



BOYS & GIRLS CLUBS
OF WASHINGTON COUNTY

OPERATIONS HANDBOOK

Member Parent/Guardian Edition

This manual is expressly intended for the use of the Boys & Girls Club of the Washington County. The term “Club” or “WCBGC” will represent all Units operated by the organization.

CRISIS MANUAL

CRISIS MANAGEMENT GUIDELINES

1. The Club has basic emergency procedures covering any major, unanticipated event that would disrupt the delivery of services to members.
2. Units are protected by fire/security systems.
3. All employees receive a Crisis Management Manual.
4. In an emergency requiring police, fire or medical help, staff should call **911**.
5. In all emergencies, no statements are to be made to reporters, insurance investigators, etc. All questions should be referred to the EXECUTIVE DIRECTOR who the spokesperson for the Club.
6. All exit doors are to be kept free of obstruction and in operable condition. If there is a problem, please report it to the appropriate party.
7. Outside assembly areas are designated for times when evacuation is necessary. Make sure you know where this is located. Please verify location with supervisor.
8. When an accident occurs, an adult staff member should remain with the victim to ensure that he or she is not disturbed and to keep the area clear for emergency personnel.
9. The Unit Director or Director of Operations or a staff member in charge should be notified immediately of emergencies. This person shall follow the established procedures and direct staff to:
 - a) Ensure the safety of all members, guests and staff.
 - b) Control existing injuries so they do not become worse.
 - c) Notify the appropriate emergency authority.
 - d) Limit damage to the facility and equipment (after completing a, b, and c).
10. Each Unit Director or Director of Operations shall maintain a staff roster with phone numbers in order to communicate in an emergency if any building shall remain opened or closed.
11. The decision to open or close a building is based on the following criteria:
 - a) There is no threat to individual lives.
 - b) Operating conditions are safe and healthy.
 - c) Staff and resources are adequate for serving the anticipated clientele.
 - d) Official approval has been given by the appropriate authority to open or close a facility.
12. For all emergencies, immediately contact a supervisor.
13. In the case of serious misconduct by a staff member or volunteer that endangers the physical or psychological welfare of members, the staff in charge is authorized to immediately suspend staff or volunteers engaged in the misconduct.
14. In the case of a traumatic event or work place trauma, assessment and group psychological debriefing is mandatory and services will be secured through the EXECUTIVE DIRECTOR's office within 24 hours of the incident.
15. First aid and emergency supplies shall be inventoried and maintained to ensure an adequate supply.

CRISIS MANAGEMENT PROCEDURES

Responding to Acts of Violence

Intruders, Violent Behavior or Assault

Effective response to an act of violence within the Club, including an incident involving intruders, the threat of violence or an actual shooting, stabbing or assault, requires thorough familiarity with specific procedures. By periodically reviewing the following course of action, Club leaders and all staff members can contain a threatening incident and regain control as swiftly and safely as possible. The procedures to be followed in case of such an event are ALICE (Alert, Lockdown, Inform, Counter, and Evacuate):

- ***Alert: Contact the, police immediately.*** If you are not able to do so, use an agreed upon signal to alert another staff member or crisis team member to place the call.
- ***Maintain visual contact with the offender.*** Be prepared to report your observations to the staff person in charge or the police if they are called.
- ***Ask the disruptive person to accompany you to an area away from other members.*** Do not persist if the individual is not cooperative.
- ***Evacuate: Clear all members from the immediate area (if the offender is unwilling to accompany you elsewhere).*** Evacuate using fire exit routes and should go to All Saints Catholic Schools.
- ***Hard Lockdown: use if evacuation is not an option. Work to become a harder target. Lockdown room and barricade door. Following Guidelines below can be adjust based on circumstance***
 - *From doorway check hallway and direct wandering students into your room*
 - *Lock and barricade room door, turn off lights*
 - *Prepare to counter/distract*
 - *Release no one*
 - *Maintain silence*
 - *Exit room only if directed by proper authority*
- ***Allow the police to remove a severely disruptive person*** who refuses to cooperate. Turn over any confiscated weapon to the police.
- ***Direct staff to ensure the safety of all members*** until the police arrive.
- ***Report the incident to the EXECUTIVE DIRECTOR, and Unit Director of Director of Operations*** by phone, as soon as possible following the resolution.
- ***Contact the parents/guardians of a member*** directly involved and inform them of their child's behavior.
- ***Prepare a written report of the incident*** and a written log or record of any follow-up actions and submit the report to the EXECUTIVE DIRECTOR and Unit Director or Director of Operations within 24 hours of the incident.

Claims of Possession of Harmful/Deadly Weapon

In the event an individual makes a claim of possessing a weapon that could cause harm to anyone in the Club, staff need to act immediately. First step is to isolate that child from the rest of the group and identify all belongings to that child. Police will be called to support the situation. If the incident takes place in a partnered facility, that facilities leadership must be notified (police need to be called first).

The Club is to take the claim as credible until proven otherwise. If the claim of having a weapon is made, police will conduct the search of the child's belongings. The child's belongings should not be handled until police arrived, in the event there is an item in their backpack that could cause harm. Improper handling of a backpack, for example, that has a weapon could result in harm to the individual handling the backpack. Staff are at liberty to search the child's belongings as long as the claim does not involve anything that relates to some form of explosive or high-impact device (bomb, gun, etc.). Such items where a search by staff could occur would be something in the form of a knife, but staff are not required to do the search. Police can and will support!

Other steps post-initial response to the event:

- Report the incident to the Executive Director and the Operations Director.
- Prepare a written report of the incident.
- Contact family of the member(s) involved to make them aware.

