor can answer any questions about an employee’s responsibility for maintenance and care of equipment or vehicles used on the job. The improper, careless, negligent, destructive, or unsafe use or operation of equipment and vehicles can result in disciplinary action, including dismissal.

13 Alcohol and Psychoactive Substance Policy and Procedure

Drug and alcohol use is highly detrimental to the safety and productivity of employees in the workplace. No employee may be under the influence of any illegal drug or alcohol while in the workplace, while on duty, or while operating a vehicle or equipment owned or leased by the YMCA.

Policy

1. Reporting to work under the influence and/or consuming alcohol/drugs during working hours (including breaks and meal periods) is grounds for immediate termination of employment as approved by the Vice President of Human Resources or designee.

2. Bringing alcohol or drugs onto any of the YMCA of Delaware premises, parking lots or property of a work site, having possession of, having present in the body system, being under the influence of, using, consuming, transferring, distributing/selling, or attempting to distribute/sell, manufacture or dispensing any form of narcotic, depressant, stimulant, hallucinogen or any other kind of perception altering drug or controlled substance (except prescription medication under the direction of a physician to the extent it will not impair job performance or threaten safety, health, security or property) at any time within scheduled or unscheduled work hours, whether or not on YMCA business, will be grounds for immediate termination of employment.

3. YMCA of Delaware reserves the right in its discretion to examine or test for the presence of alcohol and illicit/illegal drugs in situations such as, but not limited to:
   a. Discovery of illegal substances during a search of employee’s packages, vehicles, lockers, handbags, and similar items or any relevant evidence of drug use while on YMCA premises.
   b. Incident to safety or health risks or sensitive duties of a specific job or job classification as determined by the YMCA of Delaware.
   c. Following a safety infraction or work related incident.
   d. Specific employee behavior on the job or at a YMCA of Delaware sponsored function which gives management reasonable suspicion that such behavior might be or is due to alcohol or drug use and does or could pose a potential or actual safety, health, security, property risk and/or jeopardize work performance.
   e. As may be specifically required by State Law, Federal Law or contractual agreement.
4. Examinations or tests can include, but are not limited to: blood, urine, breath, hair or other tests for evidence of presence of alcohol, drugs, controlled substances and perception altering substances in the body.

**For Cause Procedures**

The procedure for determining the extent, to which an employee is under the influence of alcohol and illicit/illegal drugs, will be followed:

1. Management can establish that an employee is under the influence and/or has consumed alcohol/drugs through visual observations of recognizable symptoms, including, but not limited to: smell, unsteady gait, weaving, boisterous conduct and slurred speech. The symptom observations must be made by at least two members of Management. Any observations and/or comments made to or by Management must be documented.

2. In a situation where repeated and consistent staff complaints against another employee cannot be confirmed by Management through visual observation, such complaints shall be reported by the Manager to the Vice President of Human Resources who will evaluate the appropriateness of further action including requirement of a “for cause” drug/alcohol test.

**Medical Review Officer (i.e. LabCorp, Occupational Health Agency, etc.)**

1. The authorized Medical Review Officer (MRO) will screen the test. If the test is positive, the MRO will contact the applicant or employee to advise of the test results and to determine if there are any prescription drugs, which may have caused the positive test result.

2. If the MRO confirms with the employee that prescription drugs do exist, then the MRO will report a negative result to the Human Resources department.

3. If the MRO cannot confirm that prescription drugs exist, then the Doctors Review Service will report a positive result to the Human Resources Office.

4. There may be times when the Medical Review Officer reports a “set aside” result. This means that there was a positive result, but at such a low grade that food products may have caused this result. If this does happen, the applicant or employee may be sent for another test.

**Special Clauses**

1. Physician-prescribed medications are permitted provided they do not adversely affect job performance or the safety of the employee or other individuals in the work place.

2. The YMCA recognizes that employees may wish to seek professional assistance in overcoming drug or alcohol problems. Employees may want to contact the member advocate from their medical health provider. Employees who voluntarily admit to having drug or alcohol problems that have not resulted in disciplinary action may be eligible for sick time or unpaid time off to participate in a rehabilitation program. The employee requesting professional assistance will then be referred to the
Employee Assistance Program (EAP) Provider for assessment and
treatment recommendations. Upon completion of the program,
the employee may be reinstated provided the employee submits
to another drug/alcohol test with negative results. The employee
may be subject to unannounced drug/alcohol testing for one year.
Thereafter, the employee will be eligible for testing under the
same criteria as any other employee. If these conditions are not
accepted, the employee will be terminated.

3. An employee who refuses to submit to drug testing, as provided
for in this policy, will be asked to leave the premises immediately
and the employee will be terminated.

4. If an applicant tests positive and is determined to be in violation
of this policy, the applicant will be ineligible for employment until
12 months following the date of the test.

