



UNITED SYNAGOGUE YOUTH

Policies and Procedures for the Safety of Program Participants

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Introduction

United Synagogue of Conservative Judaism (USCJ) and United Synagogue Youth (USY), a program of USCJ, are committed to promoting the well-being of the Participants in USCJ/USY programs. In accordance with USCJ's mission of inspiring Jews to seek meaning, find connection, and experience wholeness in a complex and evolving world, USY Policies and Procedures for the Safety of Program Participants address the steps USCJ/USY Personnel will take as well as the expectations for youth participants and parents to create the safest environments for Participants in USCJ/USY programs. USCJ/USY Personnel, including all employees and Volunteers of USCJ/USY and its programs, have a legal and ethical responsibility to respond to and report to Authorities suspected Abuse or Maltreatment of Youth or Vulnerable Adults. This includes when a person makes a disclosure of Abuse or Maltreatment – current or having occurred in the past and even when the incident occurred outside of USCJ/USY programs. USCJ/USY Personnel also have a duty to respond to any allegation of Assault, Sexual Assault, or Misconduct with Participants in USCJ/USY programs.

Any questions about USY Policies and Procedures for the Safety of Program Participants should be directed to USCJ/USY's Director of Child and Youth Protection. USCJ/USY's Chief Executive Officer, Chief Financial Officer, Chief Movement Strategy Officer, Chief Operating Officer, General Counsel, and Senior Director of Teen Engagement are also able to answer questions.

DEFINITIONS AND ACRONYMS

Abuse: Any act or failure to act on the part of a parent or other Person Legally Responsible for a Youth, who is younger than the age of 18, which results in serious physical or emotional injury and/or risk of a serious injury, a sex offense against a Youth, or exploitation of a Youth. Abuse is also an act or failure to act which presents an imminent risk of serious harm to a Youth. Abuse includes situations where a parent or other person legally responsible for a Youth knowingly allows someone else to inflict such harm on a Youth.

The abuse of a Vulnerable Adult is the mistreatment of an impaired adult, age 18 or over, who may be dependent on someone else for basic needs.

Adult: Any person who is 18 years of age or older.

Application: USCJ/USY online application for employment or USCJ/USY online application for Volunteer service.

Assault: A criminal offense that involves intentionally or recklessly harming another person, including striking or other non-consensual touching of another person and causing injury to that person. The reporting requirements for Assault are different from the reporting requirements for the Abuse or Maltreatment of a Youth or Vulnerable Adult. Abuse must always be reported to Authorities.

Authorities: Includes Child Protective Services, Adult Protective Services, and/or law enforcement of a state or province. Also includes the State's Attorney's office/District Attorney's Office, and/or Attorney General's Office.



Bullying: USY defines bullying as direct or indirect behavior/action by one person or a group of people toward another person or group of people with the intent to harm, intimidate, or humiliate. Bullying may occur repeatedly over a length of time or be a one time severe offense. Bullying may also involve a real or perceived power imbalance in areas such as social status, age, physical size, or wealth. Bullying may be physical, verbal, virtual (cyberbullying), or isolating/exclusionary and may occur face to face or in chat rooms, text message, group messaging, websites, or other venues and platforms.

Criminal History Screening: A FBI Criminal Justice Information Services (CJIS) Identity History Summary obtained from the submission of fingerprints or an Internet-based background check completed through a third-party vendor. The type of Criminal History Screening received depends on the position of the USCJ/USY Personnel.

DEIJ: Diversity, Equity, Inclusion, and Justice

Harassment: Aggressive, intimidating, and/or unwanted physical, verbal, or nonverbal pressure or intimidation.

Hazing: Humiliating, degrading, and sometimes dangerous initiation practices.

Leadership: Includes USCJ/USY's Chief Executive Officer, Chief Financial Officer, Chief Movement Strategy Officer, Chief Operating Officer, General Counsel, Senior Director of Teen Engagement, Director of Teen Engagement, Director of Nativ, Director of Child and Youth Protection, and Director of USY Summer Programs.

Maltreatment (includes Neglect): Maltreatment occurs when a Youth's physical, mental or emotional condition has been impaired, or placed in imminent danger of impairment, by the failure of the Youth's parent or other Person Legally Responsible for a Youth to exercise a minimum degree of care by failing to provide sufficient food, clothing, shelter, education; or failing to provide proper supervision, guardianship, or medical care; or inflicting excessive corporal punishment, abandoning the Youth, or misusing alcohol or other drugs to the extent that the Youth was placed in imminent danger.

Maltreatment occurs of a Vulnerable Adult when a Vulnerable Adult's physical, mental or emotional condition has been impaired, or placed in imminent danger of impairment, by the failure of the Vulnerable Adult's caregiver or other Person Legally Responsible for the Vulnerable Adult.

Mandated Reporter: A person who, in the course of their professional work, or other paid employment, provides services to Youth or Vulnerable Adult or interacts with Youth or Vulnerable Adults and therefore, is required by law to report suspected Abuse or Maltreatment. The legal definition of Mandated Reporters of Abuse and Maltreatment varies by jurisdiction. The legal definition of Mandated Reporters of Sexual Assault also varies by jurisdiction. The reporting of Sexual Assault should be determined by the victim, when possible. Oftentimes informed consent is required from the victim before a report may be made by a third party.



Misconduct with Participant(s): Actions by USCJ/USY Personnel that compromise or endanger the safety and well-being of a Participant in a USCJ/USY program or violate appropriate boundaries with a Participant in a USCJ/USY program. For purposes of this policy, Misconduct with Participants does not include Abuse or Maltreatment. Misconduct does not meet the threshold of being reportable to Authorities.

Participant: Any Youth, preteen, teen, or Adult who participates in USCJ/USY programs. This does not include USCJ/USY Personnel.

Person Legally Responsible: Includes a Youth or Participant's custodian, guardian, or any other person responsible for the Youth or Participant's care at the relevant time. It is important to note that Abuse or Maltreatment can result from the acts of a parent, caregiver, or Person Legally Responsible.

Personnel: Includes all USCJ/USY employees and Volunteers.

Physical Abuse: Physical Abuse occurs when a parent or other Person Legally Responsible for a Youth inflicts or allows someone to inflict serious physical injury other than by accidental means. This includes, but is not limited to, shaking, beating, biting, kicking, punching, and burning. It is also considered Abuse if a parent or other Person Legally Responsible for a Youth creates a condition or allows the condition to be created, that leads to a Youth becoming the victim of serious physical injury.

Sexual Abuse: Any act that involves sexual molestation or exploitation of a Youth by a parent or other Person Legally Responsible for a Youth. Sexual Abuse includes incest, rape, obscene sexual performance, fondling a Youth's genitals, intercourse, sodomy, and any other contact such as exposing a Youth to sexual activity, or commercial sexual exploitation such as human trafficking of a Youth or production of child Sexual Abuse materials.

