



**BOYS & GIRLS CLUBS**  
OF CHAVES & LINCOLN  
COUNTIES

---

# Parent Handbook

---

# 2026

CEO: Rick Lamb [rick@bgcclc.org](mailto:rick@bgcclc.org)

Ruidoso Program Director: Ziggy Arreola [ziggy@bgcclc.org](mailto:ziggy@bgcclc.org)

Roswell Program Director: Stephanie Hutchins [stephanie@bgcclc.org](mailto:stephanie@bgcclc.org)

## TABLE OF CONTENTS

---

|      |  |    |
|------|--|----|
| I.   | INTRODUCTION .....                                 | 5  |
| A.   | VISION STATEMENT .....                             | 5  |
| B.   | MISSION STATEMENT.....                             | 5  |
| C.   | DIVERSITY.....                                     | 5  |
| D.   | BGCCLC MEMBER GUIDANCE PHILOSOPHY .....            | 5  |
| E.   | CORE VALUES .....                                  | 6  |
| F.   | CORE SERVICE AREAS .....                           | 6  |
| G.   | MEMBER DEVELOPMENT OUTCOMES .....                  | 7  |
| H.   | PROGRAM SCHEDULE POSTING .....                     | 8  |
| I.   | CAPACITY.....                                      | 8  |
| J.   | HOURS OF OPERATION .....                           | 8  |
| K.   | HOLIDAYS .....                                     | 8  |
| L.   | LOCATION AND POSTING OF CLUB POLICY RULES .....    | 8  |
| II.  | ADMISSIONS POLICY .....                            | 8  |
| A.   | CONFIDENTIALITY OF INFORMATION.....                | 8  |
| B.   | MEMBERSHIP ELIGIBILITY.....                        | 8  |
| C.   | EXCEPTIONS TO MEMBERSHIP ELIGIBILITY.....          | 9  |
| D.   | MEMBERSHIP PROCEDURES.....                         | 9  |
| E.   | MEMBERSHIP FORMS .....                             | 9  |
| F.   | FEES PAYMENT & REFUNDS .....                       | 9  |
| G.   | ATTENDANCE.....                                    | 10 |
| H.   | MEMBERSHIP DATA POLICY .....                       | 10 |
| III. | STAFF TRAINING .....                               | 11 |
| A.   | TRAINING AND DEVELOPMENT .....                     | 11 |
| IV.  | CONDUCT OF MEMBER .....                            | 11 |
| A.   | BGCCLC CODE OF CONDUCT STATEMENT.....              | 11 |
| B.   | MEMBER CODE OF CONDUCT .....                       | 12 |
| C.   | ZERO TOLERANCE POLICY .....                        | 12 |
| D.   | PHYSICAL OR THREATS OF VIOLENCE.....               | 12 |
| E.   | CELL PHONES AND OTHER ELECTRONIC DEVICE USAGE..... | 13 |
| F.   | MEMBER DISCIPLINARY POLICY .....                   | 13 |
| V.   | SUPERVISION OF MEMBERS .....                       | 14 |

|      |  |    |
|------|--|----|
| A.   | MEMBER SUPERVISION POLICY .....                                    | 14 |
| B.   | SUPERVISION GENERAL GUIDELINES.....                                | 14 |
| C.   | FACILITY MONITORING PROCEDURES .....                               | 15 |
| D.   | BATHROOM ACTIVITIES.....   | 15 |
| E.   | ADMINISTRATION VISITS TO THE CLUBS.....                            | 15 |
| F.   | MEMBER RELEASE AND MONITORING.....                                 | 15 |
| G.   | MEMBER PICK UP PROCEDURES .....                                    | 16 |
| H.   | SHOES .....  | 16 |
| I.   | DAMAGE .....   | 16 |
| VI.  | 'STAFF TO MEMBER POLICY .....                                      | 16 |
| A.   | BGCCLC POSITIVE GUIDANCE STATEMENT.....                            | 16 |
| B.   | STAFF/VOLUNTEER CODE OF ETHICS.....                                | 16 |
|      | Conflicts of Interest.....   | 18 |
|      | Assets, Financial Reporting and Transactions .....                 | 18 |
|      | Confidential Information.....                                      | 18 |
|      | Political Contributions .....                                      | 18 |
|      | Reporting and Investigations .....                                 | 19 |
| C.   | PROHIBITED FORMS OF DISCIPLINE.....                                | 20 |
| D.   | PHYSICAL CONTACT .....   | 20 |
| E.   | VERBAL INTERACTIONS.....   | 21 |
| F.   | ONE ON ONE INTERACTION.....  | 21 |
| G.   | OUTSIDE CONTACT .....  | 22 |
| H.   | GIFT GIVING.....   | 22 |
| I.   | SOCIAL MEDIA .....   | 22 |
| J.   | REPORTING INAPPROPRIATE BEHAVIORS OF STAFF TO MEMBER CONTACT ..... | 23 |
| VII. | MEMBER SAFETY .....  | 24 |
| A.   | BGCCLC MEMBER SAFETY STATEMENT & HAZARD MANAGEMENT .....           | 24 |
| B.   | SEARCHES .....   | 24 |
| C.   | MANMADE & NATURAL DISASTER PLAN .....                              | 24 |
| D.   | FIRE EVACUATION .....  | 24 |
| E.   | WEAPONS (ZERO TOLERANCE).....                                      | 25 |
| F.   | BOMB THREAT .....  | 24 |
| G.   | SEVERE WEATHER .....   | 24 |
| H.   | HEAT AND EXTREME COLD.....   | 24 |

|       |   |    |
|-------|---|----|
| I.    | FAMILY DISCLOSURE POLICY .....                        | 25 |
| J.    | VISITORS.....   | 26 |
| K.    | VOLUNTEERS .....                                      | 26 |
| L.    | SAFETY INSPECTIONS .....                              | 27 |
| VIII. | CHILD ABUSE AND NEGLECT-MANDATORY REPORTING .....     | 27 |
| A.    | BGCCLC STATEMENT ON ABUSE AND NEGLECT REPORTING ..... | 27 |
| B.    | TYPES OF ABUSE .....                                  | 27 |
| IX.   | MEMBER HEALTH .....                                   | 28 |
| A.    | HEALTH, SANITATION AND SAFETY .....                   | 28 |
| B.    | COMMUNICABLE DISEASE .....                            | 28 |
| C.    | THE DEFINITION OF AN ILL MEMBER OR STAFF.....         | 29 |
| D.    | FIRST AID.....  | 29 |
| E.    | MEDICAL EMERGENICES.....                              | 29 |
| F.    | MEMBERS WITH SPECIAL HEALTH NEEDS.....                | 29 |
| G.    | FOOD SAFETY AND NUTRITION .....                       | 30 |
| H.    | DISPENSING AND STORAGE OF MEDICATION .....            | 30 |
| I.    | PET POLICY .....                                      | 31 |
| X.    | TRANSPORTATION OF MEMBERS .....                       | 31 |
| A.    | VAN SAFETY AND USAGE GUIDE.....                       | 31 |
| B.    | WHEN TRANSPORTING MEMBERS BY BUS OR BGCCLC VAN.....   | 32 |
| C.    | PUBLIC TRANSPORTATION .....                           | 32 |
| D.    | USE OF PERSONAL VEHICLES .....                        | 32 |
| XI.   | FIELD TRIPS .....                                     | 32 |
| A.    | TYPES OF FIELD TRIPS .....                            | 32 |
| B.    | PROCEDURES.....                                       | 32 |
| C.    | OVERNIGHT TRIPS AND EVENTS.....                       | 33 |

# I. INTRODUCTION

## A. VISION STATEMENT

Boys & Girls Clubs of Chaves and Lincoln Counties (hereafter BGCCLC) has a Vision - **To provide a world-class Club Experience that assures success is within reach of every young person who enters 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.**

## B. MISSION STATEMENT

The mission of the BGCCLC is - **To enable all young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens of good character.**

## C. DIVERSITY

BGCCLC is committed to the promotion of diversity in all its activities. We believe every kid has what it takes. The mission and core beliefs of Boys & Girls Clubs fuel our commitment to promoting safe, positive, and inclusive environments for all. Boys & Girls Clubs of America support all youth and teens – of every race, ethnicity, gender, gender expression, sexual orientation, ability, socio-economic status, and religion – in reaching their full potential. Members at BGCCLC learn about their own cultures, as well as the variety of cultures and beliefs throughout the world.

Activities such as cultural dance, music, art and food are integrated into core programming, along with field trips and special events, to expose members to different cultures.

## D. BGCCLC MEMBER GUIDANCE PHILOSOPHY

As a high quality out-of-school time program, BGCCLC is committed to promoting emotional and social development for our members, in addition to their academic achievement. Therefore, BGCCLC has developed a thoughtful, consistent, positive approach to member guidance that is appropriate to the age and individual needs of the members we serve.