5. Employees under the age of 18 must have consent of a parent or
legal guardian.

6. Any employee who does not complete the collection within the 48-
hour period will be terminated from the YMCA of Delaware. Any
employee who is required to submit to for cause testing must be
tested immediately upon request.

14 SEXUAL HARASSMENT

The YMCA of Delaware is committed to providing a work environment
that is free of discrimination. Actions, words, jokes or comments based
on an individual’s sex, race, ethnicity, age, religion, national origin,
sexual orientation or any other legally-protected characteristic will not
be tolerated. As an example, sexual conduct (both overt and subtle) can
serve to create an offensive work environment and is thus prohibited.

Any individual who has reason to believe that he or she is the victim of
harassment should promptly report the facts of the incident to his or
her supervisor or to the Vice President of Human Resources. A prompt
investigation will be conducted and the employer will take appropriate
corrective action where it is warranted.

The YMCA of Delaware will not condone any harassment of its
employees. All workers, including supervisors and managers, will be
subject to discipline, up to and including discharge, for any act of
harassment they commit.

Definition of Sexual Harassment

Sexual harassment, as defined by Equal Employment Opportunity
Commission (EEOC), consists of unwelcome sexual advances, requests
for sexual favors or other verbal or physical acts of a sexual or sex-
based nature when (1) submission to such conduct is made either
explicitly or implicitly 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 employment decisions affecting such individual; or (3)
such conduct has the purpose or effect of unreasonably interfering with
an individual’s work performance or creating an intimidating, hostile
or offensive working environment. Sexual harassment may include
non-sexual conduct that is discriminatory on the basis of the person’s
gender. Example: If one person viciously yells at, or otherwise mistreats
persons of one gender, but not the other, even if no sexual harassment
conducted is involved, sexual bias or sexual discrimination may be present.

**Procedures for Making, Investigating and Resolving Harassment Complaints**

Employees who feel victimized by harassment are encouraged to report the harassment to their supervisor immediately. Harassment or retaliation should be reported. If the employee’s immediate supervisor is the source of the alleged harassment, the employee should report the problem to the supervisor’s superior or the Vice President of Human Resources.

1. **Complaints**
   
   The YMCA of Delaware will provide its employees with convenient, confidential and reliable mechanisms for reporting incidents of harassment and retaliation.

   Any harassment complaint will be carefully investigated thoroughly and expeditiously. Confidentiality will be maintained, as much as possible, with respect to a harassment complaint and only those who need to know about such a complaint will be advised of its existence.

2. **Investigations**

   All complaints will be investigated expeditiously under the direction of the Vice President of Human Resources. Based upon the results of the investigation, remedial action will be undertaken if the complaint is substantiated. The VP of HR will maintain a file of the original charge and the investigation. Employees who are dissatisfied with the resolution of a harassment complaint investigation may file a complaint through the YMCA of Delaware grievance procedures. No employee will be subject to any form of retaliation or discipline for pursuing a harassment complaint.

3. **Cooperation**

   An effective harassment policy requires the support and example of the YMCA of Delaware’s personnel in positions of authority. Any employees who engage in harassment or retaliation or who fail to cooperate with the YMCA of Delaware-sponsored investigations of harassment or retaliation may be sanctioned up to and including immediate termination. By the same token, directors or supervisors who refuse to implement remedial measures, obstruct the remedial efforts of the other Y employees, or retaliate against harassment complainants or witnesses may be immediately sanctioned up to and including immediate termination.

**Statement of Prohibited Conduct**

The YMCA of Delaware considers the following conduct to represent some of the types of acts which violate the Company’s Sexual Harassment Policy:

1. Physical assaults of a sexual nature, such as: rape, sexual battery, molestation or attempts to commit these assaults; and intentional physical conduct which is sexual in nature, such as touching, pinching, patting, grabbing, brushing against another employee’s body, or poking another employee’s body.

2. Unwanted sexual advances, propositions or other sexual
comments, such as: sexually-oriented gestures, noises, remarks, jokes, or comments about a person’s sexuality or sexual experience directed at or made in the presence of any employee who indicates or has indicated in any way that such conduct in his or her presence is unwelcome.

3. Preferential treatment or promises of preferential treatment to an employee for submitting to sexual conduct, including soliciting or attempting to solicit any employee to engage in sexual activity or compensation or reward.

4. Subjecting or threats of subjecting an employee to unwelcome sexual attention or conduct, or intentionally making performance of the employee’s job more difficult because of that employee’s sex.

5. Displaying pictures, posters, calendars, graffiti, objects, promotional materials, reading materials, or other materials that are sexually suggestive, sexually demeaning, or pornographic; or bringing into the work environment or possessing any such material to read, display or view at work.

6. Displaying signs or other materials purporting to segregate an employee by sex in any area of the workplace (other than restrooms and similar semi-private lockers/changing rooms).

