



YMCA of Central Massachusetts Code of Conduct

Creating a Place Where Everyone Can Achieve, Connect, and Belong

Our Commitment

At the YMCA, we are dedicated to creating a safe, welcoming, and inclusive environment for all people.

Every person who enters our spaces—members, participants, guests, staff, and volunteers—plays a role in shaping a positive experience.

Participation at the YMCA is a **privilege**, grounded in mutual respect and a shared commitment to our values and community.

Our Values in Action

Our expectations are guided by the YMCA's core values:

- **Caring** – We show kindness, empathy, and compassion
- **Honesty** – We act with integrity and speak truthfully
- **Respect** – We honor the dignity and differences of every individual
- **Responsibility** – We are accountable for our actions
- **Equity** – We create an environment where everyone feels welcomed and valued

These values help ensure every person can **feel safe, supported, and connected**.

What We Expect from Everyone

To help create the most welcoming place for all, we ask everyone to:

- Treat others with kindness, respect, and courtesy
 - Use appropriate language, tone, and behavior
 - Follow YMCA policies and staff guidance
 - Respect personal space and property
 - Take responsibility for personal actions and choices
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Safety First: Zero Tolerance for Harm

The YMCA maintains a **zero-tolerance policy** for abuse or unsafe behavior.

The following are not permitted:

- Physical, verbal, emotional, or sexual abuse
- Bullying, harassment, intimidation, or threats
- Inappropriate or sexual behavior, touching, or communication
- Violence, fighting, or unsafe physical conduct

To protect our community:

- The YMCA conducts sex offender screenings
- Access may be denied or revoked to ensure safety

If you feel unsafe or see concerning behavior, please notify a staff member immediately.

Privacy & Technology Use

We respect the privacy and comfort of all members.

- Phones, cameras, and recording devices are **not allowed** in locker rooms, restrooms, or private areas
 - Technology must be used responsibly and respectfully
 - Cyberbullying, sexting, or sharing inappropriate content is prohibited
 - Youth programs may limit device use to support safety and engagement
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Prohibited Conduct

The following behaviors are not allowed at the YMCA:

- Harassment, bullying, or intimidation
- Abusive, vulgar, or offensive language
- Sexual or inappropriate conduct
- Theft, damage, or misuse of property
- Possession of weapons
- Use or possession of alcohol or illegal drugs
- Tobacco use, including e-cigarettes
- Dishonest membership use (e.g., sharing cards, false identification)
- Loitering or disruptive behavior

- Any illegal or unsafe activity
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Reporting Concerns

Creating a safe environment is a shared responsibility.

- Report concerns or violations to YMCA staff
 - Staff will respond and may investigate incidents
 - Information will be handled with respect and care
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Accountability & Consequences

YMCA staff are responsible for upholding this Code of Conduct.

Violations may result in:

- Verbal or written warnings
- Removal from a facility or program
- Suspension or termination of membership
- Permanent loss of YMCA access for serious or repeated violations

All decisions are guided by our mission and commitment to community well-being.

Assumption of Risk

Participation in physical activity involves inherent risk.

By engaging in YMCA programs or using facilities, individuals acknowledge and accept these risks.

A Shared Responsibility

The YMCA is strongest when everyone contributes to a culture of:

- **Achievement** – Supporting personal growth
- **Relationships** – Building meaningful connections
- **Belonging** – Creating a community where everyone matters

By following this Code of Conduct, you help ensure the YMCA remains a place where all people can thrive.