



BGC Safety Protocols

Youth Interaction

The Club prohibits all one-on-one interactions between youth and staff and volunteers, including board members.

Staff shall NOT:

- Initiate one-on-one contact with a member.
- Have a private meeting or communication with a member. This includes in-person meetings and virtual communications such as texting, video chat, and social media.
- Transport one member at a time. This includes personal and private vehicles.

Staff shall:

- Ensure meetings and communications (in-person and virtual) between members and staff and volunteers include at least three individuals.
- Ensure in-person meetings take place in areas where other staff and/or members are present.
 - Communicate to another staff if an emergency situation arises.

Exceptions may only be made when delivering medical or counseling services by a licensed, trained therapist, or similar professional or in an emergency situation. All exceptions shall be documented and provided to Club leadership.

Outdoor Activity/Injury Prevention

For more information on responding to/reporting on injuries, please refer to the Crisis Management Plan.

Staff shall NOT:

- Leave members unattended outdoors.

Staff Shall:

- Limit outdoor physical activities when temperatures reach 92 Degrees Fahrenheit.
- Restrict all outdoor physical activity when temperatures reach 95 Degrees Fahrenheit.
- Practice "Active Supervision" techniques.
- Immediately respond to all injuries and apply basic first aid, as needed.
- Write an accident report and have a parent/guardian sign the report.

Prescription Medication Policy

The Boys & Girls Club urges parents to schedule any necessary medication that needs to be taken outside of Club attendance. If the administration of any drug prescribed by a physician requires specific training, such as an injection (OTHER THAN EPI PEN), the Club will be unable to administer the medication. Such medication will need to be administered outside of Club hours.

If medication must be administered during Club hours, it must be done so in accordance with the following policy.

Authorization Requirements

- For a member whose medication must be administered at the Club, a medication distribution form for each medication must be in place before the administration of the medication.
- The medication and signed forms must be returned to the Club location before commencement in the program. The parent or guardian must personally deliver the medication.
- The first dose of medication should always be administered at home to ensure there are no allergic reactions to the medication.
- Prescribed medication shall be received in the container in which it was dispensed by the licensed prescriber/licensed pharmacist and labeled.

Medication Exclusions

The below listed medications will not be administered at the Club:

1. Over the counter medications
2. Herbal supplements
3. Homeopathic remedies
4. Shot administered medication (OTHER THAN EPI PEN)
5. Controlled substances

Record Keeping and Medication Storage

A secure area shall be designated for the storage of medication. Medication requiring refrigeration shall be kept in a refrigerator in an area not commonly used by members. Each dosage of medication will be logged and stored at the Club location.

Self-Administered Medications

Self-administration of any medication is not permitted at the Club. Members are not permitted to keep medication on their person or in their belongings.

If any of the policies outlined here are not met, the Club will refuse to administer any medications until all documentation is correctly received.

Electronic Communications

Staff shall NOT:

- Contact members through their personal phones/email addresses.
 - "Friend" members through their personal Facebook or other social networking site profiles.
- Staff Shall:
- Send email correspondence to members through their work email address only.
 - Send e-mails to groups of members, not individual members, as often as possible.
 - Copy a designated Club staff member on an email to an individual so that it is not a one-to-one communication.
 - Text members through a work phone or through work email only. When this is not possible, staff shall send the text to more than one recipient.

Technology for Members

Staff shall:

- Ensure active firewalls are in place on all BGC devices that club members have access to. Firewalls will prevent members from accessing inappropriate content and from downloading any unauthorized material.
- Ensure all members participate in Net Smartz or other BGCA approved online safety education program before they can use a BGC device.
- Monitor members at all times while on BGC devices. Staff actively roam through the classroom and monitor members' activity.
- Notify their supervisor and IT if there are any concerns regarding a device or member usage.
- Provide access to online educational games and activities and only allow internet access for homework and research and in the presence of staff.

