

West Street Family Manual



@bbgcGreatFuturesStartHere



@bbgc_ct

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About the Family Handbook

The West Street Family Manual outlines the policies and practices that are important for families who participate in Boys & Girls Clubs of Bristol programs to know. It was created to present our policies and practices in one reference source and to conform to certain state and federal laws by conveying necessary information to our families. The Boys & Girls Club of Bristol accepts all youth regardless of race, color, nationality, or religious background. We want to exchange thoughts and information on your child whenever necessary. We welcome families to our site at any time. Please feel free to share your time, talents, and treasures with us!

Section 1: Guiding Principles

Welcome

The Boys & Girls Club of Bristol West Street division would like to take this opportunity to welcome your family into our program. Please use this West Street Family Manual as a reference guide to help answer any questions you may have about our services. If you need further clarifications, please feel comfortable approaching our staff with any questions and concerns regarding our services. Throughout this manual, the term “parents” will be used to refer to those persons legally responsible for the youth enrolled in our program.

Organization’s Mission and Vision

Mission – To enable all young people, especially those who need us most, to realize their full potential as caring, responsible, and productive citizens.

Vision – Provide a world-class Club experience that assures success is within reach of every young person who walks through our doors, with all members on track to graduate from high school with a plan for the future, demonstrating good character and citizenship, and living a healthy lifestyle.

Objectives

The Boys & Girls Club of Bristol seeks to foster an environment that is satisfying and beneficial on several levels.

- **Professional** – To maintain our reputation and prominence in the community.
- **Ethical** – To naturally integrate our individual and family core values in creating and maintaining a positive environment for all youth involved.
- **Social** – To operate the organization in a way that actively recognizes the vital role that our organization plays in the community.
- **Personal** – To maintain an environment that fosters the personal development and goals of individuals.

Philosophy and Goals

The Boys & Girls Club of Bristol Great Futures program provides affordable, accessible, high-quality youth development services for the greater Bristol area. Through a shared partnership between qualified staff and families, we provide our youth with a safe, positive, fun, and engaging experience.

We believe the strength of our program lies in the dedication of our professional staff. We support our youth development professionals with training, resources, and freedom to create unique learning experiences for our youth. We believe in positive methods of behavior guidance.

Parent/guardian involvement is a vital part of positive youth development. Parents are one of the most significant adults in a youth's life. We work to create mutual respect between parents, community partners, and Club staff resulting in a partnership for the benefit of the youth. We have an open-door policy so you are welcome to drop in at any time.

Goals

- To promote **positive relationships** for all youth and encourage each youth's sense of individual worth.
- Promote the **nutrition & health** of youth and protect youth from injury and illness.
- Employ a **youth development staff** that has the educational qualifications, knowledge, and professional commitment necessary to promote youth's learning and development, and to support families' diverse needs and interests.
- Establish and maintain collaborative **family relationships**.
- Establish relationships with community resources to support achieving our priority outcomes.
- Provide a safe and healthy **physical environment**.
- Implement strong personal, fiscal and program **management policies** so that all children, families, and staff have high quality experiences.

Priority Outcomes

- **Academic Success** – Graduate from high school ready for college, trade school, military, or employment.
- **Good Character and Citizenship** – Be an engaged citizen involved in the community, register to vote, and model strong character.
- **Healthy Lifestyles** – Adopt a healthy diet, practice healthy lifestyle choices, and make a lifelong commitment to fitness.

Five Key Elements for Positive Youth Development

We have learned that the level of impact a Club has on young people depends on how often and how long members participate, as well as how well the Club implements the following five key elements:

- **Safe, Positive Environment** – Members develop a powerful sense of belonging through connections they establish with the staff and peers.
- **Fun** – Club generates fun for members.
- **Supportive Relationships** – Club youth develop meaningful relationships with peers and adults. Staff members actively cultivate such relationships to ensure that every member feels connected to one of more adults and peers.
- **Opportunities and Expectations** – Club youth acquire physical, social, technological, artistic and life skills. Clubs encourage members to develop a moral character and behave ethically.
- **Recognition** – Clubs recognize and support young people's self-worth and accomplishments. Staff members encourage youth, provide positive reinforcement as they make improvements, and experience success.

Section 2: General Operations

Admission, Registration and Membership Information

Our program serves youth and teens (ages 5-18) in grades 1 through 12. A current Boys & Girls Club of Bristol membership is required to participate in the West Street Great Futures Program and Teen Center. A current club membership is required to participate in Open Run Basketball (high school only) – there is no daily drop-in option available.

Membership fee:

- Youth Grades 1st-7th \$150 (School-Year)
- Teen Grades 8th-12th \$50 (School-Year)

All registration must be completed online via Procure at www.bbhc.org prior to attending the Boys and Girls Club. Only the legal guardian may register a youth/teen for the Great Futures program. Once registered only those authorized on the registration and financial registration form can make modifications.

The Club offers recreational and fitness programs, social programs, mentoring, technology-based programs, and various other opportunities for youth to develop into productive, caring, and responsible citizens. For more information, visit our website www.bbhc.org or call (860) 583-4734 to schedule a visit!

The last day of care is the last day of Bristol Public Schools academic year.

Club Quest Summer Program Tuition Information

*The West Street Clubhouse offers a summer program from tweens in grades 6-9 based on the Bristol Board of Education calendar. Registration for Club Quest begins in April of each year. All families are required to pay a non-refundable, non-transferable fee (\$50 per child) and deposit for each week (\$50/wk. per child) that you sign up for. This is required to complete the registration process. Due to the quantity of applicants, the turnaround time can be as much as two weeks. Please be advised that while you wait for your determination your deposit for the weeks you signed up for is non-refundable and non-transferable. If you sign up for our program and decide to drop a week or withdrawal from the program, you must submit a change of contract form to the West Street Administration Office at least two weeks prior to your withdrawal to avoid a 50% withdrawal fee to your tuition. **Deposits for weeks you signed up for are non-refundable and non-transferable.** If you do not provide at least one week's notice for withdrawal, you are responsible for 50% of your child's summer program fee for that week. You may sign up for additional weeks pending space availability by completing a Change of Contract Form and submitting it to the West Street Administrative office. Program payments for summer are due on Friday for the upcoming week. Payment plans are not offered for summer program. Scholarships are available to apply for.*

Waitlist & 30-Day Probationary Period

The Great Futures program follows a strict 20:1 staff to youth ratio which may cause a waitlist or waiting period to occur. We accept children on a first come, first serve basis. If space is not available, names will be put on a waiting list and added on the same first come, first serve basis. Families are welcome to check in periodically to learn their status on the waitlist. Due to the quantity of applicants and the staff to child ratio, the acceptance rate from the wait list may be as much as 30 days. West St. staff will do their best to admit all children who fit our criteria as quickly as possible.

Upon registration and admission to the program, all members enter a 30-day probationary period. This allows for the child to explore the program but also staff to evaluate their ability to succeed in a hands-off program. Multiple incident reports within the 30-day probationary period may result in termination from the program. All terminations are at the discretion of the West St. Unit Director. Refunds are only given if termination occurs within two (2) weeks of the start date. Refunds will not be given after that two-week period.

Prior Organization Memberships

If you or your child has been a member of other locations within the Bristol Boys and Girls Club, membership must be disclosed within the registration paperwork. Prior Organization memberships include Imagine Nation, Cambridge Park, Future Champions Gymnastics, and school-based locations in Bristol and other Boys and Girls Club locations. West St. will collaborate with these locations to discuss prior memberships.