Sexual Assault: Sexual contact without consent. The reporting requirements for Sexual Assault are different from the reporting requirements for the Abuse of a Youth or Vulnerable Adult. Sexual Abuse must always be reported to Authorities.

Volunteer: Any person who performs a service or provides assistance willingly and without any compensation for USCJ/USY. Examples of Volunteer service include staffing at a USY convention in a non-paid capacity or serving on shemira at an international convention.

Vulnerable Adult: Any person who is over the age of 18 who lacks the physical or mental capacity to provide for their daily needs. Often, the person has some sort of physical or mental impairment that makes them more susceptible to abuse or maltreatment.

Youth: Any person under 18 years of age; a child.

YPO: Youth Protection Officer. Designated staff members at USY Conventions that are on call to respond to safety concerns.



Part 1: Staff and Volunteer Policies

1.1.0 SERVICE ELIGIBILITY AND COMMUNICATION WITH USCJ/USY LEADERSHIP

1.1.1 In addition to the screening and education of USCJ/USY Personnel, the interaction and performance of USCJ/USY Personnel with Participants in USCJ/USY programs must be monitored as described in USY Policies and Procedures for the Safety of Program Participants.

1.1.2 USCJ/USY will exclude from employment or Volunteer service anyone against whom there is a credible allegation of Abuse or Maltreatment of Youth or Vulnerable Adults, Assault, or Sexual Assault.

1.1.3 USCJ/USY Personnel are expected to act in a manner that is consistent with federal, state, provincial, and foreign laws as well as with USY Policies and Procedures for the Safety of Program Participants.

1.1.4 USCJ/USY Personnel must immediately contact the USCJ/USY Chief Movement Strategy Officer, Chief Operating Officer, USCJ Director of Child and Youth Protection, General Counsel, AND the director of the relevant program if it is learned that anyone accused or convicted of Abuse or Maltreatment of Youth or Vulnerable Adults, Assault, Sexual Assault, or any form of Misconduct with Participants is involved in any capacity at USY. This requirement is in addition to the obligations discussed below regarding screening of USCJ/USY Personnel and reporting suspected Abuse or Maltreatment of Youth or Vulnerable Adults to Authorities.

1.1.5 Restrictions, including suspension from employment or Volunteer service, may be placed on any USCJ/USY Personnel accused of Abuse or Maltreatment of Youth or Vulnerable Adults, Assault, Sexual Assault, or any form of Misconduct with Participants pending a final determination of an investigation by Authorities and/or USCJ/USY Leadership.

1.1.6 Because USCJ/USY cooperates with Authorities, USCJ/USY Personnel should only proceed in accordance with the direction of Authorities and USCJ/USY Leadership. USCJ/USY Personnel may not initiate any kind of investigation before contacting Authorities and USCJ/USY Leadership. To avoid interfering with potential criminal investigations, permission from the appropriate Authorities should be sought to communicate with the alleged victim or alleged offender.

1.1.7 In the rare case when it is not possible to receive guidance from Authorities and USCJ/USY Leadership immediately, USCJ/USY Personnel should intervene when it is believed that USCJ/USY Personnel are putting a Participant in harm's way or engaging in behavior that is a violation of USY Policies and Procedures for the Safety of Program Participants.

1.1.8 During the course of employment or Volunteer service, any USCJ/USY Personnel arrested or convicted for any crime (excluding moving violations) or named in an investigation involving Youth or Vulnerable Adults must provide written notice to USCJ Human Resources no later than 72 hours after the arrest, conviction, or investigation notification. Depending on the facts, convictions and/or investigation findings may result in termination of employment, Volunteer service, and/or revocation of any right, privilege, license, or permission to attend/participate in USCJ/USY events and programs.

1.1.9 USCJ Human Resources must notify USCJ/USY Leadership of the disciplining of any USCJ/USY Personnel for a credible allegation of Abuse or Maltreatment of Youth or Vulnerable Adult, Assault, Sexual Assault, or any form of Misconduct with a Participant.



1.2.0 SCREENING AND SELECTION

1.2.1 USCJ/USY are committed to healthy conduct with Participants and seeks to engage only competent, qualified people as USCJ/USY Personnel. To protect Participants, USCJ/USY Personnel are screened for their fitness to work with Participants. USCJ/USY Leadership and USCJ/USY designated staff will be accountable for the proper implementation and compliance with USY Policies and Procedures for the Safety of Program Participants.

1.2.2 All requirements set forth in the USY Policies and Procedures for the Safety of Program Participants must be followed with required documentation and completed before an applicant may begin employment or Volunteer service at USCJ/USY.

1.2.3 USCJ Human Resources and/or USCJ/USY designated staff will confirm that the screening requirements set forth herein have been completed. If any of the requirements are not completed, then the applicant may not begin working or serving as USCJ/USY Personnel.

1.2.4 All applicants for USCJ/USY Personnel positions must complete a USCJ/USY online application.

1.2.5 All applicants for USCJ/USY Personnel positions must be interviewed by USCJ/USY designated staff before an offer is extended.

1.2.6 All applicants for USCJ/USY Personnel positions must provide three relevant references as specified by USCJ Human Resources. The references must be checked and documented by USCJ Human Resources and/or USCJ/USY designated staff before the applicant may begin working or serving as USCJ/USY Personnel. References must be obtained from any USCJ/USY program where applicant worked or served previously.

1.2.7 All applicants for USCJ/USY Personnel positions must complete a Criminal History Screening before beginning employment or Volunteer service after being made a conditional offer for a USCJ/USY Personnel position. No individual can begin working or serving as USCJ/USY Personnel until favorable results of the Criminal History Screening are approved by USCJ Human Resources.

1.2.8 USCJ/USY Personnel must contact USCJ Human Resources if the application, interview, references, and/or Criminal History Screening reveals any questionable or unfavorable information. In such a situation, the applicant may not begin working or serving as USCJ/USY Personnel until written approval is given by USCJ Human Resources.



No person may work or serve as USCJ/USY Personnel who has a conviction on their record of certain felonies or misdemeanors, including, but not limited to, any of the following:

- Sexual Abuse of a Youth or Vulnerable Adult
- Sexual Exploitation of a Youth or Vulnerable Adult
- Sexual Assault
- Assault
- Criminal homicide
- Crimes related to the possession, use, or sale of drugs or controlled substances
- Injury to a Youth or Vulnerable Adult
- Possession or promotion of child pornography
- The sale, distribution, or display of harmful material to a Youth
- Neglect, abandonment, or endangerment of a Youth or Vulnerable Adult
- Kidnapping or unlawful restrain
- Public lewdness or indecent exposure

1.2.9 All active USCJ/USY Personnel must complete a Criminal History Screening annually. If the Criminal History Screening reveals any questionable or unfavorable information, USCJ Human Resources must review and provide written approval for the USCJ/USY Personnel to continue working or serving at USCJ/USY.

