



BOYS & GIRLS CLUBS OF SKAGIT COUNTY

Est. 1997

CLUB HANDBOOK

EFFECTIVE 7/1/2022

Mission Support Center
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LEARN. LIVE. LEAD.

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INTRODUCTION

FROM THE OFFICE OF THE PRESIDENT & CEO

Club Families,

Before I began my career journey in Boys & Girls Clubs in 2004, I was really not aware of the federated organization and its historical impact and significance, going back to 1860, when the first Club was founded in Hartford, Connecticut. Growing up in foster care, I would likely have personally benefitted greatly from participation, but there were none in my community at the time. Outside of Seattle, Everett, Tacoma, and Clarkston, WA, Clubs in Washington did not really become established and thrive until the early 2000's. Currently, there are nearly 140 Clubs operating in the state - 10 in Skagit County alone.

Boys & Girls Clubs of Skagit County has a history of youth development to be proud of. It is our responsibility to our communities and the youth and families we serve to be innovative, strong stewards of community resources, benchmark ourselves against others, and work hard to provide opportunities to overcome any possible skill gaps, build character, explore future pathways, and equally as important - have fun.

As the leader of the organization, I report to the Board of Directors, who include community leaders from throughout Skagit County. Together, we review key indicators for success, set strategic goals and priorities, secure resources to support operations, and ensure the highest level of transparency and stewardship of those resources.

Boys & Girls Clubs of Skagit County is an independent 501 (c) 3, tax-exempt agency (TAX ID: 91-1670669). The organization is a chartered member of Boys & Girls Clubs of America, joining more than 800 others across the country, representing nearly 5,000 individual Club locations. To maintain our charter, we must fulfill stringent requirements surrounding Child Safety, Program Standards, Governance, Financial Standards, Continuous Quality Improvement implementation, Branding, Employee & Volunteer Screening, and Training & Professional Development.

We are an active member of the Washington State Alliance and Association of Boys & Girls Clubs, with the other 17 Club organizations in the state. Among Club organization across the federated movement, perhaps a bit surprising is that we are considered one of the larger agencies both in terms of square miles of coverage (more than 2,500), and budget size (\$5million in 2022). Our Club members have been celebrated many times over for their achievements, including two Washington State Youth of the Year (2015 and 2022). Staff are among the best in the profession and come from all over the country. They serve on many state, regional and national Boys & Girls Club committees, and have also been recognized by their peers and others in our field for their achievements.

Child Safety is our number one priority - both physically and emotionally. If you ever have an experience that is contrary to this statement, please reach out to me directly, immediately. If you would prefer to remain anonymous or not contact me directly, please utilize our national hotline in partnership with Praesidium, one of the nation's leading safety experts: 1-866-607-SAFE (7233) or SafeClub@praesidiuminc.com.

Ron McHenry, President & CEO

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WELCOME

WELCOME TO THE BOYS & GIRLS CLUBS OF SKAGIT COUNTY

Boys & Girls Clubs of Skagit County began serving youth on June 17, 1997. From humble beginnings in a single Club location housed in a store front at the Cascade Mall in Burlington, the organization has grown to include traditional, dedicated-facility Clubs in Anacortes, Mount Vernon, and Sedro-Woolley, and school sites at Allen School, Concrete Schools, LaVenture Middle School, Lucille Umbarger School, Mount Baker Middle School and Mount Vernon High School.

Now under construction, the organization is excited to expand from serving students in grades K-12, by opening a preschool on the first floor of an affordable housing facility in partnership with the Anacortes Family Center. Boys & Girls Clubs of Skagit County seeks to fill gaps in the community where additional services have been requested, and the new “Anacortes Discovery Center” will open in the Spring/Summer of 2023.

Boys & Girls Clubs are more than just a safe, fun, and positive place for youth to go during out-of-school time. Purposefulness and intentionality are core to our differentiation amongst youth development providers. Beyond homework help and tutoring, Club staff are trained to implement a vast range of programs and activities to encourage and foster teamwork, resiliency, critical and analytical thinking, problem solving, development and understanding of choices and related outcomes, and growth as a community leader.

Club staff regularly review data points of members attending school in districts where a formal data-sharing agreement has been executed (Burlington-Edison, Concrete, Mount Vernon, Sedro-Woolley). This includes homework completion rates, disciplinary referral figures, and attendance rates. The organization works in partnership with area schools to complement and supplement school district strategies in advancing the success of students. No two Clubs look or feel exactly the same, because supports for youth are developed based on the interests and any identified gaps of the members attending their programs.

Boys & Girls Clubs of Skagit County is funded primarily through local giving of individuals, businesses, foundations, and corporations. Membership dues and fees charged provide less than 8% of the annual budget. Families may choose to supplement any dues or fees paid with charitable contributions, and can further support the organization by doing business with entities supporting the Club when goods or services are sought.

All staff and volunteers undergo a national criminal background search process, that includes review of sex offender registries, and strong vetting process. Before any individual has direct access to a Club member, they must complete a full Sex Abuse Prevention training provided by Praesidium, a third-party vendor, as well as specified training in other areas of Child & Club Safety, Diversity/Equity/Inclusion, Health & Safety Protocols, and Emergency Procedures. Ongoing Training & Professional Development is prioritized at Boys & Girls Clubs of Skagit County, and each staff member has 30/60/90/120/120+ completion goals of additional training modules.

THE MISSION OF THE BOYS & GIRLS CLUBS OF SKAGIT COUNTY IS TO ENABLE ALL YOUNG PEOPLE, ESPECIALLY THOSE WHO NEED US MOST, TO REACH THEIR FULL POTENTIAL AS PRODUCTIVE, CARING, RESPONSIBLE CITIZENS.

ORGANIZATIONAL GOVERNANCE

A Board of Directors, consisting of persons from the business and professional community living, working, and/or having a specific interest in Skagit County governs the corporation and employees a President & Chief Executive Officer (CEO) to implement its Vision and Values.

VALUES

The values of the Boys & Girls Clubs of Skagit County are Respect, Fun, Integrity, Acceptance and Community. These values are used to make informed decisions, speak to the culture we strive to develop and implement, and are hoped to be reflected in the end by our members as they become adults.

FINANCIAL INFORMATION

The annual budget of the Boys & Girls Clubs of Skagit County is approximately \$5million. Income for operations is generated through contributions, investors, and fundraising by the Board of Directors and staff, as well as nominal membership fees (less than 10% of the budget). The Boys & Girls Clubs of Skagit County is not a government or Skagit County program, though works in partnership with many agencies at the City, County and School District level. Government grants, when they are available and meet our needs, may be applied for, but they are not relied upon for regular funding. Expenses are processed and controlled through a variety of checks and balances by staff, specifically the CEO, the CFO, and the Vice President of Administration. Financial oversight and integrity is ensured by the Finance Committee, led by the Treasurer of the Board of Directors. The organization is committed to transparency in reporting, and conducts a full audit each year.

AFFILIATION WITH BOYS & GIRLS CLUBS OF AMERICA (BGCA)

Boys & Girls Clubs of America is a federation of locally-governed Club organizations that are autonomous in nature, sharing a mission and strategy of youth development to assist youth of all backgrounds to reach three priority outcomes: Academic Success, Healthy Lifestyles, Good Character & Citizenship. The National headquarters is located in Atlanta, GA; the Boys & Girls Clubs of Skagit County is in the PACWEST Region of Boys & Girls Clubs of America which is comprised of Washington, Alaska, Hawaii, Oregon, Idaho, California, Utah, Nevada, Arizona, and military bases in the Pacific and Asia.

OTHER AFFILIATIONS

The Boys & Girls Clubs of Skagit County is also a member of the Boys & Girls Clubs of Washington State Association and the Boys & Girls Clubs of Washington State Alliance. The Association serves as a central program- and fundraising-development for the Club organizations in our state; the largest effort of the Association is the annual Washington State Youth of the Year program conducted in late-winter or early-spring. The Alliance provides lobbying support of Club interests at the local, state, and national level of government relations, and coordinates annual State Days of Advocacy.