BGCCLC' member guidance philosophy is based on time-tested principles in eliciting positive behaviors and fostering the progressive development of members. These include the following:

- Understanding of growth and developmental stages of members
- Maintaining consistency in rules, routines and discipline
- Modeling of appropriate behaviors and attitudes
- Allowing members to share their feelings and suggested solutions to problems
- Reducing opportunities for misbehavior through effective group control
- Teaching members coping mechanisms
- Praising appropriate behavior
- Working cooperatively with families to resolve ongoing behavioral challenges

BGCCLC places a priority on positive guidance methods that promote the setting of clear-cut limits for members and for the development of self-control, self-esteem and respect for the rights of others. Guardians are considered partners in finding solutions that will eliminate negative behaviors. In addition to giving feedback to guardians at pick-up time, BGCCLC staff can also make arrangements with families for a sit-down meeting to brainstorm effective child guidance techniques for their children.

## **E. CORE VALUES**

Each member receives the opportunity to participate in activities which foster self-development and growth in six core service areas: **Character & Leadership Development; Education & Career Development; Health & Life Skills; The Arts; Sports, Fitness, & Recreation; and Outdoor & Environmental Education.**

## **F. CORE SERVICE AREAS**

BGCCLC provides diverse activities that meet the interests of all members. Core Programs engage members in activities with adults, peers, and family members that enable them to develop self-esteem and to reach their full potential. All activities are provided in an age-appropriate format to early elementary, elementary, middle school and high school level members. Many use field-tested curricula developed by the Boys & Girls Clubs of America (BGCA).

Based on physical, emotional, cultural and social needs and interests of our members, and recognizing appropriate developmental principles, Clubs offer program activities in six areas:

- **Character & Leadership Development** – empowers members to support and influence their Club and community, sustain meaningful relationships with others, develop a positive self-image, participate in the democratic process and respect their own and other's cultural identities. Some examples of Character & Leadership Development activities are:
  - Community service projects
  - Torch Club for members ages 10 -13
  - Keystone Club for members ages 14 - 18
  - Passport to Manhood
  - Member recognition events
  - BGCA Youth of the Year Competition
  - Mentorship of smaller members by teen members
  - Jr Staff Program
- **Education & Career Development** – enables members to become proficient in basic educational disciplines, apply learning to everyday situations and embrace technology to achieve success in a career. Some examples of Education & Career Development activities are:
  - Homework help (one hour per day)
  - Reading circles and book clubs
  - Lego league and other STEM-based activities
- **Health & Life Skills** – develops member's capacity to engage in positive behaviors that nurture their own well-being, set personal goals and live as successful and self-sufficient adults. Some examples of Health & Life Skills activities are:
  - Smart Moves
  - Nutrition education
  - Techniques for avoiding peer pressure
  - Healthy Relationships
  - Making Proud Choices
  - Life Skills
  - Healthy Habits

- **Arts & Culture** – enables members to develop their creativity and cultural awareness through knowledge and appreciation of the visual arts, crafts, performing arts and creative writing. Some examples of Arts & Culture activities are:
  - Wide variety of arts and crafts activities
  - Music, dance and drama
  - Mural production
- **Sports, Fitness & Recreation** – helps members develop fitness, positive use of leisure time, skills for stress management, appreciation for the environment and social skills. Some examples of Sports, Fitness & Recreation activities are:
  - Gym activities
  - Lifetime sports
  - Games room
  - Tournaments

## **G. MEMBER DEVELOPMENT OUTCOMES**

The Boys & Girls Clubs Movement engages members in activities that are fun and enjoyable while supporting development of the capacities described below. This is accomplished through Club programs and in discussions between staff and members. Expected outcomes for member participating in programs are:

**Positive Self-Identity:** Members have a healthy self-concept, a strong belief in their self-worth and a sense of hope about their future. They are adept at setting and attaining goals, confidently making the necessary decisions to achieve their life plans.

**Competencies:** Members have the knowledge, skills, strategies and attitudes necessary to have a positive foundation for success. Members become competent by mastering tasks, demonstrating to themselves that they can do things well. They develop competence in the following areas:

**Educational:** Members are proficient in basic educational disciplines and have the capacity to utilize technology. After graduating from high school, they are motivated to pursue learning opportunities throughout their lives.

**Employment:** Members have the skills and attributes to be successful in the workforce. They are motivated to constantly develop new abilities and hone existing skills to maintain a competitive edge.

**Social:** Members are able to develop and sustain positive relationships with others.

**Emotional:** Members are able to recognize, reflect on and appropriately express their emotions, manage stress and cope with positive and adverse situations.

**Cultural:** Members have an understanding and respect for their own cultural identity and for the cultures of others; they are able to contribute in a multicultural society and demonstrate tolerance for differences among people.

**Community and Civic Involvement:** Members have a sense of belonging to their community, family, and/or group, and are willing to take civic responsibility. Members work closely with others to contribute to the greater good.

**Health and Well-Being:** Members live healthy lives, take part in regular fitness activities, are able to access health care resources and engage in positive behaviors. They use sound judgment about personal safety, nutrition and avoidance of alcohol, drugs and premature sexual activity.

**Moral Compass:** Members have values enabling them to develop positive relationships with others. These values include honesty, a sense of justice and fairness, respect, caring and spirituality.

#### **H. PROGRAM SCHEDULE POSTING**

All program schedules are posted in the program areas, revised and reviewed regularly.

#### **I. CAPACITY**

At the present time, capacity is determined by space, group size and staffing levels. Typical group sizes are 1 staff member to 15 members. ~~with a maximum of 1 staff member to 20 members.~~

#### **J. HOURS OF OPERATION**

In general, BGCCLC clubs are open for operation Monday through Friday during the

following hours: School Year: (2:30pm – 6:00pm)

Extended Days: (7:30am – 6:00pm)

Summer: (7:30am – 5:30pm)

Dates and times are structured to accommodate the local Public Schools Yearly Academic Calendar. Schedules vary from club to club and are posted in each club's lobby.

#### **K. HOLIDAYS**

We are closed on the following holidays each year: New Year's Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving (Thursday and Friday), Christmas Eve and Christmas Day. The Remind app will post any other holidays or Club closings in advance.

#### **L. LOCATION AND POSTING OF CLUB POLICY RULES**

The Parents Manual shall be posted on the club's Facebook page and webpage. Parents may request to schedule a conference to discuss matters concerning their child with the Program Director.

### **II. ADMISSIONS POLICY**

#### **A. CONFIDENTIALITY OF INFORMATION**

The privacy of members and their families is of the utmost importance to the BGCCLC. All membership forms, health history forms and other documentation regarding club members and their families will be kept in strict confidentiality and placed in individual members' files. These records are stored in a secure area.

#### **B. MEMBERSHIP ELIGIBILITY**

Members between the ages of 5-18 years old (enrolled in grades K-12 or equivalent), regardless of race, color, creed, neighborhood or county of residence, gender, income, family status or ability is eligible and welcome to become a member. BGCCLC does not discriminate on the basis of race, color, creed, ancestry, national origin, gender, sexual orientation, handicap or disability.

### **C. EXCEPTIONS TO MEMBERSHIP ELIGIBILITY**

The school registration requirement is waived for members who are home-schooled. If a member is enrolled in a GED High School equivalency program, has graduated from high school early, or is still in high school, he or she is still eligible to be a member up to nineteen years of age.

### **D. MEMBERSHIP PROCEDURES**

The Program Director or designee is responsible for providing the member or guardian a full membership application. In general, the guardian is able to complete the membership application at the Club.

Membership may be limited due to space availability and the interested member will be placed on a wait list.

### **E. MEMBERSHIP FORMS**

#### **a. Required forms:**

*Membership Form (Signed & Completed)*

*Signed Parent Handbook Form*

The membership form asks for basic information about the member applicant, including emergency contact information and data regarding the member's eligibility for income-qualifying services.

### **F. FEE PAYMENT & REFUNDS**

#### **a. Annual Membership Fee**

The annual membership fee for at BGCCLC is currently \$20 for all private pay members. Membership is valid during the current calendar year. A membership with BGCCLC provides members with a safe place to play learn and interact with other members and staff. We also provide nutritionally balanced meals and/or snacks. All fees are subject to change with a 30-day notice.

#### **b. After School/ All Day Fee**

The Boys & Girls Clubs of Chaves & Lincoln County locations are a New Mexico After School Care Licensed Provider. Fees are based on household income, with fees currently waived for households with up to 425% of Federal Poverty Level incomes. If you do not meet the requirements and are on private pay, the fee for the after-school program is \$100 per month and \$16.00 per day for an All Day. There is no pro-ration or refund available if a member does not attend the entire month. In the event a change in this fee is warranted, a 30-day notice will be provided.

A late payment fee of \$5 will be applied to accounts when the After School Fee is not paid by the 5<sup>th</sup> of the month.

All fees must be paid by the 15<sup>th</sup> of the month without a payment agreement.