1.3.0 TRAINING AND EDUCATION

1.3.1 USCJ/USY is committed to education on how to prevent, recognize, and report Abuse, Maltreatment of Youth and Vulnerable Adults, Assault, Sexual Assault, and any form of Misconduct with Participants in USCJ/USY programs. By educating Adults, risks to program Participants are greatly reduced because there is a better understanding and awareness of the issues of Abuse, Maltreatment, Assault, Sexual Assault, and Misconduct.

1.3.2 All USCJ/USY Personnel must complete a safe environment, mandated reporter, and child safety training annually. Applicants for USCJ/USY Personnel positions must complete the formal Child Safety Onboarding before beginning employment or Volunteer service.

1.3.3 Training should include: responsibility as a Mandated Reporter, process for making a report of suspected Abuse or Maltreatment, process for reporting Misconduct; signs and symptoms of Abuse and Maltreatment, signs of grooming behavior, how to talk to kids about consent and healthy relationships, consequences for failure to report, appropriate boundaries and interactions with Youth, documentation, and confidentiality.

1.3.4 Training documentation must be reviewed and maintained by USCJ Human Resources and the Director of Child and Youth Protection in a confidential, safe, and secure location with controlled access. This includes digital files.

1.3.5 All USCJ/USY Personnel must read USY Policies and Procedures for the Safety of Program Participants and acknowledge their responsibility to comply.



1.4.0 ELECTRONIC COMMUNICATIONS

1.4.1 General Guidelines

Application

This policy applies to all electronic communication between all adults associated with USCJ/USY either as a paid staff or unpaid volunteer and non-familial youth participants.

Guidelines:

1. Keep all communication professional and appropriate.
2. USCJ/USY Staff/Volunteers are prohibited from catfishing (creating fake profiles to connect and communicate with youth participants) on any platform or application.
3. Maintain a record of any messages sent to youth participants or received from youth participants; do not delete messages.

Appropriate Electronic Conversation Topics:

There is a distinction between what is appropriate for electronic/virtual settings and in person settings. This is a non-exhaustive list of appropriate electronic/virtual conversation topics:

- USY events and sharing of USY event photos
- Jewish education
- General education or career advising
- USY leadership
- USY event planning
- USY outreach
- USY committee work
- USY deadlines
- USY related questions, concerns, or feedback
- Other USY related opportunities or information

Inappropriate Conversation Topics:

This is a non-exhaustive list of inappropriate in-person or electronic/virtual conversation topics and behavior:

- Name calling - both malicious and in jest
- Profanity in any language directed at another person
- Gore or any kind of violence
- Body parts
- Physical looks of others
- Substance or Alcohol use
- Any kind of topic that is sexual in nature or can be sexual including innuendo, personal dating life, bathroom habits, or bodily functions
- Any kind of gossip about other youth participants, parents, volunteers, or staff
- Any language that indicates intolerance (ie: homophobic or racist slurs)
- Excessive/repeated messaging
- Attempting to initiate conversation between 11pm and 6am
- Asking youth participants to keep any kind of secret
- Agreeing to keep any kind of secret for a youth participant



Personal interests, hobbies, adolescent dating/consent related issues, or general life advice are all appropriate topics for in person conversations but are not appropriate in a virtual environment due to the lack of social cues that help ensure proper boundaries are maintained.

1.4.2 Electronic Communications Between Adult Staff and Youth Participants

Written Electronic Communication:

Safe interactions with non-familial youth participants are appropriate, interruptible, and observable. The following are guidelines for safe electronic communication:

- All communication must be appropriate and professional by nature. Please see appropriate and inappropriate topics above.
- When possible, engage in group chats or include another relevant adult on emails and texts to youth participants to make a conversation interruptible and observable.
- Whenever engaging with youth on social media, adults should be mindful of any potential public perceptions of favoritism. Do not interact with a specific participant's profile or content more than others you also interact with.
- Do not initiate written communications with youth participants or respond to written communications from youth participants between 11pm - 6am.

Virtual Meeting Guidelines:

USCJ/USY staff and volunteers may only conduct 1:1 virtual meetings with non-familial youth participants under the following circumstances: Interviews for program admission, working with USY leadership, or for health/safety reasons. The guidelines below must be followed whenever engaging in a 1:1 virtual meeting between staff and USY participants:

- When possible, virtual meetings should be scheduled via text or email in advance following all applicable written communication guidelines listed above.
- When possible, invite another relevant adult as optional to the virtual meeting. The second adult does not need to attend but their access to the video link makes the meeting potentially observable and interruptible.
- Inform the USY participant that if possible, they should be in an open area such as a kitchen or cafeteria where anyone may view their screen.
 - The requirement is solely to inform participants of this best practice. We may not force participants to comply and they may not be able to depending on their schedule and/or environment
- Do not initiate or accept virtual meetings with youth participants between 11pm-6am. .

Phone Calls:

When possible, phone calls should be scheduled via text or email in advance following all applicable written communication and virtual meeting guidelines listed above.

USCJ/USY staff and volunteers should not initiate private phone calls or other private communications with non-familial USY participants for non-USY purposes.

Do not initiate or accept phone calls with youth participants between 11pm-6am. .



Emergency Communication:

There may be times where it is necessary and appropriate to break protocol such as in a real or potential emergency.

- In the event a USY participant specifically requests to communicate in a manner that breaks protocol, USY/USCJ staff and volunteers may decline and offer to speak with them 1:1 at the next in-person event or accept the communication if there is a real or perceived emergency.
 - If the USY participant indicates the need to speak is urgent, the USCJ/USY staff or volunteer may accept the private communication as child safety may be at risk. After the phone call/communication is completed, staff should notify their direct supervisor that a private communication occurred at the participant's request and file an incident report if applicable.
- In the event that a participant begins a 1:1 non-emergency conversation with a USY/USCJ staff or volunteer, the following steps should be taken:
 - Remind the participant of the appropriate communication guidelines.
 - If it is a USY related topic, reschedule the call or meeting according to protocol.
 - If the call cannot be rescheduled in a reasonable timeframe, the staff may continue with the conversation and notify their direct supervisor afterward that a private communication occurred at the participant's request.
 - Supervisors will take note of any patterns that may occur and initiate conversations with staff if there are repeated instances of private conversations with the same child occurring and being reported after the fact within a short period of time or many more repeated instances over a longer period of time.

Inappropriate or Concerning Participant Social Media Use

It is USCJ and USY's recommendation that no staff or volunteers connect with USY participants on social media platforms. However, if you choose to connect with a USY participant on any social media platform, all interactions must be appropriate and professional. If a USY participant that you are connected with on social media posts concerning or inappropriate content, parents should be notified under the following circumstances:

1. Posts that display the USYer is engaging in illegal activity or activity that could result in bodily harm.
2. Posts that indicate bullying, harassment, or hazing.