Intruder Procedure

In the event of a violent intruder, front desk or first responding staff will page "intruder". Upon hearing that alert, all program staff will clear the hallways in their immediate area, lock their door, and move all the children to the interior, back corner of the room. The gym staff will move the children into their defined emergency room, lock the door, and move children away from the door. If that staff feels that the path to the closet is unsafe, the children should be taken out the back door, making every effort to keep the children together. The front desk staff will go into the classroom next to the front desk, lock the door, and move to the interior back corner of the room. The Unit Director will respond to the front desk area. Any additional staff in the building at the time will assist the program staff in securing children within their rooms. Program staff will use a cell phone, if available, to contact 911 and use the verbiage "there is a intruder at the Boys & Girls Club." The staff will remain on the phone with the police dispatcher until instructed to end the call. The staff will be expected to remain calm and keep the children as calm and quiet as possible. An all-clear signal will be delivered in person by the Unit Director or Director of Operations or responding police officer. The children's release will follow organizational crisis management procedures.

Bomb Threats, Explosions & Suspicious Packages

Any bomb threat, explosion or suspicious package will be regarded as a danger. A bomb threat, explosion or suspicious package may be received at any time by anyone. The best guidance to the identification of a threat, suspicious package, or a real explosive device includes:

- Call 911 to assist then inform Club Leadership and evacuate the building.
- If the bomb threat is written, the note should be evaluated by law enforcement to assess the validity of the threat. Clubs should not attempt to evaluate the validity of the threat on their own.
- If the bomb threat is received by telephone, the person receiving the call should, after the caller disconnects, place the line on hold and dial *69 and/or *57.
- Take note of specifics of conversation.
- Law enforcement will determine if the threat is credible and take the necessary actions.
- Staff should scan their rooms for suspicious objects.
- It's encouraged for the evacuation site to be looked over and scanned by personnel who are familiar with the evacuation site area and can recognize objects not normally there. This search should be completed prior to evacuating members to the site.
- If evacuating the building, members and staff will be moved at least **1,000** feet away from the building. Everyone should face away from the building.

Child Abuse Prevention or Neglect

Child abuse is an injury or pattern of injuries to a child that is not accidental; neglect is the failure to provide for the basic needs of the child when resources are available. The best response to the suspicion of abuse or neglect includes the following steps:

- ***Inform your supervisor*** of any case of suspected or confirmed child abuse or neglect.
- ***Interview the child*** only to the extent necessary to confirm the suspicion.
- ***Respect the child's privacy.*** Go to a private place where you and the child can talk without distractions, but in plain view of other adults.
- ***Begin with comfortable information,*** such as where the child lives, names of brothers and sisters, etc.
- ***Be honest with the child.*** Explain why you wish to speak with him or her. Share your concern about any visible marks and the child's health and safety.
- ***Reassure the child that he or she is not to blame*** for what happened.
- ***Ask only questions that relate to your concerns and to the child's condition.*** Use open-ended expressions ("Could you tell me more?") to obtain more information, as well as clarifying statements ("I'm a little confused about that.") to clear up any questions. Empathizing with the child ("Gee, that must have been painful.") can help to build trust.
- ***Encourage the child, if he or she has sufficient verbal ability, to tell the proper authorities what happened.*** Try to avoid repeated interviews, however, which can cause stress for the child.
- ***Don't go beyond assessment.*** Once you have enough information to suspect possible abuse or neglect, turn the case over to Child Protective Services.
- ***Don't judge, investigate, treat or counsel.*** Keep the interview strictly confidential.
- ***Call the Child Protective Services immediately*** to report the incident. (The number in **Washington County** is 262-335-4888). Document all reports by date, time, contact name, and outcome of the conversation.
- ***Call the parents/guardians*** to report the incident (only if the suspected perpetrator is not one of the child's parents/guardians).
- ***Check identification for police officers or agency officials*** before allowing them to interview the child.

Missing Child or Abduction

A member of the Club is regarded as missing if:

- He or she leaves without the knowledge of the parents/guardians. If a child of **any age** leaves a Unit, without the knowledge of the parents/guardians, he or she is regarded as missing.
- He/she is lost or does not return to the group at the end of a field trip or outing.
- The Club has been notified by the parents/guardians that the child is missing.

Notify your supervisor, Unit Director or Director of Operations if a younger child is missing.

In the case of missing child, experienced Club leaders should advise members to take the following action immediately:

- ***Search for the child.*** Remember that the other members must continue to be adequately supervised.
- ***Do not send Club members*** out to look for missing member(s).
- ***Notify the Club and security*** if on a field trip or outing, the child is not found
- ***Inform the Club's EXECUTIVE DIRECTOR*** of the events and the pertinent facts.
- ***Communicate with parents/guardians and police if necessary.*** Notify the child's parents/guardians and request their assistance. Suggest they file a missing person report and ask them to call you as soon as the child is found. Assign a staff member to work with the parents/guardians to provide additional information or follow-up assistance as needed.

Responding to Accident-Related Crisis

Bus or Auto Accident

The steps to take for both minor and major accidents are the same. In the case of a major accident, however, the driver of the vehicle may have to ask a passerby for help in evacuating the vehicle, setting out flares, or contacting police, etc. The appropriate steps to follow are:

- ***Call for police and medical help*** immediately.
- ***Determine the extent of the injuries*** and prioritize the need for treatment.
- ***Calm Club members*** as much as possible by remaining composed. Try to remain calm and keep your emotions and voice under control.
- ***Begin emergency first aid as needed.*** Check for injuries and begin emergency treatment as needed. Place an older Club member or another adult in charge of the uninjured passengers. If any passenger is not breathing, begin CPR immediately. Apply pressure as needed to slow bleed from any major traumas. Do not move injured individuals unless they are in danger.
- ***Evacuate the bus or automobile safely.*** Keep everyone in their seats until the injured passengers can be removed. Then, evacuate the vehicle when it is safe to do so. Seek assistance from passersby, if needed. Keep Club members in a safe place.
- ***Set out emergency safety triangles.*** Enlist help from other drivers, if necessary.
- ***Obtain information on the driver*** if another vehicle is involved.
- ***Assist in the investigation*** of the accident when police arrive at the scene.
- ***Notify the appropriate entities:*** the Club, the Highway Patrol and/or the police.
- ***Arrange transportation back to the Club.*** Drive back to the Club after the police investigation is complete (if the vehicle is operable) or call the Club to arrange for another vehicle to pick up the passengers (if the vehicle is not operable).
- ***Complete an accident report*** and submit it to your EXECUTIVE DIRECTOR and Unit Director, notify Facilities Manager to replenish first aid supplies.