#### **c. Summer Fee**

During the summer months, BGCCLC programming moves from after school programming to all day programming. As a result, the summer camp registration fee varies from site to site depending on hours, type of summer registration and field trips. Each club site provides summer registration information to

interested guardians listing dates and hours of operations, fees and type of camp activities. Summer fees are charged weekly with the due date being Monday of the week prior.

#### **d. Refunds of Fee**

BGCCLC is a membership organization, once fees are paid, it is non-refundable.

**e. Late Fees**

The BGCCLC late pick up policy was created to address when a child is picked up after the posted cleaning time. Children picked up past this time will incur a \$1.00 per minute late charge. Children picked up past 10 minutes after closing will incur an additional \$20.00 penalty, on top of the late charge.

**f. Scholarships**

BGCCLC strives to serve members regardless of ability to pay. If a member's guardian(s) cannot afford the membership fee, a scholarship application may be completed. Once the application and related documentation is received, the information is forwarded to our Scholarship Committee for evaluation based upon household income and available scholarship funds.

**g. Capacity Limits**

BGCCLC serves its members on a drop-in basis. From time to time, based upon capacity limits a minimum number of days attendance per week may be instituted. On occasion, a special field trip or event will require a nominal fee. This information is included on the field trip permission slip that is distributed to guardians for review and signature.

**h. Accounting Functions**

The accounting function of BGCCLC is housed at the Ponderosa Unit, 134 Reese Dr in Ruidoso. Guardians pay any fees or charges directly to the local Club's Program Director or designee. The Program Director issues a duplicate receipt, giving the guardian the original and retaining a copy for BGCCLC records. All payments are forwarded to BGCCLC's Accounting Department for processing and depositing into the correct account. The Accounting Department will advise the club if a check is returned marked Not Sufficient Funds or if additional information is needed from the guardian regarding payment.

The BGCCLC policy on returned checks is that the full amount, plus a \$25.00 returned check fee must be paid by cash with 10 days of notification.

**G. ATTENDANCE**

**a. Attendance Procedures**

All members entering the building or getting on a Club transportation vehicle must be CHECKED IN

- Members register by being checked in at the Front Desk.

An Authorized person may check out a member by presenting their ID at the Front Desk. The Front Desk attendant will verify the individual is authorized to pick up the member and call for that member to come to the front.

Club members are required to participate in the program daily. We expect members to be here at least 4 Days a week until 5:00 PM. We are not a pickup service, so you can avoid the school pick-up line. We ask that you leave your child/ren till at least 5:00 PM. If we find that your child is checking out before 5:00 p.m. every day, you will be given a warning. If you continue to pick up your child before 5:00 p.m., your child will be suspended for one week. If this continues after suspension, then your child will be disenrolled from the program. Boys and Girls Club of Chaves & Lincoln Counties is an enrichment program to help those in need. If you are using the Club as a pickup service, you are taking from a child who needs a safe place to go.

- There is a waiver form available to fill out for events that will happen outside of the Club and preventing them from participating in programs during the time the members are expected to be at the Club.

- If a member has not been at the Club for 14 consecutive days, they will be automatically disenrolled from the program.

## **H. MEMBERSHIP DATA POLICY**

The assigned Data Entry Specialist at each site must enter membership data into the member tracking system in an accurate and timely manner for the reporting and operational requirements of BGCLC. The information from the attendance rosters are used for the following purposes:

- Forward planning of programming
- Financial allocations
- Staffing levels / Resource allocation
- Performance measurements
- Grants
- National BGCA reporting

## **III. STAFF TRAINING**

### **A. TRAINING AND DEVELOPMENT**

BGCCLC recognizes that its most important resource is its employees. BGCCLC is committed to the training and development of its entire workforce so that they will gain the necessary skills to reach their full potential. This will assist in enabling staff to achieve their aims and objectives that are to provide specialized, high-quality care for our members. By increasing skills and knowledge BGCCLC will present confident, highly qualified working staff as an effective and efficient team. This policy respects equal opportunities and applies to all employees.

*Individual* training and development needs will be identified through:

- Training needs analysis
- Annual Performance Appraisals
- Requests from employees.
- Regulatory/Grant funded requirement

*General* training and development needs identified will be met through a variety of activities, (seminars, webinars, books, etc.) depending on the nature and extent of the requirements deemed necessary after assessment.

Occasionally it may be necessary to close the Club in order to perform staff training. If such a time is deemed necessary, families will be notified in advance.

## **IV. CONDUCT OF MEMBER**

### **A. BGCCLC CODE OF CONDUCT STATEMENT**

BGCCLC recognizes and supports member's self- worth and accomplishments. Staff encourage members and provide positive reinforcements as the members make improvements and experience successes. Staff encourage members to develop a moral character and behave ethically. This policy will be observed by and adhered to all members regardless of relation to any member of staff.

BGCCLC has a direct responsibility to ensure the site is emotionally and physically safe. Staff are responsible for supervising the conduct of members while active in programming, recognizing, and rewarding positive behavior and enforcing behavior standards.

Exceptions to this Code of Conduct may be allowed based on the type of programming or specific rules of the club.

## **B. MEMBER CODE OF CONDUCT**

- I will honor the BGCCCLC member code of conduct when I participate in all club activities.
- I will be a law-abiding citizen.
- I will respect myself, fellow members, staff, and the facilities.
- I will have my coat, hat, and book bag in the designated club location.
- I will remain drug, alcohol, and tobacco free at the Club.
- I will be responsible for all my personal belongings, including electronic devices. I agree that my electronic devices will not interfere with programming, and will be used in a productive and positive way relative to my club policies
- I will use words that are respectful.
- I will report uncomfortable or dangerous behavior.
- I will cooperate with all directions and requests by BGCCCLC staff.
- I will eat or drink only in designated areas and dispose of garbage properly.
- I will refrain from touching other Club members.
- I will use only assigned Enter or Exit ways to enter or exit BGCCCLC.
- I will enter the club and remain free of weapons with peaceful intentions.
- I will refrain from intimate behavior.

## **C. ZERO TOLERANCE POLICY**

The following violations of the Member Code Conduct will result in immediate suspension with a recommendation for disenrollment: (See Member Disciplinary Policy)

- Weapons
- Illegal drugs
- Predatory sexual behavior
- Use of an object with intent to inflict bodily harm
- Severe acts of violence
- Severe threats of violence
- Use of racial slurs
  - Any racial slur is an automatic 5-day suspension
- Bullying
- Exposing oneself
- Tobacco or vaping devices

Moreover, if the behavior warrants, Club management may contact appropriate authorities to pursue criminal prosecution for severe behavior that risks the safety and well-being of staff, Club members, and/ or visitors.

#### **D. PHYSICAL OR THREATS OF VIOLENCE**

Violence puts everyone at risk, it does not stop at the end of the fight; there is always retaliation. Retaliation spills over to BGCCLC, the schools, the neighborhoods thus, putting other members, staff, adults, and our ~~guests at risk of being injured~~.

For our members, staff and guests, security and safety are our #1 priority. Therefore, BGCCLC have adopted a Physical Violence policy on physical violence and menacing behavior. It is not our intention or goal to easily dismiss any of our members, staff will make every attempt to properly communicate with any of its members to resolve issues that may arise. Staff will use suspensions and disenrollments only as a last resort. Staff is responsible for making a report of *any* behavior, verbal or non-verbal that they have witnessed which they regard as threatening or violent; regardless of the relationship between the individual who initiated the threat or threatening behavior and the person(s) who were threatened or were the focus of the threatening behavior. Incidents will be documented and placed in the member's file.

The purpose of this policy is to establish the proper guidelines to prevent inappropriate incidences while promoting positive life skills and strong character development. All Program Directors and managers will be required to comply with this policy. This policy will apply to all members without prejudice.

#### **E. CELL PHONES AND OTHER ELECTRONIC DEVICE USAGE**

BGCCLC's primary goal is to provide quality programming and fun experiences to its Members. Prohibiting the use of cellphone and other electronic devices allows members to gain more from programming, build better relationships with peers and staff through face-to-face interactions, allows for enhanced focus without the distractions, minimizes the opportunity for theft, minimizes embarrassing or hurtful social media incidences and other Members will not be distracted away from programming.

In order to optimize experiences, BGCCLC have adopted the following policy:

1. Cell phones and other electronic devices must be secured by the member while in BGCCLC facilities unless used as a tool of a BGCCLC program. Programming that requires the use of these devices must have prior approval of Program Director.
2. Texting, conversation, e-mail, game play, taking pictures and/or using the camera features will not be allowed.

#### **F. MEMBER DISCIPLINARY POLICY**

##### **Progressive Behavior**

In the instance where member behavior is not in alignment with code of conduct or other club policies behavior interventions should be used. The following steps will generally be taken.

1. **Verbal Reprimand**—When inappropriate behavior first becomes evident, the staff member

who witnessed the behavior will clarify for the Club member what behavior is expected. A short "time out" may be given. Staff will also clarify what consequences the Club member can expect if the unwanted behavior reoccurs.