To ensure the safety and privacy of all members, we prohibit the use of cell phones inside bathrooms at The Club during operational hours. We kindly request all members store their cell phones in their backpacks or ask staff to hold their phones before entering the bathroom.

Transportation

The Club only provides transportation to and from the Clubhouse and various approved off-site locations. The Club only transports youth in Club vehicles or other vehicles approved by Club leadership. Staff shall refer to the Crisis Management Plan for procedures following an accident/transportation related emergency.

Staff shall NOT:

- Transport Club members in personal vehicles, unless in case of extreme emergency or unless having obtained approval from the CEO.
- Transport one member at a time.
- Use electronic devices such as cell phones, PDAs, or other communication devices while transporting members to and from the Clubhouse or Club related activities.

Staff shall:

- Ensure at least three individuals are present when transporting members.
- Abide by the one-on-one policy when transporting members.
- Keep an updated list of all youth who are transported to and from the Clubhouse and Club related activities Drivers shall:
 - Abide by the driver MOU.
 - Perform regular checks to ensure all members are picked-up and dropped-off at the appropriate times and locations.
 - Immediately notify Club leadership if there is a delay or issue with transporting members to and from the Clubhouse or Club related activities.
 - Submit written reports detailing issues or incidents involving transporting members to and from the Clubhouse or Club related activities.

Supervision

Club activities shall be under continuous supervision by an appropriate adult at all times and should maintain reasonable ratios when supervising youth.

Adult: Youth –with minimum of 2 adults present:

Ratios:

Drop-in 1:20

Enrichment 1:20
Kinder 1:10
Summer Camp 1:20
Overnight 1:6
Swimming 1:10 + Lifeguard

Staff shall NOT:

- Use electronic devices such as cell phones, PDAs, or other communication devices while supervising members unless it is part of approved programming.

Staff shall:

- Abide by the Club's one-on-one contact policy.
- Abide by the Club's disciplinary policies and procedures.
- Ensure at least three individuals are present when supervising members.
- Maintain proper ratios at all times.
- Be trained on appropriate supervision tactics and behavior patterns and practice "Active Supervision".
- Ensure all youth volunteers are supervised by an adult staff member.
- Immediately notify Club leadership and/or submit written reports detailing supervision issues or incidents.

Restrooms

Restrooms shall be regularly monitored by designated staff. Monitoring includes walk-throughs and inspections at Main Club, and designated restroom breaks will be taken place at each BGC Burbank locations.

Staff shall:

- Only use designated adult restrooms. Should separate restrooms be unavailable, staff shall use restrooms at designated intervals to ensure they are not using restrooms at the same time as youth members.
- Intervene and notify Club leadership should inappropriate conduct be observed.
- Ensure restrooms are regularly cleaned and sanitized.

Staff observing unacceptable restroom conditions shall:

- Immediately notify Club leadership.
- Complete a Repair Request Form and submit to Club leadership.
- Document, in writing, restroom conduct incidents and report them to Club leadership as soon as possible.

Bullying

The Club will not tolerate any form of bullying at any Club activity on or off Club property. Bullying shall mean any written, electronic, verbal, physical or social act that willfully harms another. Aggravated bullying shall mean willful harm motivated by race, color, religion, ancestry, national origin, gender, sexual orientation, gender identity, mental disability, physical disability, appearance or socioeconomic status.

Staff who observe an act of bullying shall:

- Take immediate, appropriate steps to intervene. If the staff member or volunteer believes his/her intervention has not resolved the matter, they shall report it to his/her supervisor and

document the incident in writing.

- The Club Director or appropriate staff member will inform the parent or guardian of any member who was observed as a victim or perpetrator of bullying if the issue has not been appropriately resolved.
- Depending on the frequency and severity of the conduct, intervention, counseling, correction, discipline and/or referral to law enforcement will be used to remedy the impact on the victim and change the perpetrator's behavior.

Drugs

The Club has a duty to comply with the requirement of the Drug-Free Workplace Act of 1988. Please see the Employee Handbook for more information on the drug and alcohol-free workplace policy.