Responding to Disasters

Fire, Gas Leak, Explosion, or Bomb Threat

Evacuation Procedure

In the case of an emergency that requires an evacuation, a member of the staff will use walkie-talkies to inform staff of evacuation. This will initiate staff to guide members to their evacuation location. Front desk staff will print out a fire alarm report from the MTS program. The Unit Director and Director of Operations will conduct a complete check of the building for occupants while staff guide the members to their designated evacuation location and contain them in the lower level of the church. Staff members will check entire building prior to leaving to ensure all youth have evacuated. Staff will then perform a roll call to ensure all members are in attendance. The Unit Director and Director of Operations will remain in constant contact with emergency personnel. Staff may guide members back to the Club when permitted by the responding emergency personnel. If the return is not possible, staff will arrange for parents to pick up their children at their safety location.

Tornado

Advance notice of a tornado can give the Club time to prepare for it. Because this disaster can strike without warning, however, Club leaders and crisis team members will need to follow a systematic disaster response. In the event of a tornado, staff will guide members to the gym hallway and bathrooms. The front desk staff will print a Fire Alarm Report from MTS and perform a roll call. Staff will be expected to remain calm and keep members occupied until the threat subsides. An all-clear signal will be given by the Unit or Director of Operations or responding emergency personnel if present.

The following guidelines should be followed:

- ***Calm and reassure Club members.***
- ***Check the roster*** to make sure everyone is present.
- ***Take members to a designated safe area*** as soon as possible. It is important to closely supervise all individuals and keep them together in groups and away from dangerous places. Make sure you know where this is located. Please verify location with supervisor.
- ***Assess the medical condition of all members.*** Provide first aid as needed.
- ***Make sure everyone is wearing shoes.***
- ***Turn on the radio and listen for instructions*** from public safety agencies.
- ***Do not use the telephone*** except for emergency use.
- ***Record the names of each Club member and the adult who retrieves him or her from the Club.*** Do not leave the evacuation or the safe area until the parents/guardians have retrieved all members.

Responding to Medical Emergencies

Serious Injury, Broken Limb, Seizure, Head Injury, Heart Attack

The following guidelines apply in the case of a broken limb, seizure, head injury, or heart attack of a member:

- ***In a medical emergency, call 911 immediately and request medical support*** until the ambulance arrives. Ask for specific medical procedures to follow in the meantime.
- ***Make sure the crowd is monitored*** so that other members stay away from the injured individual.
- ***Contact the parents/guardians*** or other family members.
- ***Provide all pertinent information to the emergency medical staff*** when they arrive.

Contagious Disease or Condition Outbreak

All staff members should be trained in and familiar with the following procedures to follow if there is a suspected contagious disease or condition at the Club. **Contact your immediate supervisor so they can contact the appropriate medical facility for guidance.**

- ***Alert other staff members to the situation.*** Let them know if movement of Club members within the facility must be stopped.
- ***Contact the parents/guardians or other family members*** of Club members affected.
- ***Notify the Club's administrative office*** of the outbreak.
- ***Notify the appropriate outside agencies*** of the outbreak such as Washington Ozaukee Health Department.

OPERATIONS HANDBOOK

The purpose of this handbook is to acquaint you with the basic policies, rules and procedures of the Boys & Girls Club of the Washington County. These policies, rules and procedures apply to all employees, volunteers and established Units under the umbrella of the Boys & Girls Club of the Washington County. These policies and procedures can be found in the Boys & Girls Club of the Washington County Employee Handbook, Employee Manual and Family Handbook.

These policies, rules and procedures contained in this handbook are subject to modification or revision at any time. These policies, rules and procedures are developed and periodically reviewed by the Board of Directors with the participation of the EXECUTIVE DIRECTOR and final approval by the Board of Directors. The Board retains final responsibility and authority for the approval of policies, rules, and procedures. All employees of the Boys & Girls Club of the Washington County will be notified in writing of any changes.

A copy of this handbook will be maintained at each operating location and will be available to any employee of the Boys & Girls Club of the Washington County upon request.

MANAGEMENT STATEMENT ON SAFETY

The management of the Boys & Girls Club of the Washington County recognizes its responsibility to establish and maintain a safety and accident prevention program to encompass every function wherever located. Accident prevention is the responsibility of each supervisor and employee. **Each supervisor or facilities coordinator who is charged with the duty to train and motivate employees and volunteers to practice safe working habits, and each employee is responsible for compliance with safety regulations and procedures.**

Every employee has a vested interest in safety, and the responsibility to act in the interest of safety for others, and to protect the Boys & Girls Club of the Washington County property from loss or damage. This requires cooperation with fellow workers and with management in doing everything possible to correct unsafe conditions, eliminate unsafe practices and prevent loss from whatever source. All accidents or incidents must be reported on the standard accident/incident report forms. These forms need employee, supervisor, and Office Manager signatures and kept in personal or business files by the Office Manager.

The goal of any safety program is to eliminate accidents, prevent injury to persons and damage to property, and to protect the interests of the Boys & Girls Club of the Washington County its employees, volunteers, and members from accidents. To attain this goal, the organization devotes considerable effort to provide a safe working environment and adequate safeguards against accident hazards through the proper use of equipment, methods, and trained personnel. The basic Boys & Girls Club of the Washington County objective is to prevent unsafe acts and eliminate unsafe conditions.

Management's goal is to provide a safe workplace with safe equipment operated by safe workers to minimize the accident and loss potentials inherent in any operation. To meet this goal, we need your full support and cooperation.

VIDEO SURVEILLANCE

For sites that our organization has video surveillance, only the Executive Director, Operations Direction, and Site Leadership are able to access and view video footage. The only other individuals who can view the footage include the authorities such as police, fire department, EMS, and other government entities. Content of video surveillance may be sensitive due to the youth in it and the situations recorded, so it is critical only authorized individuals are able to access. Video footage is kept for a minimum of 30 days.