If you have been terminated from previous locations or organizations, you are not permitted to register for the Great Futures Program unless otherwise discussed with the West St. Unit Director. Withholding information about a prior termination and otherwise discovered by West St staff will result in immediate termination without discussion with West St. Unit Director.

Calendar and Hours of Operation for West Street Great Futures Programs

The West Street division is open on school days from 2:00 p.m. to 6:00 p.m. for youth members and 2:00 p.m. to 7:00 p.m. for teen members, Monday-Friday. Hours of operation will vary for non-school/vacation days. We follow Bristol Public Schools AND Plymouth Public Schools schedules for conferences or any other half days. Please refer to BOE Calendar or email the West Street Unit Director. Non-school days and vacation days will be provided on an as-needed basis.

West Street will be closed the following holidays:

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|--------------------------|----------------------------------|
| ▪ New Year's Day | ▪ Veterans Day |
| ▪ Martin Luther King Day | ▪ Independence Day |
| ▪ Good Friday | ▪ Labor Day |
| ▪ Memorial Day | ▪ Thanksgiving Day and Day-after |
| ▪ Juneteenth | ▪ Christmas and Holiday Break |

Pick Up & Drop-Off Expectations

PICK UP: All members are required to sign in upon arrival. Staff at the front desk will check that they have arrived and mark the time of arrival. Once they are checked in, Youth Development Staff will mark that they arrived at their designated area.

Members are not allowed to leave the premises until picked up by noted parent/guardian in our records.

DROP OFF: All members must be signed out by their designated parent/guardian within the Procure system. Members will not be allowed to leave with those not on our approved pick-up list.

Members can leave with other members only with approval from both parents/guardians. It must be communicated with staff prior to arrival. Written permission is required!

Bus and Van Expectations

If members are being transported by bus or Club van, it is expected that they follow the rules of the transportation company as well as the staff driving. We will be made aware of any misconduct on buses or within the vans. Some basic expectations are:

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|--------------------------------|---------------------------|
| ▪ Remain Seated | ▪ Be Kind |
| ▪ Buckle Up (if applicable) | ▪ Be Responsible |
| ▪ Keep your hands to yourself. | ▪ Clean Up before Exiting |

Incidents that occur at school or on the bus are also applicable to disciplinary action at the Club. All members who utilize the van for transportation must have completed transportation authorization form.

Late Pick Up Policy

While we understand that emergencies do arise, we request that parents keep in mind the 6:00 p.m. closing time for youth Club members. BBGC does reserve the right to close completely or early, pending severity of weather.

Late fees will apply to the designated closing time of the Club program. Please be respectful of our staff and their outside of work commitments. Our late pick-up policy charge is \$25.00 for up to every 15 minutes you are late, per child, past closing time, based on the clock at West Street. If the youth are not picked up by 6:00 p.m. and you have not contacted us, a staff member will attempt to call the youth's parents. If they cannot be reached, the staff person will attempt to call the emergency contacts and alternate people listed on their registration form. The police will be called after one hour if parents or other adults specified on the permission to release forms cannot be reached. Repeated tardiness or late pick-ups will result in the following procedures:

- 1st Offense – Written warning
- 2nd Offense – Written warning and fees
- 3rd Offense – One day suspension and fees
- Every Offense Thereafter – one week suspension with fees or withdrawal from the program

Cancellations and Schedule Changes

In the event our program finds it necessary to change the scheduled days of operation, we will do our best to inform you of this change at least 2 weeks in advance, so you can make alternative arrangement. There may be times that it changes with less notice depending on circumstances.

Early Dismissal

If school is dismissed early due to inclement weather or early dismissal, West St. Great Futures will close at 4:00 PM for all members.

Continuity of Operations

The West Street administrative team will assess any emergency and determine the relocation of the program to ensure continuity of operations until normal operations can be resumed. Families will be notified via phone call or the Procure of any location changes.

Snow Days

Snow Days (School Cancellations) – When schools are canceled due to severe weather, the Great Futures program will also be closed. If we were to close, you will be notified through local television (WFSB), BBGC (Bristol Boys & Girls Club) Facebook page, Procure or via email from the Unit Director.

Day Trips

Day trips and nature walks are considered an important part of educational programs and will be taken periodically. The program will provide the same adequate responsible adult supervision for these excursions as provided while in the Great Futures program. A permission slip must be signed by the parent/guardian and handed to the West Street Unit Director for each trip. behavior on the youth's part is a pre-requisite for participation for the youth's safety. Youth signed up for day trips are required to adhere to all Club rules and safety guidelines.

Ratios and Group Sizes

The Boys & Girls Club of Bristol West Street Great Futures program follows Boys & Girls Clubs of America membership requirements and safety standards by requiring a ratio of 1 adult-staff member for every 20 youth members. When able, we will operate under a 1:12 ratio to adhere to Office of Early Childhood Youth Camp staff to camper ratio.

Child Discharge Policy

The Boys & Girls Club of Bristol reserves the right to cancel the youth/teens membership with or without notice for the following reasons:

- Non-payment or excessive past due payments
- Non-compliance with policies of the program as outlined in the parent manual
- Disruptive behavior by a parent or child in the Club, on the program property, or on a sponsored field trip
- Physical, emotional, an/or verbal abuse of the staff by a parent or child
- Excessive Late Pick-ups (refer to Late Pick-Up Policy)
- After following referral procedures and implementing the child's educational or behavioral needed, we determine the accommodation is beyond our expertise
- Withholding child information from staff upon registration (i.e. Behavioral IEPs, or any disability)

The discharge policy is not limited to the above reasons. If BBGC cannot meet the needs of the parent or child for any reason, we reserve the right to terminate membership from the program.

Child Termination Policy

When the threat of risk or injury cannot be eliminated or reduced, it may become necessary to terminate the youth/teen from our program. This decision will be based on the judgement of the West Street Unit Director and Clubhouse staff members involved in caring for the youth/teens well-being in our program. When termination occurs, it may be immediate based on the severity of the youth/teen's or Parent/Guardian behavior, or a reasonable amount of time may be given to the parent to find alternative plans. BBGC reserves the right, at the discretion of the West Street Unit Director or the Chief Executive Officer, to terminate a youth's membership due to inappropriate behavior conducted by any youth/teen or parent involved.

Toys and Electronics Policy

Please see the West Street Unit Director or Club staff for specific policies before bringing toys from home. When permitted, any toys must be appropriate for the Club setting. ***We are not responsible for any lost or stolen items. We do not allow toys to be traded, sold, or purchased.*** This policy also includes electronics and other collectibles.

Phone Policy

Members are allowed to have their phones on them while attending the Great Futures Program but not out during organized program times. If they need to make a phone call, they are instructed to go to the front desk. Staff reserve the right to ask that they be put away during activities, programs or discussions. Failure to comply with staff may result in an incident report and discussion with parents. Further disruption may result in the phone being left at the front desk for the rest of the day or while attending the program indefinitely.

School Issued Electronics

Members are responsible for keeping the device with them at all times. Staff are not responsible for the security and condition of the member's school device. Furthermore, The Club shall not be liable for the loss, damage, misuse, theft of any personally owned device brought to Club.

Theft Policy

The Boys & Girls Club of Bristol is not responsible for any lost or stolen items. If theft is presented to staff, they will review camera footage if applicable. Those involved in stealing or theft will be suspended from the program immediately.

Staff Education and Professional Development

The staff at BBGC are professionally trained and participate in professional development opportunities throughout the year. We take pride in providing our staff with continuing education and professional development opportunities.

