

Managing Member Conflicts and Reports

Note: This procedure is intended to encourage open communication and to provide members with an avenue for resolving conflicts and complaints. This is based on the assumption that the CCE Association involved has followed the recommended procedures for overseeing 4-H clubs and activities. These procedures are not intended to create a contract between CCE and its 4-H members and may be altered to meet the needs of different situations and contingencies. All information received will be handled with as much discretion as possible.

The issue/concern will be discussed only with those directly involved or necessary to assist in resolving the matter.

Document each step, in writing, as the process progresses.

Informal Resolution – recommended for use when a member is involved in a conflict with other program participants, volunteers or staff, and when it is determined by CCE, and all parties involved, that informal resolution is appropriate for the conflict at issue. Prior to selection of informal resolution, CCE should familiarize the parties with the formal review option. CCE may determine the need to use a Formal Review in serious situations (e.g., allegations of harassment or misuse of funds).

1. The parties involved should meet face to face to discuss the conflict.
2. The parties can ask the appropriate supervisor (if the supervisor is one of the parties involved, the next level supervisor should be approached) to attend if they are not comfortable meeting on their own.
3. Summarize the resolution in writing.

Formal Review – recommended for use when a member is the subject of a complaint by another member, volunteer or a staff member or when Informal Resolution has failed.

1. The written report is made to the supervisor who may seek input from others in reaching a written decision (which outlines corrective action) in a fair and timely manner.
2. The written decision is discussed with the Executive Director and appropriate action taken.

Adapted from CCE Association Volunteer Involvement Policy Procedure - Revised: 04/2019

Releasing an Ineffective Or Detrimental 4-H Member

The word 'member' is used herein to refer to a 4-H'er and/or their parent(s) or legal guardian(s). members may be released for committing illegal or dangerous acts, violations of the 4-H Code of Conduct, and patterns of behavior that negatively affect other members, volunteers, or staff, or the program as a whole.

Before a member is released, the following sequence of steps is recommended:

1. If the member has been credibly accused of committing an illegal act or seriously endangering the safety or well-being of others, or of engaging in other behavior deemed by CCE to warrant immediate suspension, the responsible program supervisor will immediately suspend the member without prior discussion. As soon as feasible, a decision whether to release the member or to follow the above procedure will be made in consultation with the Executive Director.
2. Genuine efforts should be made to correct the negative situation, including closer supervision, guidance and motivational tactics. If these fail, a formal consultation should be scheduled. If the individual does not voluntarily resign during that conversation, the staff member responsible for the program will establish specific expectations and a specific trial period. After this trial period, the member will be released if the expectations have not been met.
3. A schedule of supervisory meetings will be included in the written documentation that will be given to the member and a copy of the documentation will be filed with the member's records.
4. If expectations have not been met by the end of the trial period, the member should be officially released during a face-to-face meeting. Departure details such as the return of equipment, completion of reports should be discussed.
5. A letter should follow this verbal notification.



NYS 4-H Code of Conduct

Our first priority is to create a safe, inclusive space for learning, sharing, and collaboration welcoming to people from diverse backgrounds, cultures and perspectives. Diversity includes, but is not limited to: race, color, religion, political beliefs, national or ethnic origin, immigration status, sex, gender, gender identity and expression, transgender status, sexual orientation, age, marital or family status, educational level, learning style, physical appearance, body size, protected veterans, and individuals with disabilities. CCE actively supports equal educational and employment opportunities. No person shall be denied admission to any educational program or activity on the basis of any legally prohibited discrimination. CCE is committed to the maintenance of affirmative action programs that will assure the continuation of such equality of opportunity.

All 4-H Participants—youth, families, volunteers, and Extension staff—in or attending any activity or event sponsored by Cornell University’s Cornell Cooperative Extension (CCE) 4-H Youth Development Program are required to uphold the values of the NYS 4-H program and conduct themselves according to these standards. The standards also apply to online activity, including social media internet presence.

