



**BOYS & GIRLS CLUB**  
OF HENDERSON COUNTY

## Member Management Policies

### Supervision Policy

Staff shall:

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

Recommended Ratios:

	<u>Adults</u>	<u>Youth</u>
Drop-in	1	20
Instructional	1	20
Group Clubs	1	15
Teams	1	15
Day Trips	1	10
Overnight	1 (with minimum of 2 adults present)	6
Swimming	1 Lifeguard	25 Swimmers
Swimming	1 Spotter	10 Swimmers

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Staff shall not use electronic devices such as cell phones, PDAs, or other communication devices while supervising members unless it is part of approved programming.

### Child Abuse Prevention & Response Policy

The Club is committed to providing a safe environment for members, staff, and volunteers. The Club prohibits one-on-one interactions between youth and staff and volunteers, including board members.

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.

Private contact is any communication, in-person or virtual, that is between one youth member and one adult that takes place outside of sight lines and/or is done without the knowledge of others. Private places can include, but are not limited to vehicles, rooms without sight lines, 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.

**Staff and Volunteers shall:**

- Ensure that virtual communications involving members are initiated through BGCHC-controlled platforms and include at least three individuals.
- Ensure in-person meetings take place in areas with appropriate sight lines and where other staff and/or members are present.
- Communicate to another staff if an emergency situation arises.

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

Staff and volunteers 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, the Club will take appropriate disciplinary action, up to and including termination.

## **Staff-Member Relations Policy**

The BGCHC expects all employees to maintain the highest professional, moral, and ethical standards in their interactions with members. Employees are required to provide an atmosphere conducive to learning through consistently and fairly applied discipline and established and maintained professional boundaries. Employees are expected to motivate each member to perform to his or her capacity while modeling the behavior expected of members in staff-member relationships.

The interactions and relationships between staff and members must be based upon cooperation, mutual respect, and an understanding of the appropriate boundaries between adults and members inside and outside of the educational setting. Employees are expected to demonstrate good judgment and to avoid the appearance of impropriety in their interactions with members.

Employees must consult their supervisor any time they suspect or are unsure whether conduct is inappropriate or otherwise constitutes a violation of this or other BGCHC policy. For the purposes of this policy, the terms “staff” and “employees” include independent contractors, Club Resource Officers, and volunteers.

### **Disclosure of Appropriate Familial or Other Relationships**

In the event an employee has an appropriate relationship to a member originating outside of the BGCHC setting, the employee should notify HR and their supervisor in writing and include the member name and nature of the relationship. This should be done at the earliest possible time, either during the employee’s onboarding process or, for cases in which a member joins after the staff member, at the time of member enrollment. If the member is not a direct relative of the staff, the parent or guardian must complete a dual relationship notification form that will be kept with HR.

### **Staff Expectations**

If staff members have a disclosed relationship with a member, those members must be treated the same as other members during programming hours. For example, if a behavioral incident occurs, that incident must be managed according to our behavioral support plan without exception regardless of personal relationships. While on the clock, employees act as staff members only. Any conversations pursuant to personal relationships should happen outside of scheduled working hours.

### **Transportation**

Staff members may not transport members in their private vehicles while on the clock, regardless of their relationship to the member. Staff members may check members out and transport them home if the parent or guardian has authorized them as an approved pick-up contact on their enrollment paperwork.

### **Romantic Relationships and Sexual Contact Prohibited**

All employees are prohibited from dating, courting, or entering into a romantic relationship or having sexual contact with any member enrolled at the BGCHC regardless of the member’s age. Employees engaging in such inappropriate conduct will be subject to disciplinary action, up to and including dismissal, and may be subject to criminal action.

### **Drug and Alcohol-free Workplace Policy**

As part of its commitment to safeguard the health of its employees, to provide a safe place for its employees to work, and to promote a drug-free community, the use, sale, purchase, possession, manufacture, distribution or dispensing of alcohol or controlled substances, or tobacco products on Club property or during working hours is prohibited and is cause for

immediate discharge. This includes smoking, vaping, or the use of any tobacco-related products.