Enrichment Program Plan

Youth and Teen members at the Boys & Girls Club of Bristol will follow a flexible daily schedule that meets the individual needs of the diverse population of children and families served by our program, including those with cultural, language and developmental differences. Each day, Youth Development Professionals (YDP) hold a nonverbal check in with members to ensure their health and wellbeing is safe both in and out of the club. If a YDP receives multiple negative reports, this may warrant a conversation with the member. If something more serious is revealed in the conversation with the YDP, a meeting with the Unit Director and Parent/Guardian may be called.

Section 3: Health and Safety

First Aid/CPR Training

While the Great Futures program is in operation, there will be at least one (1) staff member who is present and has a current certification in First Aid and CPR.

Clubhouse Snacks and Food

During West Street's operating hours, BBGC provides nutritious snacks after school. The Boys & Girls Club of Bristol first responsibility is the safety of your youth and all youth in the program.

Snacks from Home

Members can bring their own snack with them to the Great Futures Program. We discourage parents from sending their children to our program with snacks that must be heated up. With many children in attendance, it is extremely difficult to operate a quality program if we are spending a great portion of our day heating up snacks. The Bristol Boys & Girls Club first and foremost responsibility is the safety of your child and all the children we serve, especially as it relates to food allergies. If a parent does choose to send an alternate snack in place of what we offer, we request that you communicate with staff before doing so. If a child has a food allergy, we will substitute a snack item with a snack from our menu that your child can safely have.

Food Allergies

The Boys & Girls Club of Bristol first and foremost responsibility is the safety of children as it relates to food allergies. If a parent does choose to send an alternate snack in place of what we offer, you should communicate with the Unit Director before doing so. Club staff will review the medical records of all our Clubhouse members for food allergies before approving a snack. If a child has a food allergy, we will substitute a snack item with a snack from our menu that your child can safely have. There are also designated areas within the club as Allergy Friendly Zones. Because each Clubhouse has children with various medical needs, the program will have discretion regarding snacks. Snacks not previously approved by the staff may not be served. Snack menus are posted within the club for children to choose from.

Outside Food Delivery

We understand that parents/guardians and members would like to send food to the Club when they arrive, especially if they are here for sports or activities following the program. However, all outside food deliveries must be approved by the West St Unit Director or Club staff prior to ordering.

Member Dress Code

Youth are expected to dress comfortably and wear clothes that allow them to participate in typical Club activities and programs. We expect the following:

- Footwear – Shoes and socks must be worn at all times. Flip-flops, sandals and cleats are discouraged, as are any other open-toed shoes for safety reasons. Club members may not be allowed to participate in certain activities if open-toed shoes are worn. Sneakers/walking shoes are encouraged every day.
- Clothing – Members wearing clothes that are too short, too tight, or too revealing in any way or clothes with questionable or distasteful advertising will be asked to change or leave immediately. This judgement will be left to the discretion of Club staff.

Illness Policy

It is the parent/guardian's responsibility to inform the childcare staff about how their child is feeling before dropping them off at the center. Some medications just mask an illness, and the symptoms will come back. Please make provisions for alternate arrangements when your child is sick.

A child will not be accepted at the center if any of the following symptoms are noted:

- Fever (100 degrees or above) – child may not return for 24 hours after running a fever of 100+ degrees
- Vomiting; diarrhea
- Rash, skin eruptions, swollen glands
- Severe cold - sneezing, coughing, runny nose, watery eyes, etc.
- Red, puss-encrusted eyes

If symptoms of illness occur while a child is in attendance at the Club, the following will occur:

- The child shall be placed in a restful area away from the other children.
- The child's parents or emergency contact shall be called to come for the child.
- The child shall be supervised until the parent or designated adult arrives.
- The child will be given first aid if needed.
- Pick up must be within **60 minutes** after contacting a parent or authorized individual.

Please keep your child home if he/she is diagnosed as having any of the following diseases:

Bristol-Burlington Health District Guidelines

Covid-19 Symptoms: May not return until consulted with the school nurse and/or BBHD per recommended guidance presently in effect.
Fever: A fever of 100 degrees or higher. Child must be fever free for 24 hours without fever reducing medication in order to return to the program.
Fifth's Disease: Must be fever free for 24 hours without fever medication in order to return to the program.
Hand, Foot and Mouth Disease: A student will not be allowed in school with hand draining lesions, blisters in mouth with drool or a fever of 100 degrees F or higher. Child may return to the program when hand lesions are dry, drool free and fever free for 24 hours without fever medication.
Impetigo: Child must be treated with a prescribed antibiotic for 24 hours in order to return to the program.
MRSA (skin infection): Child will be sent home from the program for open draining sores/boils that cannot be covered. The child may return to the program if the affected area is covered and is fever free and has been on a prescribed antibiotic for at least 24 hours.
Pediculosis (Head Lice): Child will be sent home if live lice have been found. The child will be able to return to the program after appropriate treatment and checked by the school health dept. <i>prior to the child returning the program.</i> The child and parent/legal guardian must report to the school health room upon return. The child will then be checked daily for the next 10 days by the school nurse. The student will not be allowed back to program or school if live lice are found.

Rashes: Child will be sent home from the program for a rash with fever and/or behavioral changes. A note from the health care provider is required in order to return to the program.
Ringworm: Child may return to the program once a prescribed treatment from a health care provider has been started.
Scabies: Child may return to the program after a prescribed treatment from a health care provider has been started.
Strep Throat: Child may return to the program when fever free and has been on antibiotics for at least 24 hours.
Vomiting or Diarrhea: Child will be sent home from the program. The child may return to the program when symptom free (no vomiting, diarrhea) for at least 24 hours.

Other Illness Guidelines

Conjunctivitis/pink eye: A child who exhibits redness, itching, or discharge from the eye will be sent home. The child may return 24 hours after the start of antibiotic treatment.
Chickenpox: Symptoms of chickenpox are fever accompanied by a rash or blisters. The blisters take several days to appear and to scab over. The child may return to the center once ALL scabs have dried over. All cases of chickenpox must be reported to the health department.
Cold sores, Fifth's Disease, Impetigo, and Cocksackie: A physician must see any rashes that are in question. The child may return to the program with either a physician's note stating that the condition is non-contagious, or when symptom-free.

We ask that you please find an alternate caregiver if your child is sick to avoid other children and staff becoming sick. If your child is absent due to a contagious illness or condition and has been diagnosed by your child's health provider, a note is required for them to return to the program to limit the exposure to others of the illness or condition.

Administration of Medications

The Boys & Girls Clubs of Bristol encourages parents to schedule any necessary medication that needs to be taken during non-Club hours. If medication must be administered during Club hours, it must be done in accordance with the Club policy. Only trained staff may administer medication. If a child must take medication during Club hours, the following guidelines must be followed:

Authorization Requirements

1. For a member whose medication must be administered at the Club, an emergency care plan and authorization form must be completed by an authorized medical professional for each medication before the administration of the medication can occur on site.
2. In addition to the required documents, the parents and/or guardians of the member must meet with Great Futures leadership prior to the authorization of medication usage to review dosage, frequency and items relating to the use of the medication.
3. All forms must be submitted prior to the beginning of the program and a new form must be completed for any new/updated prescription medication.
4. The medication and signed forms must be returned to the site before commencement in the program. The parent or guardian must personally deliver the medication to Club staff.
5. The first dose of any new medication must always be administered at home to ensure there are no allergic reactions to the medication(s).
6. The only exception to staff administration of medication would in an Epi-Pen to be administered in the case of an allergic reaction to an identified allergen. Parents/guardians of children with the need for an Epi-Pen are asked to supply the pen to the Club and make sure that it is up to date, along with a list of allergens that would trigger the need for the administration of the Epi-Pen.

