



Safety is our top priority. To ensure that staff quick checks are completed effectively, please view the information below for a guide on how to do a check best.

Note that the term **consumer(s)** refers to YMCA youth participants aging from infancy to 18 years old.

PROGRAM AND SITE VISIT GUIDE:

Visits will include information like your arrival and departure times, which consumers and parents/guardians were present, and a summary of the information collected. Provide employees and volunteers with feedback about visits.

Vary your observation times. Do not develop a predictable pattern of observation. Drop in at different times each day. Occasionally leave and come back immediately.

Arrive before employees and volunteers. Check punctuality and the routine that employees and volunteers follow to prepare for the consumers to arrive.

Survey the physical environment. Is this a suitable location for the activity (e.g. size of area for number of consumers, ability to supervise all areas used by consumers, landscaping that may inhibit supervision)?

Watch activities. Are they planned and organized? Are the employees and volunteers actively involved? Ask to see the schedule of activities and compare with what is happening at a given time.

Observe bathroom and locker room activities. Observe bathroom and locker room activities to ensure that the employees and volunteers are complying with the established policies and procedures.

- o Do employees and volunteers use the proper voice tone with consumers?
- o Do employees and volunteers give praise to consumers?
- o Do employees and volunteers follow the physical affection guidelines?
- o Do employees and volunteers know the consumers by first and last name?
- o Do employees and volunteers sound enthusiastic?
- o Do employees and volunteers set limits and boundaries with consumers?



- o Do employees and volunteers interact with all consumers?
- o Do employees and volunteers pay undue attention to any consumers?
- o Do employees and volunteers listen to the consumers when they make reports or express concerns?

Observe employees and volunteers' interactions with each other.

- o Do employees and volunteers pay more attention to the consumers than to each other?
- o Are employees and volunteers spread out and monitoring the entire facility?
- o Do employees and volunteers know who is supervising which consumers?
- o Do employees and volunteers communicate to each other when one must leave the area?
- o Do employees and volunteers use polite voice tones with one another?
- o Do employees and volunteers share responsibilities around the program?

Observe employees and volunteers' interactions with parents/guardians.

- o Do employees and volunteers greet the parents/guardians?
- o Do employees and volunteers know the parents/guardians by name?
- o Do employees and volunteers provide adequate information to the parents/guardians?
- o Do employees and volunteers ask the parents if they have any questions?
- o Do employees and volunteers spend too much time with any particular parent/guardian?

Ask parents/guardians questions, such as:

- o Are you satisfied with the care your child is receiving here?
- o What can we do to make it better?
- o Does your child ever say anything about his or her (title of employees and volunteers)?
- o Have employees and volunteers ever contacted you or your child about anything other than the program?



- o Do you ever have a chance to observe your child at the program?
- o What does your child say about the time he/she spends here?

Ask employees and volunteers how they would respond to “what if” situations that you describe, such as:

- o A consumer is not picked up by a parent/guardians at the end of the program
- o Another employee or volunteer shakes a consumer for hitting another consumer
- o A parent/guardian confides in you that he/she thinks one of the employees or volunteers does not have appropriate boundaries with consumers.

Ask employees and volunteers if they have all the tools and resources to provide safe and effective oversight at all times:

- o Do they have access to their supervisors if there is a concern?
- o Are they asked to go outside of the child abuse prevention guidelines in performing their jobs
- o A parent/guardian confides in you that he/she thinks one of the employees or volunteers does not have appropriate boundaries with consumers.

For any additional questions or concerns, contact kathy.minaeff@ymcaofmewsa.org