



Staff and Volunteer Code of Conduct

As a community leader, the YMCA-YWCA of Guelph builds strong kids, families and communities through lifelong growth in Spirit, Mind and Body. The Y is a shared experience for everyone to enjoy. It is a community of members (participants, volunteers, donors and staff) where everyone supports and demonstrates the values of caring, honesty, respect and responsibility. Each of us can support this by being considerate of others and by promoting the agreed standards of courtesy and behaviour.

Staff Service Promise – written by our Y Staff

We promise...

- To provide safe, clean, well-maintained facilities with a friendly, welcoming atmosphere.
- To nurture our inclusive, accessible community where everyone can enjoy being a member.
- To be professional, flexible, compassionate and respectful.
- To provide financial assistance to those who are unable to afford full fees.
- To encourage individuals to develop in spirit, mind and body through lifelong growth in the Y.

Behaviour such as the following will not be tolerated within any Y facility, on Y property, or at any YMCA-YWCA of Guelph functions, or while representing the Y:

- Illegal activity
- Breach of the YMCA-YWCA of Guelph Privacy Policy
- Failure to satisfactorily perform work duties
- Behaviour that violates the Ontario Human Rights Code
- Behaviour that violates the YMCA-YWCA of Guelph Code of Behaviour
- Inappropriate behaviour including, but not limited to:
 - Any action or language that is disrespectful, profane or offensive;
 - Spreading malicious gossip or rumours;
 - Excessive personal use of telephones, computer or any other electronic/communication devices;
 - Intimate behaviour in public or contact of a sexual nature;
 - Gambling while on company premises;
 - Solicitation during work hours, unless approved in writing by senior management;
 - Making any unauthorized representation or legal commitment;
 - Accepting gifts or favours from anyone who conducts or may conduct business with the YMCA-YWCA of Guelph;

Because members/participants under the age of eighteen years are viewed as vulnerable, staff relationships with them are to be on a professional basis only. Staff may not be alone with children they meet in Y programs outside of the Y. This includes babysitting, sleepovers, and inviting children to their home. Any exceptions require written explanation before the fact and are subject to CEO approval. Please refer to our Child Protection Policy for more information.