It is also against this policy for any employee or volunteer to report to work or to work under the influence of controlled substances, alcohol, or other intoxicants. Employees who violate this policy are subject to disciplinary action, up to and including discharge.

Legal drugs may also affect the safety of the employee or fellow employees or members. Therefore, any employee taking medications that might impair safety, performance, or any motor function must advise his / her supervisor before reporting to work under such medication. Failure to do so may result in disciplinary action. Improper use of legal drugs is prohibited and may result in disciplinary action.

The Club reserves the right to conduct drug and/or alcohol testing as appropriate in the Club's sole discretion to include, without limitation, for cause testing, random testing, and post-incident testing. Refusal to submit to, efforts to tamper with, or failure to pass a drug test will result in disciplinary action, up to and including discharge. Further, the Club reserves the right to search all vehicles, containers, lockers, or other items owned by or located on Club property in furtherance of this policy. Prior to administering a drug test, the applicant or employee will be provided with the requisite statutory notices.

## **Facilities and Restrooms Policy**

The Boys & Girls Club of Henderson County is committed to providing a safe environment and enforces the following restroom policy for members, staff, volunteers, and other adults.

Restrooms shall be regularly monitored by designated staff or volunteers. Monitoring includes hourly walk-throughs, inspections, and timely reporting of unsanitary conditions, needed supplies or items in disrepair.

### **Additionally, Staff shall:**

- Abide by all staff codes of conduct.
- Enforce the Organizations' restroom code of conduct.
- Intervene and notify Club leadership should inappropriate conduct be observed
- Ensure restrooms are regularly cleaned and sanitized.
- Ensure restrooms are properly marked for youth or staff and utilized according to signage.

### **Staff observing unacceptable restroom conditions shall:**

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

### **Staff Best Practices:**

- Only use the staff bathrooms, never using the member restrooms, at any time that the Club is open for programming.
- Require permission for members to use the restroom during programs and allow only one child to go at a time.
- Train and periodically reinforce to members that bathroom passes are required. Bathroom passes should be hung on the hook outside of the restroom to indicate the restroom is occupied and, to the best of our abilities, ensure that only one member is in a restroom at any given time.
- Ensure that members are using the restroom closest to their program space.
- When leading class in a space that includes a restroom, periodically position yourself close to the restrooms while monitoring class activity.
- When leading class in a space that includes a restroom, conduct hourly walk-throughs to ensure toilets are flushed, there is no paper/trash on the floor, supplies are stocked and that hardware is in good working order.
- When inspecting an opposite-gender restroom, ask an appropriate gender staff/member to evaluate restroom conditions and report them to you.

### **Off-Campus Restroom Use Policy**

To ensure the safety and well-being of all members during off-campus activities, the Boys and Girls Club has established the following guidelines for restroom use in public facilities.

- Staff will ensure restrooms are safe and appropriate prior to use.
- The entire group will go to the restroom together, supervised by staff.
- All Club restroom policies remain in effect, even when off campus.
- Members are not allowed to use shared public restrooms with members of the public.
- Staff will seek single-occupancy or family restrooms whenever possible.
- Any issues should be reported to supervising staff immediately.

### **Transportation Policy**

The Club only provides transportation to and from the Club and various approved off-site locations. The Club only transports youth in Club vehicles or other vehicles approved by Club leadership.

All staff members who serve as drivers must be added to the Club insurance policy and complete training. This training includes:

- Defensive driving;
- Recording starting and ending mileage;
- Pre- and post-trip inspections;
- Safe following distances;
- Passenger loading/unloading procedures;
- Safety belt policies;
- Emergency management in the case of tire blowouts or other adverse events;

- Effective use of mirrors.

Staff shall:

- Only transport members in official Club vehicles – no personal vehicles.
- Ensure at least three individuals are present when transporting members
- Abide by the one-on-one policy when transporting members.
- Refrain from using electronic devices such as cell phones or other communication devices while transporting members to and from the Club or Club related activities. Use of earbuds/headphones while driving is also prohibited.
- Immediately notify Club leadership if there is a delay or issue with transporting members to and from the Club or Club related activities.
- Submit written reports detailing issues or incidents involving transporting members to and from the Club or Club related activities.