7. Retaliation for sexual harassment complaints, such as: disciplining, changing work assignments of, providing inaccurate work information to, or refusing to cooperate or discuss work-related matters with any employee because that employee has complained about or resisted harassment, discrimination or retaliation.

8. Intentionally pressuring, falsely denying, lying about or otherwise covering up or attempting to cover up conduct such as that described in any item above.

The above is not to be construed as an all-inclusive list of prohibited acts under this policy.

Harassment of any form will not be tolerated. Sexually-oriented acts or sex-based conduct have no legitimate business purposes; accordingly, the employee who engages in such conduct should be and will be made to bear the full responsibility for such conduct.

15 GRIEVANCE PROCEDURE / ETHICS POINT

Definition
For the purpose of this Policy, a grievance or complaint is an alleged violation of an approved employee policy or practice, or of an applicable State or Federal law.

Grievance Procedure
An employee should first discuss any grievance with her/his immediate supervisor. If not satisfied with the supervisor’s action, or if unable to approach the supervisor for reasons related to the grievance, the employee should discuss the matter with the department head and then, if necessary, with the branch or unit director to try to reach a fair and equitable solution.
If the above steps to resolve the grievance are unsuccessful, within 15 working days following the decision of the branch or unit director, the employee may request in writing a meeting with the Vice President of Operations and the Vice President of Human Resources to appeal the decision. Such meetings will be scheduled within 15 working days following receipt of the written request. The Vice President of Operations and the Vice President of Human Resources shall consider the employee’s appeal and render a recommendation to the President within 15 working days of hearing the grievance. The decision of the President shall be final.

**Whistleblower**

All employees of the YMCA of Delaware are encouraged to report, either orally or in writing, all evidence of activity by a YMCA of Delaware department or employee that may constitute:

- Instances of Corporate Fraud
- A violation of the Code of Conduct
- Unethical Business Conduct
- A violation of State or Federal law
- Substantial and specific danger to the employee’s or the public’s health and safety.

Employees will not be penalized for formally or informally voicing a concern in a reasonable and business-like manner. Employees should raise concerns to their immediate supervisor, an alternate line of authority, Branch Executive, a Human Resources representative at the Branch or Association Office or the Vice President of Human Resources at the Association Office, and/or the President and CEO of the Association.

**Submission of Complaint or Concern**

Another alternative for submitting a complaint or concern regarding the aforementioned matters is to use EthicsPoint, a third party provider of confidential, anonymous reporting services with whom we have contracted to accept these reports of ethics violations. Complaints or concerns about issues listed above may be reported as follows:

- Via toll-free phone number: **877-237-8214**
- Via the Internet at [www.ethicspoint.com](http://www.ethicspoint.com)

Whether a complaint is made by telephone or via the internet, EthicsPoint will issue a report key tied to a password chosen by the complainant. This key and password will allow the complainant to verify receipt of the complaint, answer any questions the investigator may have and/or submit additional information.

**Investigations**

All reported violations will be promptly and thoroughly investigated and acted on appropriately. If a complaint alleging an ethical violation requires additional action, the YMCA of Delaware will respond promptly. Staff members must cooperate with any investigation and provide accurate and truthful information. Staff members must not disclose or discuss the fact that an investigation is being conducted or has been conducted, and must not disclose the results of any investigation to
anyone except to the extent allowed by the President of the YMCA of Delaware. If possible, the staff member making the initial report will be informed about the status of the investigation and the outcome of the matter. However, the YMCA of Delaware has an obligation of confidentiality to all staff members, including those being investigated.

Retaliation Protection

The YMCA is committed to protecting staff, board members, consultants, or volunteers from interference or intimidation in making a claim, and prohibits and will not tolerate any coercion, intimidation, retaliation, interference or discrimination against any employee for making a claim or for assisting in the investigation of a claim. Whistleblowers who believe that they have been retaliated against may file a written complaint with the President/CEO or the Board Chairperson. This protection from retaliation is not intended to prohibit supervisors from taking action, including disciplinary action, in the usual scope of their duties and based on valid performance-related factors.

Anyone filing a complaint under this Policy must be acting in good faith and have reasonable grounds for believing the information disclosed. The intentional filing of a false report, whether orally or in writing, is itself considered improper activity. Individuals making such allegations may be subject to disciplinary action by the YMCA, and/or legal claims by individuals accused of such conduct.

16 ELECTRONIC COMMUNICATIONS POLICY

The YMCA of Delaware provides its employees with access to a variety of electronic communication and storage systems for use in connection with the performance of their duties. Each employee has the responsibility to use these resources in a manner that increases productivity, enhances the YMCA’s public image and is respectful of other employees. The following describes the YMCA’s policy on the use and monitoring of its electronic and telephonic communications system, including but not limited to personal and laptop computers, disk and tape drives, printers, modems, fax machines, and copiers, the Internet, electronic mail, land and cellular phones, pagers, smart phones and PDA’s, and voicemail systems. This policy also applies to all activities using any YMCA paid accounts, subscriptions, or other technical services whether or not conducted from YMCA premises.