If a USY participant that you are connected with on social media posts a disclosure of abuse or neglect, a screenshot of the post should be taken and mandated reporter procedures followed. Parents should not be notified as it can interfere with any investigation that may need to occur.



1.5.0 COMPLIANCE WITH ABUSE AND MALTREATMENT REPORTING LAWS

1.5.1 USCJ/USY complies with federal, state, provincial, and foreign laws regarding reporting suspected Abuse and Maltreatment to Authorities and cooperates with Authorities investigating any such reports by anyone, including but not limited to USCJ/USY Personnel. Any suspected Abuse or Maltreatment of Youth and/or Vulnerable Adults shall be immediately reported to Authorities by USCJ/USY Personnel regardless of where the incident occurred or by whom it was committed. USCJ/USY should not investigate an allegation of Abuse or Maltreatment before making the required report to Authorities.

1.5.2 USCJ/USY Personnel must notify the USCJ/USY Chief Movement Strategy Officer, Chief Operating Officer, General Counsel, the Director of Child and Youth Protection AND the director of the relevant program about suspected Abuse or Maltreatment of Youth and/or Vulnerable Adults as soon as possible.

1.5.3 USCJ/USY Personnel must immediately report suspected Abuse or Maltreatment to Authorities. The report should be made to the jurisdiction where the suspected abuse occurred. If it is not known where the suspected abuse occurred, then a report should be made to the jurisdiction where the victim resides. Because reporting laws vary by jurisdiction, it is the responsibility of USCJ/USY Leadership and Personnel to know the applicable reporting laws.

1.5.4 Approximately 49 states impose criminal and/or civil penalties on Mandated Reporters who knowingly or willfully fail to make a report when Abuse or Maltreatment of Youth is suspected.

1.5.5 Oral reports to child protective services must be followed within 48 hours by a written report to the local office of child protective services. In some jurisdictions, a copy of the written report must also be sent to the local State's Attorney's Office/District Attorney's Office.

1.5.6 When programs or events are held outside the United States or Canada, all appropriate actions should be taken to comply with USCJ/USY's reporting policies, considering the venue of the program or events, the resources and facilities available, and the laws of the country of the program or events.

1.5.7 Any person who has knowledge of an incident involving the production, possession, distribution, or receipt of child pornography must make a report to the applicable Authorities as soon as possible.

1.5.8 Past incidents of Abuse or Maltreatment that are alleged to have occurred when the Participant was a Youth, even if the Participant is now an Adult, also must be reported. In addition to USCJ/USY Personnel making a report to the applicable Authorities, USCJ/USY Personnel shall inform the alleged survivor of their independent right to report to the Authorities.

1.5.9 Any person who reports suspected Abuse or Maltreatment in good faith cannot be held civilly or criminally liable for making a report to Authorities.

1.5.10 Nothing set forth in these USY Policies and Procedures for the Safety of Program Participants is intended to limit or delay mandated reporting to the Authorities.



1.5.11 USCJ/USY will not take any retaliatory personnel action against any USCJ/USY Personnel who report suspected Abuse or Maltreatment to Authorities, such as demotion, disciplinary action, termination, or transferring to another job/position.

1.5.12 USCJ/USY will not impose any conditions, including prior approval or prior notification, upon any USCJ/USY Personnel to report suspected Abuse or Maltreatment to Authorities.

1.5.13 Any requests for additional information from Authorities should be responded to promptly and the requested information provided. To the extent time and circumstances permit, any such request for additional information should be handled by USCJ/USY Leadership.

1.6.0 REPORTING SUSPECTED ABUSE, MALTREATMENT, AND MISCONDUCT TO USCJ/USY LEADERSHIP

1.6.1 In addition to reporting to Authorities when required, any person who suspects Abuse or Maltreatment of Youth or Vulnerable Adults, Assault, Sexual Assault, or any form of Misconduct with Participants by USCJ/USY Personnel must immediately notify the USCJ/USY Chief Movement Strategy Officer, Chief Operating Officer, General Counsel, AND the director of the relevant program. This includes any occurrence of Assault or Sexual Assault by a Youth towards another Youth. An USCJ/USY Incident Report form should also be completed.

1.6.2 USCJ/USY takes any allegation of Abuse, Maltreatment, Assault, Sexual Assault, of Misconduct very seriously and will respond promptly.

1.6.3 To respect the privacy of those involved, privacy and confidentiality should be maintained, to the extent possible, consistent with the mandated reporting requirements and *USY Policies and Procedures for the Safety of Program Participants*, taking into account:

- The need to advocate for those who are victims.
- The need to provide appropriate outreach to victims.
- The need to be in compliance with federal, state, provincial, and foreign laws.
- The right of USCJ/USY Personnel to be treated fairly.
- The need by Authorities and/or USCJ/USY Leadership to fairly investigate complaints of Abuse or Maltreatment of Youth or Vulnerable Adults, Assault, Sexual Assault, or any form of Misconduct with Participants.
- The need to make a report to USCJ/USY Leadership in a timely manner.

1.6.4 All reports and documentation regarding Abuse, Maltreatment, Assault, Sexual Assault, or Misconduct must be maintained by USCJ Human Resources in a confidential, safe, and secure location with controlled access. This includes digital files. Personnel files may be reviewed by appropriate USCJ/USY Leadership and Personnel but may not be copied or removed from where they are maintained.



1.7.0 INVESTIGATION BY USCJ/USY LEADERSHIP

1.7.1 Upon receiving a report of Abuse or Maltreatment of Youth or Vulnerable Adults, Assault, Sexual Assault, or any form of Misconduct with Participants suspected to have been committed by USCJ/USY Personnel, USCJ/USY Leadership will assist in investigating and providing immediate care to victim(s), their families, and members of the affected community.

1.7.2 Investigations will take place whether the Abuse, Maltreatment, Assault, Sexual Assault, or Misconduct was recent or occurred in the past. Because USCJ/USY cooperates with Authorities, a USCJ/USY internal investigation of an allegation may be delayed pending an investigation by Authorities.

1.7.3 USCJ/USY Leadership will be assisted by appropriate USCJ/USY Personnel in responding to and investigating allegations of Abuse, Maltreatment, Assault, Sexual Assault, or Misconduct by USCJ/USY Personnel. USCJ/USY Leadership will speak with the person(s) making the report and others who may have relevant information in order to obtain as clear and detailed information as possible.

1.7.4 After receiving the initial report, USCJ/USY Leadership will determine the specific steps needed to proceed, guided by the following values:

- The safety and protection of the victim.
- A fair and honest search for the truth.
- The need to provide appropriate outreach to victims.
- The need to be in compliance with civil and criminal laws.
- The right of all persons to be treated fairly.
- The need to investigate and take appropriate action in all reports of Abuse or Maltreatment of Youth or Vulnerable Adults, Assault, Sexual Assault, or any form of Misconduct with Participants suspected to have been committed by USCJ/USY Personnel.