STAFF SUPERVISION REQUIREMENTS

Management Staff Supervising Minors (Staff & Volunteers)

Management staff who supervise minors will complete training on supervising minors. Training offered by BGCA will be utilized "Ensuring Safe Work Experiences for Youth Workers – Supervisors". Upon completion, record of completion will be documented and recorded.

Overall Program Inside Building or outside on Club Property:

- At all times, when Club Units are open to members, there must be at least two adult staff members **or** two adult volunteers and at least one adult staff member.
- Ratio: 1 staff member or volunteer per 20 members.

Field Trips and Sleepovers:

- Must be at least a 1-10 ratio except swimming trips will have a 1-5 ratio.

YOUTH STAFF MEMBERS

Staff must be 16 to be hired at BGCWC. Youth staff will also have a job description and are subject to BGCWC personnel policies.

MEMBERSHIP POLICIES

The Boys & Girls Club of the Washington County is open for membership to any child 6 through 17 years of age, regardless of race, color, creed, or economic circumstance. Any child wishing to join must complete all forms required and furnish a release signed by a parent/guardian. Families will be charged an annual membership of \$80.00 (not to exceed \$185.00 per family). Children must be enrolled in school to attend the Club.

All membership fees in the Club shall be for the year from September 1 – August 31.

Additional fees will be charged for the summer program and school recess days. If a child is unable to pay the membership fee, summer fees or other fees, he/she will have the ability to apply for scholarship.

Membership Participation

The child's participation in activities is a part of being a member. No charge shall be made for participation in regular Unit activities. All areas of the Unit are available to members subject to specific policies in the particular areas.

The child's parent will receive the parent/guardian handbook upon membership. The Club will review the parent handbook, tour the club, and review policies and procedures when permitted.

Club Operating Hours

Hartford Units:	Monday-Friday	3:00 pm – 6:00 pm
Jackson Unit:	Monday-Friday	3:00 pm – 6:30 pm
Kewaskum Unit:	Monday-Friday	3:00 pm – 6:00 pm
West Bend Unit:	Monday-Friday	3:00 pm – 6:30 pm
Day Hour Days & Summer:	Monday-Friday	7:00 am – 5:00 pm
*Hartford & Jackson		
West Bend Day Hour Days & Summer:	Monday-Friday	7:00am - 5:30pm

PARENTS/GUARDIANS UNDER THE INFLUENCE

When staff members suspect that a parent/guardian, who is picking their child up from our program, is under the influence of drugs or alcohol, these procedures should be followed:

1. Alert the Unit Director or Director of Operations that the parent/guardian is under the influence and distract the child to keep them away from the parent/guardian while the Unit Director or Director of Operations speaks to the parent/guardian.
2. The Unit Director or Director of Operations should speak to the parent/guardian in his/her office with the door open or away from the main population of members. Explain the concerns regarding sending the child home (in a vehicle) with the parent/guardian who appears to be under the influence. Call the emergency numbers listed on the membership forms and try to get someone on the emergency contact list to come and pick up the child.
3. If no one else is available to pick up the child, call the police department and explain the situation and see if they can take the child home.
4. If you are unable to detain the parent/guardian and prevent them from taking the child, call the police and give them a description of the vehicle and license number.
5. Do not:
 - a. Use force with either the parent/guardian or the child.
 - b. Accuse the parent/guardian of intoxication - just tell them you are concerned that they seem to be under the influence.
 - c. Argue with the parent/guardian about their intoxication.
 - d. Make accusations about their status as a parent.
6. Do:
 - a. Be non-confrontational.
 - b. Be firm about your desire to see that the child is taken care of.

MEDICATION POLICY

No medication (prescription or over the counter) will be administered at any Unit unless these guidelines are followed: Front Desk Staff or Unit Director has direction in accordance with licensing regulations.

- A copy of the prescription **or** bottle label with directions for dosage must be on file with the Unit Director at each Unit.
- The name of the child who will be taking the medication must be on the prescription. No prescription medication will be given with another person's name on the label.
- All medication must have a permission note from the parents/guardians with instructions for administering the medication, **including** a beginning date and ending date, dosage, child's name, and the parents/guardian's signature. At the time of dispensing, a log shall be made on a slip.
- All medications (prescription or over the counter) will be kept in a locked cabinet by the front desk. The front desk staff person or Unit Director administer medication.
- No more than one month's worth of medication will be kept at the Unit. The person responsible for dispensing medication will make sure on a weekly basis to check for expired prescriptions and take the proper precaution when disposing of them. The parents/guardians will be notified when disposal takes place. Daily doses must be labeled with the child's name, the medication name, and the parents'/ guardians' name and phone number.

DISCIPLINARY POLICIES FOR CLUB MEMBERS AND GUESTS

Universal Behavioral Expectations include:

- Teach members to problem solve
- Use positive verbal feedback to members
- Relationships govern behavior
- Focus on restorative practices and positive behavior supports
- Specific feedback on expected behavior and consequences
- Teach members to collaborate with others
- Our expectation is to identify the function of the behavior to determine ways to manage behavior through the teaching of replacement behaviors

Staff Expectations and Examples of Universal Behavioral Support for All members

- Staff create an environment of respect and rapport that is positive and supportive
 - Examples: use respectful language, class contract, mission statement, staff speaks to members individually, embedded ongoing social skill lessons, members help each other
- Staff work with members to create positively stated classroom expectations
 - Examples: classroom procedures are posted on wall, children are involved in creation of classroom expectations, “Are you doing it the Be Great way?”, body basics
- Staff are reflective and evaluate their own teaching of social skills and positive behaviors based on needs of members
 - Examples: Use of data to determine areas of concern, club wide assemblies with social skill lessons, re-directions, re-teaching, modeling of expected behaviors
- Staff classroom environment provides for efficient learning routines and ensures effective management of time, space, and materials
 - Examples: Classroom jobs are created and implanted, schedule is reviewed and preferred, procedures for classroom routines are clearly defined, posted, and practiced.
- Staff classroom environment ensures management of expected behavior
 - Examples: Classroom procedures are posted, furniture arrangement is appropriate to the learning activities
- Staff response to member misbehavior is consistent, proportionate, and respectful to members is effective
 - Examples: Self-calming techniques are modeled and taught to members, replacement behaviors are taught, practiced, reviewed, and supported.
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Good behavior is essential to creating a learning environment that is positive, supportive, safe, and effective. To create this environment, the following principles for conduct have been set for the Center:

- Practice the golden rule - treat others the way you would like to be treated.
- This is your Club - help keep it in good shape.
- Use appropriate language.
- When the staff asks for your attention, stop, look and listen.
- Run only in the gym.
- Keep your hands, feet and other objects to yourself.