Purpose

The YMCA’s electronic communications resources are provided for the purpose of conducting organization business. Employees may, however, utilize these resources for incidental personal use so long as such use does not interfere with the employee’s duties, is not done for personal gain or the advancement of individual views, does not conflict with YMCA business, and does not violate any organizational policy. Personal use that results in an expense for the organization must be reimbursed at the appropriate rate (e.g., long distance calls, use of cell phone, text messages, etc.). This Electronic Communication Policy (ECP) is set forth to protect the YMCA of Delaware, its employees, members, and members’ families. Employees must adhere to this policy; failure to do so may result in disciplinary actions, including loss of privileges and/or termination of employment.
Privacy Rights

The YMCA reserves the right to examine, intercept, and/or monitor telephone conversations and voice mail messages as well as any and all files on an employee’s email account, computer, etc. The YMCA reserves the right to revoke any privileges associated with the electronic and telephonic communications listed above from any and all employees at any time with no advanced notice or reason. The YMCA may also monitor electronic and telephonic communications to determine compliance with policies, for purposes of legal proceedings, to investigate misconduct, to locate information, or for any other business purpose.

Content Usage

Electronic and telephonic communications should be used in a manner to maintain a workplace free of harassment and sensitive to the diversity of YMCA employees and members. Use that is disruptive, offensive to others or harmful to morale is prohibited. Misuse includes but is not limited to harassing, discriminatory, defamatory, threatening, pornographic, sexually explicit, racial messages, jokes, cartoons, or anything that may be construed as harassment or showing disrespect for others. Also, utilization for any illegal purpose; violation of any organization policy or values; public criticism of the YMCA, staff or members; disclosure of confidential or proprietary information of YMCA or third parties; unauthorized photography including camera phones/video or posting, distribution, or publication of such; or the advancement of personal agenda or personal gain.

Personal Use

The YMCA provides e-mail, the Internet, and cell phones as a resource to be used for YMCA related business. Personal use should be limited to breaks. Employees should keep in mind, however, that the computer and any and all files on it are property of the YMCA. The YMCA has the right to inspect any files at any time for any reason without notice. YMCA work files on a personal computer and or portable media must be accessible to the YMCA of Delaware. If a supervisor, or any other person in authority over the employee, finds that the employee is abusing this privilege, the employee will be instructed not to use the YMCA’s resources for non-work related items. The YMCA reserves the right to revoke this privilege from any and all employees with no warning or reason. Once an individual is no longer employed with the YMCA of Delaware, they should not conduct official business on behalf of the YMCA of Delaware via email, the internet, cell phones, portable media, etc.; nor should they attempt to represent the YMCA or its interests using any of the aforementioned media devices.

Hardware/Software

All hardware and software must be approved by the IT Department and officially licensed for installation with direct application to the YMCA business use. Employees should minimize utilization of personal equipment for YMCA business. The YMCA is not liable for the loss or maintenance of personal equipment utilized for YMCA business. No software is to be installed or used that has not been duly paid for and licensed appropriately for the use to which it is being installed. YMCA licensed software may not be installed on employee’s personal equipment without license and authorization.
Passwords/Security

YMCA passwords, security access, virus scan, web restriction, etc. is for the protection of the employees, members, and the system. Lack of protection or circumvention of the tools and processes aiming to protect the system is prohibited. This includes, but not limited to distribution of passwords, disenabling protection, attempting to gain access to restricted areas, etc.

Unauthorized review, use, duplication, dissemination, removal, installation, damage, or alteration of files, passwords, or other property of the YMCA is prohibited. Disruptive behavior such as accessing others files, introducing viruses or intentionally destroying or modifying files is prohibited.

Social Networking/Blogging

In general, the YMCA of Delaware views social networking sites (Facebook, Twitter, Instagram, etc.), personal Web sites and blogs positively and respects the right of employees to use them as a form of self-expression. If an employee chooses to identify him or herself as an employee of the YMCA of Delaware on such internet sites, what is posted or said on these sites may be viewed as a reflection on the YMCA. Any content that conflicts with the YMCA of Delaware policy is viewed as inappropriate for a YMCA employee. Any content in direct conflict with the YMCA values and mission may result in discipline up to and including termination of employment.

Employees of the YMCA of Delaware are prohibited from using personal profiles on social networking sites, personal email and other means of internet communication to contact YMCA members outside of official sanctioned YMCA internet communications who are under the age of eighteen. Employees must obtain written permission from the child’s parent or guardian, Branch Executive, and VP of Operations in order to have contact outside of the YMCA with members under the age of eighteen. The restrictions set forth in this paragraph do not apply if the relationship between the YMCA employee and YMCA member is initiated outside of the YMCA sponsored activity.