1.7.5 USCJ/USY Leadership will explain, as fully as possible, the process that is being undertaken to a person who has reported alleged Abuse, Maltreatment, Assault, Sexual Assault, or any form of Misconduct committed by USCJ/USY Personnel. USCJ/USY Leadership will advise the person of the reporting requirements to Authorities. The person will be informed of their right to also report to the Authorities.

1.7.6 Any report of Assault or Sexual Assault by a Youth towards another Youth should also be responded to and investigated promptly. The course of action will depend on the nature of the offense, the age of the Youth involved, the behavioral history of the Youth who committed the offense, and the likelihood of the offense being repeated.

1.7.7 USCJ/USY Leadership and Personnel will cooperate with any investigation being conducted by Authorities.



1.8.0 COMMUNICATIONS

1.8.1 USCJ/USY is committed to openness and transparency. USCJ/USY will meet this commitment to the extent possible while also respecting the privacy and reputations of all persons and applicable law.

1.8.2 Should a person disclose Abuse, Maltreatment, Assault, Sexual Assault, and/or any form of Misconduct, USCJ/USY Personnel should only obtain the minimal facts required by law or reasonably necessary in order to make a full and meaningful report.

1.8.3 USCJ/USY Leadership or Personnel are not required to notify the parent, legal guardian, or caregiver of a Youth or Vulnerable Adult before or after making a report to Authorities. In some cases, alerting a parent, legal guardian, or caregiver may hinder the Authorities' investigation. In consultation with the Authorities, USCJ/USY Leadership will determine when it is appropriate to communicate with a parent, legal guardian, or caregiver. In the case that an accused parent, legal guardian, or caregiver is USCJ/USY Personnel and involved in an allegation with their own Youth or Vulnerable Adult, USCJ/USY Leadership will defer to the Authorities when contact may be made with the USCJ/USY Personnel regarding the allegations and/or when USCJ/USY Leadership may communicate with the non-offending caregiver. USCJ/USY Personnel are to refer any questions to USCJ/USY Leadership.

1.8.4 Any media requests and contacts will be handled by USCJ/USY Leadership. USCJ/USY Personnel (other than Leadership) are not authorized to make statements to, or discuss cases with, the media.

1.8.5 USCJ/USY shall communicate the key components of USY Policies and Procedures for the Safety of Program Participants to families and all USCJ/USY Personnel.

1.8.6 *USY Policies and Procedures for the Safety of Program Participants* will be readily available publicly on the USCJ website.

1.9.0 APPROPRIATE ACTION TAKEN AS A RESULT OF THE INVESTIGATION

1.9.1 Appropriate personnel action may include any action up to and including termination of USCJ/USY Personnel or revocation of any right, privilege, license, or permission to attend/participate in USCJ/USY events and programs.

1.9.2 In those instances when there is a credible allegation of Abuse, Maltreatment, Assault, or Sexual Assault, by USCJ/USY Personnel, the USCJ/USY Personnel will be permanently relieved of all employment or Volunteer service with USCJ/USY except and unless the allegation is subsequently determined to be unfounded.



1.10.0 COMPLIANCE WITH USY POLICIES AND PROCEDURES FOR THE SAFETY OF PROGRAM PARTICIPANTS

1.10.1 It is the expectation that all USCJ/ USY Personnel comply with USY Policies and Procedures for the Safety of Program Participants and contribute to a safe and healthy environment for those served by USCJ/USY.

1.10.2 USCJ/USY Leadership are responsible for ensuring that all USCJ/USY Personnel are in compliance with the requirements of USY Policies and Procedures for the Safety of Program Participants and that all required documentation is maintained.

1.10.3 USCJ Human Resources must maintain appropriate confidentiality regarding sensitive information and make sound judgments regarding an applicant's eligibility for employment or Volunteer service in accordance with these policies.

1.10.4 USCJ Human Resources maintains all records or reports received, whether deemed to be credible or not, incident reports, and all actions taken in response to such reports shall be kept by USCJ Human Resources. For the protection of all persons involved, records will be kept in a confidential, safe, and secure location with controlled access. This includes digital files. Records and reports will be kept indefinitely.

1.10.5 Failure to follow and document all requirements of USY Policies and Procedures for the Safety of Program Participants may result in disciplinary action, up to and including termination.

1.10.6 USCJ/USY Leadership and USCJ/USY designated staff will provide training to appropriate USCJ/USY Personnel on USY Policies and Procedures for the Safety of Program Participants.

1.10.7 Questions regarding the interpretation or application of USY Policies and Procedures for the Safety of Program Participants are encouraged and should be directed to USCJ/USY's Director of Child and Youth Protection. USCJ/USY's Chief Executive Officer, Chief Financial Officer, Chief Movement Strategy Officer, Chief Operating Officer, General Counsel, and Senior Director of Teen Engagement may also answer questions.

Part 2: Youth Participant and Parent Expectations

2.1.0 Diversity, Equity, Inclusion, and Justice

2.1.1 DEIJ Statement: USCJ and USY recognize that intersectionality within the Jewish community strengthens us all but also impacts the way we each move within our respective communities. We embrace diversity, equity, inclusion, and justice (DEIJ) to show that we are not only dedicated to creating an inclusive environment but that we are also dedicated to continuous improvement of how people in the Jewish community of different viewpoints and backgrounds move within the USCJ and USY communities.



USCJ and USY celebrates and welcomes all backgrounds, experiences, and viewpoints within the Jewish community- with the exception of viewpoints that demonstrate the intolerance toward others. Further, we strive to foster a safe and inclusive environment for all including but not limited to Black, Indigenous, People of Color (BIPOC), LGBTQ+, physically disabled, intellectually/developmentally disabled, and any other community in which membership impacts their movement through other spaces.

2.1.2 Inclusive Participation: In accordance with [USY's values](#) and the USCJ/USY Diversity, Equity, Inclusion, and Justice (DEIJ) statement, USY welcomes all participants within the Jewish community regardless of gender identity, sexual orientation, race, ethnicity, physical abilities, intellectual and developmental abilities, and any other viewpoint or background - with the exception of viewpoints that demonstrate intolerance toward others. Participation in USY means that all USY participants are expected to uphold the USY values and DEIJ statement.

As such, USY will not share any information regarding a participant's intersectionality with other participants or other parents.

2.1.3 Inclusive Rooming: During trips, conferences, long term programs, and other events in which USY participants may be roomed with one another, rooming assignments will be based on gender identity and not gender assigned at birth.

For more information or assistance discussing this topic with youth, please contact the Director of Child and Youth Protection.