These rules are explained to all members and reviewed periodically so that expectations are clear. These rules are stated in a positive manner and, of course, can also be stated negatively. It is not possible to list all of the unacceptable behaviors at the Club, but the following are examples of actions that are not allowed and will result in disciplinary steps:

- Use of inappropriate language and gestures.

- Inappropriate touching, hitting and fighting.
- Presenting a danger to oneself or other members, staff and volunteers.
- Bringing weapons or dangerous articles to the Center.
- Bringing alcohol, drugs or tobacco into the Center.
- Vandalism of Center property.
- Going into off-limit areas of the Center.
- Disobeying rules established for field trips and vehicle rider safety.
- Leaving the group setting without permission.
- Stealing.
- Harassing members, staff and/or volunteers.
- Repeated ignoring or disobeying of staff or volunteer directions.

When infractions of the Boys & Girls Club of the Washington County rules occur, they will be dealt with in the following ways: time outs, exclusion from activity, working off the infraction, removal from Unit, suspension, or expulsion.

Timeouts

Timeouts are used to give the child an opportunity to sit out of an activity and "rest" a moment until he/she is calm enough to rejoin the activity. Time out will be in a designated area. The amount of time will be determined by the seriousness of the infraction.

Exclusion from Activity

This is another measure, more stringent than timeouts. A member must behave responsibly at the Unit or he/she cannot participate in all Unit privileges. Staff members may exclude the child from their department for a definite time period. After consultation with the Unit Director or the Director of Operations, the child may be excluded from other activities as well (such as field trips, etc.). Specifications will be discussed with the child, including time limits (for example, if art materials are misused, the child would not be permitted to participate in the art program the next day).

Working off the Infraction

It is possible to set up a specific work program whereby the child can work off the infraction. Efforts should be made to make the work relate to the infraction.

Removal from Center Facility

If at any time a child's actions warrant immediate removal from the Unit, staff may, in consultation with the Unit Director or Director of Operations, contact the parents/guardians immediately to come and pick the child up **or** if the member came to the Unit on his/her own, ask the member to leave.

Suspension

Repeated violations of Unit rules and/or a serious infraction will lead to suspension. Suspension is at the discretion of the Unit Director or Director of Operations, and its length will be determined by the seriousness of the infraction. Suspension signifies that the member is not displaying Unit cooperation and that membership in the Unit is being jeopardized.

Expulsion

A serious infraction and/or repeated suspensions and violations of the Unit rules will lead to total expulsion from the Unit. Expulsion is at the discretion of the Operations Director in consultation with the Unit Director. A letter will be sent to the parents/guardians outlining this action.

Please note that all letters to parents/guardians, or contract with a child for behavior change, should be written within one day of the offense. They do not need to be lengthy, but should be prompt. A copy of the letter/contract will be forwarded to the Operations Director and kept in youth's file.

Whenever an infraction is serious enough to warrant discussion with the member's parents/guardians, an incident report form must be filled out and given to the Unit Director or Director of Operations for discussion with the parents/guardians.

At no time will any staff member be allowed to use any form of corporal punishment with a member. Any staff member who is alleged to have participated in aggressive physical contact with another staff member or member will be immediately suspended with pay from duty pending an investigation. Parents/Guardians of any member who has been injured by a staff member will be contacted immediately and informed of the incident. Should the allegations be proven true, the staff member will be disciplined according to the standards set forth in the Employee Handbook.

Use of Physical Restraint

On rare occasions, it may be necessary to physically restrain or remove a Club member from a program or activity in order to prevent injury or the threat of injury to the member, to staff members or to the public at large. This should be done in the least restraining manner possible, given the specific circumstances of the situation and the disruptive individual.

Two staff members should get on either side of the member and restrain or remove the individual, using the least amount of physical restraint or force. If necessary or the situation becomes dangerous, call 911.

Appropriate incident reports should be completed as soon as possible after the incident is resolved.

The Boys & Girls Club of the Washington County strives to keep the consequences for unacceptable behavior clear, appropriate, and timely. The safety of all members is of utmost importance to us. Our standards, along with the expectation that all members use good common sense, exist to ensure that your child and every other child at the Unit can safely enjoy the Unit's activities.

In the case of disrespectful behavior:

The Unit will utilize a written warning system for any instance of disrespectful behavior.

After the day's first offense, the member will receive a written warning.

After the day's second offense, the member will receive a written warning and will be removed from the activity or area which is being disrupted.

After the third offense of the day, the member will discuss the situation with Unit Director or Director of Operations and will need to leave the Unit for the day.

In the case of fighting/ bullying

Physically assaulting or bullying a fellow member or guest will result in the following actions:

First occurrence - the member will need to leave the Unit for the day.

Second occurrence - the member will not be able to return to the Unit for a week.

Third occurrence - The member and family will need to discuss membership eligibility with the Unit Director or Director of Operations.

Anytime a member is asked to leave the building due to behavioral concerns, every effort will be made to contact the member's family.

If a member is suspended, the member and parent are required to meet with the Unit Director or Director of Operations before returning to the club. They will discuss appropriate behavior and ensure that everyone agrees regarding the behavioral expectations.

BOYS & GIRLS CLUB OF THE WASHINGTON COUNTY PROCEDURES

- All members must check in as they enter each day.
- Only members are allowed in our facilities except for special outreach events. Non-members are allowed one visit prior to joining, however, the Unit Director has authority to permit more. Non-members are prohibited from riding in Unit vehicles.
- Members must stay in the facility unless participating in a supervised outside activity. Be proud of your facility. Keep the Unit clean.
- The Unit staff is not responsible for any toys, electronic equipment, or personal property brought to the Unit.
- Bikes are to be parked only in a designated area. They should be locked by the member.
- All injuries or accidents must be reported immediately to the staff.
- Different programs and activities will be available in different areas of the Unit. Members are encouraged to choose an activity and participate.

