



YMCA KINSHIP Respite Program RIGHTS & GRIEVANCE POLICY

YMCA Youth & Family Services Staff Member's Rights

Each staff member employed by YMCA Youth & Family Services is entitled to the following rights and/or privileges:

- To be treated as a professional by participants, caregivers, family members, co-workers and volunteers.
- To be accorded a safe and healthy environment.
- To be accorded an environment free from the following: threats, harassment, humiliation, intimidation, ridicule or mental abuse.

In order to protect the rights of staff members employed by YMCA Youth & Family Services, infringement upon these rights may result in the suspension or disenrollment of a participant in YMCA services.

YFS Program Participant's Rights

Participants (and their Parent/Guardian if under 18) are entitled to the following rights and/or privileges:

- To be accorded dignity in his/her relationship with staff and or other persons.
- To be accorded a safe and healthy environment during program participation.
- To be accorded an environment free from the following: corporal punishment, humiliation, intimidation, ridicule, threats or mental abuse.
- To receive a clear description of the program they are participating in, including the rules or limitations of the program.
- To have services provided in a timely manner, according to program policy.
- To be provided with written contact information for the program supervisor in case of an emergency or a grievance.

YMCA KINSHIP Respite Program Grievance Policy

Any participant (and their Parent/Guardian if under 18) has the right to be informed of the appropriate procedure regarding grievances, questions or complaints. The procedure is as follows:

Step #1 Contact the YMCA KINSHIP, at 619-281-8313 ext. 10743 and state you would like to file a grievance. The Coordinator will document the conversation in writing and document the issue and the resolution of the conversation within 48-72 hours. If you are not satisfied with the outcome of the discussion then take step #2.

Step #2 If you are not satisfied with the response, contacts the Program Director: **Danielle Zuniga** Phone: **619-281-8313 x 10720** Email: **dzuniga@ymca.org**

The AED will confirm that the participant spoke with the Program Director first and your call will be returned within 24-48 business hours. The AED will document the conversation in writing and document the issue and the resolution of the conversation. If you are not satisfied with the outcome of the discussion then take step #3.

Step #3 If you are not satisfied with the response, contact the Executive Director of YMCA Youth & Family Services: **Kim Morgan**. Contact information for Executive Director can be obtained from Danielle Zuniga, 619-281-8313 x 10720.