### **Vehicle Inspection and Maintenance**

To ensure the safety of all passengers, the Boys and Girls Club commits to the regular inspection and maintenance of all Club vehicles. All vehicles used for transporting members will undergo routine inspections according to a scheduled maintenance plan. This includes, but is not limited to, checking brakes, tires, lights, steering, seat belts, and other critical systems. Any identified issues must be promptly addressed and resolved by certified mechanics before the vehicle is used for member transportation.

### **Reporting Issues**

Staff members are responsible for conducting a pre-trip inspection of their assigned vehicle before each use. If any issues or potential safety concerns are discovered during these inspections or at any time during operation, staff must report issues to the Facilities Coordinator.

### **Emergency Protocols**

In the event of an emergency while transporting members, staff must follow these protocols to ensure the safety and well-being of all passengers:

1. **Ensure Safety:** Pull over to a safe location away from traffic if possible.
2. **Assess the Situation:** Determine the nature of the emergency (e.g., vehicle breakdown, accident, medical emergency).
3. **Contact Emergency Services:** Call 911 if there are injuries or if immediate assistance is needed.
4. **Notify the Club:** Contact the Boys and Girls Club main office or directly call an Administrator to report the incident and receive further instructions.
5. **Remain Calm and Provide Assistance:** Stay calm and provide first aid if necessary, following any relevant training.
6. **Follow Up:** After the incident, complete an Incident Report and submit it to the Club administration for review and further action.

By adhering to these guidelines, we strive to maintain the highest standards of safety and care for our members during transportation.

## **Technology Acceptable Use Policy**

Members are advised to keep all cell phones, laptops/ipads, other electronic games, trading cards, collections or other valuable items at home. The items are often major distractions to programming. The Club will not be responsible for any items damaged, lost or stolen. Items confiscated by staff can be claimed by parents/guardians at the front desk.

### **Restrictions on Electronic Communications**

Employees are prohibited from engaging in one-to-one electronic communication with members. This prohibition extends to voice, voicemail, e-mail, texting, social media, instant messaging, photo or video transmission, messaging through video games, or communications that originate through any non-BGCHC controlled platform. This does not apply in the event that the employee and member have a previously disclosed and appropriate familial or other relationship which originated outside of the BGCHC setting. Any and all communication through social media must meet the professional standards established in this policy and must otherwise be consistent with the law and all other BGCHC policies.

Exceptions may be made if the communication is necessary in a bona fide emergency, provided such communication does not otherwise violate any BGCHC policy and provided the communication is disclosed to the supervisor and parent or guardian as soon as reasonably possible.

It is the duty of every employee to notify his or her supervisor of any unsolicited one-to-one communication, in any form, electronic or otherwise, received from a member.

Violations of this section will be considered unprofessional behavior subject to discipline, up to and including dismissal. Factors that may be relevant to the determination of an appropriate disciplinary response to unauthorized communications with members include, but are not limited to:

- the content, frequency, subject, and timing of the communication(s);
- whether the communication(s) was appropriate to the member's age and maturity level;
- whether the communication(s) could reasonably be viewed as a solicitation of sexual contact or the courting of a romantic relationship, including sexual grooming;
- whether there was an attempt to conceal the communication(s) from the employee's supervisor and/or the member's parent or guardian;
- whether the communication(s) created a disruption of the Club environment; and
- whether the communication(s) harmed the member in any manner.

# **Incident Reporting and Investigation Policy**

## **Mandatory Reporting of Suspected Child Abuse or Neglect**

The Boys & Girls Clubs of Henderson County supports and maintains an environment that is free from child abuse and neglect. The Child Abuse Prevention and Treatment Act defines child abuse and neglect as “the physical or mental injury, sexual abuse or exploitation, negligent treatment or maltreatment of a child under the age of 18 by a person who is responsible for the child’s welfare.” Child abuse and neglect are unlawful acts. It is against the Club’s policy for any employed staff or volunteer to abuse any member. Whenever possible, at least two adults (including at least one staff member) will be present when meeting with individual members of the Club. In accordance with this policy, the Boys & Girls Club of Henderson County will neither condone nor tolerate:

Infliction of physically abusive behavior or bodily injury upon members;  
Physical neglect of members, including failure to provide adequate safety measures, care and supervision in relation to Club activities;  
Emotional maltreatment of members, including verbal abuse and/or verbal attacks.