Our proximity to other Club organizations lends itself to natural partnerships that can benefit all involved, including joint training sessions, benchmarking and evaluation trips, networking and peer support. Boys & Girls Clubs in Washington State have a long history of support and advocacy for one another as we each fulfill our mission in the communities we represent.

YOUTH DEVELOPMENT PHILOSOPHIES

There is no single approach taken to strengthen Club members on their pathway to success. It takes caring mentors, such as our trained Club staff and volunteers. It takes a safe place, like our Clubs that are consistently there for kids and teens served. It takes innovative, quality programs designed to empower youth to excel in school and lead healthy, productive lives. We do whatever it takes to ensure all kids and teens embrace their great future.

Boys & Girls Clubs of Skagit County strives to celebrate a diverse spectrum of concepts, knowledge, cultures, games, activities, and youth development ideals. This includes recognizing and learning about non-western holidays, exploring faith and different religions, and exploring a pathway of curiosity informed by the youth served. At times, this means natural conflict of thought arises. For instance, Boys & Girls Clubs promote the concept of abstinence throughout adolescence, but also provide education about Sexually Transmitted Infections, how to be as safe as possible if moving into a sexual relationship, and quite importantly, what consent is and how it relates to a healthy relationship. This is done to the most age-appropriate level possible, against benchmarks in education and child development overall.

Club staff do not shy away from integrating inquiry opportunities and activities that may feel controversial or unacceptable to some families. Each month, a program calendar is provided, and any activities that are identified as potential tension points are highlighted. This allows families to determine individually if a Club member attends on any given day.

Boys & Girls Clubs of Skagit County believes that kids and teens should be provided with opportunities to hear opposing viewpoints, learn about people and concepts they do not normally have access to engaging with, and most importantly - ask questions. The organization does not promote indoctrination of any type. Programs and curriculum are developed to support a deeper understanding of others and to promote tolerance, patience, and fact-based debate.

Representation matters and Clubs strive to hire staff that reflect the population of the Club location and overall community, while also seeking individuals a Club member may not normally see represented, but likely will engage with in adulthood.

The most fundamental statement that can be made regarding youth development philosophies at Boys & Girls Clubs of Skagit County is that programs and activities are crafted to instill a sense of belonging, usefulness, influence, and competence in Club member. Youth are encouraged to develop positive habits, attitudes, behaviors, and choices with activities that foster self-esteem, values, self-discipline, and respect for others.

NON-DISCRIMINATION

The organization will not tolerate any form of harassing or discriminatory conduct that is based upon any one's race, color, religion, gender/gender identity, age, national origin, sexual orientation, disability, marital status, veteran's status, or other protected status. For these purposes, the term "harassing or discriminatory conduct" includes, but is not limited to, slurs, jokes, or other verbal, graphic, or physical conduct relating to an individual's race, color, religion, gender/gender identity, age, national origin, sexual orientation, disability, marital status, veteran's status, or other protected status. This includes conduct toward Club members and their families and/or caregivers, as well as conduct toward a volunteer or staff person by a Club member or family and/or caregiver.

DIVERSITY, EQUITY, INCLUSION POLICY

The Boys & Girls Clubs of Skagit County, in accordance with our values of Fun, Respect, Integrity, Community, and Acceptance and our mission - to enable all young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens - is committed to Diversity, Equity, and Inclusion as an employer, service provider to the community, and place for volunteer engagement. These are priorities for the organization, and if any employee, volunteer, Club member, stakeholder or other member of the community has a concern that actions or initiatives do not support this policy, they should immediately notify the President & CEO, or Board Chair, accordingly.

Recognizing the purpose of the Boys & Girls Clubs of Skagit County and its mission is to serve those most at-risk and therefore typically underrepresented, it is integral to the success and fulfillment of the mission to enact and model practices and behaviors that will reflect the justice necessary to do so, not just when interacting within the organization, but in actively and purposefully equipping all populations with the tools necessary for self-advocacy and expression.

As an organization, we provide the following as adopted definitions:

- Diversity: The inclusion of different types of people, including but not limited to considerations regarding socio-economic status, race, culture, religion, gender or gender expression, age, political affiliation, or sexual orientation in a purposeful way that takes into account participating and having an active voice, self-expression, and celebrating one's uniqueness free from prejudice.
- Equity: Ensuring justice according to one's needs that secures freedom from bias or favoritism, access to opportunity and providing individualized support as necessary to realize benefit from those opportunities.
- Inclusion: Providing individualized opportunities for all that include engagement, participation, and input recognizing the organization benefits when multiple perspectives are brought together for consideration and implementation in a purposeful and intentional manner, free from judgement.

As an organization, we are committed to:

- Prioritizing Diversity, Equity, and Inclusion when making decisions including policy adoption and implementation, program development and execution, strategic planning, and who we choose to partner or do business with.
- Recognizing there are systemic injustices that must be addressed and that we must also advocate for change when appropriate, and equip our various stakeholder groups with the tools required to support this.
- Understanding that efforts that relate to Diversity, Equity, and Inclusion are not binary and require ongoing reflection and revision.
- Hiring staff, whenever possible, that reflect the population of Club members being served and their known demographics, but also in such a way that embraces diversity and inclusion and provides our Club members relationships with individuals that they may not otherwise have an opportunity to engage with.
- Adopting program strategies and curriculum that integrate Diversity, Equity, and Inclusion or modifying activities in a purposeful, intentional way that results in such integration.
- Providing staff, volunteers, and Club members with regular, ongoing training and where appropriate, professional development, that supports Diversity, Equity, and Inclusion, during regular in-service dates

scheduled including Veterans Day and Presidents Day, and integrating such discussion throughout regularly scheduled meetings including local Club staff meetings and all-staff quarterly meetings.

- Ensuring a safe space for our members, volunteers, staff, and community, free from mental, emotional, or physical abuse in any form, including bullying for any reason, and to allow for appropriate expression of oneself without prejudice.

As an organization engaging multiple stakeholder groups, we are currently prioritizing Diversity, Equity, and Inclusion with respect to each:

- Board Leadership: Continuing to actively work to increase diversity amongst Board membership, and with equity considerations, build an Advisory Council that reflects our membership and community to inform the work of the Board.
- Staff: Continuing and expanding current efforts to provide regular, ongoing feedback and reflections from all staff members, including through open participation in the Diversity/Equity/Inclusion Committee comprised of staff, board, and other stakeholders; Securing the training necessary for staff to fully understand Diversity, Equity, and Inclusion and how each intersects with our mission and organizational strategies and goals.
- Club members and their families: Maintaining a culture of inclusion and educating members as to the purpose and importance of self-expression and self-advocacy; Ensuring equity in access, eliminating barriers to participation whenever possible, and monitoring membership demographics so they at least mirror those found in the community, making program changes in curriculum and location if necessary to support this.

The commitment of the Boys & Girls Clubs of Skagit County to Diversity, Equity, and Inclusion is unequivocal. It is recognized that despite significant effort to make organizational culture and practice changes, it will require continued growth and evolution. Staff, volunteers, and members should feel empowered to make their needs known to ensure the greatest success for all.

CLUB OPERATIONS INFORMATION

MEMBER ENGAGEMENT & PARTNERSHIP COMMUNICATIONS PLAN

Daily communication with families and caregivers will be made in regards to any behavior concerns, incidents including injuries, and other concerns or items needed. Parents/Guardians/Caregivers are encouraged to bring any questions or concerns, especially any related to child safety, to their local Club/Site Director. You may also contact your respective Vice President of Operations for any reason.