Ground Rules

The following Ground Rules apply to all 4-H participants and volunteers. In addition to these expectations, CCE volunteers are accountable to additional expectations outlined in the CCE Volunteer Code of Conduct. Extension staff is accountable to additional standards of professionalism that are outlined by position descriptions and CCE human resource policies.

1. **Create a Welcoming Environment for All.** Encourage everyone to fully participate in CCE and 4-H. Recognize that all people have skills and talents that can help others and improve the community. Though we will not always agree, we must disagree respectfully. When we disagree, try to understand why.
2. **Bring Your Best Self.** Respect and follow Cooperative Extension rules, policies, and guidelines that relate to 4-H Youth Programs and Events. Conduct yourself in a manner that reflects honesty, integrity, self-control, and self-direction. Accept the results and outcomes of 4-H contests with grace and empathy for other participants. Accept the final opinions of judges and evaluators. Be open to new ideas, suggestions, and opinions of others
3. **Obey the Law.** Commit no illegal acts. Do not possess or use illegal drugs, tobacco products, firearms, weapons, or any harmful object with the intent to hurt others at any time. (Firearms are allowed only as part of supervised 4-H Shooting Sports programming.) Do not attend CCE or 4-H activities under the influence of alcohol or controlled substances.
4. **Honor Diversity – Yours and Others’.** Respect and uphold the rights and dignity of all staff, volunteers, families, and youth who participate in CCE and 4-H programs. Follow [Cornell Cooperative Extension Non-Discrimination Policy](#).
5. **Create a Safe Environment.** Do not carelessly or intentionally harm youth or adults in any way (verbally, mentally, physically, or emotionally). Refrain from romantic displays and sexual activities either in public or private situations. Be kind and compassionate towards others. Do not insult or put down other participants. Harassment, bullying, and other exclusionary behavior aren't acceptable. Be considerate and courteous of all youth and adults and their property.
 - a. Youth must stay in the designated dormitory lodging areas: boys may not be in girls’ dormitory or lodging areas and girls may not be in boys’ dormitory or lodging areas.



- b. Report any and all accidents, physical or verbal abuse or unsafe conditions that threaten the emotional or physical well-being of others or yourself to the NYS 4-H, Extension staff, and Event Coordinators as soon as possible.
- 6. **Be a Team Player.** Work cooperatively with Extension staff, volunteers, 4-Hers, and all involved in 4-H programs and activities. Be responsive to the reasonable requests of the person in charge. Respect the integrity of the group and the group's decisions.
- 7. **Participate Fully.** Participate in all of the planned programs, be on time and follow through on assigned tasks/responsibilities (including the completion of required records or reports) in a manner that insures the safety, well-being, and quality of the educational experience for self and others. Have fun!
- 8. **Watch What You Wear.** Use your best judgment. Wear clothing suited for the activity you will participate in. Clothing promoting alcohol and other intoxicants, or displaying messages that are racist, sexist, homophobic, or any other degrading message that detrimentally impacts the dignity and respect of members of our community are never acceptable. Don't wear revealing clothing, such as short skirts or shorts, midriff-baring tops, and sagging pants. If you are unsure about what is appropriate, contact the local CCE 4-H Educator in charge in advance.
- 9. **Be a Positive Role Model.** Act in a mature, responsible manner, recognizing you are role models for others, and that you are representing yourself, CCE, and the 4-H Youth Development Program. Be responsible for your behavior, use positive and affirming language, and uphold exemplary standards of conduct at all 4-H activities.

Consequences

Any of the following may be used, depending on severity of the situation:

- 1. Participant will receive a verbal warning.
- 2. Participant may remain at the event/activity, but may possibly be barred from a future event.
- 3. Participant may be asked to leave the event/activity. If a youth, the parent(s) will be called and the youth will be sent home at family's expense.

SIGNATURES NOT REQUIRED ON THIS FORM IF COMPLETING RELEASES ONLINE