It is the duty of each employee and volunteer of the Boys & Girls Club of Henderson Co./Hendersonville, Inc., to report any known or suspected child abuse or neglect.

If any form of child abuse or neglect is suspected, call DSS immediately and make a report. Do not interrogate the child or attempt to investigate the suspected abuse or neglect. After you have made the report, let the CEO know of the situation. All determination letters and communications from DSS about reported incidents should be given to the Operations & Training Director who keeps these records.

ALL Staff and volunteers are mandatory reporters and are responsible for reporting any known or suspected abuse or neglect of a child.

## **Critical Incident Reporting**

In the event of a critical safety incident, staff members should follow the standard safety response protocols outlined elsewhere in this document. They shall also notify the CEO who will report the incident to local law enforcement, if applicable, and also notify the BGCA Director of Development through the critical incident response notification form at [bgca.net](http://bgca.net).

## **Screening and Onboarding Policy**

All Club employees and volunteers are subject to pre-employment background checks and ongoing continuous monitoring. Background checks may include, but are not limited to, checks of a driver’s license, National Sex Offender search, state and federal criminal records and credit checks; any offenses or convictions may prevent initial or on-going employment. Any employee



or volunteer is required to disclose any arrests, charges, or convictions of a crime to the Chief Executive Officer within 24 hours (or 72 hours of an arrest).

All background check findings shall be considered when making employment or volunteer decisions, and Boys & Girls Club of Henderson County will not employ potential staff or engage potential volunteers if such individual:

- Refuses to consent to a criminal background check.
- Makes a false statement in connection with such a criminal background check.
- Is registered, or is required to be registered, on a state or national sex offender registry.
- Has been convicted of a felony consisting of:
  - Murder
  - Child abuse
  - Domestic violence
  - Abduction or human trafficking
  - A crime involving rape or sexual assault
  - Arson
  - Weapons
  - Physical assault or battery
  - Drug possession, use or distribution in the last five years
- Has been convicted of any misdemeanor or felony against children, including child pornography.

Boys & Girls Club of Henderson County conducts reference checks on any candidate for employment or volunteer with direct repetitive contact with young people. Should candidates for employment have previous experience with a Boys & Girls Club or other youth serving organization, information on the candidate's eligibility for rehire/volunteering must be obtained from all previous Boys & Girls Clubs or other youth serving organization for which the candidate worked prior to extending an offer for employment or volunteer service. Additionally, Boys & Girls Club of Henderson County provides reference materials when asked by other Member Organizations.

Boys & Girls Club of Henderson County conducts pre-employment drug screening on all employees.

## **Emergency Operations Policy**

The Club uses the "I Love You Guys" Standard Response Protocol to prepare, train, and respond to safety-related incidents. This is a system that details five specific actions that can be performed during an incident. When communicating these actions, each is followed by a "Directive." Execution of the action is performed by active participants including students, staff, teachers and first responders.

Safety drills shall be held at least monthly. A log with drill dates and times must be maintained and must always be available for inspection. Fire-related equipment and fire extinguishers are inspected once a month.

Employees and volunteers are responsible for familiarizing themselves with the proper action and directive for each potential situation. Standard safety response protocols will be introduced to staff members during their orientation, and revisited again in summer training, fall training, and during staff meetings before monthly drills are held. At least one staff member on site will be CPR certified at any given time, and CPR training will be offered to staff seasonally and as needed.

The five actions and corresponding directives are detailed below. In each case, the public address should be repeated twice each time performed. Further instructions or an “all clear” will be issued verbally in some cases, and via the Slack app in others.