2. **Written Documentation and Parent Notification**—If the unwanted behavior continues, a

staff member will verbally reprimand the Club member and document the problem in writing. Staff will notify the Program Director of the incident, and the Program Director will communicate with the parent/guardian within 24 hours to ensure that the member and parent/guardian understand the consequences should the unwanted behavior continue.

3. **Parent Conference**—Should unwanted behavior continue; the Program Director will meet with the Club members and parent/guardian to determine a coordinated action plan to improve

behavior immediately. The Program Director will also discuss suspension from the Club as a possible

consequence of further problems. Once a meeting has been scheduled, if the parent/ guardian does not show, the member will immediately be suspended until a future meeting is scheduled and an action plan is put into place.

4. **Suspension**—Should unwanted behavior continue; the Program Director may suspend active

membership for one to five days, depending on the severity of the behavior. Staff will contact the parent/guardian to ask him/her to pick up their child. If the parent or any other family member cannot be contacted or cannot pick up the child at that time, the member will be placed in supervised “time out” until someone can be summoned.

5. **Disenrollment**—If the above steps do not correct the behavioral problems, the CEO can disenroll the member. This can be either permanent or for a period of time. If the member is allowed to return to the Club, if a verbal reprimand does not correct the inappropriate behavior, the member will automatically be disenrolled from the Club.

#### **Immediate Suspension or Disenrollment:**

The Boys & Girls Clubs reserves the right to suspend or disenroll a Club member immediately. Moreover, if the behavior warrants, Club staff may contact appropriate authorities to pursue criminal prosecution for severe behavior that risks the safety and well-being of staff, Club members, and/or visitors. For example, the inappropriate use or distribution of alcohol or any illegal substance on Club property or during Club-sponsored events or activities may result in immediate suspension of membership privileges and disenrollment.

#### **\*At no time will the staff members use corporal punishment as discipline.**

Staff members always model positive behavior management techniques with children and youth and respectful communication and interaction with other staff members, parents/guardians, and others. Likewise, we expect respectful behavior from the program's parents and children. Enrollment may be terminated if this does not happen.

Parents are not to approach the YDPs at any time. They will communicate through the Program Director. If it is found that a parent approaches or threatens a YDP or any other staff member, this could be a means of immediate disenrollment of your child/ren from the program, and they will not be allowed to return.

## COMPLAINT PROCEDURES

If you have any issues or concerns, please address them with the Program Director as soon as possible so they can be resolved privately. Contact the Club via telephone or email and verbally request to speak with the Program Director during non-program hours. If we are unaware that there is a problem, we cannot work to resolve it. We want to provide an atmosphere where your child feels safe and has fun while learning, and we want to work closely with you positively and constructively to ensure that happens. Bashing the Club on social media could result in the disenrollment of your child/ren from the program.

## V. SUPERVISION OF MEMBERS

### A. MEMBER SUPERVISION POLICY

BGCCLC recognizes that monitoring and supervision are critical functions of abuse prevention and provide protection to members, staff, volunteers, and the club itself. When interactions are monitored, allegations of abuse or wrongful acts are more easily and accurately investigated and resolved.

The purpose of this policy is to develop procedures and practices that minimize the risk of abuse or accidental injury to children and members while they are participating in club sponsored events, protects staff from mistaken or groundless allegations, reduces BGCCLC's liability, and builds guardians and volunteer confidence in our programs.

To ensure the safety and well-being of all members, this policy applies to all staff that work with or supervise club members. Adherence to these will ensure fairness and consistency in protecting our members and staff.

#### a. Staff to Member Ratio

Club activities should be under continuous supervision by a staff member and should maintain reasonable ratios when supervising youth. The maximum ratio should be based on an activity and location.

| Maximum Ratios by Type | Staff                                | Youth |
|------------------------|--------------------------------------|-------|
| Licensed Care Facility | 1                                    | 15    |
| Day Trips/ Outside     | 1                                    | 10    |
| Overnight              | 1 (with minimum of 2 adults present) | 10    |

### B. SUPERVISION GENERAL GUIDELINES

- Staff and members shall not have 1 to 1 unsupervised contact while in the Club.
- No member should be unsupervised at any time in program areas or at a club sponsored event. Staff must approve any unsupervised transition through the facility and monitor timely return. If a member does not return on time, staff must notify others to locate.
- Staff should do periodic sweeps of the entire activity area. If members are lingering outside of the planned activity area, the staff should encourage these members to join an activity.
- A schedule of programming is posted and distributed to staff.
- All members must check in and out at the front desk in order to maintain an accurate count of individuals within the Club at any given time.

- The Club site may accept a telephone call from a guardian for the release of a member to a newly designated person. Staff must request, and receive, the safe word on file in order to honor the request to allow someone not already authorized to pick up a member for that day. This can only be done once before the parent/ guardian must come into the Club with photo ID and add the person onto the account before that person can pick up the member again.
- All Club employees are strictly prohibited from socializing with members while off duty or dating or pursuing romantic or sexual relationships with any Club members.

### **C. FACILITY MONITORING PROCEDURES**

Building architecture can increase or mitigate the risk of an incident or accident. In order to ensure that all of the Club's buildings are properly and consistently monitored, Program Directors must designate a club employee(s) who will complete a site-inspection at various times throughout the day.

### **D. BATHROOM ACTIVITIES**

#### Monitoring Club Bathrooms

- i. In order to minimize horseplay and inappropriate behavior in the bathrooms, members must ask permission before using the bathrooms, so that staff and volunteers know who is going to the restroom and when. When possible, no more than 1 person of each gender should be allowed to go to the bathroom per group.
- ii. Club staff and volunteers should randomly and periodically monitor bathrooms to ensure that members are not lingering there. It is important that staff and volunteers periodically check restrooms in order to identify quickly any issues which may arise.

Staff and volunteers should use staff-only bathrooms. When staff-only bathrooms are not available, staff should ensure that the restrooms are not being used by members at the same time.

### **E. ADMINISTRATION VISITS TO THE CLUBS**

Directors and other Club leadership must regularly visit all Club programs to ensure that all activities are well-managed and that Club policies are observed by all in attendance. It is recommended that these visits be unannounced when possible.

### **F. MEMBER RELEASE AND MONITORING**

BGCCLC has the highest regard for the safety of our members. Even when all precautions are properly observed, emergencies can still arise. Therefore, the purpose of this policy will be to take every opportunity and every attempt to carry out the daily preventive procedures to ensure the security of the Club members is maintained at all times.

#### **a. Procedures Aimed at Reducing Risk**

When opening up the Club at the beginning of the Program Session, staff will make sure of the following:

- ALL MEMBERS entering the building must SIGN or SCAN IN
- Members register by scanning or signing in at the Front Desk
- Unapproved adults/adults not listed on member form shall not be allowed to pick up member.

- Any strangers found to be lurking around will be brought to the attention of the Program Director
- Staff are to be constantly aware of where members are within the building.

Staff should always know the number of members in their area at all times. As a group moves from one area to another, they should count the number of members in their group to assure an accurate count.

#### **G. MEMBER PICK UP PROCEDURES**

Staff are responsible for ensuring members are picked up by individuals who are authorized to pick up each member by checking a photo ID and comparing that to the list of authorized persons in the member tracking system every time before calling for the member to leave. If the authorized person has forgotten their photo ID, they may use the safe word no more than once per week.

Members picked up after closing time will be assessed a late charge of \$1 per minute. Members picked up more than 10 minutes late will also be assessed an additional penalty of \$20. After 15 minutes late, we will contact the police and/or CYFD.

#### **H. SHOES**

Shoes provide adequate protection for the feet during outdoor play. Flip-flops, open-toed sandals, jelly shoes, and shoes with heels are prohibited as they present a safety hazard.

Children not wearing appropriate sneakers/tennis shoes or Crocs in sports mode will not be permitted to participate in activities, and parents will be called for appropriate shoes.

#### **I. DAMAGE**

Except for normal or reasonable wear and tear, if a child damages something that belongs to the Boys and Girls Club of Chaves & Lincoln Counties, the parents will pay for its repair or replacement.

### **VI. STAFF TO MEMBER POLICY**

#### **A. BGCCLC POSITIVE GUIDANCE STATEMENT**

The essence of the BGCCLC's mission is to support our members as they develop and build values, skills and self-esteem. Adults are employed, or volunteer, to carry out that goal. They are expected to perform their job responsibilities at all times in a professional manner. Members have the benefit of seeing positive role models in the staff.

BGCCLC member guidance philosophy is based on time-tested principles to elicit positive behaviors and foster the progressive development of members. BGCCLC places a priority on ***positive guidance methods*** that promote the setting of clear-cut limits for members and for the development of self-control, self- esteem, and the respect for the rights of others.