Vice President of Operations - Skagit Valley

Angela Freeberg; 360-419-3723 x33 / afreeberg@skagitclubs.org

Burlington - Allen; Burlington - Lucille Umbarger; LaVenture Middle School; Mount Baker Middle School; Mount Vernon Clubhouse; Mount Vernon High School

Vice President of Operations - Mountains & Sound

Christina Trader; 360-419-3723 x43 / christina.trader@skagitclubs.org

Anacortes Clubhouse; Anacortes Discovery Center; Concrete Clubhouse; Sedro-Woolley Clubhouse; Sedro-Woolley Discovery Center

Senior leadership is also available for contact at any time, for any reason, though we do request concerns are first brought to the attention of the local Club/Site Director first to address, unless of course the concern is with the individual themselves.

Senior Vice President & Chief Operating Officer (COO)

Jeremy Hiatt; 360-419-3723 x121 / jeremy.hiatt@skagitclubs.org

President & Chief Executive Officer (CEO)

Ron McHenry; 360-419-3723 x101 / rmchenry@skagitclubs.org

Child Safety is our number one priority - both physically and emotionally. Please contact a member of our team immediately with any concerns. If you would prefer to remain anonymous, please utilize our national hotline in partnership with Praesidium, one of the nation's leading safety experts: 1-866-607-SAFE (7233) or SafeClub@praesidiuminc.com. This information is provided to Boys & Girls Clubs of America to communicate with the local organization.

Families and caregivers are encouraged to 'like' and 'subscribe' to Boys & Girls Clubs of Skagit County social media channels including Facebook (primary), Instagram, and Twitter. Regular postings occur with images and stories of what takes place during program hours, and you never know when you might see your youth in action, as well as information related to weather delays and closures, transportation adjustments, and more.

CLUB CALENDARS & CLOSURES

CLUB CALENDARS

A basic calendar should be made available at each Club location, each month, that highlights Early Release or New School Days, Conference Days, other School District modified days, programs and activities, field trips that are known well in advance, family nights, and other important information. Parents/Families/Caregivers should review this each month and ask for any specific clarification immediately.

OPERATIONAL CLOSURE DAYS

Boys & Girls Clubs of Skagit County locations are closed on certain days during the year. Operational Closure Days recognize specific holidays where community need has historically not been evident, and are used as an opportunity for a paid day off for staff respite. Operational Closure Days will be regularly reviewed based on demographic changes and shifts in the communities served by the organization, and may be amended prior to January 1 of each year. As of 2022, ALL Club programs and services are not operational on the following days:

- January 1 (New Year's Day)
- Third Monday in January (Martin Luther King, Jr Day)
- Last Monday in May (Memorial Day)
- June 19 (Juneteenth)
- July 4 (Independence Day)
- First Monday in September (Labor Day)
- November 11 (Veterans Day)
- Fourth Thursday in November (Thanksgiving)
- The Friday directly after the fourth Thursday in November (Day after Thanksgiving)
- December 25 (Christmas Day)

PRE-PLANNED CLOSURE DAYS

Some additional closure days are anticipated in advance each year. The purpose of these days is staff training, facility preparation between school year and non-school year operations, and more. Typically, these periods include the week between Christmas and New Year's Day, weeks between school year and non-school year operations, Presidents Day, and if a lack of service need is established in advance - Spring Break. Occasionally, pre-planned closures may be a result of a need for staff support at a major fundraising event. These are typically quite limited, and avoided as much as possible.

INCLEMENT WEATHER

When inclement weather occurs overnight, we will provide an *initial* decision no later than 6:30 am regarding operational status for the day, which will be posted to the website (www.skagitclubs.org), as well as our Facebook page. That *initial* decision may be clarity that regular Club programs are open and on time, that programs are closed, or that programs will open on a delay, likely not before 10:00 am. *If your child receives transportation home regularly from the Club on your local School District bus, anticipate no transportation home from the Club if that District is on a delayed start that day.*

Because of the geographic reach of Boys & Girls Clubs of Skagit County, it takes time to get on roads and determine their conditions, as well as to determine what staff may or may not be able to make it to work.

In some instances, degrading conditions throughout the day may lead to Clubs closing early. If this type of closure is required, parents and all emergency contacts will be phoned to make the necessary pick-up arrangements, and Clubs will endeavor to stay open for at least 90 minutes following a decision like this. However, because most staff live outside the Skagit Valley, picking your member up as soon after a call is received as possible allows us to begin sending them home as the numbers of youth in the building drop.

PHOTOGRAPHY/VIDEOGRAPHY & MARKETING/COMMUNICATIONS

If there are objections to photographs or videos of a Club member being taken, request an opt-out form from your local Club/Site Director. Photographs and Videos are taken regularly for many purposes, including historical/digital archiving, projects, marketing Club programs, and sharing with parents, families, and caregivers the activities their respective Club member may be participating in.

There are times when special opportunities are provided that rely on a member having the ability to be captured in photographs or video. This includes invitations to major sporting events (Sounders, Seahawks, Kraken, Seawolves, Mariners, etc), as the hosting group typically needs the freedom to use any images captured during the special experience. This *does not* include Club-initiated outings or field trips - though a member may be asked from time to time to participate in a brief alternative activity during such an outing when significant recording activities are occurring involving large groups.

ALCOHOL, TOBACCO/VAPING, CANNABIS USE

The Club is a non-smoking/non-vaping environment. No smoking is allowed within 100 feet of a facility serving youth. Many Club locations are located on school district or city property, and all Drug-Free Zone policies will be observed.

No alcohol or cannabis use is permitted in Club programs. Additionally, it should be noted that if Club staff have reasonable suspicion that a parent, guardian, or other caregiver is picking up a Club member and under the influence of any substance they will be asked to make alternative transportation arrangements, and Club staff, as mandated reporters, may be forced to communicate to law enforcement any concerns regarding potential unsafe conditions and transportation immediately if there is reasonable belief child safety may be in question.

There are occasionally opportunities for Club members to engage with the community at fundraisers and other events at which alcohol is being consumed. By Club policy, prior to engagement, participating members will go through a specified curriculum regarding alcohol consumption, abstention and avoidance, actions and potential outcomes, and liabilities that can have a lifelong impact. Parents/Families/Caregivers will *always* be well-informed regarding invitations to these completely volunteer opportunities. Club staff closely monitor any interactions between members and guests. Typically, these engagements occur in the first half of any event, and are limited to welcoming guests, interacting at facilitated ‘games and activities,’ and occasionally, speaking.

MEMBER GUIDANCE PLAN

CODE OF CONDUCT

The Club operates from a basis of three foundational rules:

- Respect Myself - Club members will be responsible, seek growth through participation in new and challenging activities, communicate about concerns or challenges before they become overwhelming, use appropriate language at all times, and not harass or bully others.
- Respect Others - Club members will be courteous, friendly, considerate, avoid wearing inappropriate clothing - specifically any with violent or vulgar prints, listening to and following the direction of staff, using learned conflict resolution skills to deescalate situations, not infringe on the enjoyment of other members, report any observed harassment or bullying immediately, and consider the diverse nature of other cultures, races, and other identifying classifications with tolerance.
- Respect Property - Club members will clean up after themselves, return materials to their proper place, use materials and supplies as intended and directed, not damage any portion of any facility intentionally, and notify staff of any observed safety concerns

DISCIPLINE POLICY

The primary disciplinary method is to reinforce positive behavior, providing Club members with strategies for successful interactions and relationships with peers and staff, and rewarding displays of good character. **At no time will any physical means of discipline be used in our programs.** If a Club member is experiencing behavior concerns, the Club/Site Director will communicate these immediately and suggest ways to increase positive behavior - this may include the need to develop a Behavior Plan. If your Club member is on an IEP/504 plan, you are encouraged to provide regular documentation to Club staff so that supporting efforts can reflect what the Club member is experiencing during the school day for consistency and best success.