TRANSPORTATION/VEHICLES

Transportation Policy,- Vehicle Operations

Boys & Girls Club vehicle drivers will be at least **21 years of age**, hold a valid **Wisconsin Driver's License**. The driver's record will be checked through the Department of Motor Vehicles, and a copy will be kept at the insurance company office file and for the licensed program in the director's office. A copy of the license will also be on file in personnel file with the Office Manager. If at any time a driver should have a traffic violation or lose their driver's license, the driver will immediately report this to their supervisor.

Drivers will be educated on the schedule and BGCWC policies, including discipline and health issues, before they are permitted to transport children. The educational session will be documented and put in their personnel file. A trained substitute driver will be used in the event of a regular driver's absence.

Vehicles Used by the Boys & Girls Club of the Washington County

BGCWC does provide regularly scheduled transportation.

All vehicles are owned by BGCWC or we utilize an established bus company that is properly licensed. The vehicle shall be registered in the State of Wisconsin and in safe operating condition.

The Unit-owned vehicles will receive regular inspections and tune-ups from a professional authorized auto repair service. The Director of Operations or Unit Director where vehicle is located will complete inspections on a quarterly basis. These inspections will provide documentation to ensure cleanliness, an updated first aid kit, and ensure that regular safety inspections are completed. Prior to operating a vehicle, the driver will conduct a vehicle check. Any problems with the vehicle shall require a phone call to the Director of Operations or Unit Director immediately.

Van drivers will be responsible for keeping the vehicle clean, uncluttered, and free of obstructions on the floors, aisles, and seats each time they exit the vehicle.

The vehicles will be equipped with a binder containing the following information: vehicle registration, child Information containing parent phone and address, physician phone and address, consent for medical treatment.

Safety

The Unit is responsible for the child during the time the child is being transported on a field trip. The following emergency information shall be carried in the vehicle for each child transported: an address and telephone number where a parent or other adult can be reached in an emergency, and written consent from the child's parent for emergency medical treatment. The Boys & Girls Club of the Washington County Parental Permission Slip Form will contain this information.

All persons riding in the vehicle must wear seat belts. Seat belts may not be shared. When there is Unit-contracted transportation and seat belts are not required, the manufacturer shall determine the capacity of the vehicle.

Children must be properly secured in a car seat, a booster seat, or shoulder/lap belt correct for his or her size. All children who weigh between 40 and 80 pounds and are not more than 4'9" tall who are at least 4 years old, but not more than 8 years old, must ride in a child booster seat. A child under age 8 who exceeds the weight or height requirements must be restrained in a seat belt. Children over age 8 must be restrained by a seat belt. If because of age, weight, or height, a child falls into more than one category, the more protective requirement must be met. The weight of the child will be requested from the parent on the Parental Permission Slip Form. Children under age 13 may not ride in the front seat. When the children are being dropped off, they will remain seated and buckled until the vehicle comes to a complete stop. Only when the driver gives the ok can the children unbuckle and leave the vehicle. After dropping off the children to their destination, the driver will wait until they enter the building before leaving or parking the vehicle. The vehicle doors will be locked when the vehicle is moving and transporting children.

Children will never be left unattended in a vehicle. When children are transported in a vehicle, there shall be at least one adult supervisor in addition to the driver if there are more than three children who have a handicap, which limits their ability to respond in an emergency. Children will be checked in and out of the vehicle each time they embark or disembark. After transporting a child to his or her destination, an adult shall wait until the child enters the building or is in the custody of an adult designated by the parent, unless otherwise authorized by the parent of a school-age child. The van driver will walk to the back of the van and view that each seat is empty prior to storing and locking the van. The vehicle shall be equipped with a first aid kit. Van drivers will be certified in CPR and First Aid to deal with situations where a child may need medical attention.

Accidents and Breakdowns

In the event of an accident or breakdown, the driver should first maneuver the vehicle to the safest side of the road, driver should turn off the ignition, set the parking brake and turn on the hazards. Use the vehicle phone to call the police and the Unit, if there is an accident. In the event of a breakdown, the driver will contact the Unit. Another vehicle will be sent to pick up the children if necessary. It is important for all adults to remain calm and reassure the children. The driver must stay with the children except in the circumstances described below. Parents will be notified in the event of an accident.

Evacuating the Vehicle

In most cases, the children should remain in the vehicle, but there are exceptions to this rule. Take any paperwork with you pertaining to the children on the trip.

Fire, danger of fire or gas leaks: A vehicle should be stopped and evacuated immediately if the engine or any other part of the vehicle is on fire. The driver should specify a meeting area at least 200 feet from the vehicle and have the children go there and remain there until all danger has passed. If the vehicle is near an existing fire and unable to be moved, or near gasoline or other explosive materials, children should also be evacuated.

Unsafe position: In the event that the vehicle is stopped because of an accident, mechanical failure or poor road condition, the driver must determine if it is safe for the children to remain in the vehicle. Children must leave the vehicle if the final stopping point is in the path of a train, if there is danger of collisions (in normal conditions the vehicle should be visible with 300 feet), or if the vehicle comes to rest near a body of water or steep hill and is danger of moving. In the last examples, the driver must be certain that the way the evacuation is carried out will not increase the likelihood of the vehicle moving.

If the vehicle must be evacuated, the driver should quickly identify a spot to which children can be taken to that is away from traffic and is at least 200 feet from the vehicle. As children are removed from the vehicle, have them proceed immediately to the designated spot. If possible, enlist the help of a passerby to remain with the children until all are safely out of the vehicle.

