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## Our Values

Our values and how we demonstrate them define who we are and what we stand for.

At the YMCA we have a responsibility to provide role-model behaviour to the young people and others with whom we work. All members of staff and volunteers at Scarborough YMCA 'sign-up' to these values and demonstrate them through their actions. These Values will also be shared with others who use our facilities, with the hope that they too will adopt them.

### **Friendly and Welcoming**

The way we answer the phone. The way we greet people at the reception desk. The way we speak to those who we would rather not speak to. The way we speak to and about each other. The expression on our face as we walk around the building. Giving people time when they need it. The way we deal with problems.

### **Positive and Supportive**

Helping others when we can. Encouraging and being open to others' feedback. Giving positive feedback and remembering to say thank you. Being there for someone if they need our help. Standing-up for those who are unable to stand up for themselves. Trying to help meet others' needs. Overcoming negativity and cynicism through our own positive outlook.

### **Inspiring and Innovative**

Being a role-model to others. Looking for better way of doing things. Being genuinely open to new ideas and new ways of doing things. Daring to think-big. Involving others in what we do. Recognising that there is always room for improvement. Recognising and learning from our successes and our mistakes.

### **Inclusive and Fair**

Treating everyone with respect. Recognising that everyone has something to give. Ensuring no-one is treated less favourably. Challenging others' perceptions when they don't meet with our values. Helping everyone, including those with specific needs, to develop at their own pace with patience, support and guidance.

### **Caring and Committed**

Listening to others. Watching out for others' welfare. Committed to providing quality opportunities for young people and others. Taking a real interest in the people who use our building. Being an advocate of the YMCA and what we are here to do. Going the 'extra mile' to ensure that the YMCA is the best it can be, by striving to be the best we can be.

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

SUPPORT & ADVICE

ACCOMMODATION

FAMILY WORK

HEALTH & WELLBEING

TRAINING & EDUCATION