If a program participant finds a YMCA employee’s personal social networking profile and requests to be linked as a friend, the employee must refer the participant to the official YMCA of Delaware social networking site.

• Employees must be respectful in all communications and blogs to or referencing other employees, members, and volunteers.
• Employees must not use obscenities, profanity, or vulgar language.
• Employees must not use blogs or personal Web sites to disparage other employees, members, and volunteers.
• Employees must not use blogs or personal Web sites to harass, bully, or intimidate other employees, members, and volunteers. Behaviors that constitute harassment and bullying include, but are not limited to, comments that are derogatory with respect to race, religion, gender, sexual orientation, color or disability; sexually suggestive, humiliating, or demeaning comments; threats to stalk, haze, or physically harming another employee, member, or volunteer.
• Employees must not use blogs or Web sites to discuss engaging in conduct, including but not limited to, the use of alcohol or drugs,
sexual behavior, sexual harassment, or bullying.

- Employees must not post pictures of members under the age of eighteen on a Website without obtaining written permission from parent(s), legal guardian, and Branch Executive.

- Employees must not post pictures of other employees without obtaining verbal permission from the employee of whom the picture is taken.

Nothing in this Policy is intended to or will be applied in a manner that limits employees’ rights to engage in protected concerted activity as prescribed by the National Labor Relations Act.

**Legal Issues**

Access to the Internet and email introduces a number of legal issues. Many of the acts are illegal and may incur criminal penalties as well as penalties enforced by the YMCA of Delaware up to and including termination. These acts include:

**Hacking** - Accessing the system, the Internet, or any other computer application for the purpose of destruction, gaining unauthorized information, fraud, vandalism, or any other misuse is strictly prohibited.

**Piracy** - Downloading, installing and/or running illegal copies of a program is not permitted. Copying copyrighted or licensed software may be a federal offense; it should be done ONLY for back-up purposes, never to be shared, used at another computer, or made available for other’s use. Making a program available to others for download or any other means is also piracy. These, or any other forms of piracy, are prohibited.

**Spamming** - Spamming is defined as sending bulk or unsolicited e-mail; this includes, but is not limited to: commercial advertisements, chain letters, excessively large emails or attachments (over 10 Mb), and mail bombing (sending large volumes of unsolicited e-mail to individuals. Spamming not only wastes system resources, but also may be illegal. Any form of spamming is not allowed.

**Copyrighted Material** - Users may download copyrighted material, but its use must be strictly within the agreement as posted by the author or current copyright law. The federal Copyright Act protects and prohibits misuse of all original works of authorship in any tangible medium of expression. This includes a prohibition on plagiarism (using someone else’s ideas or writing and passing it on as one’s own).

**Controversial Issues/Unlawful Acts** - Employees are expected to exercise their rights and obligations as citizens and shall have the full liberty of their personal convictions, within the law, on social, economic, religious and all other questions. If employees choose to participate in the discussion or promotion of controversial or partisan issues, they must not assume to speak for the Association nor shall they use, or permit or approve the use of the Association’s name, facilities or publicity media in this connection. All such participation shall be on the employee’s time.
Overview

It is the policy of the YMCA of Delaware to reimburse staff for reasonable and necessary expenses incurred in connection with approved travel on behalf of the Association. The YMCA of Delaware strongly encourages use of travel discounts when making travel arrangements.

Employees seeking reimbursement should incur the lowest reasonable travel expenses and exercise care to avoid impropriety or the appearance of impropriety. Reimbursement is allowed only when reimbursement has not been, and will not be, received from other sources. If a circumstance arises that is not specifically covered in the travel policies, the most conservative course of action should be adopted.

Business travel policies are aligned with agency reimbursement rules. All business related travel paid with YMCA of Delaware funds must comply with company expenditure policies.

Authorization and Responsibility

Travel for employees must be authorized in advance. Travelers should verify that planned travel is eligible for reimbursement before making travel arrangements. Upon completion of the trip, and within 45 days, the traveler must submit to Finance, a completed and approved expense report form and supporting documentation to obtain reimbursement of expenses.

An individual may not approve his/her own travel and/or reimbursement. Authorizing signatures include the Executive Director and/or immediate supervisor. Travel and/or reimbursement for the Vice President’s must be approved by the President. Travel and/or reimbursement for Executive Directors must be approved by the Chief Operating Officer.

Designated approval authorities are required to review expenditures, and have the authority to withhold reimbursement pending further review, if there is reason to believe that the expenditures are inappropriate or unreasonable.

Personal Funds

Employees should review reimbursement guidelines before spending personal funds for business travel to determine if such expenses are reimbursable. See Section 0– Travel Expenses/Processes for details. The YMCA of Delaware reserves the right to deny reimbursement of travel related expenses for failure to comply with policies and procedures.