#### **B. STAFF/VOLUNTEER CODE OF ETHICS**

The purpose of "A Matter of Trust: Our Code of Ethics" is to help ensure that all Staff Members of the Boys & Girls Clubs of Chaves and Lincoln Counties (BGCCLC) adhere to

and promote proper ethical standards, abide by the law, and preserve the organization's integrity, reputation, professional and business relationships.

The BGCCLC is an equal employment, affirmative action employer and is committed to providing a workplace that is free of discrimination of all types from abuse, offensive or harassing behavior.

At the BGCCLC, everyone should feel comfortable to speak his or her mind, particularly with respect to ethics concerns. The BGCCLC will benefit tremendously when employees exercise their power to prevent mistakes, wrongdoing, and unethical behavior. The BGCCLC management will investigate all reported or questionable unethical behavior. In every instance where improper behavior is found to have occurred, BGCCLC management will take appropriate action. The BGCCLC will not tolerate retaliation against employees who raise genuine concerns in good faith.

Staff Members of BGCCLC represent BGCCLC both in their professional and private lives. Any action by an individual employee is a reflection of the BGCCLC as an organization.

Recognizing it is not possible to address all ways in which ethical issues may arise, the following principles are intended as a guide in making sound judgments and decisions on behalf of BGCCLC and its mission.

## **Pledge of Personal and Professional Conduct**

---

- **Integrity** -- I will demonstrate the highest standards of individual conduct, personal accountability, trustworthiness, fair dealings, considerations of the rights of others, and the highest principles of good business relationships.
- **Excellence** -- I will strive to meet the highest standards of performance, quality, service, and achievement.
- **Honesty** -- I will communicate directly, respectfully, honestly, and openly, and avoid misrepresentation, including misrepresentation through omission.
- **Diversity** -- I will support and value diversity -- promoting an environment that embraces the similarities and differences all people bring to the organization.
- **Respect** -- I will respect and act fairly toward all those with whom I come into contact and refuse to engage in or tolerate any form of discrimination or harassment.
- **Responsibility** -- I will take responsibility for my actions and decisions and remain a careful steward of BGCCLC funds and resources.
- **Compliance** -- I will comply with BGCCLC Code of Ethics and all laws and regulations affecting BGCCLC.

### ***Professional Practices***

All Staff Members of BGCCLC should model the highest standards of ethics and individual conduct. While the “Pledge” outlines general principles guiding our ethical conduct, the following points illustrate important applications that are relevant to the work of BGCCLC Staff Members. The points below are not intended to be all-inclusive. Staff Members are encouraged to utilize their own good judgment in maintaining the highest standards of ethics.

#### **Governance:**

- I will commit myself to faithfully carrying out my duties and advancing the mission of BGCCLC.
- I will work cooperatively with others, determined to be a cohesive and integrated member of the team working towards a common purpose and celebrating a shared set of principles.
- I will encourage the full and open discussion of issues entrusted to me and will ensure that others have a genuine opportunity to be heard.
- I will fairly and frankly state my opinions on matters and carry out final decisions of the Board or management, even if I originally disagreed.

**Conflicts of Interest:**

- I will not place my personal interests in conflict with the interest of BGCCLC and will avoid any conduct that may impair my judgment with respect to BGCCLC.
- I will not, directly, or indirectly, benefit improperly from my position or from any sale, purchase, or other activity of the organization.
- I will avoid situations involving impropriety or conflict, or the appearance of impropriety or conflict between duty to the organization and personal interest.
- I will not accept from or give to any current or potential supplier, customer, competitor, or donor any payment, service, gratuity, gift, or favor.
- I will not ask for or receive cash, kickbacks, bribes, gifts, or favors.
- I will avoid any outside business relationships with donors, other businesses, or competitors if that relationship creates a conflict of interest by influencing decisions made by me in the performance of my regular duties for BGCCLC.

**Assets, Financial Reporting and Transactions:**

- I will do my part in ensuring that BGCCLC complies with prescribed accounting policies and procedures at all times.
- I will do my part in ensuring that organizational assets and transactions are handled with the strictest integrity, and that each transaction is executed in accordance with applicable procedures, authorization, and documentation.
- I will not use, directly or indirectly, the organizational name or logo, organizational funds, property, computer connectivity, equipment, assets, copyrighted material, or other organizational resources for any unethical or unlawful purpose.

**Confidential Information:**

- I will not release business information that has not been made public to private individuals, organizations, or government bodies unless demanded by legal process.
- I will not use confidential information obtained in the course of my affiliation with BGCCLC for the purpose of advancing any private interest or otherwise for personal gain.
- I will keep confidential all information shared on sensitive issues, such as compensation and performance data.

**Political Contributions:**

- I will refrain from making - or create the appearance of making - any contributions to any candidate for public office or political committee on behalf of BGCCLC.
- I will refrain from using any organizational financial resources, facilities, or personnel to endorse or oppose a candidate for public office.
- I will clearly communicate BGCCLC, while engaging in political activities in an individual capacity.
- I will engage in personal political activities on my own time and at my own expense.

## **Reporting and Investigations**

Upon receipt of the Code of Ethics, each Staff Member will agree in writing to comply with the Code of Ethics.

### **Questions and Reporting:**

- Any questions regarding the Code of Ethics, its' interpretation or application should be directed to the CEO.
- If a Staff Member knows of a violation of the Code of Ethics, he/she should immediately report it to the CEO.
- Individuals who file a complaint and those who are the subject of the complaint must not disclose to anyone outside of those involved in the complaint process their role in an ethics complaint. Disclosing of this information may jeopardize the ethics process and violate the rules of fundamental fairness by which all parties are protected.
- If an investigation is deemed warranted, the CEO shall initiate an investigation of the complaint and notify the individual involved of such. The results of the investigation shall be managed in accordance with procedures identified in the BGCCLC Personnel Policy.
- If it is determined that unethical conduct has occurred, the CEO may impose sanctions, including reprimand, suspension, or removal from the position of employment.

### **C. PROHIBITED FORMS OF DISCIPLINE**

- *Physical Abuse*: Spanking, hitting, pinching, shaking, slapping, twisting, biting, shoving, or inflicting any other form of corporal punishment.
- *Verbal abuse*: Threats, name calling, angry yelling or derogatory remarks about a member or the member's family.
- *Mental abuse*: Physical restraint, binding or tying to restrict movement or enclosing in a confined space such as a closet, locked room, box or similar cubicle; shaming, humiliation, ostracizing, punishment for toilet accidents or cruelty.
- *Sexual Abuse*: Inappropriate touching, exposing oneself, sexually oriented conversations.
- *Neglect*: Withholding food, water, or medical care.

## D. PHYSICAL CONTACT

BGCCLC has implemented a physical-contact policy that promotes a positive, nurturing environment while protecting members, staff, and volunteers from misunderstandings. The following guidelines are to be carefully followed by all staff and volunteers working with youth:

| <i>Appropriate Physical Interactions</i>  | <i>Inappropriate Physical Interactions</i>  |
|---|---|
| <ul style="list-style-type: none"><li>• Side hugs</li><li>• Shoulder-to-shoulder or “temple” hugs</li><li>• Pats on the shoulder or back</li><li>• Handshakes</li><li>• High-fives and hand slapping</li><li>• Verbal praise</li><li>• Pats on the head when culturally appropriate</li><li>• Touching hands, shoulders, and arms</li><li>• Arms around shoulders</li></ul> | <ul style="list-style-type: none"><li>• Full-frontal hugs</li><li>• Kisses</li><li>• Showing affection in isolated area</li><li>• Lap sitting</li><li>• Wrestling</li><li>• Piggyback rides</li><li>• Tickling</li><li>• Allowing a member to cling to an employee’s or volunteer’s leg</li><li>• Any form of affection that is unwanted by the youth or the employee or volunteer</li><li>• Compliments relating to physique or body development</li><li>• Touching bottom, chest, or genital areas</li><li>• Any sexual relationship or sexual contact with members. <i>Engaging in sexual relations with a member is a serious violation and the police will be notified</i></li></ul> |

## **E. VERBAL INTERACTIONS**

Staff and volunteers are prohibited from speaking to members in a way that is, or could be construed by any observer, as harsh, coercive, threatening, intimidating, shaming, derogatory, demeaning, or humiliating.

BGCCLC policies for appropriate and inappropriate verbal interactions are:

| <i><b>Appropriate Verbal Interactions</b></i>   | <i><b>Inappropriate Verbal Interactions</b></i>   |
|---|---|
| <ul style="list-style-type: none"><li>• Positive reinforcement</li><li>• Appropriate jokes</li><li>• Encouragement</li><li>• Praise</li></ul> | <ul style="list-style-type: none"><li>• Name-calling</li><li>• Discussing sexual encounters or in any way involving youth in the personal problems or issues of staff and volunteers</li><li>• Secrets</li><li>• Cursing</li><li>• Off-color or sexual jokes</li><li>• Shaming</li><li>• Belittling</li><li>• Derogatory remarks</li><li>• Harsh language that may frighten, threaten or humiliate youth</li><li>• Derogatory remarks about the youth or his/her family</li></ul> |

## **F. ONE ON ONE INTERACTION**

Most abuse occurs when an adult is alone with members. BGCCLC aims to eliminate or reduce these situations and prohibits private one-on-one interactions unless approved in advance by BGCCLC administration. Any contact or relationships with a member outside of the workplace including visits, letters, and phone calls are prohibited.