Staff shall NOT:

- Report to work or work while under the influence of drugs or alcohol.
- Report to work or work when using any drugs, except when the use is pursuant to a doctor's orders and the doctor has advised the employee that the substance does not adversely affect the employee's ability to safely perform his or her job duties.
- Engage in the unlawful or unauthorized manufacturing, distribution, dispensing, sale or possession of illegal drugs and alcohol in the workplace including on organization paid time, on organization premises, in organization vehicles or while engaged in organization activities.

Staff shall:

- Notify their supervisor and/or Club leadership if taking a legal drug which affects job safety or performance.
- Notify their supervisor and/or Club leadership within 24 hours of any criminal drug statute violation.

The Club further reserves the right to take any and all appropriate and lawful actions necessary to enforce this drug and alcohol-free workplace policy including, but not limited to, the inspection of organization issued lockers, desks or other suspected areas of concealment, as well as an employee's personal property when the organization has reasonable suspicion to believe that the employee has violated this drug and alcohol free workplace policy.

Out-of-Club Fraternization/Favoritism

Staff shall NOT:

- Show extreme favoritism toward any single member or group of members.
- Have any form (in-person or via technology) of unauthorized contact with members after hours.
- Conduct unauthorized visits to a member's home or allow a member to visit the staff member's home.

Staff shall:

- Complete the Babysitting Disclosure Statement form when entering into an agreement with a Club parent to babysit a member outside of Club operating hours.

Background Check & Barrier Crime Policy

The Boys & Girls Clubs of Burbank and Greater East Valley is committed to selecting and retaining the best staff and volunteers to serve its youth. As part of the initial selection process and on an ongoing basis, the Boys & Girls Clubs of Burbank and GEV will:

- (1) Conduct criminal background checks of all employees, including minors, board volunteers, volunteers who serve on a standing or enumerated committee, advisor or otherwise.
- (2) Conduct background checks on all volunteers, including minors who have direct, repetitive contact with Club members.

Name-based or finer-print based record searches may be used in any combination but shall, at a minimum:

- (a) Verify the person's identity and legal aliases
- (b) Provide a national Sex Offender Registry search, and (c) provide a national criminal record search.

Such checks shall be conducted prior to employment and at regular intervals not to exceed twelve (12) months. All background check findings shall be considered when making employment or volunteer decisions.

The Boys & Girls Clubs of Burbank and GEV will not consider an applicant eligible for employment or volunteer service, if such individual:

- refuses to consent to a criminal background check,
- makes a false statement in connection with such criminal background check,
- is registered, or is required to be registered on a State or National sex offender registry,
- has been convicted of a felony consisting of: murder, child abuse, a crime against children, including child pornography, spousal abuse, a crime involving rape or sexual assault, arson or, physical assault, battery
- Or has been convicted of a drug related offense committed within the last five years. In order to provide a safe environment for our staff and youth, BGCA national has implemented a policy that clubs are not to hire any employee with a record, which includes misdemeanors.

Barrier Offenses that automatically bar an individual from consideration as an employee or volunteer include:

1. Any Conviction for a felony offense;
2. Any Subsequent Arrest for a Violent or Sexual Felony;
3. Any Convictions or Subsequent arrests of the following misdemeanor offenses:
 - All crimes against children including child pornography; child molestation; child abuse; child abandonment; child neglect; enticing a child into a motor vehicle, structure or isolated area; endangering the welfare of a child; and the selling of controlled substances to a child or the use of a child to sell controlled substances.
 - Crimes involving sexual assault, rape, criminal sexual contact or lewdness.
 - Stalking and related offenses involving restraint, imprisonment, or criminal coercion.
 - Crimes involving assault with a weapon or an assault that results in bodily harm. - Terrorist threats.
 - Cruelty to animals.
4. Any attempt or conspiracy to commit any of the crimes listed.