Employees who use personal funds to facilitate travel arrangements will not be reimbursed until after the trip occurs and proper documentation is submitted. Employees who have been issued a YMCA purchase card must use the card for all YMCA business-related travel expenses.

Travel Expenses/Processes

Reimbursements

Requests for reimbursements of travel related expenses are submitted on an Expense Report form. This form must be accompanied by
supporting documentation. These forms must be submitted to the Finance Office within 45 days after the trip was completed. Expense Report forms not submitted within this time frame will require exception approval from the Chief Financial Officer.

Reimbursement of travel expenses is based on documentation of reasonable and actual expenses supported by the original itemized receipts. Reimbursements qualified for reimbursement by the YMCA of Delaware are shown below.

1. **Airfare** – An original itemized airline receipt, e-ticket receipt/statements, or an Internet receipt/statement is required.
   
   a. Employees are expected to obtain the lowest available airfare that reasonably meets business travel needs.
   
   b. Coach class or economy tickets must be purchased for all flights.

2. **Automobile – Rental** - Reimbursement for a commercial rental vehicle as a primary mode of transportation is authorized only if the rental vehicle is more economical than any other type of public transportation. Vehicle rental at a destination city is reimbursable. Original receipts are required.

3. **Lodging** – The cost of overnight lodging (room rate and tax only) will be reimbursed to the traveler if the authorized travel is 45 miles or more from the traveler’s home or primary work site. The YMCA of Delaware will reimburse lodging expenses at reasonable, single occupancy or standard business room rates.

4. **Business Meals** – Travelers are required to follow YMCA of Delaware Expenditure Policies when requesting reimbursement for business meals. Original itemized receipts are required. The receipt should show the amount of the expense, the date of the expense, the time of the expense and the location of the expense. Business reason for the expense needs to be explained on the receipt or a separate attached form.
   
   a. The YMCA of Delaware defines a reimbursable business meal as a meal consumed by an employee when YMCA of Delaware business is discussed throughout the meal. A business meal can also be defined as any meal consumed by the employee while the employee is traveling on overnight YMCA of Delaware business.
   
   b. In certain circumstances, such as hosting out-of-town dignitaries or distinguished visitors, these guidelines may be exceeded. In such instances, pre-approval must be obtained by the President or Vice President of Operations.

**Business Meal Guidelines:**

1. **Alcohol** – Employees are expected to act responsibly in relation to alcohol consumption while on a business trip. A maximum of two drinks per dinner meal will be reimbursed.

2. **Business Expenses** – Business expenses including faxes, photocopies, Internet charges, data ports, and business telephone calls incurred while on travel status can be reimbursed. Original itemized receipts are required.

3. **Parking** – Original receipts are required, including airport parking.
The lodging bill can be used as a receipt when charges are included as part of the overnight stay.

4. **Telephone Calls** – Personal telephone calls are the responsibility of the individual.

5. **Tolls** – Original receipts are required for tolls. The employee may submit an E-Z Pass bill showing the toll amount for reimbursement.

6. **Miscellaneous Transportation** – Original receipts are required for taxi, bus, subway, metro, ferry, and other modes of transportation.

7. **Visa, Passport Fees and Immunizations** – If required for international travel, reimbursement for these items is left to the discretion of your supervisor. If approved by the designated authority, original itemized receipts are required.

**YMCA Purchase Cards**

Purchases made with a YMCA purchase card are treated as cash advances. Each employee who is assigned a purchase card must sign a separate purchase card policy agreement which provides specific details regarding card use and responsibilities of the user. The cards are to be used on behalf of the YMCA to buy supplies for the YMCA or for payment of YMCA expenses incurred while on authorized YMCA business.

**18 CAREER DEVELOPMENT / TRAINING**

**Y-USA Leadership Levels**

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

- Leader
- Team Leader
- Multi-Team or Branch Leader
- Organizational Leader

The Leadership Competency Model details the requirements for each of the four staffing levels. As the Y evolves, so will the Leadership Competency Model. Employees can stay connected and informed of the requirements and training for their positions by logging onto the YMCA Exchange https://yexchange.org.

Additional information about YMCA Exchange, leadership levels, certifications and applicable trainings offered will be provided at a later date during a new hire’s orientation process.

*Recognition: To recognize and reward those employees who advance to the status of Team, Multi-Team, Branch, or Organizational Leader, the Association will increase the annual salary by $1000.00.*
Training and Development

In our association, staff development is a high priority. We strive to develop and retain superior staff by fostering the professional growth of all employees through progressive trainings, workshops, and certification courses within budgetary constraints. The YMCA of Delaware regularly offers trainings in: Child Abuse Prevention, Unlawful Harassment, Bullying Prevention, Aquatics Safety, Day Camp Supervision, Preventing Employee Injuries, CPR, Leading and Coaching Others and special tracks for the purpose of elevating our staff skills to the next level.