## **G. OUTSIDE CONTACT**

Even when off the clock, employees and volunteers are representatives of BGCCLC, and their conduct—both online, in gaming spaces, and in the community—can impact the organization. Many cases of organizational abuse occur off-site and outside of regularly scheduled activities, and such interactions may place staff, volunteers, and BGCCLC at increased risk.

BGCCLC prohibits staff from having outside contact with Club members. If off-site or outside contact becomes unavoidable, it must align with the guidelines outlined below.

| <i>Appropriate Outside Contact</i>   | <i>Inappropriate Outside Contact</i>  |
|--|---|
| <ul style="list-style-type: none"> <li>• Taking groups of members on a sanctioned outing</li> <li>• Attending sanctioned sporting activities with groups of members</li> <li>• Incidental contact in public places</li> <li>• Group-based settings</li> <li>• Contact required during emergencies</li> </ul> | <ul style="list-style-type: none"> <li>• Taking one member on an outing</li> <li>• Visiting in the member's home</li> <li>• Entertaining members in the home of a staff or volunteer</li> <li>• Members spending the night with a staff or volunteer.</li> <li>• Communicating privately with members on personal devices</li> <li>• Connecting with members on personal social media accounts</li> <li>• Engaging in online gaming, streaming, or virtual hangouts</li> <li>• Exchanging gifts, money, or favors</li> <li>• Any romantic, intimate, or boundary-crossing behavior</li> <li>• Being alone with a member in any off-site location</li> </ul> |

## **H. GIFT GIVING**

Many child abusers groom youth by giving gifts, thereby endearing themselves to the youth. They may instruct the youth to keep the gifts a secret, which then starts teaching the youth to keep secrets from guardians.

When program staff interacts with members, staff is in a position of trust and power. These relationships must not jeopardize the effective functioning of BGCCLC by the appearance of either favoritism or unfairness in the exercise of professional judgment. Staff members are expected to be aware of their professional responsibilities and to avoid actual conflict of interest, favoritism, or bias.

For these reasons, BGCCLC has a strict gift giving policy. Staff and volunteers should only give gifts to groups of members, and only under the following circumstances:

- Administration must be made aware of and approve the gift.
- Guardians must be notified.

## **I. SOCIAL MEDIA**

While social media sites have proven to be useful tools for connecting people and sharing information with a broad audience, the power and permanence of these sites is something that needs to be carefully considered. BGCCLC operates several social media sites and uses them to help establish brand identity and disseminate important and timely information. Posts are carefully crafted with the reputation of the agency and intended audiences in mind. A member of staff may have personal social media accounts, while these are set up under each individual's name, the lines become blurred when individuals mention BGCCLC in various types of posts, connecting/friending/following anyone associated with BGCCLC, and listing BGCCLC as an

employer.

Staff and volunteers are prohibited from communicating with members via social media, texting, email, or other forms of electronic communications.

## **J. REPORTING INAPPROPRIATE BEHAVIORS OF STAFF TO MEMBER CONTACT**

Because BGCLC is dedicated to maintaining zero tolerance for abuse, it is imperative that every staff and volunteer participate actively in the protection of each member. In the event that staff and volunteers observe any suspicious or inappropriate behaviors on the part of other staff or volunteers, it is their personal responsibility to immediately report their observations.

Remember, the policies apply to everyone.

All reports of suspicious or inappropriate behavior with members will be taken seriously. BGCLC procedures will be carefully followed to ensure that the rights of all those involved are protected.

- Violation of the abuse prevention policies described above
- Seeking private time or one-on-one time with youth
- Making suggestive comments about members
- Picking favorites

### **a. Staff Response**

In the event that an employee or volunteer witness suspicious or inappropriate behaviors or policy violations from another employee or volunteer, the employee or volunteer must:

- Interrupt the behavior
- Do not conduct investigation
- Report the behavior to the Program Director. If the behavior is about the Program Director, the CEO

### **b. Program Directors Response**

In the event the Program Director receives a report of suspicious or inappropriate behaviors or policy violations from an employee or volunteer:

- Program Director advises the person who reported the behavior that the report is being taken seriously.
- Program Director reports the behavior to the next level of administration.
- CEO and Program Director determine if staff should be suspended pending decision and proceed accordingly
- CEO communicates with the Board Chair and BGCA safety reporting regarding the alleged behavior.

### **c. Director and Leadership Response**

In addition to the above response procedures, supervisors and administrators should ensure the following:

- Determine the immediate needs of the victim.
- Ensure that the incident has been reported to local law enforcement.
- Suspend the accused and remove them from access to the members.
- Review the file of the accused.
- Gather and document information surrounding the incident.
- If the authorities do not request that the Club take no action, proceed with an internal investigation.
- If abuse is confirmed, refer to BGCLC employee handbook for disciplinary action.
- Prepare a media response.
- Notify guardians if appropriate.

Based on the information gathered, the following may be required

- Progressive discipline up to and including termination.
- Increase monitoring or supervision of the employee, volunteer, or program.
- Contacting police.

**d. Organizational Response**

After the internal review of the suspicious or inappropriate behaviors or policy violations, determine if system changes are necessary, such as:

- Review the need for increased supervision.
- Review the need for revised policies or procedures.
- Review the need for additional training

## **VII. MEMBER SAFETY**

### **A. BGCLC MEMBER SAFETY STATEMENT & HAZARD MANAGEMENT**

At all times, it is the intention of the Boys & Girls Clubs of Chaves & Lincoln Counties (BGCLC) to provide a high level of safety for all members, staff, guests, and vendors. BGCLC is sincerely committed to creating and maintaining a safe and secure environment across all Club facilities.

To uphold this commitment, BGCLC has established plans and procedures to manage environmental hazards and emergency situations—including evacuation and shelter-in-place protocols—in a manner that minimizes risk to anyone present. These plans are designed to protect program staff, Club members, visitors, and contractors from potential harm during emergencies.

Maintaining a safe environment requires the cooperation of everyone involved. Common sense, personal responsibility, and proactive participation remain the greatest guarantees of safety at BGCLC. Together, we can ensure that our Clubs remain a secure place for youth development, learning, and growth.

### **B. SEARCHES**

BGCLC reserves the right to conduct an inspection of all members, staff, volunteers, vendors, and visitors, to monitor compliance with rules concerning safety wherever they may be. There is no general or specific expectation of privacy. All individuals who enter BGCLC facilities or programming should assume that what they do within the safety zone of a Club is not private.

As a general rule, with the exception of items relating to personal hygiene or health, no member should ever bring anything that he or she would not be prepared to show and possibly turn over to staff and/or law enforcement authorities. If a member refuses to be searched, they shall be dismissed from the Club and the appropriate disciplinary actions will be determined by the Program Director. This policy shall apply to all individuals who are entering or leaving the premises of any BGCLC facility.

**a. The policy of BGCLC is:**

- To reserve the right to search a person who is entering, leaving, or who is already in a Club.
- To reserve the right to search any article in that person's possession.
- To reserve the right to require the removal of coats, hoodies, headgear, gloves, orfootwear.

The main purpose of searching any individual is:

- For the safety of all individuals on BGCLC premises
- To reduce the risk of inappropriate items being brought on to site

- To prevent unauthorized access
- To reduce the risk of unauthorized removal of company property
- And to reduce the risk or unauthorized removal of other Club member's property

#### **C. MANMADE & NATURAL DISASTER PLAN POWER FAILURE/NATURAL DISASTERS**

Children will remain in the building whenever possible. If the Club director or manager in charge determines that the building must be evacuated, parents/guardians or emergency contacts will be contacted to pick up the children. A staff member will stay with the children until a parent/guardian or emergency contact arrives at the site. If it is not possible to remain at the site a note will be posted on the front door explaining the whereabouts of the children and staff.

#### **D. FIRE EVACUATION**

Fire drills will be administered monthly. As in all fire drills, children will not be permitted to collect coats, toys, or any other personal items. As part of their orientation to the Club, the children will be taught to stop anything they are doing when they hear the fire alarm and meet their staff immediately at a designated place. Exits, hallways and other evacuation routes will always be clear to permit a prompt and safe exit from the building. Regardless of the apparent fire size or the amount of smoke, the staff will promptly lead the children out of the building using the closest and safest exit. Staff and children will not stop taking clothing, toys, etc. The Club director or manager in charge will be the last person to leave the building after checking the bathrooms, hallways, etc. After the staff and children are assembled at the designated meeting area, the Club director, manager in charge, or his/her designee will check attendance records and account for all children. When and if the fire department determines it is safe to re-enter the building, staff will lead the children back into the building.