Boys & Girls Clubs of Skagit County has a no tolerance policy for fighting, vulgar/offensive language, possession of any weapons, or bullying/harassment. Other situations that may lead to a similar outcome include: 1. Purposefully destroying, damaging, or defacing property; 2. Disrupting programs so that normal operation is not possible; 3. Failing to respond using basic problem-solving and conflict resolution techniques; 4. Repeatedly disregarding requests to comply with health and safety rules. Any of these behaviors may result in an immediate suspensions and possible expulsion from all Club locations and programs.

EXPULSION POLICY

Boys & Girls Clubs of Skagit County reserves the right to suspend or expel a child for disciplinary reasons at any time. Other causes for suspension or removal from the program may include but not be limited to: failure to complete requirements for enrollment or other standards of policy indicated in this handbook, failure by parents/families/guardians or members to comply with site policies and procedures, chronic late pick-up, or non-payment of fees. In such cases, any fees paid will not be refunded.

GENERAL INFORMATION

CLUB OPERATIONS

Program hours vary by Club location and season. In general, during the school year, Clubs open immediately following the end of the school day, including regularly-scheduled early release days and for conferences. Club sites begin closing at 5:00 pm depending on the location and scope of service (typically secondary/school-based sites). Traditional Club programs in Anacortes and Mount Vernon close at 6:00 pm, as well as school-based programs in Burlington. Programs close at 6:30 pm in Concrete and Sedro-Woolley.

When programs and activities are made available when school is not in session, secondary programs are typically open 8:00 am to 2:00 pm, along with some school-based sites. Traditional Club locations open at 6:30 or 7:00 am, and close at 6:00 or 6:30 pm.

ENROLLMENT/MEMBERSHIP

Enrollment and membership is completed in the MyClubHub Parent Portal, found on the website at www.skagitclubs.org. A Parent/Family/Caregiver account must first be completed before accessing the membership information to browse options available for the Club member. All information, including reviewing and approving all required waivers, including this Handbook, must be complete prior to enrollment completion. Demographic information is for aggregate purposes and assist the organization to obtain the resources necessary to maintain costs below market value for services provided.

SIGN IN & OUT REQUIREMENTS

At Licensed Exempt programs, which include any location not specifically referred to as providing Licensed Childcare, Washington Administrative Code (WAC) does not allow for the establishment of custodial care - Boys & Girls Clubs are considered drop-in programs, and members of any age are allowed to 'come and go' on their own. It is the responsibility of the primary custodian(s) to establish expectations directly to participating youth. Boys & Girls Clubs of Skagit County works to support these efforts by identifying and confirming sudden and unanticipated changes to routines through communication with a family. Club members check-in using an established Membership Tracking System, and the same to check-out when departing. There are times when you or another individual arriving to pick up your member may be asked for photo identification - for Child & Club Safety, this is a preventive measure to document routine changes.

At no time should a Club member be dropped off prior to a Club location opening for programs. Arrangements for pick up times should be made in advance. An adult picking up a youth must enter the building to do so, or contact the child directly through an established means of communication. The Club will not accept daily phone calls asking for children to be sent out. This is to maintain the phone lines free for safety reasons, as well as the focus of staff on their primary responsibility - providing a fun, safe environment for positive youth development. Adults are encouraged to enter the Club daily to pick up their youth, look for communications regarding upcoming programs and opportunities, and communicate with Club staff about their child.

In Licensed Childcare programs, parents need to arrive and depart at the proper hours they have agreed upon. Adults must bring their child/ren directly into childcare and enter the facility to pick-up, personally signing their participant(s) in and out using a full signature. Call if you are running late, if your child is ill and not attending care, or if irregular drop-off/pick-up activities are occurring. No one other than those noted on the registration form will be allowed to pick up your participant(s) without prior, written permission. If the adult picking up is unknown to any staff member, photo identification will be required. Older siblings may sign kids in and out. Children 12 or under cannot sign themselves or any other individual in or out. Staff can only sign in lieu of a custodian when coming or going to school or out on a field trip. Non-custodial parents have the same rights unless there is legal documentation on file, in advance, that clearly stipulates responsibilities and permissions. If problems occur, or there is any suspicion or observation relating to abuse, anger, negative influence of legal or illegal substances, or the possibility or presumption that an adult poses a risk to any child at pick up, staff will call 9-1-1 immediately. Release of information other than to a parent requires a court order.

RECORD KEEPING

For the safety of participants, it is vital that all member information is kept current, *especially emergency contact information*. Club Families are encouraged to review, edit, and affirm information on-file each time when logging into the MyClubHub management system. For some, this may be just once or twice a year when enrolling for programs. For others, this may be each month when making a payment.

All information contained within hardcopy and digital records are kept confidential, unless otherwise compelled by legal means, through special written consent by the primary custodian listed on the member file, or when provided through regular means of consent. Aggregate data on demographic information is provided to Boys & Girls Clubs of America, and various foundations and other entities when making applications for financial support or fulfilling required elements of reporting - but no individualized data is provided in this circumstance.

FEES

Registration and Activity Fees are updated annually. These range from no membership and no monthly activity fees for programs funded as 21st Community Learning Center (CCLC) programs, for the specific core services, though extended-day elements will have a fee assessed. Teen programs typically only have an annual registration fee, unless CCLC specific, and occasionally there will be a limited activity fee for very special activities, such as the Summer College Tour.

Non-CCLC programs assess a monthly activity fee for after-school programs that is a fraction of market value, and where fundraising and development primarily support Club families. Before-school programs, because of the nature of their availability and need due to childcare, are assessed additional fees, but remain below market rate.

Licensed childcare programs of any type are fully fee-based services, and published rates are required to be at or above market value to access Working Childcare Connections subsidies for families. At this time, the only licensed childcare programs available to the community is the Anacortes Discovery Center Preschool which will open Spring 2023.

Boys & Girls Clubs of Skagit County endeavors to always maintain the lowest rates for participants, and there is no goal or objective to make a 'profit.' Any funds received above budget in any category are required to be invested back into the program by policy and IRS guidance. To keep fees low, the organization must retain

efficiencies whenever possible, including autobilling, maintaining stable enrollment, and ensuring all spaces available are filled.

When enrolling through the MyClubHub Parent Portal, there is a section for household income information. Completing that section will apply appropriate sliding scale and discounts upfront. When a Club member qualifies for deeper scholarship rates, income verification support in the form of two recent pay stubs for each adult in the household will be requested. It is recognized this information does not always 'tell' the full story of every family situation, and further discounts and scholarship support may be available by contacting your local Club/Site Director. It is the goal of Boys & Girls Clubs of Skagit County to make every effort to ensure programs are affordable and accessible for any child seeking services.

For any site designated as licensed child care qualifying for subsidy of care through DSHS/DCYF and/or the Working Childcare Connections program, there are no limits placed on spots available for subsidy. However, waitlists may apply. All paperwork must be completed and verified for licensed childcare programs prior to starting care - there are no exceptions due to requirements by DCYF and the State of Washington.

There are no refunds for membership. Refunds for licensed childcare or seasonal full-day programs may be available in limited, special, specific circumstances, and require the approval of the President & CEO.

SEPARATION/TERMINATION OF MEMBERSHIP

If a child is not in attendance for two or more weeks without any communication, they may lose their space in any program, and be subject to any waiting list restrictions before returning. Charges continue due to their automated nature - *it is the responsibility of the Parent/Family/Caregiver to inform Boys & Girls Clubs of Skagit County of enrollment changes and to request interruption of payment, in a timely manner.*

For children enrolled in any licensed childcare program operated by Boys & Girls Clubs of Skagit County, parents must provide notice, in writing, at least two weeks prior to terminating care and services. Parents/Families/Caregivers that do not give at least two weeks notice will pay two weeks severance pay in lieu of proper notification. The licensed childcare agreement and policies are legal and binding documents.

Conditions that can lead to termination in any program include: child behaviors that require continuous escalating disciplinary reviews without demonstrating any progress, continual late departure, or late payments.