Culture of Safety- Training Policies

The Boys & Girls Club of Burbank and Greater East Valley continually updates robust safety policies, programs and training for our staff and volunteers that are designed to promote child safety and protect young people from threats that are present in our society. We implement layers of safety policies and guidelines to keep our kids safe including:

- Infant/Child CPR & First Aid – All employees of BGC Burbank are required to be CPR/ First Aid certified. BGC Burbank provides two CPR & First Aid training opportunities per year in the fall and Spring Semester.
- Child Safety Sexual Abuse Prevention, Mandated Reporting & Grooming – All Employees are required to participate in Child Safety Sexual Abuse Prevention, Mandated Reporting and Grooming trainings. Trainings are held annually in the fall semester. For NEW HIRES: Child Safety Sexual Abuse, Mandated Reporting & Grooming must be completed within the first 30 days of employment.
- Club Crisis Management - All Returning and New employees are required to participate in Crisis Management training. BGC Burbank has a comprehensive Crisis Management Plan that all employees must review thoroughly with their respective supervisor annually.
- Food Handlers (Main Club & *select sites*) - Anyone on staff that handle and/or prepares food must have food handler certification. Food Handler's training must be kept current during employment at the Main Club house.

Membership Safety Policies and Procedures – Ensure each member's emergency and allergy information is up to date and accessible at all BGC Burbank and GEV locations.

Membership will provide school sites/activity centers a member profile containing the above information prior or on the first day of member attending the program.

BGC Burbank will no longer ask parents and/or guardians to sign the Parent Information Guide packet on site as this information will be collected via Parent Portal during enrollment.

Each Site Unit Director will have a print out of member's information on site filed in a binder in alphabetical order– **It is the responsibility of the Unit Director to file, organize, secure and maintain membership information at the site.** In the event, information is missing and or needs to be updated, Unit Director must contact Membership immediately via email.

Member files will be updated as the Club receives new enrollment- changes on roster will reflect each Monday.

- ***If child enrolls mid-week:***
 - *Membership will provide a scanned copy of the Emergency Contact sheet via email; this version will be used for the remainder of the week.*
 - *A completed member profile will be provided the following Monday to the Unit Director*
 - *Unit Director will write in member name on the roster until an updated roster is provided by membership the following Monday.*

Quality Control Plan:

Vice President and Finance will conduct quarterly internal audits to ensure all members are accounted for in the BGC Network.

Director of Programs, Director of Enrichment Sites, and Manager of Program Quality/Impact will spot check membership rosters and files to ensure each member's information is current and file appropriately.

Safety Collateral for BGC Burbank and Greater East Valley

All BGC Burbank and Greater East Valley locations must have the Boys & Girls Clubs of Americas Commitment to Safety Help information displayed in each classroom/lobby and/or near parent information boards. Information should be visible and accessible to all BGC staff, volunteers, club members and parents.

CONFIDENTIAL HELP

National Child Abuse Hotline 800-422-4453
Provides free 24/7 access for adults and youth to professional child abuse crisis counselors who offer crisis intervention and confidential referrals.

Child Safety Helpline 866-607-7233
Prosedium provides employees, volunteers, parents, and youth with anonymous helpline for reporting of suspicious or inappropriate behaviors regarding children.

Ethics Point Hotline 866-295-3701
Provides employees, volunteers and parents anonymous reporting of any unethical or illegal workplace activities.

Crisis Text Line Text CLUB to 741741
Provides free 24/7 access for adults and youth to confidential support with professional crisis counselors.

Report to Child Protective Services # _____
Provides 24/7 access for adults and youth local anonymous reporting of child abuse and/or neglect.

COVID-19 PROTOCOLS

It's important that you know we are doing everything possible to keep your child and our staff protected from its spread. We are also closely monitoring reports from the Centers for Disease Control and Prevention (CDC) and our local health department for all updated information.