Prescription Identification

Prescribed medication shall be received in the container in which it was dispensed by the licensed prescriber/licensed pharmacist and labeled with:

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|------------------------------------|---------------------------------------|
| 1. Member's name | 4. Time or interval of administration |
| 2. Name of medication and strength | 5. Expiration of medication |
| 3. Dose of medication | 6. Route of administration |

Self-administered Medications

1. A member may self-administer medication at the Clubs or during activities if so ordered by his/her medical provider. When self-administering medication, the member must do so in the presence of a staff member
2. Self-administration privileges may be revoked if a member demonstrates a lack of responsibility towards him/herself or others.
3. Parent/Guardian's signature on the self-administration form acknowledges that the Boys & Girls Clubs of Bristol is to incur no liability, except for willful misconduct, as a result of any injury arising from the self-administration of medication by the member and that the parents/guardians indemnify and hold harmless the Boys & Girls Clubs of Bristol and its employees and agents.

Record Keeping and Medication Storage

Medication will be kept in a locked cabinet, unless requiring refrigeration, with access limited to authorized personnel only.

Each dosage of medication will be logged and saved in the Club member's file.

Children with Disabilities or Chronic Medical Conditions

The Boys & Girls Club of Bristol will not assume that a child's disabilities are too severe for the child to be integrated successfully into the program. BBGC will make an individualized assessment about whether it can meet the particular needs of the child cannot exclude children with disabilities from their programs unless their presence would pose a direct threat to the health or safety of others or require a fundamental alteration of the program. In making this assessment, the childcare staff must not react to unfounded preconceptions or stereotypes about what children with disabilities can or cannot do, or how much assistance they may require.

If a child has a disability or IEP, they must meet individually with either the Family Engagement Coordinator or the West St. Unit Director to fill out an Individualized Plan of Care.

Prior to enrollment, the parent will need to disclose and discuss this with the West St Unit Director and Program Engagement Director who work with the child in other contexts to see if the program would be a good fit for the child. Failure to discuss your child's disabilities may lead up to termination of care. If your child needs or receives individualized attention at school etc. a para, the parent/guardian is responsible for providing a one-to-one and any additional fees for one-to-one supervisor for your child while at the program. The Great Futures program is not a 1:1 program and cannot support such requirements. If the child and parent would still like to attend, prior arrangements for the 1:1 care should be made before attending the program.

Child Abuse Prevention Policy

The priority of the BBGC is the physical and emotional safety of its members, staff, and volunteers. BBGC maintains a zero-tolerance policy for child abuse. BBGC implements policies and procedures for members, employees, volunteers, visitors or any victims of sexual abuse or misconduct to report any suspicion or allegation of abuse.

Definitions

Child abuse is when an adult or another child, whether through action or by failing to act, causes serious emotional or physical harm to a child. Sexual abuse or misconduct may include but is not limited to:

- Any sexual activity, involvement or attempt of sexual contact with a person who is a minor.
- Sexual activity with another who is legally incompetent.
- Physical assault or sexual violence, such as rape, statutory rape, abuse, molestation, or any attempt to commit such acts.
- Unwanted and intentional physical conduct that is sexual in nature, such as touching, pinching, patting, brushing, massaging someone's neck or shoulders and/or pulling against another's body or clothes.
- Inappropriate activities, advances, comments, bullying, gestures, electronic communications, or messages (e.g., by email, text, or social media).

Grooming is when someone builds an emotional connection with a child to gain their trust for the purposes of sexual abuse, sexual exploitation, or trafficking. Grooming behaviors may include but are not limited to:

- Targeting specific youth for special attention, activities, or gifts.
- Isolating youth from family members and friends physically or emotionally. This can include one-on-one interactions such as sleepovers, camping trips and day activities.
- Gradually crossing physical boundaries, full-frontal hugs that last too long, lap sitting or other "accidental" touches.

Mandated Reporting

Every staff member or volunteer of BBGC who becomes aware of or has suspicion of child abuse or neglect must immediately report to Club leadership. Club leadership is responsible for reporting the incident immediately to the appropriate authorities according to statewide mandated reporting laws, as well as to Boys & Girls Clubs of America within 24 hours via the critical incident system.

Required Training

BBGC conducts and reports through a BGCA-approved process the following training for all staff members and volunteers with direct repetitive contact with young people (at the intervals noted for each)

Before providing services to young people, and annually thereafter:

1. BGCA-approved child abuse prevention
2. BGCA-approved mandated reporting
3. BGCA-approved grooming prevention

Annually:

- All the policies, including all safety policies, for BBGC.

Physical Interactions

Staff/Volunteers of BBGC are required to maintain appropriate physical contact with minors.

Appropriate	Inappropriate
Side Hugs Handshakes High-fives and hand slapping Holding hands (with young children in escorting situations)	Full-frontal hugs or kisses Showing affection in isolated area Lap sitting Wrestling or piggyback/shoulder rides Tickling Allowing youth to cling to an adult's leg

Verbal Interactions

Staff/Volunteers of BBGC are required to maintain appropriate verbal interactions with minors.

Appropriate	Inappropriate
Positive reinforcement Child-appropriate jokes (no adult content) Encouragement Praise	Name calling Inappropriate jokes (adult-only content) Discussing sexual encounters or personal issues Secrets Profanity or derogatory remarks Harsh language that may frighten, threaten, or humiliate youth

Abuse and Safety Resources

BBGC prominently displays BGCA-approved collateral that shares ethics hotline, crisis text line and safety helpline information with members, staff, volunteers, and families. We also share all safety policies with parents and guardians upon receiving a youth membership application.

Prohibition of Private One-on-One Interaction Policy

To further ensure Club member safety, the organization prohibits isolated one-on-one interactions between Club participants and staff/volunteers. All staff and volunteers must abide by the following:

- Ensure all meetings and communications between members and staff or volunteers are never private.
- Ensure in-person meetings take place in areas where other staff and/or members are present.
- Communicate to another staff member whenever an emergency arises that necessitates an exception to this policy.
- Never initiate private or isolated one-on-one contact with a member.
- Never have a private or isolated meeting or communication with a member. This includes in-person meetings and virtual communications such as texting, video chat and social media between only a staff member or volunteer and a single member.
- Never transport one Club member at a time. This includes transportation in Club or leased vehicles. staff and volunteers, including minor staff, are prohibited from meeting Club participants outside of any Club-sponsored activities. The only exception to this rule is if the Club participant is a child or sibling of a staff member or volunteer.

Definition of one-on-one interaction

One-on-one interaction is defined as any private contact or communication between any Club participant and an adult, including adult staff, minor staff, volunteers, board members and others who might encounter members during regular programming and activities.

- **Private contact/communication** is any communication, in person or virtual, between one youth member and one adult that takes place in a secluded area, is not in plain sight and/or is done without others' knowledge. Private places can include vehicles, rooms without visibility to others, private homes, and hotel rooms. Examples of private contact include but are not limited to:
 - Meeting behind closed doors (in rooms without windows or visible sightlines) or any spaces not visible to others.
 - One staff member transporting one member in a vehicle.
 - Electronic communications (text, video, social media, etc.) between one member and one staff member or volunteer.
- **Public contact/communication** is any communication or meeting, in person or virtual, that is between at least three individuals, including two staff and one member, one staff and two members or variations of these combinations. Examples of public contact include but are not limited to:
 - Meeting in plain sight of others (e.g., in a quiet corner of an active games room).
 - Transporting members via public transportation or transporting multiple members.
 - Electronic communications (text, video, social media, etc.) between multiple members and adults (e.g., group chats).
 - Public places can include buses, airports, shopping malls, restaurants, and schools.