LATE PICK-UP POLICY

A \$1.00 per minute, per child late fee will be assessed starting five minutes after the regularly scheduled closure time for the location. Staff will begin calling Parents/Families/Caregivers and all emergency contacts at closure time. If we are unable to reach someone to pick the child up within one hour, as mandated reporters, we must contact Child Protective Services. Late fees must be paid promptly, and prior to return to program.

TIME AWAY FROM PROGRAM (ILLNESS, VACATION, OR OTHER)

Please notify your local Club/Site Director if your child will be out sick. Because space is secured by individual, any normal daily charge still applies, and no prorating occurs for monthly fees paid. Additionally, unless otherwise communicated directly from the President & CEO, there is no prorating for the months of December and June despite periods of Club closures, as staff are still compensated and participating in required training.

For Licensed Childcare programs at or above market rates, such as any Discovery Center Preschool, two weeks of vacation within a single month are available for prorating in that month. This is dependent on at least two weeks notification prior to the vacation, in writing, otherwise all charges will remain. No additional vacations are available during the year at a prorated basis.

RATIOS

Boys & Girls Clubs of Skagit County has adopted an aggressively low ratio of staff/volunteers to Club members in our programs to support more comprehensive engagement comparative to other youth development providers at 1:15 at our locations. When on field trips, the minimum operating ratio is 1:10, but scaled even lower depending on any associated potential risk factors. Club programs operate in hybrid free-choice/structured models, in which members choose from activities and spaces of exploration. During full-day programs, more structure typically occurs between the hours of 9 am and 3 pm, potentially with members grouped by age.

RELIGIOUS/CULTURAL/SIGNIFICANT OBSERVATIONS OF HOLIDAYS & ACTIVITIES

Boys & Girls Clubs are non-sectarian, multicultural organizations. Holidays are recognized for their celebration value, and one way staff honors diversity is by providing activities about how different religions, cultures, and individuals or groups celebrate holidays or specially designated times of the year. Information, rituals, and customs vary, and beliefs or purposes are shared and celebrated. This includes holidays such as Ramadan, Hanukkah, Kwanzaa and other observations including Black History and Pride months, as well as holidays more traditional to western cultures, specifically in the United States, including Veteran's Day, Memorial Day, Easter, Christmas, and Thanksgiving.

TRANSPORTATION - TO/FROM SCHOOL

Most Club locations are provided transportation from school to the Club in the afternoons, in partnership with area School Districts. Some Club locations have limited transportation home from the Club at a daily specified time, also provided by the local School District in hopes of eliminating barriers to program participation. In School Districts where a Club is offering a Before School program, it is likely the School District is providing transportation from the Club to the School. Contact your local Club/Site Director regarding transportation availability and qualification.

All regular School Bus rules apply, including the impacts of not following the rules during school or Club transportation impacting access to privileges for both purposes. Boys & Girls Clubs of Skagit County lacks the resources and infrastructure to provide daily transportation services of any kind, directly.

TRANSPORTATION - FIELD TRIPS / CLUB ACTIVITIES

Large group transportation for field trips, particularly in the summer, is primarily provided by contract charter services, or school buses, in partnership with the respective school district. These vehicles are subject to DOT guidelines, inspections, and regulations. Boys & Girls Clubs of Skagit County will use an assortment of vehicles for small groups and during the school year, which are owned and maintained by the organization. These include 7-passenger minivans, and 15-passenger minibuses that meet "Multi-Function School Activity Bus" requirements by the state of Washington. By policy, the organization no longer utilizes 15-passenger conventional vans for any purpose. All vehicles utilized carry enhanced safety equipment, including well-equipped First Aid kits, supplemental disaster response kits, hazard deflectors, and fire extinguishers. Drivers of Club vehicles must be 23 or over, completed additional direct training on the various vehicles which include pre- and post-trip procedures and defensive driving techniques, submit a driving abstract, and are reviewed each year.

FIELD TRIPS & EXCURSIONS

It is the policy of Boys & Girls Clubs of Skagit County to encourage the utilization of field trips and excursions. These activities provide members with the opportunity to explore careers, different culture, gain important life experiences, and in general, HAVE FUN! All field trips require parent permission slips regardless of length of stay or means of travel. Field trips are not allowed without the permission of the Club/Site Director.

Basic and essential safety standards on all field trips are the same as those set within the Club, though additional standards, policies, and procedures may be required depending on the nature of the trip or excursion. The organization has extensive policies and procedures regarding these activities that can be found in the appendix of this Club Handbook.

MATERIALS FROM HOME

Keep all valuables at home. Boys & Girls Clubs of Skagit County is not responsible for items that are lost, stolen, or broken, while participants are engaged in any Club activity - this includes, but is not limited to, personal digital/electronic devices, school-issued technology devices, expensive clothing items, toys, etc. Participants are discouraged from wearing flip-flops or other open-toed foot apparel as they can break easily, be hard to play in, and/or, do not provide sufficient safety protection. Labeling personal items can be a benefit in the event of items being misplaced.

CELL PHONES

In general, cell phones are not allowed to be used at Boys & Girls Club locations except in emergencies to call parents, and should be approved by a staff member in advance who will also monitor the call whenever possible. Participants should never use any camera feature on any personal device during programs. Boys & Girls Clubs of Skagit County is not responsible for stolen, lost, or damaged call phones. In special occasions which have likely been communicated in advance, school-age youth may be provided opportunities for limited use of personal devices. Teen programs provide intermittent access and engagement when interactions can be observed and supervised to ensure appropriateness. Any bullying of any kind, in person or through digital means, is not tolerated and is grounds for immediate removal from programs.

PROGRAM ACCESS

Family members are welcome during special programs, but cannot participate in daily functions without first completing a full background check and volunteer training and onboarding. Family members are asked to remain within the established 'Control/Front Desk' area at all times. Family members may request a tour of the Club at any time. In special circumstances and with adequate staffing capacity at the moment, family members may request staff to accompany them to see their own participant(s) engaged in Club programs.

FAMILY CODE OF CONDUCT

Boys & Girls Clubs of Skagit County strives to provide a safe, fun, and positive environment where youth can grow, learn, and develop. Family members are expected to behave, at all times, in a manner that demonstrates courtesy, decency, and respect to all other members, families, volunteers, and staff. Individuals who violate this Code of Conduct will not be permitted in the facility thereafter.

OPERATIONAL POLICIES & STRATEGIES - APPENDIX A

MEMBER SAFETY POLICY

Your safety and the safety of all members is of top priority to the Boys & Girls Club. All staff are required to observe and abide by the established safety standards. Any unsafe situation observed by an employee or members should be brought to the attention of the supervisor immediately. First aid kits are available for members and employees. First Aid and CPR training are required for all staff. Fire extinguishers are located throughout the building.

1. All accidents and injuries must be reported to your supervisor immediately, regardless of how minor they seem at the time.
2. Absolutely no one will be permitted in the Club while under the influence of, or affected by, drugs or alcohol.
3. Work areas are to be kept clean and hazard free. Unsafe storage can cause many accidents.
4. Use common sense in allowing members to use tools and equipment. Ensure proper training and make sure safety equipment is in working condition at all times.
5. Locate all fire extinguishers and exits in the event of an evacuation or fire emergency. Keep exits clear at all times.
6. Post safety and emergency procedures and run drills with members so that they are aware of where to go and what to do in case of an emergency.

EMERGENCY OPERATIONS PLAN

EMERGENCY OPERATIONS PLAN POLICY

Through the appropriate use of Club and community resources, Boys & Girls Club of Skagit County strives to mitigate the immediate effects of an emergency and its long-term effects on Club operations and mission by being prepared to effectively respond to and recover from an emergency.