The YMCA of the USA also provides training opportunities on a regular basis for various employees. Employees wanting further guidance on potential career paths and applicable trainings within the Y-USA Model or Regional Training Events hosted by the YMCA of Delaware should contact their supervisor or human resources.

Tuition Assistance

Each member of the staff, exempt and nonexempt, shall be encouraged and assisted by the Association to further his/her growth through academic study or by such other means that will contribute to further service and is not in conflict with assigned duties. To this end, a consultation between each staff member and his/her supervisor should be held at least annually to plan the employee’s development program.

The Association recognizes the quality of its work is related to continued 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.

Payment of fees for individual growth experiences shall be made available to full-time, regular employees when approved by the related supervisor or designated representative, and when such plans:

• are submitted in advance for approval
• are deemed to be of special or needed benefit to the individual’s career development with the organization
• will not interfere with the satisfactory discharge of responsibilities
• are included in the sponsoring unit’s budget

Assistance shall be given for:

- Career Development Programs sponsored by the YMCA of the USA or appropriate professional organizations - 100% of tuition, room/board and travel will be paid by the Association.
- Graduate/Undergraduate education sponsored by approved academic institutions. The Association shall reimburse the employee for one course per term for educational courses applicable to an employee’s career development, provided:
  - Submission of evidence of having a B or above for graduate work and a C or above for undergraduate work.
  - Prior written approval has been given by the employee’s branch executive.
  - The employee has worked a minimum of one year before reimbursement can be considered.
The employee agrees to provide one year’s service for every year of receiving reimbursement.

*Reimbursement shall not exceed the University of Delaware’s semester hour in-state rate.*

**Workshops, Seminars, Conferences** - Payment of all authorized expenses shall be assumed by the Association, including travel, hotel, meals and registration, when such events are of benefit to the employee’s job related and career development assignments. Prior approval must be given by the employee’s unit executive.

**Performance Evaluations**

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Performance reviews are conducted on an annual basis to provide 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.

Merit-based pay adjustments may be awarded by the YMCA in an effort to recognize competent, commendable and distinguished performance. The decision to award such an adjustment is dependent upon numerous factors, including the information documented by this formal performance review process and the financial strength of the Association.

### 19 MISCELLANEOUS

**Smoke Free Workplace**

Smoking is strictly prohibited within YMCA of Delaware owned or leased space, including but not limited to: offices, hallways, waiting rooms, restrooms, lunch rooms, elevators, meeting rooms and all community areas. Smoking is also prohibited at all times in all YMCA owned or leased vehicles and prohibited in private vehicles when being used in connection with YMCA program activities.

Employees who would like to quit smoking are invited to participate in a smoking-cessation program offered by a recognized provider. The YMCA of Delaware will pay for one half (1/2) of the tuition prior to the program and one half (1/2) at the conclusion of the program; providing the employee attends all sessions. This benefit will only be offered once to any full-time employee.

**Emergency or Weather Related Closings**

At times, emergencies such as severe weather, fires, or power failures can disrupt operations. The YMCA of Delaware makes every effort to keep branches open whenever it is deemed safe and prudent. In such instances, the President will make a decision regarding closings and employees will be notified via radio, YMCA of Delaware website, or telephone. In the absence of such notification, it should be assumed that there has been no closing. In the event of a declared state of emergency, employees will not be expected to report to work (Of course, each individual should use sound judgment when considering his or her own personal safety with regard to making a decision to commute to work.).
In the event of a closing, employees will be paid as follows:

- Full-time exempt staff will receive regular pay with no reduction in paid time off.
- Full-time non-exempt staff receive regular pay for the day; no reduction. If a full time employee worked any portion of the day, the employee will receive compensatory time off equivalent to the amount of the time worked in addition to regular pay for the day. This comp time may be taken at any time agreed upon with the supervisor, and does not have to be taken within the week.
- Part time staff will not receive compensation during the time of the branch closing. If any part time staff reports to work to cover a specific need, they will be paid for their normal shift for that day even if they covered only a portion of the normal shift.
- In the event of a late opening/early closing, all full-time staff who were scheduled to work should receive compensatory time for any hours worked in excess of the actual period while the branch was open.