2.2.0 Bullying

2.2.1 Position Statement: USCJ/USY recognizes bullying in all forms including: between program participants, program participants toward staff or volunteers, staff or volunteers toward program participants, staff toward parents of participants, or parents of participants toward staff. USCJ does not tolerate any form of bullying, including any and all actual or alleged hazing. Swift action will be taken against all bullying, hazing, or harassment brought to USCJ/USY's attention to include but not limited to mediation, restorative justice, referrals to counseling services, mandatory participation in a learning experience, suspension from USY activities, and/or expulsion from USY. USCJ/USY recognizes that individuals who participate in bullying behavior may be struggling with their mental health and that severe punishment as a default is not best practice in bullying prevention strategies.

Definition:

USY defines Bullying as direct or indirect behavior/action by one person or a group of people toward another person or group of people with the intent to harm, intimidate, or humiliate. Bullying may occur repeatedly over a length of time or be a one time severe offense. Bullying may also involve a real or perceived power imbalance in areas such as social status, age, physical size, or wealth. Bullying may be physical, verbal, virtual (cyberbullying), or isolating/exclusionary and may occur face to face or in chat rooms, text message, group messaging, websites, or other venues and platforms.

Direct bullying may look like making fun of an individual in their presence or shoving an individual. Indirect bullying may look like spreading a rumor about an individual or asking others not to talk to an individual.



2.2.2 Responsibility Statement: All USCJ/USY staff, volunteers, participants, and parents have the right to a safe environment in which they feel comfortable engaging with one another.

USCJ/USY is committed to creating and maintaining the safest possible environment for all participants. It is the duty of the staff and volunteers to safeguard to the best of their ability the welfare of the participants and to prevent physical, or emotional abuse of the participants with whom they come into contact. USCJ/USY staff have a responsibility to engage in regular training regarding bullying identification and prevention, address bullying/hazing appropriately, swiftly put a stop to bullying/hazing when it is in process, model appropriate treatment of others, and foster a safe environment for participants.

All USY staff and volunteers shall receive training and agree to abide by all USCJ policies prior to employment or participating as a volunteer (as applicable); failure to abide by any policy may result in a written warning/coaching, suspension, or immediate dismissal and termination.

USY staff, volunteers, and participants have a responsibility to treat one another with kindness and grace and report any form of bullying to USY/USCJ staff. Failure to do so will result in behavioral health referrals and/or disciplinary action up to and including termination and/or permanent removal from participation in USY programs (as applicable).

Parents/Guardians of USY participants have a responsibility to report any form of bullying to USCJ/USY staff, engage in conversations with their youth regarding appropriate treatment of others and bullying prevention, and model appropriate treatment of others (staff, volunteers, other parents, other program participants, etc) as is outlined in the Parent Code of Conduct. Failure to do so may result in appropriate remedial action, up to and including permanent removal from participation in USY programs and activities.

2.2.3 Procedure: All USY staff and volunteers, as well as program participants, must report any incident of inappropriate behavior by participants to the event YPO or group leader.

USY program participants are encouraged to engage in bystander/upstander intervention training. USY staff and volunteers will swiftly put a stop to any bullying/hazing actively in process as soon as they become aware.

Reports of any inappropriate behavior, including bullying, should be reported as soon as possible to an event YPO, group leader, or another trusted USY/USCJ staff member.

The YPO, group leader, or other USCJ/USY staff will be responsible for reporting up and responding to the report within 48 hours of receipt of the report.

In some circumstances such as severe bullying, USCJ/USY leadership may take direct action and responsibility for communication.



2.2.4 False Reporting and Immunity from Retaliation: Any USCJ/USY staff, participant, or parent who makes a report in good faith, regardless of the outcome, will have no retaliatory action against them.

False reports made in bad faith with the intent of harming, intimidating, or humiliating will be treated as a form of bullying.

2.3.0 Participant Infractions

2.3.1 Policy Implementation: This policy is intended to assist in consistent decision making and is not all inclusive and depending on the nature or severity of the misconduct, may not necessarily be followed.

2.3.2 Possible Disciplinary Actions:

1. A discussion with the participant and their parents
2. Immediate removal from a specific activity
3. Referral to behavioral health services
4. Immediate removal from a specific event such as a convention, trip, or dance.
5. Restorative justice and/or restitution
6. Loss of leadership position (if applicable)
7. Short-term (3-6 months) suspension
8. Long-term (1+years) suspension
9. Permanent removal, including a ban from attending alumni events in the future
10. Referral to law enforcement/criminal prosecution

2.3.3 Minor Offenses: will begin with disciplinary action 1 and may also include actions 2 and 3. Examples of behavior that may fall into the minor offenses category include but are not limited to:

- Rude behavior to other participants and staff
- Violation of dress code policy
- Disruptive behavior during activities and events such as intentional interruptions
- First time mild bullying offense

2.3.4 Misconduct/frequent offenses: will begin with disciplinary action 2 and then 1. Disciplinary actions 3-7 may also occur depending on the severity and/or frequency. Examples of behavior that may fall in the misconduct and frequent offenses category include but are not limited to:

- Repeated (2+) violations of any infraction
- Consumption of substance/alcohol use while at USY activities or events where alcohol is not being served
- Violation of rooming policies
- Destructive behavior that does not put the safety of others at risk such as shoplifting, breaking items, or vandalism



2.3.5 Severe offensive behavior or continued repeated misconduct will begin with disciplinary action 4 and then 1,3, and 6. Disciplinary actions 5, 7, 8, 9, or 10 may also occur. It includes but is not limited to:

- Any behavior that may fall in the misconduct category that has been continuously repeated 4 or more times despite prior disciplinary action
- Violent behavior
- Any kind of sexual misconduct or harassment, including virtual
- Excessive or repeated substance/alcohol use while at activities or events
- Any behavior that puts the safety of others at risk such as carrying a weapon or arson

2.3.6 Outcomes Chart

Disciplinary Action	Misdemeanors and one-time minor offenses	Misconduct/frequent offenses	Severe offensive behavior
1.A discussion with the participant and their parents	First step	Second step	Second step
2.Immediate removal from a specific activity such as a game, presentation, or service	Possible outcome	First step	
3.Referral to behavioral health services	Possible outcome	Possible outcome	Third Step
4.Immediate removal from a specific event such as convention, trip, or dance.		Possible outcome	First Step
5.Restorative justice and/or restitution		Possible outcome	Possible outcome
6. Loss of Leadership position (if applicable)		Possible outcome	Fourth Step



8. Long-term (1+years) suspension			Possible outcome
9. Permanent removal, including a ban from attending alumni events in the future			Possible outcome
10. Referral to law enforcement/criminal prosecution			Possible outcome

2.3.7 Infraction Followup Procedure:

Whenever disciplinary action has been taken, a [Disciplinary Action Google Form](#) needs to be completed to ensure an accurate record of infractions per participant and assist in consistent decision making.