Emergency Operations Plan (EOP)

Boys & Girls Clubs of Skagit County shall create and maintain an Emergency Operations Plan (EOP). At minimum, the plan shall encompass the following elements:

- Mitigation, preparedness, response and recovery for the following types of emergencies:
 - Fire
 - Weather (tornado, flooding, hurricane, etc.)
 - Lockdown (for interior or exterior threat)
 - Bomb threat
 - Suspicious package
 - Training/drill schedule and reporting procedures for staff, volunteers and members.
 - Developed and shared with local first responders, such as fire department and law enforcement agencies.
 -

EOP Annual Review

Boys & Girls Clubs of Skagit County leadership will maintain a board-led safety committee that regularly focuses on safety and will have oversight and responsibility for the emergency operations plan. The board-led safety committee will be responsible for reviewing and updating the emergency operations plan annually. It is the intention of the Boys & Girls Clubs of Skagit County to meet and exceed all safety recommendations from Boys & Girls Clubs of America.

ACCIDENT OR SERIOUS INJURY

There will always be an adult staff on the premises that has current First Aid and CPR Certification. Staff should be aware of individual members Health needs and concerns in order to respond to emergency situations in an appropriate manner.

Below are procedures that should be followed in the event of an accident or serious injury.

1. Make sure a staff member is supervising all other children.
2. Administer aid that is needed (i.e. first aid to injury, artificial resuscitation, or cardiopulmonary resuscitation (CPR) according to accepted practices and statutes in place in the State of Washington. CPR should only be carried out by qualified persons.
3. Staff in charge should call 911 and give full description of injury and location with the street address. Other staff can assist by obtaining a blanket or other first aid material needed.
4. Staff member in charge should then contact the parent, or, if unable to contact them, call those listed as emergency contacts and inform them of the accident. In the event that we have reached those other than parents, all efforts must be made to reach parents as soon as possible to notify them.
5. Once aid is administered and the individual is responsive, aware, and safe, or, a first-responder professional has taken charge, and after emergency contacts have been notified, the staff in charge is to make contact with their direct supervisor to inform them of the situation. A staff member must continue up the chain of command (Club Director/Site Coordinator, COO, CEO, Chairman of the Board of Directors) until being able to make direct contact and fully apprising the responsible party of the situation. Inform them of the nature of the incident, the names of the parties involved, the current location and status of the individual, what steps were taken, and names and telephone numbers of the emergency contact informed, in addition to parent/guardian information if they were not initially reached.
6. All staff involved must follow through with appropriate reports within 24 hours. All staff will review emergency procedures to evaluate how well the situation was handled and make any improvements necessary.

EMERGENCY SITUATIONS

In all emergency situations, no statements by staff are made to reporters, insurance agents etc. All questions are referred to the CEO. Each Club must delegate two employees who have primary responsibility for contacting the appropriate agency in the event of an emergency. The CEO is notified immediately of all emergencies. This person or their designate follows established procedures and directs staff to:

- A) ensure to safety of all members, guests and staff;
- B) control existing injuries so they do not become worse;
- C) notify the appropriate emergency authority;
- D) limit damage to the facility and equipment only after authorities have been notified and after the safety of all individuals is ensured.

The decision to open or close the Club is based on these conditions:

- A) there is no threat to individual lives;
- B) operating conditions are safe and healthy;
- C) staff and resources are adequate for serving members and our families;
- D) official approval has been given by appropriate authority to resume normal operations.

INCIDENT MANAGEMENT POLICY

Clear reporting policies and procedures are an important element in responding to incidents that might occur in Clubhouses. Staff and volunteers must at a minimum immediately report and document all safety incidents that might affect staff, volunteers, members and others who visit Clubhouses.

General Incident Description

Safety incidents can include but are not limited to:

- Inappropriate activity between adults (18 and over) and youth
- Inappropriate activity between multiple youth
- Allegations of abuse
- Bullying behavior
- Inappropriate electronic communications between adults (18 or over) and youth
- Minor and major medical emergencies
- Accidents, including slips and falls
- Threats made by or against staff, volunteers and/or members
- Physical assaults and injuries, including fights
- Missing children
- Criminal activity, including theft and robbery; and
- Other incidents as deemed appropriate by Club leadership.

Safety incidents include those that occur during Club programs, on Club premises and/or during a Club-affiliated program or trip.

Internal Incident Reporting

Any employee or volunteer who becomes aware of an incident, as defined in this policy, shall immediately complete an incident report and submit the incident to Club leadership.

The following information shall be included on an Incident Report:

- Date and location
- Incident details (if applicable)
- Witnesses and contact information
- Names of all involved (youth and staff if applicable)
- All notifications made (first responders, parents, leadership, etc.)

External Incident Reporting

Boys & Girls Clubs of Skagit County follows all applicable mandated reporting statutes and regulations and all applicable federal, state and local laws (including those around licensing, for licensed organizations) for the protection and safety of youth. Types of incidents reported include but are not limited to:

- Inappropriate activity between adults (18 or over) and youth
- Inappropriate activity between multiple youth

- Allegations of child abuse
- Any form of child pornography
- Criminal activity, including assault, theft and robbery; or
- Children missing from the premises.
-

Incident Investigation

Boys & Girls Clubs of Skagit County takes all incidents seriously and is committed to supporting external investigations of all reported incidents and allegations or internal investigations by the Safety Committee when not an externally reportable incident.

Federal, state and local criminal and or mandated child abuse reporting laws must be complied with before any consideration of an internal investigation. The internal investigation should never be viewed as a substitute for a required criminal or child protective services investigation.

In the event that an incident involves an allegation against a staff member, volunteer or Club member, the Club shall suspend that individual immediately (employees with pay) and maintain the suspension throughout the course of the investigation.

BGCA Critical Incident Reporting

Each Member Organization shall immediately report any allegation of abuse or potential criminal matter to law enforcement. In addition, each Member Organization shall report the following critical incidents to BGCA within 24 hours:

1. Any instance or allegation of child abuse, including physical, emotional or sexual abuse; sexual misconduct or exploitation (Club-related or not) against any child by a current employee or volunteer; or any Club-related instance by a former employee or volunteer.
2. Any instance or allegation of child abuse, including physical, emotional or sexual abuse; or sexual misconduct or exploitation by a youth towards another youth at a Club site or during a Club-sponsored activity.
3. Any child who might have been abducted or reported missing from a Club site or Club-sponsored activity.
4. Any major medical emergency involving a child, staff member or volunteer at a Club site or during a Club-sponsored activity leading to extended hospitalization, permanent injury or death; or a mental health crisis with a child requiring outside care.
5. Any instance or allegation of abuse, including physical, emotional or sexual abuse, sexual misconduct, harassment or exploitation (Club-related or not) involving any staff member; or any Club-related instance or allegation of abuse, including physical, emotional or sexual abuse, sexual misconduct harassment or exploitation against a volunteer or visitor.
6. Any failure to comply with requirements set forth by child care licensing agencies or organizations.
7. Any known or suspected felony-level criminal act committed at a Club site or during a Club-sponsored activity.
8. Any misappropriation of organizational funds in the amount of \$10,000 or greater, or any amount of federal funds.
9. Any criminal or civil legal action involving the organization, its employees or volunteers, as well as any changes in the status of an open organization-related legal action.
10. Negative media attention that could compromise the reputation of the Member Organization or the Boys & Girls Clubs of America brand.
11. Any other incident deemed critical by the Member Organization.

Failure to report safety incidents to Boys & Girls Clubs of America could result in a funding hold or the organization being placed on provisional status.

WEAPONS

Members or guests possessing a dangerous weapon will not be permitted in the Club. A dangerous weapon is a gun, knife, razor, karate stick, metal knuckle, or any other object, which by the manner it is used, is capable of inflicting bodily harm. In cases that clearly involve a gun, or any other weapon used in a threatening manner, the police will be called and the individual will be subject to immediate disciplinary procedures, including permanent expulsion from any Clubhouse of the Boys & Girls Clubs of Skagit County. This applies to members, volunteers, staff, and guests.