Calling the Police Department

Police should be summoned if:

- Any other vehicle is involved
- Any property damages
- Any personnel injuries

The driver should only discuss the facts of the accident with the investigating officer. They should not discuss the accident with other motorists. If another vehicle is involved, the driver should get the motorist's name, address, and telephone number as well as the name and telephone number of his/her insurance company. Be prepared to give the same information to the other party. The driver should also complete the accident report form that is in the binder in the vehicle.

Follow –up: As soon as possible after the accident, the driver should notify the EXECUTIVE DIRECTOR and the following information should be provided:

- A description of the accident, including time, location, road and weather conditions and any other pertinent information.
- Passenger information: which children were on the van, which children received first aid at the scene of the accident, what first aid procedures were used, which children were taken for emergency room treatment, and how and when transported children were transported home.
- Current location and condition of vehicle.
- The completed accident report form should be turned in at this time.

An accident report should be filed according to the requirements of BGCWC by the Office Manager or Director of Operations with the insurance company and state laws. The EXECUTIVE DIRECTOR will notify the DHSS within five days of the accident.

Tornado

In case of a tornado, the driver should pull over to the side of the road and have the children get out of the vehicle. Take the binder from the vehicle with you. Try to seek shelter in a building. If no building is available, you should have all the children lay down in a ditch away from the vehicle and any trees. You should never try to outrun a tornado.

ACTIVITIES AWAY FROM THE CLUB

Members participating in activities away from the Unit are subject to the following regulations:

Participation in activities outside the building such as field trips, athletic contests, etc., must be cleared beforehand to allow scheduling of vehicles and transportation. **Individual Parental Permission Slips are required to be signed by a parent/guardian for each field trip.** The Unit Director will notify parents/guardians of trips with permission slips including the event, date of trip, departure time and estimated arrival time back at the Unit. The staff member or volunteer taking the group must make up a roster listing all members being taken from the building. The staff member will keep the original roster and leave a duplicate at the front desk for reference.

For all field trips, the staff supervision requirements must be met, and a staff member will carry a cell phone with him/her at all times, if possible, for emergencies and communication with the Unit. Cell phone numbers will be written on the duplicate field trip roster left at the Unit. After each field trip, a list of all the children and staff and volunteer supervisors will be attached to the signed permission slips and submitted to the Unit Director for filing.

All leaders taking a group from the Unit locally or out of town must be authorized to do so by the Unit Director and must be fully aware of the responsibilities involved in protecting the welfare and safety of the participants. A meeting place shall be established for all trips should anyone be separated from a group prior to the start of the activity. Under no circumstances may children be left unsupervised by an adult leader while away from the building. Leaders must also control the behavior of the group, since this is one of the objectives of this type of program, and behavior not only affects the children but the image of the Unit in the community at large.

If the Unit is closed upon return from an outside activity, the leader is responsible for seeing that his participants make arrangements for getting home. Under no circumstances will children be left unattended at Unit facilities.

INJURIES

In the event of medical emergencies within the Unit, a qualified staff member will render the proper treatment in a calm and professional manner.

1. Each Unit will have at least one first-aid kit in each vehicle. The kit will contain items capable of treating minor injuries. All first-aid kits will be well maintained by the facilities coordinator.
2. In the event of injuries, the following should occur:
 - a. Render appropriate first aid to all minor injuries, and submit an accident report to the Unit Director.
 - b. If a staff member cannot determine the seriousness of the injury, contact the parents/guardians by phone, and describe the symptoms and request assistance in suggesting a course of action concerning the matter.
 - c. If the injury is severe, or you are in doubt, call 911 before the parents/guardians are contacted. If the child needs to be transported to the hospital before the parents/guardians arrive, a staff member should accompany the child to the hospital.
 - d. If the professional care of a physician or hospital is required, the parents/guardians should be notified immediately to determine preference of doctor and hospital. Also, notify the EXECUTIVE DIRECTOR.
 - e. Maintain current membership information and medical release forms, completed by the parents/guardians, on all members. These should be stored where they are readily accessible by all staff members. Properly file all accident reports after completion.

Injuries Out of Town

Carry completed medical release forms for all children going on a trip. In the event of injuries while on trips away from the Unit (outside city limits):

- Contact a local doctor and/or hospital and make arrangements for necessary medical care.
- Notify the Unit Director and Director of Operations by phone. They will notify the parents/guardians.
- As soon as possible, make necessary arrangements to return to the Unit.
- Complete the accident report immediately so that it can be forwarded to the proper positions.

In all cases, follow up with a call to the parents/guardians to ascertain progress on the child(ren)'s condition.

Background Check

All potential employees and volunteers must undergo a background check prior to starting employment. Background checks include county, state, and national criminal search, sex offender registry search, and social security verification.

All active employees will undergo an annual background check search.

If a potential staff has worked at another Boys & Girls Club, WCBGC will contact that Club for a reference check.

All potential staff and volunteers will have, at minimum, two professional references cleared prior to start date.

Mandatory Reporter

WBGBC is committed to protecting the safety of its members. As professionals working with children, WCBGC staff is mandated by state law to report incidents of child abuse and neglect in members to management who will notify the proper agency.

Failure to report child abuse and neglect, if found, will result in corrective action up to and including termination.

Confidential Information

You have an obligation to respect and protect the confidential nature of relationships with any former, present and prospective vendors, guests, suppliers and other employees. Any confidential information is to be used solely for the purposes of the organization and under no circumstances should be revealed to unauthorized persons or be used for personal gain or for the benefit of your family, friends, acquaintances or any future employers. Confidential information includes any organization information not generally available to the public. Protecting information about our activities, performance or plans is critical to our competitive position and reputation. Consult with the Executive Director if you are unsure whether certain information is confidential.

Health, Safety and Accident/Injury Reporting

Every employee is responsible for his/her safety as well as that of others in the workplace. To achieve the Club's goal of maintaining a safe workplace, all employees must be safety conscious at all times.

In the event that a workplace accident or injury occurs you are required to notify your Unit Director or Operations Director. You are to report an accident and/or injury to the Unit Director or Operations Director immediately whether you consider the accident and/or injury to be severe or not.

General Supervision

Staff should always space themselves appropriately, whether inside or outside, to ensure members are effectively supervised. Children should always be within sight and sound of a staff at all times. At no time should a member be alone in a program area that is unsupervised.