Exceptions to policy

- When delivering medical or counseling services by a licensed, trained therapist or similar professional (e.g., counselors, social workers).
- When the emotional or physical safety of a member is at risk and private, one-on-one communication is deemed necessary by Club leadership.

- In emergency situations that could create a safety risk, exceptions can be made. Should exceptions be made, the Club shall have policies in place to monitor interactions, including but not limited to:
 - Disclosing the meeting to Club leadership and regularly checking in with the members and adults during conversations.
 - Placing time limits on conversations.
 - Meeting in rooms with clear sight lines (e.g., rooms with windows or glass doors).
 - Documenting the interaction.

In an emergency, disclosing the situation to another staff member before engaging in one-on-one interaction.

Supervision of Children Policy

The developmentally appropriate youth to staff ratio shall be met during all hours of operation, including any day trips. Club staff will be in proper placement to ensure the best observation, incident/accident prevention, interaction, and supervision of youth in both indoor and outdoor locations. No youth shall be left alone or unsupervised at any time while on the premises. Club staff shall supervise by positioning themselves to see as many youth as possible, while always engaging with youth.

- A staff to youth ratio of one (1) staff per 20 youths shall be always maintained. A staff-to-youth ratio of one (1) staff per 12 youths shall be maintained during all camp-related activities. At least two staff members must always be present, with at least one staff member being 18 years old or older. Staff must follow the Rule of 3.
- Group size shall not exceed room capacity.
- Staff shall always remain awake and alert while supervising youth.
- Private Cell phone use is not permitted while Club members are under our supervision except offsite work-related communication. Cell phone usage should not be used while in program areas unless otherwise related to program development or points for members. Any pictures taken are not to be posted to any personal social media accounts or shared with others unless a prior relationship has been established.
- While indoors or outdoors, staff shall position themselves around the area's perimeter and rotate around the space to monitor youth. Staff will be vigilant, engage with Club members, and position themselves so their back is not turned away from a child.
- Club staff will ensure and monitor that all youth are using age-appropriate music, computer games, gaming device games and the Club staff will only show appropriate movies during special occasions.

Discipline Policy

Prohibition of Discrimination on the Basis of Disability

The Boys & Girls Club of Bristol is committed to making its programs and activities available on a nondiscriminatory basis, as required by the Americans with Disabilities Act (ADA).

BBGC will not discriminate against any individual on the basis of disability with regard to the full and equal enjoyment of its goods, services, facilities, privileges, advantages or accommodations.

BBGC will also make reasonable modifications in policies, practices, or procedures, when the modifications are necessary to avoid discrimination on the basis of disability, unless BBGC can demonstrate that making the modifications would fundamentally alter the nature of its services. If you make a request for a reasonable modification, BBGC will individually assess the needs of the individual about whom the request is made. On rare occasions, BBGC may request more documents to better understand the needs of the person about whom the request is made. BBGC will respond in writing to your request for a modification

within 7 days (or within 30 days if BBGC requests additional documents to evaluate the request). If the request is denied, BBGC will also provide the reason(s) for the denial in writing to you. If a request for a reasonable modification is granted, BBGC must train relevant employees and staff on the nature of the modification(s) they need to provide.

For more information about the ADA and your rights, please visit www.ada.gov.

Enrollment of Children with Special Needs/Disabilities

The Boys & Girls Club of Bristol does not discriminate in the provision of services to children with disabilities or chronic medical conditions, and will make reasonable modifications for children with disabilities, medical conditions upon request from the child's parent/guardian, unless such a request amounts to a fundamental alteration of the program. During the registration process a family will be asked questions while completing their child's registration in Procure regarding any specific or special needs that may need to address to accommodate their child in our program. If a family discloses such a need and based on the need, we may then schedule to meet with the family and develop an Individual Plan of Care (IPC) before they can begin the program. During this IPC process the family has the opportunity to share information about their child's specific needs and the special services they may already receive for their child. Families are asked to provide a copy of their child's Individualized Education Program (IEP), Individualized Family Service Plan (IFSP) and/or 504 Plan, we may choose to utilize the "Authorization for the Release of Confidential Information Form" and request the BOE to visit and observe a child to see how they interact in the program environment and share teacher and classroom strategies to ensure consistency among entities to explore what reasonable modification(s) may be available. The parent/guardian must be present during this observation. After the visit to the program, we will determine whether we can meet a child's needs and then complete the enrollment process.

The Boys & Girls Club of Bristol will not assume that a child's disabilities are too severe for the child to be integrated successfully into the Club program. BBGC will make the individualized assessment about whether it can meet the particular needs of the child and cannot exclude children with disabilities from their programs unless their presence poses a direct threat to the health or safety of others or requires a fundamental alteration of the program. In making this assessment, the childcare staff must not react to unfounded perceptions or stereotypes about what children with disabilities can and cannot do, or how much assistance they may require. Failure to discuss your child's special needs, disabilities or child's 504/IEP Plan may lead up to termination of the membership. If your child needs or receives individualized attention at school, etc. a para, the parent/guardian is responsible for providing a one-to-one supervisor if your child's 504 Plan/IEP states they need the assistance of a para throughout the day during school or if the West Street Unit Director feels one may be needed based on the child's needs and any additional fees that may be associated for you to obtain a one-on-one to supervise your child while at the program.

Child Termination Policy

When the threat of risk or injury cannot be eliminated or reduced, it may become necessary to terminate the child from our program. This decision will be based on the judgement of the West Street Unit Director and/or Program Engagement Director and Club staff involved in caring for the child's well-being in our program. Termination may be immediate if deemed necessary for the safety of self, others, or property or within a 2-week notice so that families have a reasonable period of time to find alternative programming. We will attempt to assist the family with recommendations and appropriate resources for alternative programming. BBGC reserves the right to, at the discretion of the West Street Unit Director, the Club CEO, to terminate membership services due to inappropriate behavior conducted by any child or parent involved in the care of that child. Any child that is terminated from the West Street Great Futures program may not enroll in School-Based programming.

Atypical Development and Challenging Behaviors

Atypical development shall be defined as that which does not meet established norms for children of the same age group in any of the domains of development including physical, language, motor, self-help, cognitive and social/emotional. Challenging behaviors shall be defined as aggression such as biting, hitting, foul language, pushing, kicking, maliciously spit at another child/staff member or other potentially dangerous acts toward other children or youth development staff. Other examples include foul language, inability to follow rules and comply with directives, eloping from the Clubhouse, outburst and tantrums, disruption of Clubhouse activities or any act which endangers the health and safety of self or damage to others/property or disrupts the program quality. BBGC staff will not physically restrain club members unless such restraint is necessary to protect the health and safety of the child or other people.

The Boys & Girls Club of Bristol's West Street Great Futures program will make every effort to work with the child and parents to improve atypical behavior or challenging behaviors. However, a child may be excluded from the program if the scope of services required exceeds the resources of the staff or the program.

The step-by-step process for assessing, referring, and accommodating children with atypical development and/or challenging behaviors is as follows:

1. Club staff shall establish firm but kind interaction with the child.
2. If the child is uncooperative, staff members will remove children from the area to ensure their safety until the child has calmed down. Staff members will make sure that both the child and the group are safe. A staff member will accompany the child away from the group and sit in an area designated by the staff member. This staff member will continually monitor the child until the child is able to return to the group. All children will be supervised at all times.
3. If the child's behavior continues to be out of control, the Unit Director shall call the parent/guardian to pick up their child from the Club.
4. If the parent/guardian is called and does not respond or cannot be reached, the child's emergency contact person will be called.
5. If the parents/guardian cannot be reached, the Club staff will call 211 / 911 for assistance.
6. BBGC staff will document behavior concern on a Behavioral Incident Report form and provide the parent/guardian a copy of the report.