INTERVENTION

Staff will monitor potentially violent activities and behavior and will immediately inform the supervisor. Staff will maintain visual contact and be prepared to report observations. If possible, staff will ask a disruptive individual to accompany the staff to an area away from other members. Staff will not persist if the individual is not cooperative, and will clear all members from the area. Usually the supervisor will determine if the police will be called. In an emergency, any staff may make the decision to contact police. Staff will not attempt to physically disarm an armed individual. Circumstances, such as the staff person's knowledge of the individual involved, the nature of a present weapon, or the need to act in self-defense, will have a bearing on whether or not a staff person intervenes. If a weapon is confiscated, it will be given to the police.

Parents/guardians of all members directly involved in the critical incident will be contacted and informed of their child's behavior. As soon as possible following resolution of an incident, supervisor will report the incident to the CEO. Staff will prepare a written report of the incident.

Use of force as a response to violent behavior should be the last choice of action for staff, and should not be done except to protect oneself where serious bodily harm could occur without physical intervention, or to prevent harm such as separating individuals who are fighting. Staff who are physically assaulted should protect themselves as appropriate.

If staff determines that it is necessary to forcibly remove an individual because that person refuses to leave voluntarily:

- a) staff should seek assistance immediately, including the supervisor.
- b) all members and others should be cleared from the area to isolate the individual.
- c) the police should be notified.

The police, not staff, should remove a severely disruptive person who refuses to cooperate.

FIRE REGULATIONS

All employees and youth members will participate in fire drills so that, should there be fire emergency, the facility can be evacuated quickly and safely. All employees will be trained in the emergency procedures and the location of emergency exists. Such fire/emergency drills shall be conducted no less than quarterly.

EMERGENCY WEATHER CONDITIONS

Emergency weather conditions before the Club's regular operating hours:

When severe weather conditions exist at any Club location, it will be the decision of the CEO to close the operation of that Club. A phone tree will be established to notify all staff. A Club may close for general operations to members for safety, but staff may still work hours. The CEO shall make a final determination as to starting/closing hours in the event of a Club closure.

Emergency weather condition when the Club is in operation:

When severe weather conditions exist while the clubs are operating, it will be up to the CEO's decision as to whether people in the facilities should be evacuated or led to the safest area, or if the facility should be closed. Parents will be notified as to the impending closure or evacuation and asked to pick up members within 90 minutes. Staff should be sent home immediately, as standard safety ratios allow, with preference given to staff members who provide care to another individual, have great distances to travel or other extenuating circumstances; a member of the management team must be a member of the closing team. When possible, the CEO will be available to take incoming calls.

LOSS OF CONTROL AND SAFETY

It is the responsibility of the COO to supervise the Club's loss control and risk management programs. All employees are expected to comply with all established local, state and federal safety regulations and procedures.

CLUB SUPERVISION

Clubs must have at least two staff members on duty at all times when youth are present or expected in the facility. A staff person over the age of 21 is required to be present during all hours of operation. When determining staff coverage, a volunteer may not be counted as a staff member.

RESTROOM USAGE

Restrooms within Club facilities or spaces shared with other agencies shall be considered single-use. When possible, a restroom specific for adults will be identified and marked as such. Only one individual is allowed in a Club restroom at any time, regardless of age.

Situations may occur when in the community, such as on field trips, where larger restroom facilities with multiple stalls/stations are available. In these circumstances, **especially when the facility is open to the regular public**, no fewer than three individuals should use the restroom at once, of the same gender. All three individuals are to enter and utilize the facility, with no one leaving until all have completed the necessary function. A rule of three or more shall always be in place.

PHYSICAL CONTACT

Avoid physical interaction with youth if at all possible, except in cases of immediate danger to other youth. Staff may not pick up children or allow them to sit on their laps. For the protection of youth and employees, staff should not be alone with a child. Please make sure that you are in view of other staff or children.

SIGN-IN

Club members are required to scan-in or sign-in at the Front Desk (Control Area) upon entry to the building. The sign-in can be by name or club number.

SIGN-OUT

Club members are required to scan-out or sign-out at the Front Desk (Control Area) upon entry to the building. The sign-out can be by name or club number.

OPEN DOOR POLICY

Youth members are free to enter and leave without permission of staff. Parents and guardians are to be notified of this policy at registration. Parents need to make their wishes known to the Club Staff. Efforts will be made to comply with parent or guardian instructions, but we cannot guarantee that children will not leave the Club.

LOITERING POLICY

Loitering is not allowed outside of the club. Members must be accompanied by a staff person for outside activities. Members may not wait outside the club to be picked up. Members having checked-out from the Club are no longer considered to be under the supervision of the Boys & Girls Clubs of Skagit County.

VISION MEMBER TRACKING SYSTEM (VISION, MTS; IMIS FOR CLUBS; MYCLUBHUB)

The Boys & Girls Clubs of Skagit County uses a computer tracking system to record attendance and participation in programs. All membership information is stored in the database, including contact information, payment records, attendance, etc. Staff are expected to fulfill reporting obligations as directed by their supervisor and ensure all records are kept factual to the best of their ability.

CLUB CARDS

Each Club member is issued a Club membership card to use for equipment checkout and entry to the facility. The card will have a membership number with an individual barcode and will be used to track attendance and participation in Vision. Club cards may be required to participate in some activities and programs.

INTERACTIONS WITH MEMBERS

CONTACT WITH MEMBERS OUTSIDE THE CLUB

The priority of Boys & Girls Clubs of Skagit County is the physical and emotional safety of its members, staff and volunteers. The Boys & Girls Clubs of Skagit County maintains a zero-tolerance policy for child abuse. Boys & Girls Clubs of Skagit County implements policies and procedures for members, employees, volunteers, visitors or any victims of sexual abuse or misconduct to report any suspicion or allegation of abuse. The Boys & Girls Clubs of Skagit County prohibits isolated one-on-one interaction between Club participants and staff or volunteers, including board members. This includes prohibiting one- on-one contact at any time at the Club, in vehicles or by phone, text, social media or any other means. Incidental public contact may happen from time to time, and staff are encouraged to immediately place themselves in a situation where such contact is witnessed by other adults, preferably a parent/guardian. Staff are to immediately report any suspicion or confirmed knowledge of any other staff member or volunteer not following this policy to both their immediate supervisor and the CEO upon discovery.

Exceptions may only be made when delivering approved medical or counseling services by a licensed, trained therapist or similar professional according to professional guidelines. All exceptions shall be documented and provided to Club leadership in advance. All staff and volunteers, including minor staff (under age 18), are strictly prohibited from meeting Club participants outside of any Club-sponsored activities. The only exception to this rule is if the Club participant is a child or sibling of a staff, or a dual-relationship form has been submitted and approved in advance. Staff are to immediately report any suspicion or confirmed knowledge of any other staff member or volunteer not following this policy to both their immediate supervisor and the CEO upon discovery. If an emergency arises that necessitates an exception to this policy, the emergency exception

shall be communicated to Club leadership as soon as practicable, and ideally before engaging in one-on-one interaction.

REQUIRED TRAINING

Boys & Girls Clubs of Skagit County conducts and reports through a BGCA-approved process the following training for all staff members and volunteers with direct repetitive contact with young people (at the intervals noted for each).

Before providing services to young people, and annually thereafter:

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

Annually:

- All the policies, including all safety policies, for Boys & Girls Clubs of Skagit County.