Staff should always be present in the program area which they are assigned. In the event you need to leave your program area for any reason, you need to communicate with either fellow staff or your Unit Director to ensure that your area is adequately covered in your absence.

Interaction with Members

The best way to avoid allegations is to follow Club policies. Innocent actions or behaviors can be misconstrued by others and can lead to false accusations. It is also important to note that

The Boys & Girls Club cannot indemnify a staff for his/her own acts. Once a person is accused and under investigation by law enforcement, they will receive no protection from the Boys & Girls Club. For this reason, the Boys & Girls Club has set forth the following policies for the protections of staff working with Boys & Girls Club members. Any staff member who violates the following policies will face disciplinary action, up to and including termination.

Never take a member out of the Club without permission. Taking a child out of a Club facility except in connection with an official function or program is prohibited and a serious violation of Club policy. Any staff person taking a child out of a Club facility without authorization and/or consent of parent or guardian will be subject to immediate termination.

Never be alone in a closed area with a member. In the case that a member is left at the Club after operating hours, a minimum of two staff members should wait for the child to be picked up. As far as possible, staff needs to stay within sight of others when working one-on-one with youth (tutoring, counseling, disciplining, etc.).

Never be alone in a WCBGC transportation vehicle with a member at any time.

Never hold hands with youth, tickle or kiss them, allow members to sit on your lap, or engage in other behavior that may be perceived as inappropriate. Only side hugs are appropriate.

Never allow members in your personal vehicle.

Never give the members money or personal gifts.

Bathrooms for Adults and Members will be separate. At no time should an adult be in the member bathroom during hours which members are present. **Exception: Jackson location; limited by only one set of male and female bathrooms due to being housed in a community center.*

General Program Assistant Information

Staff is responsible for the items they will be using. Before leaving, staff needs to make sure they leave the area looking better than when they got there. It should look as though it is ready for another group to use.

- Incident Reports should be kept in the main office or designated location
- A stocked first aid kit and extra supplies will be kept at each site
- Staff will patrol bathrooms often to make sure all paper is picked up, toilets are flushed, and children are on their way.
- Staff will help track concession stock and report when items are running low
- Children must be under adult supervision at all times: Children need to be within sight and sound of a staff member at all times.

BGCA Critical Incidents

In the event there is a critical incident, the Director of Operations, Unit Director or Executive Director should report such incidents to the Boys & Girls Clubs of America Critical Incident hotline (866) 607-7233.

FIRE

In case of fire, staff members will direct all children to the nearest and safest exits. Evacuation plans are posted in each department in the Unit. Staff members should ensure that specific work areas are clear of all children before leaving program area. When outside, keep children away from firefighting personnel and equipment. If a fire engine or ambulance is needed, give complete street address rather than just Unit name. Conduct fire drills once a month at all licensed programs and quarterly for all other programs.

POWER FAILURE

In the event of power failure, instruct members to sit down where they are. If power will be out for an extended time, move the members out of the building in an orderly manner. Depending on the circumstances, they may be sent or taken home.

EMERGENCY CLOSINGS

At times, emergencies such as severe weather, fires, or power failures can disrupt Unit operations. If such an emergency occurs during non-working hours, local radio and/or television stations will be asked to broadcast notification of the closing. During bad weather closings of schools, the Unit will be closed. If government agencies are closed, the Unit may decide to close also. During other emergencies affecting closure of the Unit, administration will notify those scheduled to work.

HOUSEKEEPING

Maintenance of the facility and grounds requires the coordinated efforts of all staff members. This enables us to reduce our custodial costs while maintaining a better appearance. Each staff member is responsible for leaving a program area as you found it, or cleaner. Responsibilities include, but are not limited to, sweeping and mopping tile floors, vacuuming carpeted surfaces, cleaning both sides of interior windows, cleaning the inside of exterior windows, replacing trash bags when full or if they contain food or liquids, dusting and wiping down tabletops. Upon entering or exiting the facility, any litter should be picked up. This is a good example to our members.

INCLUSION POLICY

We engage all members of every race, age, gender identity and expression, ethnicity, family composition, ability/disability, learning styles, religion, sexuality, and socio-economic status to ensure every segment of society feels welcome and supported at our Club. Promoting a diverse, inclusive, and equitable community is critical for our kids to bring out positive change in the world.

EQUAL OPPORTUNITY EMPLOYER

BGCWC believes that equal opportunity for all employees is important for the continuation of our organization. The Equal Opportunity Act of 1982 (Title III) makes it unlawful to discriminate in employment or application for employment because of race, color, creed, religion, sex, age, or national origin. The Wisconsin Fair Employment Law prohibits employment discrimination because of age, race, creed, color, handicap, marital status, sex, national origin, ancestry, sexual orientation. This applies to hiring, promoting, demoting, training, transfers, layoffs, termination, recommendation, rates of pay or other form of compensation. Opportunity is provided to all employees based on qualifications and the requirements of the job.

BGCWC provides equal employment opportunity to all persons without regard to physical or mental handicap. All decisions related to its personnel practices of recruitment, employment, and advancement will take into consideration the handicapped person's capacity to perform the particular job applied for and the feasibility of any necessary job accommodations.

REPAIRS

If any equipment or fixture is broken, consider the safety of members and staff members in the area and take steps to ensure their safety. Report to the Facilities coordinator.

VISITORS

Adult visitors will be treated in a friendly and helpful manner. Staff members will be courteous and helpful but should avoid being taken away from their programs by visitors. Whenever possible, a staff member should tour the Unit with the visitor, but if not practical, two responsible teen members will be assigned to show the visitor around the Unit when prohibited. Refer questions concerning finances, Board operation and policy to the EXECUTIVE DIRECTOR.

VOLUNTEERS

Volunteers are defined as individuals rendering service to the Unit, without financial compensation. All volunteers are expected to comply with the policies of the Unit. Background checks will be done all volunteers prior to assignment. Once a year, the Office Manager will update current volunteer's background checks. Volunteers must be 16 years or older.