Child Discipline Policy

It is expected that all Boys & Girls Club of Bristol West Street employees will implement positive techniques in the guidance of young children's behavior. All staff members will receive on-going or as-needed professional development in child behavior management. All staff members shall be responsible for managing child behavior using techniques based on the CT Office of Early Childhood regulation, which states:

- The operation and staff shall manage child behavior using techniques based on developmentally appropriate practice, including positive guidance, redirection, and setting clear limits that encourage children to develop self-control, self-discipline, and positive self-esteem.
- The operator shall document the techniques used to manage child behaviors in the facility that has been discussed with child's parent/guardian prior to enrollment and reviewed as needed during the period of the child's enrollment.
- While children are in attendance at the program the operator and staff shall not engage in, nor allow abusive, neglectful, physical, corporal, humiliating, or frightening treatment or punishment, including but not limited to spanking, slapping, pinching, striking, or shaking children and staff shall not tie nor bind children and shall not physically restrain children except for the protection and safety of the child or others, using least restrictive methods as appropriate.

Additionally, the Boys & Girls Club of Bristol West Street positive behavior support system except that all staff will:

- Post, educate children and families, and use in all behavior acknowledgement and correction the three core behavior expectations of safe, kind, and responsible
- Set clear limits on behavior that are consistently reinforced
- Speak to children in a respectful manner that is both kind and firm
- Use re-direction rather than “no” whenever possible
- Use choices when possible so that children comply with requests without resistance
- Use natural and logical consequences
- Employ conflict resolution between children rather than solving problems for them or forcing them to apologize
- Refrain from using food, beverage, or tokens as behavior management techniques
- Arrange the program space for success so that it is manageable, safe, and so that a minimal number of restrictions are imposed and includes a quiet space where children can calm down and have a space to regulate themselves when needed
- Use incremental interventions when problem behavior occurs:
 1. Proximity – Positioning yourself near the situation
 2. Contact – a gentle touch or eye contact to let the child know you are aware of the behavior
 3. Privacy – making corrections in an individual and personal way so the child is not embarrassed in front of their peers

Child Behavior Management

It is the philosophy of the Boys & Girls Club of Bristol to use discipline methods to enhance a child’s self-esteem, social development, and problem-solving skills. Our goal is to teach a children self-control and pro-social behaviors through positive behavior support procedures. In this process, we support the child in learning to function both as an individual and as part of a group. The goal is for children to learn self-regulation so that they meet three behavior expectations: to **be kind, safe & responsible**. Staff will implement positive behavior support procedures as detailed in the Discipline and Child Behavior Management Policy. No other behavior management systems or discipline techniques are to be used unless it’s part of a school issues 504 Plan or Individualized Education Plan (IEP) and they are approved by the West Street Unit Director and the family.

Children’s development and behavior are taken seriously at the Boys & Girls Club of Bristol. It is the responsibility of our staff and administration to provide a safe, supportive, and developmentally appropriate program to all children to the highest degree possible. Therefore, we will adhere to the following policies on the Discipline and Child Behavior Management and accommodation of special developmental needs.

In the event the child’s development or behavior remains a concern, the parent will be scheduled to meet with the West Street Unit Director and Program Engagement Director to discuss an Individual Plan of Care (IPC) with the family or the possibility of evaluative services. These services may include, but are not limited to:

- | | |
|------------------------------|------------------------|
| - Health Care Specialist | - Education Consultant |
| - Health Consultant | - Wheeler Clinic |
| - Mental Health Professional | - 211 Referral |

No information about the child will be provided to these agencies or individuals without written consent from the parent/guardian utilizing the “Authorization for the Release of Confidential Information Form”. Fees related to these services are the responsibility of the parent. Parent/guardian will be required to

submit evidence of contact/appointment within one week of referral or the child's attendance may be suspended. Our program agrees to cooperate with consultants and the professionals in allowing them to make assessments of the child in their educational environment. The parent/guardian will provide the results and recommendations of assessments, per their signed agreement, for the appropriate program planning for their child. Follow up meeting with the parent/guardian and a re-evaluation of the success of any recommendations for the implementation will be noted on a minimum of a bi-weekly basis and sent to parents.

The decision to modify or continue programming will be determined by the behavior and success of the child's progress. In such cases where little or no progress is made, or in the case of noncompliance with this policy, parents/guardians will have 2 weeks to make new arrangements for childcare unless the child is a danger to themselves, or disruptive to the program quality in which case dismissal shall be immediate.

Each child is responsible for adhering to the following Code of Conduct:

- Club members may not hit, kick, pinch, use foul language, maliciously spit at another child/staff member, or physically violate another staff member or child
- Club members should show due care to the property of the facility and any other facilities visited, and to the personal belongings of the staff and other members
- Club members may not cause unreasonable and consistent disruptions to the program
- Club members must follow staff instructions, particularly where safety is involved
- Club members must stay in supervised activity area unless a staff grants permission to leave to another area. In addition, members are encouraged to show good sportsmanship, respect and respect for others

If children do not adhere to one or more of these rules, the staff shall institute the following behavioral management techniques in order as follows:

1. Counseling and Redirection
2. Time outs / Cool off periods
3. Limiting privileged activities
4. Documentation of behavior on a Behavioral Incident Report form
5. Suspension from program (Duration TBD Unit Director or designee)

If the positive disciplining techniques are ineffective, a report must be logged on to a Behavioral Incident Report form. If the behavior continues, a suspension will be issued to the parents noted on our Behavioral Incident Report form.

Continued violations of our Discipline and Child Behavior Management Policy will result in notification of termination from the program indicated on the Behavioral Incident Report form. The Boys & Girls Club of Bristol reserves the right to terminate a child from the program at any time if they engage in persistent disorderly/disruptive conduct or if their behavior is endangering the child, other children, staff members or visitors.

Emergency Behavioral Procedures

In the case of a child who becomes overly aggressive or destructive at any time, Club staff will adhere to the following procedures:

1. Staff will counsel and redirect the child to calm down
2. Other children will be removed from the area to ensure their safety until the child has calmed down. A staff member will remain with the child; ratios will be maintained
3. If the child's behavior remains out of control, parent/guardians will be called to assist or to remove the child from the program
4. If parents/guardians do not respond or are unable to respond, Club staff will call 211 / 911 for assistance in the proper handling of the situation.

Behavioral Incident Reports

In the event of the repeated misbehavior or behavior that is due to any unsafe behavior, a written Behavioral Incident Report form is required to document the incident. The parent/guardian is informed of these difficulties or events through the Behavioral Incident Report at the time of pick up. The reports written for misbehavior must be written objectively. The statement needs to provide action leading up to the behavior, the behavior itself, and action taken by staff. The Behavioral Incident Report needs to be signed by the parent/guardian, witnessing staff, Unit Director, and dated. In the event that a parent/guardian is not picking up the child that day, the parent/guardian will be notified via Procure from the witnessing staff or Unit Director, that conversation will be documents in the child's log sheets in their Procure account. No staff member may discuss the incident involving a child's behavior with non-family or family member without prior permission from the child's parents/guardian. A Behavioral Incident Report Form will be given to the West Street Unit Director daily to review for content and initial. A copy of the Behavioral Incident Report will be kept on file in the member's file in the first floor West Street Administrative office.