### YMCA of Delaware Staff Discounts

<table>
<thead>
<tr>
<th>Program Area / Membership</th>
<th>Full-Time Benefit</th>
<th>Part-Time Benefit</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Membership</strong></td>
<td>100% subsidy for Individual or Family Membership</td>
<td>100% subsidy for Individual Membership. Part-Time staff has the option of purchasing a membership for their family members residing within the household at a reduction of 25% of the regular cost of such membership, minus the value of an individual adult membership.</td>
</tr>
<tr>
<td><strong>Instructional Programs – Non-contract</strong></td>
<td>100% subsidy</td>
<td>50% subsidy</td>
</tr>
<tr>
<td><strong>Instructional Programs – Contract (see branch for specific list)</strong></td>
<td>50% subsidy</td>
<td>0% subsidy</td>
</tr>
<tr>
<td><strong>Youth and Adult Sports – Non-contract</strong></td>
<td>100% subsidy</td>
<td>50% subsidy</td>
</tr>
<tr>
<td><strong>Youth and Adult Sports – Contract (see branch for specific list)</strong></td>
<td>50% subsidy</td>
<td>0% subsidy</td>
</tr>
<tr>
<td><strong>Fee-Based Fitness (i.e. GRIT, Specialty Small Group Ariel, Yoga, Boxing, etc.)</strong></td>
<td>50% subsidy</td>
<td>20% subsidy</td>
</tr>
<tr>
<td><strong>Fitness – Personal Training</strong></td>
<td>20% subsidy</td>
<td>0% subsidy</td>
</tr>
<tr>
<td>Program Area / Membership</td>
<td>Full-Time Benefit</td>
<td>Part-Time Benefit</td>
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<tr>
<td>----------------------------</td>
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</tr>
<tr>
<td>Private Swim lessons</td>
<td>20% subsidy</td>
<td>0% subsidy</td>
</tr>
<tr>
<td>Life Guarding – Full Cert</td>
<td>$90 to cover direct costs for direct family members who need certification.</td>
<td>20% subsidy, $130 for someone who has been interviewed and is a prospective employee w/o current certification, $40 for someone who is a current aquatic employee wanting to take lifeguard certification.</td>
</tr>
<tr>
<td>Life Guarding – renewal</td>
<td>$50 to cover costs</td>
<td>20% subsidy</td>
</tr>
<tr>
<td>Swim team (program registration fees)</td>
<td>100% subsidy</td>
<td>25% subsidy</td>
</tr>
<tr>
<td>Camp – Traditional Day Camp</td>
<td>100% subsidy (activity fee may be charged based on the price of special activities)</td>
<td>25% subsidy</td>
</tr>
<tr>
<td>Camp – Specialty Day Camp</td>
<td>Price of Traditional camp subsidized. Staff member pays difference between specialty camp and traditional camp.</td>
<td>25% subsidy</td>
</tr>
<tr>
<td>Tockwogh – Traditional Camp Programs</td>
<td>Determined Annually on 1st come 1st serve basis</td>
<td>Determined Annually on 1st come 1st serve basis</td>
</tr>
<tr>
<td>1st come 1st serve basis</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Childcare – BASE</td>
<td>100% subsidy</td>
<td>25% subsidy</td>
</tr>
<tr>
<td>Childcare – Half day Preschool</td>
<td>50% subsidy</td>
<td>25% subsidy</td>
</tr>
<tr>
<td>Childcare – Full Day licensed childcare (Infants – 5 yrs.)</td>
<td>50% subsidy</td>
<td>25% subsidy</td>
</tr>
<tr>
<td>Birthday Parties</td>
<td>50% subsidy</td>
<td>25% subsidy</td>
</tr>
<tr>
<td>Room Rentals</td>
<td>100% subsidy</td>
<td>50% subsidy</td>
</tr>
<tr>
<td>Prevention Programs (YDPP/ Healthy Weight)</td>
<td>50% subsidy</td>
<td>20% subsidy</td>
</tr>
</tbody>
</table>
Acknowledgement Form

I have received a copy of the YMCA of Delaware Employee Handbook and acknowledge by obligation to read and understand its contents.

I am aware that if, at any time, I have questions regarding the policies of the YMCA of Delaware, I should direct them to my Supervisor or the Human Resources Department.

I know that the YMCA of Delaware policies and other related documents do not form a contract of employment and are not a guarantee by the YMCA of Delaware of the conditions and benefits that are described within them. Nevertheless, the provisions of such YMCA of Delaware policies are incorporated into the acknowledgment, and I agree that I shall abide by its provisions.

I also am aware that the YMCA of Delaware, at any time, may on reasonable notice, change, add to, or delete from the provisions of the company policies.

I also understand that the Association abides by “employment at will,” which permits the Association or the employee to terminate the employment relationship at any time, for any reason, with or without notice.

I understand and agree to comply with the policies and information contained in this handbook and that my continued employment is contingent on my following the policies of the YMCA of Delaware.

Employee’s Name (please print) ____________________________

Employee’s Signature ____________________________

Date ____________________________________________

Branch ____________________________________________

Note: You must complete this acknowledgement form electronically via the link below so that Human Resources is made aware you have received a handbook and agreed to comply with our policies. An electronic version of the handbook is also stored on UltiPro.

If you have difficulty with the electronic submission process, please contact your supervisor and/or office manager.

https://ymcade.formstack.com/forms/employee_handbook_acknowledgement