Based on guidance from the CDC and DPH, we are asking for your cooperation with the following protocols:

- o DO NOT send your child to the Club if they are experiencing cold/flu symptoms, or are feeling sick in general.
- o You or an authorized family member be available to pick up your child in the event that they become noticeably sick at the Club.
- o If you are experiencing cold/flu symptoms, we ask that you NOT enter the Clubhouse. (Please send someone else or call the front desk, and we will bring your child out to you)
- o You could spread COVID-19 to others even if you do not feel sick.
- o Cloth face coverings should not be placed on young children under age 2, anyone who has

trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.

- If you are sick with COVID-19 or think you might have COVID-19, please DO NOT come to the Club. We strongly recommend you follow the CDC guidelines to self-isolate for 10 days and reach out to your healthcare provider for care instructions on checking your symptoms.

Current protocols in place at our Club to help prevent the spread of COVID-19 in the community:

- Children who become noticeably sick at the Club will be isolated immediately and parents/guardians will be contacted for immediate pick-up.
- PPE is provided and available to all staff members throughout the day when needed.
- Hand sanitizer is used when needed and available.
- All restrooms are closely monitored to ensure hand soap is always available.
- Routinely and hourly throughout the day, staff disinfect program areas and surfaces
- Signs that remind everyone about personal hygiene protocols are posted in Club.

Security Surveillance Policy

The Boys & Girls Club of Burbank and Greater East Valley, Inc. uses security cameras for the safety and security of Club members, staff and property. The security camera installation consists of dedicated cameras which provide real-time surveillance through a video management system. The primary purpose of security cameras is to discourage inappropriate and illegal behavior and activities and, when necessary, to provide assistance to law enforcement in the apprehension and prosecution of offenders, in accordance with applicable federal, state and local law regarding the confidentiality of library records

PUBLIC NOTICE

The Boys & Girls Club shall post and maintain signs at the entrances of each building giving notice of the use of security cameras for monitoring and recording activity in public areas of the Club property.

CAMERA LOCATION

Cameras are positioned to monitor public areas of the Club such as program areas, entrances and areas prone to theft, vandalism or other activities that may violate Club policy or criminal law.

Under no circumstances shall cameras be located in areas where patrons and/or staff have a reasonable expectation of privacy, such as restrooms.

ACCESS TO DIGITAL IMAGES

Video data is recorded and stored digitally. Recorded data is considered confidential and secure.

Access to live feeds of images and recorded video data is limited to authorized BGC Burbank staff designated by the CEO. Live feed activities are randomly monitored. Because the cameras will not be continuously monitored, the public and staff should take appropriate precautions for

their safety and the security of their personal property. The Club is not responsible for the loss of property or personal injury.

UNAUTHORIZED ACCESS AND/OR DISCLOSURE

Confidentiality and privacy issues may limit the general public from viewing security camera footage that contains personally identifying information about BGC club members and staff. All requests for disclosure of recorded images, except as stated above for law enforcement, shall be made submitted to the CEO.

Only authorized employees can view and/or export video footage. No unauthorized recording of video footage through cell phones, portable devices, or any other means is permitted.

RETENTION OF DIGITAL IMAGES

Recordings shall be kept for approximately 30 days with the exception of appropriate still shots or selected portions of the recorded data relating to specific incidents. The latter shall be retained for one year after the incident or until such time as any legal matters pertaining to the recording have been resolved. The storage media shall be kept in a secure area.

In situations involving banned patrons, stored still images may be shared with staff club wide.

PATRON PRIVACY

Video surveillance records are not to be used directly or indirectly to identify the activities of individual BGC Burbank and GEV patrons except as viewed in relation to a specific event or suspected criminal activity, suspected violation of Club policy or incidents where there is reasonable basis to believe a claim may be made against the Club for civil liability.

Authorized individuals may use a still shot or selected portions of recorded data to request law enforcement review for assessing the security risk of a specific individual or for investigating a crime on Club property.

Law enforcement officials or agencies may be provided access to the recorded data pursuant to a subpoena, court order or as permitted by law.

DISCLAIMER OF LIABILITY

A copy of this policy will be shared with any patron or staff member upon request.

The policy is posted on the Boys & Girls Club of Burbank official website under Club Safety Policies.