Anti-Bullying Club

The Boys & Girls Club of Bristol will not tolerate the mistreatment or abuse of any person involved with BBGC. In addition, BBGC will not tolerate any behavior that is classified under the definition of bullying, and to the extent that such actions are disruptive, we will take steps needed to eliminate such behavior. ***Bully is aggressive behavior that is intentional, is repeated over time, and involves an imbalance of power or strength. Bullying can take on various forms, including:***

- a. Physical Bullying: When one person engages in physical force against another person, such as by hitting, punching, pushing, kicking, pinching, or restraining another
- b. Verbal Bullying: When someone uses their words to hurt another, such as by belittling or calling another hurtful names
- c. Nonverbal or Relational Bullying: When one person manipulates a relationship or desired relationship to harm another person. This includes social exclusion, friendship manipulation, or gossip. This type of bullying also includes, intimidating another person by using gestures
- d. Cyberbullying: The intentional and overt act of aggression toward another person by way of any technological tool, such as email, instant message, text message, digital pictures/images, or web/social media postings

Cyberbullying can involve:

- Sending mean, vulgar, or threatening messages/images
- Positing sensitive, private information about another person
- Pretending to be someone else in order to make that person look bad
- Intentionally excluding someone from an online group
- Hazing – an activity expected of someone joining or participating in a group that humiliates, degrades, abuses or endangers that person, regardless of that person's willingness to participate
- Sexualized Bullying: When bullying involves behaviors that are sexual in nature

Anyone who sees an act of bullying, and who then encourages it, is engaging in bullying. This policy applies to all BBGC children, families, staff and volunteers.

Accident Reports

Families will be notified in writing on an Accident Report Form of any situation where a member is injured or involved in an accident that has caused harm to themselves or others. A phone call to parents/guardians will take place for any serious injuries. The Accident Report Form needs to be completed and signed by First Aid/CPR trained staff and signed and dated by the closing supervisor. In the

event that a parent/guardian is not picking up the child that day, the parent/guardian will be notified via Procure or phone call by the First Aid/CPR trained staff regarding any accident and a copy of the Accident Report Form will be sent to the parent/guardian via Procure. If the parent/guardian is picking up the child from the program, a copy of the Accident Report Form will be given to the parent/guardian to review and sign at pick up. No staff member may discuss any accident with a non-family or family member without prior permission from the child's parent/guardian. Accident Report Forms will be reviewed daily by the Unit Director for content and initial for review. A copy of the Accident Report Form will be kept on file in the first floor West Street Administrative office.

Social Media Policy

Understanding that social media such as Facebook, Instagram, Twitter, or any messaging apps (ProCare) are a current way of communicating and providing a valuable context for connecting with others. These forums for sharing ideas, news, and experiences carries with it security risks when it involves school-related content that is confidential or propriety in nature. No staff member, parent or guardian may post on any social media site a photograph of a youth other than their own, information of any kind about children other than their own, or disclose any information about a child, family, Club site, staff member, or the Boys & Girls Club of Bristol. No logos or trademarks of BBGC can be used without the written permission from the organization's administration team. Should parents, guardians, or staff need clarification on the organization's policy or have concerns about the program or its employees, they should be brought directly to the West Street Unit Director who can address them immediately and effectively. Please be aware that posting any information about BBGC and its families, staff, or program on any form of social media is not endorsed by the Boys & Girls Club of Bristol administration other than the content of its own website and social media pages. Any parent, guardian or staff member who violates this policy may be subject to immediate legal action or termination at the discretion of the administration.

Photography, Video and Public Policy

Photographs and videos of the youth participating in our programs may be taken sometimes and may appear in newspapers, magazines, brochures, or other publicity materials. Your permission for photography including your child to be used without compensation is part of this agreement. You will find the release form in the registration form. If you have any concerns, please contact the administration.

Visiting Pets or Animals

For the protection of our Club Members and Staff, please do not bring your family pet to the West Street facility. Occasionally an animal will visit the facility or may have contact with animals while on a day trip, When animals visit the facility, the following policies should be implemented:

- The Unit Director will have primary responsibility of supervising all activities associated with the animal's visit as related to safety and hygiene. This includes making sure the animal has an acceptable temperament for interactions with youth and that the animal is current on all vaccinations (if appropriate)
- Any animals that have a history of biting or other aggressive behaviors will not be allowed on site.
- The animal will be properly cared for while on-site. This is the responsibility of the visiting animal's owner.
- The animal will not be allowed in any food preparation areas.
- Items associated with the animal, including cages, food, water, etc. will not be placed on food-contact surfaces.
- Club Members will be closely supervised while handling the animals. Members will be in small groups while handling animals.
- Club members will immediately wash their hands after handling or feeding the animal.

- After the animal leaves the facility, BBGC staff will clean and disinfect the area.

Emergency Plans

Snow Days (School Cancellations) –If we were to close due to weather, you will be notified through local television (WFSB), BBGC Facebook page, the Procare App or via email from the West St. Staff. The Great Futures Program will be closed if BPS is closed.

Early Dismissal – If school is dismissed early, due to snow, the Great Futures Program will be closed. If there is early dismissal for hot weather, the Great Futures Program will open at the time schools close and pick up should be no later than 4:00PM. We follow Bristol Public School schedule and if your child is NOT in Bristol Public Schools it the guardian's responsibility to arrange care if it is earlier then 2pm.

Severe Weather – If weather is threatening or making transportation unsafe before the center is due to open, the parents will be notified through local television, BBGC Facebook page, the ProCare App or email from the Unit Director that we will be closing early. If weather causes unsafe conditions while the youth are at our programs, the Unit Director will determine which emergency procedure will be followed.

- Waiting to see if conditions improve.
- Early Closing: Parents will be contacted by phone or email and members must be picked up no later than 4:00 PM or earlier if needed based on severity.
- Staying at the Center: Identify a safe area at the facility that can be used for shelter (i.e., hallways with no windows)
- Unit Director shall post what locations have been identified as a safe zone.
- Staff, under the direction of the Unit Director, shall move children safely to the safe zone.

Fire – Evacuate the entire building immediately according to fire drill procedures. Procedures and diagramed maps are posted at each exit in the facility to ensure a safe and immediate exit. An assigned staff person will take the emergency files that will be easily accessible to grab and take with them. This will provide staff members with the proper emergency contact information so parents can be contacted if the facility is unable to be re-entered or youth have been transported to a new location. The person in charge will be responsible for taking sign-in sheets, first aid kit and phones with them. When the staff members have escorted the youth to their assigned safe meeting place away from the building, attendance will be taken to ensure all have exited the building. The fire department will be contacted according to the emergency plan.

Human-Caused Events

Assault of Youth or Staff

- BBGC staff will call 911 if any serious medical treatment is needed or if police/medical assistant is required. If BBGC staff determine that the assault is not serious, staff will administer First Aid treatment to the Youth/Staff
- BBGC will stay with the victim and monitor.
- Victim's family will be notified by BBGC staff when safe to do so.
- If a serious event occurred, the West Street Unit Director or designee will report the incident to Boys & Girls Clubs of America (BGCA)
- BBGC staff will complete a written incident report at the earliest opportunity incident reports will be kept on file in the West Street administration office,

Bomb Threat

- During the bomb threat call, BBGC staff will obtain as much information as possible from the call.
- BBGC staff will call 911 then notify the West Street Unit Director or designated staff when safe to do so.
- BBGC staff and youth will evacuate the area immediately.

- Emergency personnel will determine if it is safe to return to the building. If it is ruled that it is not safe, BBGC staff will notify families and arrange for parent pick up.
- If the program needs to evacuate the area, BBGC staff will notify families of the evacuation. The staff and youth will be transported/walk to Imagine Nation, located at 1 Pleasant Street.
- West Street Unit Director or designated will report the incident to BGCA.
- BBGC staff will complete a written incident report at the earliest convenience; incident reports will be kept on file in the West Street administration office.

