



YMCA OF AUSTIN

NON DISCRIMINATION OF CLIENTS POLICY

The YMCA of Austin is a nonprofit committed to helping everyone thrive at each stage of life. Our community brings together people of all abilities, ages, ethnicities, financial circumstances, genders, races, religions, and sexual orientations. The YMCA will not tolerate harassment or discrimination of its membership, whether committed by an employee, fellow member, visitor in our space, or vendor.

The YMCA is made up of people of all ages and from every walk of life working side by side to strengthen communities. Together, we work to ensure that every individual—of any gender, income, faith, race, sexual orientation, gender identity or cultural background—has the opportunity to live life to the fullest. We share the values of caring, honesty, respect, responsibility, and faith—everything we do stems from these.

We know that the key to effectively nurturing the potential of children, improving the nation's health and well-being and supporting our neighbors is a passionate, experienced and diverse array of staff, volunteers and members who value what everyone brings to the table. Working in 10,000 U.S. communities and more than 120 countries worldwide makes strong diversity and inclusion practices paramount for the YMCA.

MEMBER GRIEVANCE POLICY

As a member of the YMCA of Austin, we strive to offer you a positive, fulfilling, and safe experience at all times. Members and Program Participants who have a grievance or issue are encouraged to contact the Branch Executive Director.

If the Branch Executive Director fails to address your issue and you need additional assistance, please contact the Chief Operating Officer and/or the CEO.

CLIENT PRIVACY POLICY

YMCA of Austin employees are required to protect the confidentiality of member and program participant information. Staff is not allowed to share user names or passwords for emails or internal database systems. Staff is required to maintain client files per program standards. Changes or access to client information beyond the scope of program work is strictly prohibited. Confidential financial information will be stored separately from membership files, and staff will ensure the privacy of members seeking assistance.

Data associated with evidence-based programs follows strict HIPPA standards. Exclusive access to database information for these clients will be limited to program staff. Member and Program Participant information will be kept in secure storage units, and staff will be required to receive annual training around privacy standards for programs.