ONE ON ONE CONTACT POLICY & PROCEDURES

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Policy

Boys & Girls Clubs of Chaves and Lincoln Counties is committed to providing a safe environment for members, staff, and volunteers. To further ensure their safety, the Organization prohibits all one-on-one interactions between youth and staff and volunteers, including board members.

Procedure

Staff and Volunteers 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 and Volunteers shall

- Ensure meetings and communication (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 arises.

For purposes of this policy, the following guidance is offered:

- What exactly is one-on-one contact?
  - One-on-one contact is defined as any **private** contact or communication (including electronic communication) between a member under the age of 18 and an adult, including staff, volunteers, board members, and others that may come in contact with members during regular programming and activities.
- What is **private** contact/communication?
  - Private contact is any communication, in-person or virtual, that is between one youth member and one adult that takes place in a secluded area, is not in plain sight, and/or is done without the knowledge of others. Private places can include, but are not limited to vehicles, rooms without visibility to others, private homes, hotel rooms, etc. Examples of private contact include, but are not limited to:
    - Meeting behind closed doors (in rooms without windows or visible sightlines) or any spaces that are not visible to others.
    - One staff member transporting one member in a vehicle.
    - Electronic communications (text, video, social media, etc.) between one member and one adult.
- What is **public** contact/communication?
  - Public contact is any communication or meeting, in-person or virtual, that is between at least three individuals, including two staff and one member, one staff and 2 members, and variations of this combination. Examples of public contact include, but are not limited to:
    - Meeting in plain sight of others (i.e. in a quiet corner of an active game room)

- Transporting members via public transportation (bus, taxis, train, air,etc.) or transporting multiple members.
- Electronic communications (text, video, social media, etc.)between multiple members and adults (i.e. group chats).
- Public places can include, but are not limited to buses, airports, shopping malls, restaurants, schools, etc.

- How will this policy affect mentoring programs?
  - Mentorship is a key component of Boys & Girls Club programming and has tremendous impact on members. Prohibition of one-on-one contact does not have to negatively impact mentor programs and/or relationship building.Mentors are encouraged to adjust their practices to include:
    - Holding mentor and coaching sessions in areas where other staff and/or members are present or can see you. For example, in large roomswhere meetings are visible but not heard.
    - Copying parents, staff, or other members (when appropriate) onwritten and/or electronic communications.
    - Scheduling meetings during Club hours and at the Club site.
    - Documenting interactions between mentors and youth.

- How does this affect travelling to external and/or off-site events and activities?
  - When travelling to external events such as Keystone, Youth of the Year, or other off-site events, the one-on-one policy shall continue to be followed.
  - Should the Club take responsibility for transporting members to and/or from an event, one staff member should not transport one single child at any time in a vehicle. Accommodation shall be made to ensure at least 3 people (2 staff and one member or one staff and 2 members) are together when traveling. As an alternative, public transportation may be used (i.e. taxi, Uber, bus, train, air, etc.). If this arrangement presents staffing or budget challenges, consider the following:
    - Inviting parents or guardians to attend and/or chaperone their child.
    - Including additional youth (i.e. Junior Youth of the Year) and/or staffin travel plans.
    - Coordinating with other Clubhouses or nearby Organizations totravel together.
    - Travelling with additional staff or members.
    - Parents and guardians should also provide written consent in each instance a member travels to any off-site event.
    - Similar practices should be in place when coordinating field tripsfor multiple staff and members.

- What if I partner with a local mentoring organization in my community?
  - If you partner with a local mentoring organization, such as Big Brothers Big Sisters, all efforts should be made to ensure mentors abide by Club policies, including background check requirements.
  - External mentors should agree to and abide by all Club safety policiesand procedures.
  - A written agreement should be in place to determine how and when theexternal organization assumes custody and responsibility of the member and is clearly communicated to parents or guardians.
  - Documentation should be maintained on each mentoring interaction.

- How does this policy affect transportation to and from my Clubhouse?
  - When transporting members to and/or from a Club sponsored event or activity, single

members should not be transported alone with one staff person.
    - Consider the following to accommodate single children:
        - Modify bus or van routes so single children aren't picked up first or dropped off last.
        - Use a bus ride if available.
        - Pick up and drop off children in groups.
        - Modify staff schedules to ensure multiple staff are present.

- Staff shall immediately inform Club leadership if a staff member, volunteer, or board member violates this policy. Should any adult staff, volunteer, or board member violate this policy, BGCCLC will take appropriate disciplinary action, up to and including termination.

Social Media & Off Duty Conduct

For additional guidance on appropriate conduct, see the Social Media & Off-Duty Conduct Policy.

Exceptions

There are certain relationships and situations in which one-on-one interactions may be allowed or necessary. This section identifies policy exceptions for dual relationships, emergency exceptions, and public events exceptions.

The following exceptions are applicable within all Required Prevention Policies unless otherwise noted.

Mandatory Components

- **Exceptions for Dual Relationships**

This exception allows for one-on-one In-Program Contact when the Adult Participant has a relationship with a member that is inside of the Club program time. The exception requires written consent of the member's parent/guardian at least annually. The consent must identify for which Required Prevention Policies the parent/guardian is allowing the one-on-one In-Program Contact.

- **Emergency Exception**
    - This exception applies to all Required Prevention Policies for situations where an Adult Participant must violate requirement(s) of the Boys & Girls Clubs of Chaves & Lincoln Counties One on One Contact Policy due to an emergency. Adult Participants must carefully consider whether specific circumstances meet the threshold of "emergency." Also, when the emergency could create a safety risk, exceptions can be made, i.e., if a member is not picked up by a parent and leaving them alone at the Club could be a safety risk.
    - Adult Participants should document emergency situations in accordance with their organization's protocols.

- **Other Exceptions**
    - When delivering medical or counseling services by a licensed, trained therapist or similar professional (i.e., counselors, social workers).
    - When the emotional or physical safety of a member is at risk and private, one-on-one communication is deemed necessary by Club leadership. All instances of exceptions should be communicated with Club leadership and documented. If medical care is given, Clubs should reference HIPAA for state-specific guidance.
    - Should exceptions need to be made, the Club shall have policies in place to monitor interactions, including, but not limited to:

- Disclosing the meeting to Club leadership and regularly checking-in with the members and adults during conversations.
- Making sure that all In-Program meetings are observable and interruptible.
- Placing time limits on conversations.
- Meeting in rooms with clear sight lines (i.e. rooms with windows, glass doors).
- Documenting the interaction.
- Disclosing the emergency situation to another staff member.
- If an unplanned emergency occurs when a staff member arrives at a school to pick up two or more members but only one member is present, the staff member must immediately contact Club leadership and use live video calling whenever possible, or at minimum remain on a live telephone call with Club leadership, until another authorized adult or additional member is present or alternate arrangements are made. Staff shall never knowingly plan or conduct the pickup or transportation of a single member alone. This exception applies only to an unforeseen, unplanned emergency and must be documented in accordance with Club procedures.