Emergency Lockdown

Sometimes, youth centers and schools have been faced with the threat of unauthorized individuals entering the facility. An intruder is defined as any visitor, who through act or deed, poses a perceived threat to the safety and welfare of youth and staff. If at any time you are dealing with a person you feel uncomfortable around or fearful for your safety and the safety of others, then you may be faced with an intruder situation.

- BBGC staff will identify and ID all individuals prior to accessing the Club.
- If a person(s) enters your facility, assess the situation. If you are uneasy or suspicious of the person(s), BBGC staff will immediately call 911 and stay on the phone until help arrives; await further instructions from emergency response personnel.
- If youth are outside when a suspected intruder is in the area, BBGC will quickly direct and move youth back into the facility for lockdown or to a safe sheltered area. If youth are inside when a suspected intruder is in the area, BBGC staff will quickly direct and move youth to a safe sheltered area for a lockdown. BBGC staff will quiet the youth and sit them down in an identified area of the room so they will not be seen through windows or doorways, barricade themselves by moving furniture and whatever else they can find in front of the program door.
- BBGC will take attendance.
- BBGC staff will give youth simple instructions, talk about what is happening and try to keep the youth calm.
- BBGC staff and youth will remain at this status until notified by the authorities that it is clear, and the intruder is no longer a threat; determined by emergency personnel.
- The Unit Director or designated staff will notify families of the lockdown.
- The Unit Director will complete a written incident report of the incident. Incident reports are kept on file in the West Street administration office.

Shelter-in-Place Procedure

Shelter-in-Place should be conducted when you are instructed to do so by emergency personnel or your radio/television; or if you see a vapor cloud or smell an unusual odor outside.

- Gather all youth inside into one safe area.
- Call 911 and notify the Unit Director or designee. Staff should turn on and listen to the radio, television or use your cell phone and/or computer to listen or get emergency information from your local fire or police department
- Turn off all fans, heating, cooling, or ventilation systems.
- Close off non-essential program areas and storage areas.
- Stay alert to emergency announcements; emergency personnel from your local police or fire departments may give you specific instructions via loudspeaker.
- If determined necessary, you can provide a minimal amount of breathing protection by covering their mouth and nose with a damp cloth.
- BBGC staff, West Street Unit Director or designated staff should stay in touch with responding agencies/emergency personnel.
- BBGC staff, West Street Unit Director or designated staff and emergency personnel will determine whether to stay sheltered in place or to evacuate.

- BBGC staff will advise parents not to pick up until the incident is over. The presence of parents searching for their youth will only cause confusion and may lead to exposure to toxic chemicals. Once sheltered in place, you will not want to open the door to let parents in and out.
- Once the incident is over, inform parents and turn ventilation system back on.
- If youth and staff must evacuate the program area, parents will be notified by a phone call where and when they can pick up their child.
- West Street Unit Director or designated staff will report the incident to BGCA.
- West Street Unit Director or designated staff will complete a written incident report at the earliest opportunity; incident reports are kept on file in the West Street administration office.

Relocation Process

If Great Futures Club members need to evacuate, the West Street Great Futures program will provide safe transportation to the Imagine Nation Museum located at 1 Pleasant Street, if conditions are warranted and safe.

Transportation Options:

- | | |
|---------------|-------------------------------|
| ▪ Bus Company | ▪ National Guard |
| ▪ Police | ▪ Company Van (if accessible) |

The following steps will occur:

- Unit Director or designated staff will notify parents if evacuated from the program space or to an alternate location.
- A CPR and First Aid certified staff will accompany youth in the program and if evacuated/relocated.
- BBGC staff must bring a first aid kit, sign in/out sheet and phone with them to the relocation site.
- West Street
- Unit Director or designated staff will report the incident to BGCA.
- Unit Director or designated staff will complete a written incident report at the earliest opportunity
- All parents will be notified via phone call or Procure message.

Section 4: Family Partnerships

Family Involvement

Our facility has an open-door policy. Parents and guardians are encouraged to visit their children whenever possible. The facility also plans periodic educations, fun field trips and guest speakers that may do activities with the youth. Volunteers are more than welcome. To find out how you can get involved contact the Unit Director at (860) 583-4734.

Confidentiality

No information about any child or family will be shared with any agency or individual without written permission from the parent or guardian.

Partnerships with Schools

The Bristol Boys and Girls Club believes that school, the club, and home are three important pieces to youth development and success. However, Schools do not initially share information with the club whatsoever. With school an integral part of their development, the Bristol Boys and Girls Club is exploring the opportunity to build relationships with the schools that our members attend. No information will be shared with schools without prior consent from parents/guardians. If we feel that our work with your child can be better supplemented by conversations with school staff, the Family Engagement Coordinator will discuss with the parent/guardian and obtain written consent prior to initiating the conversation with the school.

Staff Communication with Parents

Staff members are always willing to communicate with families over questions and concerns. Please feel free to contact West Street staff via email, call, or Procure during normal operating hours. Contact information can be found on our website or through the Procure App. Staff will do their best to return your message as soon as possible. Don't hesitate to remind us if it has been over 72 hours without a response!

Parental Behavior Expectations

The Boys & Girls Club of Bristol is committed to providing the best possible experience for our youth and guests, as well as assuring the safety and overall wellbeing of our youth, parents, staff, and volunteers. To achieve this goal, a strong, positive relationship with parents and caregivers is essential. Therefore, all parents must behave responsibly consistent with the values of integrity, open communication, and mutual respect. Parents should always model positive and responsible behavior and a commitment to ethical behavior. In doing so, they not only show children how to appropriately address issues and concerns, but they assure that there is no disrespectful treatment of others.

This policy covers a broad range of behaviors considered detrimental to the values and safety of our organization; these behaviors are not all-inclusive. Parents who display inappropriate behavior that disrupts our environment may call for administrative action, including police involvement when indicated, involvement of legal counsel, or removal of a youth from the program. We hope that all parents join us in exhibiting behaviors that reflect healthy choices, healthy lifestyles, and respect for others.

General Acts of Parental Misconduct Include:

- Any disruptive behavior or comments, which are profane, insulting, harassing, sexist, racist, abusive, or disrespectful.
- Threatening in any way, a staff member, visitor, parent, or youth.
- Approaching someone else's child to discuss or chastise them because of that child's actions toward them.
- Smoking, taking drugs or consumption of alcohol on the premises.
- Withholding child information from staff upon registration (i.e. Behavioral IEPs, or any disability)

Enforcement will be based on a careful and fair assessment of each situation and may result in termination of participation in the program.

Grievance – Complaint – Compliment Policy

Most problems within a youth development facility are non-life threatening and can be resolved by:

1. Discussing the problem with the Club Staff
2. Discussing the problem with the West Street Unit Director
3. Discussing the problem with the Chief Executive Officer or Director of Operations
4. If the problem is not resolved, you may contact Boys & Girls Clubs of America (BGCA)

A Final Word

The decision to place youth in the proper environment is difficult but sometimes necessary for parents to support their families or provide their youth with an opportunity to socialize and learn. The Boys & Girls Club of Bristol will help your youth grow into caring, responsible, and healthy citizens.

GREAT FUTURES START HERE

Receipt and Acknowledgment of West Street Family Manual

I acknowledge that I have received an updated copy of the Boys & Girls Club of Bristol West Street Family Manual. I understand the Handbook's policies and procedures may be modified at any time with prior administrative approval. I agree to read this document and to follow the policies and procedures described herein.

If I have questions about this Handbook, I will contact the West Street Unit Director at (860) 583-4734.

Date: _____/20____

Parent/Guardian Printed Name

Parent/Guardian Signature