Follow-up with parents need to occur within a specific time frame:

1. Within 4 months when a participant is referred to behavioral health services.
2. Within 3 months when a participant is referred to restorative justice.
3. Within 2 months when a participant is referred to restitution.

The purpose of the follow-up is to ensure that families are engaging in the participant infraction policy in a timely manner. Engagement with behavioral health services, restorative justice, or restitution will be considered when reinstating participants who are coming back from short and long term suspensions.

USCJ legal counsel and the Sr. Director of Teen Engagement will have the final decision on short term suspensions, long term suspensions, and permanent removals and must be consulted before any suspension or permanent decision is communicated to the participant and their family.

When a participant returns from a short or long term suspension, the Director of Child and Youth Protection and/or the Sr. Director of Teen Engagement will meet with the family to create a behavior contract together and discuss how the participant can best be supported in their return to USY.

Debrief Procedure:

After a Disciplinary Action Google Form has been submitted, a debrief session will be scheduled with the form filer, the Sr. Director of Teen Engagement, and any other relevant USCJ/USY leadership ideally within 2-3 weeks but no later than 4 weeks.



The group will have access to the Disciplinary Action Google Form submission and should be prepared to discuss the following at the debrief:

- a) Summary of all steps taken, including communications
- b) Date incident was deemed closed out
- c) Summary of what was done well.
- d) Summary of any challenges that were faced in handling the incident.
- e) Questions or concerns that the form filer feels the group should discuss.
- f) Any policies or procedures that need to be created or revised.

2.4.0 Complaints

2.4.1 Terms:

For the purpose of this procedure, the following terms will be defined:

Calendar hours = All hours 24/7 and 365 days a year.

North American Business hours = 8-4pm or 9-5pm M-F, excluding Shabbat/weekends and secular or Jewish holidays.

Israeli Business Hours = 8am-4pm or 9am-5pm Su-F, excluding Shabbat and secular or Jewish holidays.

2.4.2 Types of Complaints:

Complaints, reports, and incidents involving the health, wellbeing, or safety of children and youth such as, but not limited to, current or past:

- Bullying
- Hazing
- Substance or alcohol use at USY events
- Self harm
- Mental health concerns
- Risk taking behavior at USY events (theft, property damage, etc)
- Harassment
- Sexual harassment
- Sexual assault
- Threats
- Physical abuse
- Abusive relationships

Complaints involving suspected or known abuse should follow mandated reporting procedures/laws and be made to local law enforcement first and within 24 calendar hours of becoming aware of the complaint, including during Shabbat and Chaggim.



2.4.3 Response Time:

The response time to complaints may vary depending on the urgency and/or severity of the alleged misconduct. For example - an active complaint occurring at an event/program in progress will be dealt with immediately regardless of Shabbat or Chaggim whereas a complaint regarding past misconduct such as substance use at a previous USY event will be handled during regular business hours.

2.4.4 Process:

When a complaint involving the health, wellbeing, or safety of children and youth is received, the following steps should be taken within the specified timeline:

1. If it falls under mandated reporting, the USCJ/USY staff or volunteer who received the complaint must file a report with the appropriate authority within 24 calendar hours of receiving the report.
2. If it is an active complaint that is occurring at an event in progress, the staff who received the complaint should work with leadership at the event to stop the practice immediately and ensure the safety of the participants.
3. If relevant, the participant infraction policy and/or the staff infraction policy should be followed.
 - a) This step may occur later on in the process during Shabbat or Chaggim unless it is an active complaint occurring at an event in progress.
4. All complaints must be logged as a ticket in ZohoDesk which will automatically notify the Director of Child and Youth Protection as well as executive leadership via email.
5. Upon ticket creation, the Director of Child and Youth Protection will automatically be assigned as the lead in the system. If the complaint is not safety related, it will be assigned to the appropriate person within 24 hours.
6. ZohoDesk will send push notifications to the Director of Child and Youth Protection until action has been taken on the ticket.
 - a) For high priority tickets, Zoho is programmed to require a response within 24 hours
 - b) For both medium and low priority tickets, Zoho is programmed to require a response within 2 business days.
7. Status updates should be communicated to the complainant as they become available or every other week at a minimum, until resolved.
8. ZohoDesk will prioritize tickets in accordance with priority level and date of receipt. The Director of Child and Youth Protection will review tickets daily to ensure appropriate and timely follow up is being provided.
9. USCJ/USY leadership will aim to resolve complaints within 3 weeks or less. Some complaints may take longer to resolve.
10. Complainants who leave information will receive a survey after 3 weeks regardless of outcome or status. If a complainant did not leave contact information, the USCJ/USY staff who originally received the complaint will receive a survey within 3 weeks. This step will allow us to collect information on our resolution process and also ensure that complaints do not fall through the cracks.
11. The lead will schedule a debrief session with relevant staff/leadership within 2-4 weeks of the complaint being resolved.



Appendix A



Staff and Volunteer Code of Conduct

Dear USY Staff or Volunteer:

USCJ and USY expects all staff and volunteers to exercise good judgment, maintain professional standards, and abide by ethical boundaries when interacting with colleagues, parents, and youth both during and outside of sanctioned USY activities/events. The USY Staff and Volunteer Code of Conduct has been developed to provide you with information regarding staff and volunteer responsibilities and expectations. We thank you in advance for your support and cooperation with these guidelines.

By signing below, I acknowledge and agree that I have read, understand, and will comply with all responsibilities and procedures outlined in the Staff and Volunteer Code of Conduct.

Staff or Volunteer Name (print)

Staff or Volunteer Signature

Supervisor Name (print)

Supervisor Signature

Date

Date



Staff and Volunteer Code of Conduct

These guidelines are founded on the principles of respect for others, personal responsibility, and professional behavior. Staff and Volunteers are in a position to be influential role models in a child's life and one of the best ways to teach is to model good behavior. As such, USY expects the behavior of each Staff member and Volunteer to adhere to the standards set forth below.