#### **E. WEAPONS (ZERO TOLERANCE)**

BGCCLC has a **Zero Tolerance** policy on weapons. Any form of weapon or explosive is strictly prohibited, including all firearms, knives, explosive devices, pepper spray or other objects that could be used to threaten, harass, intimidate, injure, or cause harm to another individual. Any violation of this policy will result in an immediate disenrollment from all BGCCLC events.

Members or guests possessing a dangerous weapon of any type concealed or otherwise will not be permitted at any BGCCLC facility. To ensure that prohibited weapons are not present on the property, locker or desk, voluntary searches may be conducted periodically. BGCCLC also reserves the right to voluntarily inspect member's personal belongings including, but not limited to, items such as employee packages, purses, backpacks, lunch bags or vehicles parked on the property that is used by BGCCLC to perform their services. Failure to allow a search will result in the individual being asked to leave the premises.

The purpose of this policy is to ensure the safety of all staff and members.

#### **F. BOMB THREAT**

If a staff member receives a bomb threat, the Club director or manager will attempt to get the maximum amount of information from the caller and contact the police, the Club's Regional Director, and the Vice President of Operations.

The building will be evacuated under the following circumstances:

- An adult made the call.
- The caller states the general location and/or the time of the explosion.
- The Club director or manager in charge decides the nature of the call warrants

evacuation.

## **G. SEVERE WEATHER**

BGCCLC has a commitment to provide a safe environment for all members participating in programs at BGCCLC facilities. This commitment requires an established plan to manage severe weather situations in a manner that minimizes risk to any person present when an evacuation is necessary.

This policy contains requirements for general and specific severe weather emergency plans which are designed and implemented to protect program staff, club members, visitors and contractors from the hazards associated with an emergency.

The CEO will determine whether to close BGCCLC locations due to adverse weather conditions. As a general guideline, when Public Schools close due to severe weather, BGCCLC locations will close.

If the decision to close is made when members are present in BGCCLC, staff must contact guardians to pick up members immediately. If unable to contact guardians, staff must use emergency contact. Staff must remain with members while maintaining the staff to member ratio, until all members are picked up.

In the event of lightning or thunder within 10 miles of the location, all staff and children are to seek shelter within a building. The sheltering shall continue for 20 minutes after the last lightning or thunder event. If during the 20-minute waiting period a lightning or thunder event take place, the 20 minutes waiting period shall start over.

## **H. HEAT AND EXTREME COLD**

Staff should use discretion when planning outside programming during the summer and winter months due to extreme temperatures. Staff should conduct all programming inside during days when the weather is extremely hot or cold. In heat, staff should ensure members are adequately hydrated. Likewise, staff should ensure club members are fully dressed in appropriate winter clothing (coat, gloves, scarf, etc.) during cold weather.

Staff shall hold programming inside when

- 1) There is heavy rain
- 2) There is excessive heat
- 3) There is excessive cold or wind chill temperatures

## **I. FAMILY DISCLOSURE POLICY**

In order to avoid real or perceived family influence, conflict of interest, or inappropriate relationships with club members, BGCCLC provides that all relationships involving members or a member's relative outside of club sanctioned activities be disclosed. Staff that engage in such a relationship, whether platonic or intimate, must accept responsibility for assuring that it does not result in a conflict of interest or raise other issues of professionalism.

For the purpose of this policy, relatives are defined as spouse, domestic partner, daughter, son, grandparents, sister, brother, cousins, mother/father-in-law.

### **a. Possible reasons for Disclosure**

There may be times when:

- Staff may have an intimate relationship with a guardian or other relative of the member.
- Staff may have had an intimate relationship with a guardian or other relative of the club member and still maintain a relationship with the member.
- Staff may have a close, friendly, platonic relationship with the member's family.
- Staff is a relative of the member.
- Staff may have had a previous conflict with a member's relative.

In any case, when the staff is unsure about a potential conflict, they should fully disclose the circumstances in writing following the steps listed below.

In cases of doubt, advice and counsel should be sought from the manager or Human Resources.

## **J. VISITORS**

Our members represent the bright future of our community and hold our hopes for a better nation. However, they also represent the most vulnerable members of society. Assuring their safety and applying the highest level of integrity to all of our practices has enabled the BGCCLC to remain a trusted and valued community institution. As such, maintaining and continuing to build trust requires daily attention to all of our practices and procedures.

Therefore, for the purpose of visiting staff, facility, or members, everyone who is not presently employed by BGCCLC or otherwise not authorized to be on Club property or at a Club sponsored program must receive approval by the Club Manager.

When members enter our facility, guardians can have the assurance that each staff and volunteer has undergone comprehensive background screening or is being escorted by a staff member while in the facility.

### **a. Procedures**

Staff must ensure that guardians, family members, other community adults, are required to follow the guidelines listed below:

#### **Guardians**

- When dropping off members for participation, guardians may escort the member into the lobby and release them for attendance and programming.
- When picking up members at the end of a program day or event, the guardian should report to the front desk area and request the member to be called for dismissal.
- The guardian must provide a photo ID to check a member out.
- If a guardian needs to speak with staff regarding programs or events, the front desk should gather the information and convey the message to the Program Director to address.

#### **Visitors**

While BGCCLC is proud to showcase our Clubs, an unannounced visit to a Club during regular hours of operation can be disruptive and interfere with Club operations and programming.

Therefore:

- Visitors must be approved by the manager
- Any visitors who request to come on the club premises on a frequent basis must complete the volunteer application process. This rule does not apply to members of the BGCCLC Board who undergo background screening and have completed the required training.

**During visitation:**

- Visitors must sign in and out
- Visitors must be escorted
- Visitors are not allowed to take pictures unless pre-approved by the Program Director.
- Visitors must be aware of behavior and language used in front of members

If a visitor fails to follow these policies, he/she will have their visiting privileges revoked and be asked to leave.

**\*Spectators on club premises for specific events (ex. Basketball games) guests must remain in the designated zone for the event.**

**K. VOLUNTEERS**

No one may volunteer at BGCCLC without completing the volunteer application and screening process. Allowing any person to volunteer who has not completed the volunteer process places our members at risk.

**L. SAFETY INSPECTIONS**

BGCCLC believes that club inspections help prevent injuries and illnesses. It reduces unnecessary harm and costs. Through critical examination of the club facilities, inspections identify and record hazards for corrective action. A regular inspection is an important part of a good occupational health and safety program. BGCCLC maintains a board-led safety committee comprising of board members and others in the community who have expertise in the areas of safety which may include fire fighters, law enforcement, building officials and others.

**VIII. CHILD ABUSE AND NEGLECT-MANDATORY REPORTING**

**A. BGCCLC STATEMENT ON ABUSE AND NEGLECT REPORTING**

BGCCLC is committed to protecting the safety of its members. As professionals working with members, BGCCLC staff is mandated to report any incidences of suspected child abuse and neglect, within the required time frame in an appropriate and thorough manner. BGCCLC supports this mandate and requires all full and part-time staff to follow applicable procedures when warranted.

The reporting mandate exists to protect the member. If suspicions are reported, the reporter does not make judgment regarding actual facts and circumstances, if, and when abuse or neglect occurred. The mandated reporter does not have to "prove" abuse or neglect.

**B. TYPES OF ABUSE**

- **Physical Abuse:** Physical injury to a member by other than accidental means.
- **Sexual Abuse:** Touching a member in inappropriate places, forced viewing of sexual activity, sexual exploitation, or sexual intercourse, or just simply permitting it to happen.
- **Emotional Abuse:** Harm to a member's psychological or intellectual functioning.
- **Neglect:** When a caretaker fails, refuses or is unable for reasons other than poverty, to provide the necessary care, food, clothing, medical, or dental care.
- **Abandonment:** In general, a member is considered to be abandoned when the guardian's identity or whereabouts are unknown.

- **Substance Abuse:** In pre-natal care, exposure of a member to harm due to the mother's use of an illegal drug or other substance, manufacture of methamphetamine in the presence of a member, selling, distributing, or giving illegal drugs or alcohol to a member and use of a controlled substance by a caregiver that impairs the caregiver's ability to adequately care for the member.

## IX. MEMBER HEALTH

### A. HEALTH, SANITATION AND SAFETY

Staff shall follow good hygienic practices with our members, including the following:

- Staff shall wash their hands with soap and warm running water before food preparation or service and after assisting with wiping noses and after exposure to blood or blood containing body fluids.
- Staff shall avoid contact with blood or blood containing body fluids.
- Gloves shall be worn if there may be contact with blood or blood containing body fluids.
- Surfaces contaminated with blood or blood containing body fluids shall be cleaned with a disinfecting solution.
- Blood contaminated materials shall be discarded in a plastic bag with a secure tie.
- Members shall wash hands after using the restroom;
- Staff shall be knowledgeable of routes of transmission, as well as prevention of communicable diseases.
- There shall be no smoking (including use a vaping pen, etc.), use of tobacco products or consumption of alcoholic beverages on the premises by staff, volunteers or guests.
- Visitors who appear to be under the influence of alcohol or other drugs shall not be asked to leave the facility.