**HOLD:** “Hold in your room or area. Clear the Halls.”

Situations in which this action would be appropriate include altercations in hallways or major medical events. In the case of a major medical emergency, call 911 immediately. Ask for specific material guidance until support arrives. Disperse crowds away from the injured individual and contact parents/guardians. Provide pertinent information to emergency responders when they arrive, and consider using your cell phone to document the incident. Keep everything at the scene.

**SECURE:** “Secure! Get Inside, Lock outside doors.”

Situations in which this action would be appropriate include when there is a threat or hazard outside of the Club building. This may be due to violence, criminal activity, or a dangerous animal. During this time, program events may continue inside the locked building, but no one should be allowed in or out of the structure.

**LOCKDOWN:** “Lockdown! Locks, Lights, Out of Sight!”

Lockdown is called when there is a threat or hazard inside the Club. This may be a parental custody dispute, intruder, or active assailant. Individual classroom doors, offices and other securable areas are locked, occupants are moved out of the line of sight of corridor windows, and lights are turned off to make the room seem unoccupied. Silence of all occupants should be maintained.

**EVACUATE:** “Evacuate! To a location.”

Evacuate is called when there is a need to move people from one location to another for safety reasons. The three safe zones for evacuating are the main parking lot, the Oriole Mill parking

lot, or the Ellis property. In the event it is not safe to return to campus, you will be notified via Remind App to take your members to the gym of Union Grove Church at 901 Robinson Terrace.

**SHELTER:** “Shelter! For a hazard. Using safety strategy.”

Shelter is called when specific protective actions are needed based on a threat or hazard. Examples might include threats such as tornadoes, earthquakes, hazardous materials situations or other local threats. Specific safety strategies may vary based on the situation but could include evacuation to a shelter area, sealing the room, drop/cover/hold, or getting to higher ground.

## **Youth Workers Policy**

Youth Workers: Boys & Girls Clubs of Henderson County (BGCHC) is committed to providing a safe environment for youth, including youth volunteers. As part of that commitment, the organization implements policies, procedures and training for the protection of youth volunteers. According to Boys & Girls Clubs of America (BGCA), “Youth workers” is a general term that refers to anyone under the age of 18 who works in a Club and may be additionally categorized as minor employees, volunteers and work-based learning participants. At BGCHC, any youth participating in Club programming, including serving as a youth worker, is required to be an active Club member and may be provided the opportunity to participate in the Club’s Work-Based Learning program. At BGCHC, no registered Club member is permitted to serve the Club as an employee while their membership is active. Once a Club member has reached age 18 and their active membership has expired, they are eligible to be hired as an adult Club employee. This Work-Based Learning program is focused on providing members age 13-18 with the opportunity to develop employability skills, knowledge and work experience.

BGCHC is committed to providing a safe environment for members, staff and volunteers. To further ensure youth worker safety, the organization follows and adheres to all child labor laws when working with all youth workers. The federal child labor provisions authorized by the Fair Labor Standards Act (FLSA) of 1938, also known as child labor laws, were enacted to ensure that when young people work, the work is safe and does not jeopardize their health, well-being or educational opportunities. Work-Based Learning program participants must also complete mandatory training offered by BGCHC staff as defined by BGCA. In addition, staff supervising work-based learning program participants are also required to complete mandatory trainings as defined by BGCA. Once complete, youth workers at a minimum will:

- Know their rights and responsibilities as a youth worker at the Club.
- Understand their role as a youth worker and expectations around safety.
- Understand how to report concerns about issues perceived to affect emotional and physical safety.
- Know and implement organization-wide rules and policies that pertain to safety.
- Understand their role in supervising other youth.

Work-based learning program participants, once they have completed the program's defined volunteer period, may qualify for a program stipend as a paid volunteer. The amount of stipend relates to the level of participation in both Club programming and work-based learning program initiatives.

## **Video Surveillance Policy**

Incidents recorded on Boys & Girls Club security camera equipment are only available for review by Club administrative staff or officials with law enforcement or Child Protective Services. All video storage is subject to restrictions by law.