- A. Treat other members of USY staff/personnel, parents/guardians, and participants (whether or not minors) in a respectful manner at all times.
- B. Yelling, taunting, abusive, threatening, profane or harassing communication, either in person, by e-mail or text/voicemail/phone or any other written or verbal communication are not acceptable means of communication.
 - a) Excessive emails, text/voicemail/phone messages or any other form of excessive written/oral communication will be considered to be unacceptable harassing communication.
- C. Intervene when any act of inappropriate behavior is observed, including but not limited to discrimination, harassment, intimidation, or bullying is observed.
- D. Using tobacco (including vaping), alcohol, marijuana, or an illegal or unauthorized substance, or distribution of any controlled substance (whether prescribed or not), while in the workplace or at a USY-sponsored activity is prohibited.
- E. Possessing or viewing any pornography at USY events/activities, or possessing or viewing child pornography or other imagery portraying children in a sexualized manner at any time is prohibited.
- F. Engaging in inappropriate socialization or fraternization with a youth participating in USY activities or soliciting, encouraging, or maintaining an inappropriate written, verbal, electronic, or physical relationship with a youth participant is prohibited.
- G. Engaging in any conduct that endangers participants, staff, or others, including, but not limited to, physical violence, threats of violence, or possession of a firearm or other weapon is prohibited.
- H. Physically abusing, sexually abusing, neglecting, or otherwise willfully harming or injuring a child is prohibited.
- I. Falsifying any record or reports and knowingly withholding relevant information is prohibited.
- J. Stealing, destroying, defacing or misusing property of USCJ, a participant or others is prohibited.
- K. Disclosing confidential personal or medical information about a participant, except as permitted by the terms of the Staff Manual or applicable law is prohibited.
- L. Misrepresenting your position and/or qualifications to others is prohibited.
- M. Assisting any entry into a professional or volunteer position with USCJ or USY of a person known to be unqualified in respect to character, education, or other relevant attribute is prohibited.
- N. Knowingly making false or malicious statements about a colleague, parent, or participant is prohibited.
- O. Maintain Jewish values of tzniut (modesty), discretion, and privacy.
 - a) Public and digital displays of affection among consenting staff members is prohibited in front of USY participants.
- P. Adhere to USCJ/USY's employee as well as child and youth protection policies/procedures at all times.
- Q. USY participants are expected to meet and be held to the same standards and expectations at events/activities when preparing for activities/events, and in using social media.



Consequences:

Depending upon the severity of the conduct or incident, staff or volunteers may be subject to disciplinary action up to and including being ejected from or otherwise banned from participation in USCJ/USY-sponsored events, and potentially criminal prosecution.

In the event that a severe violation to the code of conduct (such as use of substances or possession of a weapon) occurs during an activity involving travel and/or overnight stays, the staff member or volunteer will be sent home immediately at their own expense.

Appendix B

Parent/Guardian Code of Conduct

Dear Parents/Guardians:

USY recognizes the importance and value of a mutually supportive relationship between USY staff and parents. The USY Parent/Guardian Code of Conduct has been developed to provide you with information regarding parent/guardian responsibilities and procedures for filing complaints/airing grievances with USY. We thank you in advance for your support and cooperation with these guidelines.

By signing below, I agree that I have read and will comply with the responsibilities and procedures as outlined in the Parent Code of Conduct.

Parent/Guardian Name (print)

Parent/Guardian Signature

Parent/Guardian Name (print)

Parent/Guardian Signature

Date

Date



Parent/Guardian Code of Conduct

These guidelines are founded on the principles of respect for others and personal responsibility. Parents/guardians play a vital role in the development of their child's sense of justice, equity, and the dignity and worth of all individuals. Parents/guardians are one of the most influential role models in a child's life and one of the best ways to teach is to model good behavior for any children under their care. As such, USY expects the behavior of each parent/guardian with children enrolled in USY programs/activities to adhere to the standards set forth below.

- A. Understand that staff and volunteers are dedicated to creating the best possible experience for USY participants/ensuring participant happiness and safety in any program or activity and as such, that time spent on taking photos and writing social media posts are not a main priority for USY staff and volunteers.
- B. Understand that USY staff/volunteers will take photos and post on social media to the best of their individual ability after their primary duties have been fulfilled.
- C. Treat members of USY staff/personnel, other parents/guardians, and other children in a respectful manner at all times.
- D. Yelling, taunting, abusive, threatening, profane or harassing communication, either in person, by e-mail or text/voicemail/phone or any other written or verbal communication are not acceptable means of communication.
 - a.Excessive emails, text/voicemail/phone messages or any other form of excessive written/oral communication will be considered as harassing communication.
- E. Refrain from using group or individual messaging on any platform and from posting on social media to fuel discontent or criticism of individual USY employees, volunteers, other parents/guardians, or other children.
- F. Contact relevant USY personnel directly when you have a question or need clarification of a USY matter, including issues relating to a program or activity, rather than depending upon the interpretation of parents/guardians or other non-official USCJ/USY sources. Parents/guardians are requested to set up a private meeting where their concerns can be discussed.
- G. If a parent/guardian feels that the actions of another child have infringed upon the rights of his or her child, under no circumstances shall the parent or guardian approach another child to discuss or chastise them.
 - a.Parents/guardians may approach an USY staff member or volunteer to seek a peaceful resolution to the situation. An approach directly to the child's parent or guardian in conjunction with the same may also be made.

Conflict Resolution Procedures:

- H. Parents/Guardians are expected to resolve issues through calm dialogue between the parties directly involved while respecting the dignity of others. All communications regarding issues with other parents/guardians or staff shall remain respectful and address the issues at hand.
- I. Parents/Guardians shall protect the reputation and good name of people involved. Problems, differences of opinion and personality clashes are not resolved by involving other people in a disagreement or by taking sides in the argument. Problems should not be casually discussed with other USY parents/guardians, but should be dealt with one on one with the person or persons whom the parent/guardian has an issue.



- J. Seek to clarify a child's version of events with USY's view in order to avoid misunderstanding and to bring about a successful resolution to any dispute.
- K. It is easy for opinion to be mistaken for fact and rumors to be perpetuated by inaccurate information. Parents/Guardians are expected to approach the relevant personnel within USCJ/USY to verify the factual basis of a story should they have any question. This approach can quickly and simply clarify the events in question and the intent involved and will minimize inaccurate information being passed throughout the community.
- L. In the event that a parent or guardian has an issue/conflict with an individual USY staff member or volunteer, the parent/guardian should first arrange a meeting with the staff member or volunteer to discuss the concerns and attempt to come to a mutually agreed upon solution.
 - a. If a mutually agreed solution is not reached, the parent/guardian may arrange a meeting with the relevant program director or supervisor.
 - b. If there is still no closure, the parent/guardian may request a meeting with the Sr. Director of Teen Engagement.
- M. If any conflict involves individual safety, a threat to the preservation or security of USY or USY affiliated facilities, or a direct or blatant violation of USY policies or procedures, the Sr. Director of Teen Engagement shall be notified immediately by the relevant program director, USY personnel, or member.

Consequences:

Depending upon the severity of the incident, parents/guardians may be ejected from or otherwise banned from participation in USCJ/USY-sponsored events. In situations involving lesser infractions or where remediation is viable, a warning will be provided, either verbal or in writing, prior to the issuance of a formal ban. Should a parent/guardian fail to heed the direction issued in the warning, a ban or other restrictions designed to deter the conduct will follow. No restriction, however, will prevent the parent/guardian from working collaboratively with USY to meet any unique needs their child(ren) has.