### B. COMMUNICABLE DISEASE

BGCCLC's decisions involving members, staff and volunteers who have communicable diseases or illness shall be based on current and well-informed medical judgments concerning the disease, the risks of transmitting the illness to others, the symptoms and special circumstances of each individual who has a communicable disease or illness, and a careful weighing of the identified risks and the available alternative for responding to a member with a communicable disease. The purpose of this policy is to minimize the risk and liability to the organization, and others.

#### Procedure

- If any member shows evidence of having contracted a communicable disease or illness, staff are to advise the Program Director.
- Anyone who has a temperature of 100.0 degrees or above must leave the premises and stay away for a period of 24 hours after the fever has dropped below that level without the use of fever reducing medication.
- Anytime a member, staff or volunteer vomits or feels nausea, they must leave the facility.
- A parent will be called to pick up any member who has had an "accident"
- BGCCLC reserves the right to request a member, staff, or volunteer to leave the premises should it be determined that they are not "feeling well".

### **C. THE DEFINITION OF AN ILL MEMBER OR STAFF**

As a provider of member care services to well children, BGCCLC will not permit members or staff to come to the clubs with any of the following illnesses or symptoms:

- Severe pain or discomfort;
- Diarrhea;
- Vomiting;
- Elevated temperature of 100.0 degrees Fahrenheit or above;
- Lethargy that is more than expected tiredness;
- Yellow eyes or jaundiced skin;
- Red eyes with discharge;
- Infected, untreated skin patches;
- Difficult rapid breathing or severe coughing;
- Skin rashes in conjunction with fever or behavior changes;
- Weeping or bleeding skin lesions that have not been treated by a health care provider;
- Mouth sores with drooling; or
- Stiff neck.

A member or staff who presents with these symptoms will be sent home unless medical diagnosis from a health care provider, which has been communicated to the center in writing, indicates that the member poses no serious health risk to himself or herself or to other members. All such documentation will be placed in the member's file.

### **D. FIRST AID**

It is the policy of BGCCLC to have a safe work environment for club members, employees, volunteers, visitors, and those that are conducting business at our facilities. Emphasis is placed on the prevention of accidents and injuries when accidents do occur. First aid can save lives and prevent minor injuries or illnesses from becoming major ones. The purpose of this policy is to encourage and promote the safe, efficient provision of first aid for minor injuries and assist injured employees in getting appropriate medical care.

### **E. MEDICAL EMERGENCIES**

In case of a medical emergency involving a member, staff or volunteer, if the Program Director determines if the emergency is life threatening, they should direct that 911 should be called.

### **F. MEMBERS WITH SPECIAL HEALTH NEEDS**

Guardians should provide the Program Director with any information on a member's special health needs or conditions upon enrollment or upon the onset of the condition. The Program Director will place a copy of the information in the members' file and ensure that all staff responsible for the members' care are properly informed. This includes any allergies and/or health issues a member is diagnosed with, as well as the proper method of treatment (ex: asthma: treat with inhaler, etc.)

### **G. FOOD SAFETY AND NUTRITION**

At BGCCLC, we believe nutrition and healthy eating habits are fundamental skills for our members, it is our goal to serve a variety of healthful and acceptable meals and snacks that are nutritious for our members following the USDA guidelines of the food programs we participate in. Staff involved with the food programs have proper certifications as required by the State of New Mexico.

#### **a. Kitchens**

- When meals are prepared on the premises, the kitchen shall be inspected and certified by

the New Mexico Department of Environmental Health as required.

**b. Food provided by Guardian**

- When food for a member is provided by the member's guardian, we are unable to store their food in refrigerators or freezers onsite. Guardians should ensure that food requiring refrigeration is packed with ice packs in appropriate containers to maintain the food within safe temperatures. We cannot heat or cook food brought by members.

**c. Special Dietary Restrictions**

- Guardians whose children have dietary restrictions or special diets due to religious beliefs or other practices should submit documentation to the Program Director. We will make every effort to accommodate restrictions within the guidelines of the food program.

## **H. DISPENSING AND STORAGE OF MEDICATION**

BGCCLC will maintain an effective and safe medication management process for receipt, storage and dispensing of medication to members. The administration of medication is considered a high-risk practice and as such carries obligations for both staff and guardians.

The purpose of this policy and related procedures has been developed to ensure the appropriate administering of medication. The aim of this policy is to clarify staff responsibility.

**a. Self-Administration by Member Guidelines**

Staff must ensure the following guidelines are met:

- Medication Consent Form dated and signed by the guardian must be maintained with the medication.
- Medication must be in its original container and labeled with the member's name and the label should include the dosage and directions for administration.
- Blanket authorizations that exceed the length of time specified on the label are prohibited unless medications are used to treat chronic illnesses or conditions such as asthma, etc.

**b. Procedures for Securing Medication**

A designated staff member is to collect all medications at member check-in. Staff must secure medication as follows:

- Medication shall be stored and locked so that it is not accessible to the members.
- We cannot accommodate requests to store Medication which must be maintained at a specific temperature (ex., **refrigeration is required**)
- “Controlled substance” medication shall be in an original container with the prescription information label attached.
- No medication intended for use by a member may be kept at the center without a current medication administration authorization from the guardian.
- We are unable to administer medication which requires an injection or be applied to a body part under the clothing.
- Member medication shall be stored separate from staff medication.
- Medication will be protected from sources of contamination.
- Medication will be stored so that internal (oral) and external (topical) medications are separated.
- Medication will be stored separate from food.

When a member comes to designated staff for medication, staff must have members wash hands before and after dispensing medicine. For liquid medications, members should use clean medication spoons, syringes, droppers, or medicine cups that have measurements on them (not

table service spoons) provided by guardian.

## **I. PET POLICY**

BGCCLC does not allow outside pets into the facility without the advance permission by the CEO.

# **X. TRANSPORTATION OF MEMBERS**

## **A. VAN SAFETY AND USAGE GUIDE**

BGCCLC endorses all applicable motor vehicle regulations relating to driver responsibility. It is the driver's responsibility to operate the van in a safe manner and to drive defensively to prevent injuries and property damage.

### **a. Van Driver Requirements**

- Employees must complete a Driver's License Check Form and provide to Human Resources.
- Employees must have a valid and current Driver's license to be considered eligible to operate a BGCCLC vehicle.
- Staff must complete an approval process prior to operating a BGCCLC vehicle.
- Staff must be submitted to the BGCCLC insurance carrier for approval prior to operating a vehicle.

### **B. WHEN TRANSPORTING MEMBERS BY BUS OR BGCCLC VAN**

- Administrators must be notified of all transportation activities.
- Members must never be transported without written permission from a guardian. Staff and volunteers must take these permission forms and medical releases with them on the trip.
- The "Rule of Three" shall apply when transporting members. A minimum of 2 staff members to 1 child or 1 staff member to 2 children shall always be in the vehicle.

### **C. PUBLIC TRANSPORTATION**

- Occasionally, it may be necessary to utilize public transportation for specific activities. In addition to the transportation procedures listed above, members should remain in one area of the bus, if possible.

### **D. USE OF PERSONAL VEHICLES**

Members are never to be transported in personal vehicles except with the express permission of the CEO in advance.

# **XI. FIELD TRIPS**

## **A. TYPES OF FIELD TRIPS**

Field trips are a part of BGCCLC member's education, and they present unique risks for safety. Large groups are difficult to monitor, members may be more likely to act out in a less structured

environment, and our clubs cannot screen all other adults who will have access to our members. It is important that everyone is aware of these risks and takes measures to minimize them.

**a. Types of field trips include:**

- Day field trips
- Recurring field trips (same activity on a regular basis, such as a choir or sportsgames)
- Extended field trips – (i.e., Out of country field trips, overnight field trips or out of area over 50 miles.)

**B. PROCEDURES**

All field trips or outings must be in compliance with our club's abuse prevention policies.

- All off-site activities must be approved in advance by the CEO.
- Guardians must be provided with written information about off-site activities. All guardians must sign a permission slip for their Members to attend the outing or activity. Staff and volunteers must keep these permission slips on hand during the off-site activity.

**C. OVERNIGHT TRIPS AND EVENTS**

Overnight stays present unique risks to members, staff, and volunteers. They often involve changing clothes, groups of both genders and different ages in a more intimate atmosphere than usual, more unstructured activities, and increased supervision demands for staff and volunteers.

**a. Supervision Guidelines**

- All overnight activities must be documented and approved in writing by the CEO.
- Senior most staff will be expected to regularly and randomly observe overnight activities on a scheduled and periodic basis.
- Provide guardians with written information about the overnight activity. All guardians must sign a permission slip for their member to attend the overnight.
- Inform guardians of the discipline policy, phone usage and if a member has to be returned home it will be at guardian's expense.