Physical Interactions

Every staff member and volunteer of the Boys & Girls Clubs Skagit County is required to maintain appropriate physical contact with minors. Appropriate and inappropriate interactions include but are not limited to the following:

Appropriate	Inappropriate
<ul style="list-style-type: none"> • Side hugs • Handshakes • High-fives and hand slapping • Holding hands (with young children in escorting situations) 	<ul style="list-style-type: none"> • Full-frontal hugs or kisses • Showing affection in isolated area • Lap sitting • Wrestling or piggyback/shoulder rides • Tickling • Allowing youth to cling to an adult’s leg

Verbal Interactions

Every staff member and volunteer of the Boys & Girls Clubs Skagit County is required to maintain appropriate verbal interactions with minors. Appropriate and inappropriate interactions include but are not limited to the following:

Appropriate	Inappropriate
<ul style="list-style-type: none"> • Positive reinforcement • Child-appropriate jokes (no adult content) • Encouragement • Praise 	<ul style="list-style-type: none"> • Name calling • Inappropriate jokes (adult-only content) • Discussing sexual encounters or personal issues • Secrets • Profanity or derogatory remarks • Harsh language that may frighten, threaten or humiliate youth

Exceptions to policy

Exceptions to the one-on-one policy can be made under the following circumstances:

- When the emotional or physical safety of a member is at risk and a private, one-on-one communication is deemed necessary by Club leadership.
- In emergency situations that could create a safety risk, exceptions can be made (e.g., if a member is not picked up by a parent and leaving them alone at the Club could be a safety risk).

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 member and adult during conversations.
- Placing time limits on conversations.
- Meeting in rooms with clear sight lines (e.g., rooms with windows or glass doors).
- Documenting the interaction.
- In an emergency, disclosing the situation to another staff member before engaging in one-on-one interaction.

Impact on Mentoring Programs

Mentorship is a key component of Boys & Girls Club programming and has tremendous positive impact on members. Prohibition of one-on-one interaction does not have to negatively affect mentor programs and/or relationship building. Mentors can 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 rooms where meetings are visible but not heard.
- Copying parents, staff or other members (when appropriate) on written and/or electronic communications.
- Scheduling meetings during Club hours and at the Club site.
- Documenting interactions between mentors and youth.

Impact on Partnerships with Local Mentoring Organizations

- All local mentors are required to abide by Club policies, including background check requirements and prohibition of one-on-one interaction.
- External mentors are required to abide by all Club safety policies and procedures.
- A written agreement should be in place to determine how and when the external organization assumes custody and responsibility of the member; these procedures should be clearly communicated to parents or guardians.
- Every interaction between mentor and youth will be documented and maintained

SUPERVISION AND FACILITIES POLICY

Boys & Girls Clubs of Skagit County is committed to providing a safe environment. All Club activities and program spaces shall always be under continuous supervision by sight or sound (for restroom supervision) by an appropriate adult staff (18 or over). To ensure appropriate supervision, staff and volunteers:

- Must abide by the prohibition of private one-on-one interaction policy.
- Must abide by all the organization's disciplinary policies and procedures.
- Must ensure that at least one adult staff (18 and over) is present when supervising members.
- Must always maintain proper supervision ratios.
- Must be trained on appropriate supervision tactics and behavior patterns.
- Must ensure that all youth staff and volunteers are supervised by an adult (18 and over) staff member.
- Must immediately notify Club leadership and/or submit written reports detailing supervision issues, accidents or critical incidents.

- Must never use electronic devices such as cell phones, PDAs or other communication devices while supervising members unless for Club purposes, as defined in the Acceptable Technology Use Policy.

Abuse and Safety Resources

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

MEMBER CONFIDENTIALITY

All members' personal information such as phone numbers and addresses are private and not to be shared with other members, parents or any individuals outside the organization. This includes health conditions and behavioral issues unless such consent is given in a written format by the parent/guardian of the member. Photos of youth are not to be taken for personal use. This includes personal cameras, cell phones, videos etc. They may not be used for personal use on social networking sites or private cell phones. Photos will only be used for official Boys & Girls Club Media purposes with Parent/Guardian permission.

PROHIBITION AGAINST TRANSPORTING MEMBERS

Staff and volunteers are prohibited from transporting members of the Boys & Girls Clubs of Skagit County to any activity or event in their personal vehicles without the expressed written authorization of the President of the Board of Directors. Such requests should be made with as much advance notice as possible and may be subject to further requests for information from any Board member.

EQUALITY & DIVERSITY

The Boys & Girls Club is inclusive of Race, Religion, and Sexual Orientation. All members are to be treated fairly and with equality. All staff should encourage an appreciation and respect for diversity among its Club members. All conversations should be positive and appropriate.

FIELD TRIPS & EXCURSIONS

It is the policy of the Boys & Girls Clubs of Skagit County to encourage the utilization of field trips. Field trips provide youth with the opportunity to experience different activities, different cultures, different life experiences and different opportunities to have fun. All field trips require parent permission slips regardless of length of stay or means of travel. Field trips are not allowed without the permission of the Club Director/Site Coordinator. Basic and essential safety standards on all field trips are the same as those set within the Club, though additional standards, policies and procedures may be required depending on the nature of the trip. Any incidents during the course of a Field Trip or Excursion must be immediately reported to a supervisor. In the event of a lost child, the CEO is to be notified at such a time that is prudent to the investigation and finding of said lost child.

TRANSPORTATION POLICY

Boys & Girls Clubs of Skagit County is committed to providing a safe environment and enforces the following transportation policy for members, staff, volunteers and other adults. Boys & Girls Clubs of Skagit County only provides transportation to and from the Clubhouse and various approved off-site locations. The Club only transports youth in Club vehicles or other vehicles approved by Club leadership.

Drivers:

- Must allow for DMV background check and be cleared to transport youth per the barrier crime policy of the organization.

- Must keep an updated list of all youth who are transported to and from the Clubhouse and Club- related activities.
- Must confirm that no children are left on a vehicle after every trip (based on a seat-by-seat scan of each vehicle); log must be signed daily to ensure compliance.
- Must perform regular checks to ensure that all members are picked up and dropped off at the appropriate times and locations.
- Must submit written reports detailing issues or incidents involving transportation of members to and from the Clubhouse or to and from Club-related activities.
- Must only transport members in official Club vehicles.
- Must ensure that at least three individuals are present when transporting members. If one child remains to be dropped off, two adults (18 or over) must be present in vehicle.
- Must never transport Club members in personal vehicles.
- Must never use cell phones, PDAs or other communication devices while transporting members to and from the Clubhouse or Club-related activities.

Vehicle

- Each agency vehicle should meet all local, state and federal inspection and licensing requirements.
- Each vehicle should be inspected as outlined by DMV by staff before every trip for which youth are being transported; any problems with the vehicle must be addressed promptly.
- Regular maintenance should be performed on vehicles and documents/records reflecting that maintenance should be maintained.
- Each vehicle must provide a seat belt for every passenger and fully comply with state and federal seat belt regulations.
- Each vehicle must have a complete first-aid kit that satisfies state licensing requirements.
- Each vehicle must have a working and current fire extinguisher that satisfies state licensing requirements.
- Each vehicle must have reflective traffic warning signs (e.g., triangles or flares) that are stored securely during transport.
- The vehicle must be clean and well maintained and exterior physical damage must be repaired promptly.
- When traveling to external events such as Keystone, Youth of the Year or other off-site events, the one-on-one policy should continue to be followed.

Never transport one Club member at a time. This includes transportation in Club or leased Exceptions to the one-on-one policy can be made under the following circumstances:

- When delivering medical or counseling services by a licensed, trained therapist or similar professional (e.g., counselors, social workers).
- When the emotional or physical safety of a member is at risk and a private, one-on-one communication is deemed necessary by Club leadership.
- In emergency situations that could create a safety risk, exceptions can be made (e.g., if a member is not picked up by a parent and leaving them alone at the Club could be a safety risk).
- 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. Accommodations shall be made to ensure at least three people (two staff and one member or one staff and two members) are together when traveling. As an alternative, public transportation may be used (taxi, Uber, public transport).
- Parents and guardians should also provide written consent in each instance in which a member travels to any off-site event. NOTE: Parents or guardians are never allowed to provide consent for one-on-one interaction.

- Similar practices should be in place when coordinating field trips.

Shared-Use Restrooms

- On a field trip or when using a public restroom, youth shall never enter the restroom alone unless it is a single-stall restroom that is empty.
- Youth shall follow the “rule of three” in using public restrooms, with at least two youth and an adult walking to the restrooms and three youth entering a multi-stall facility together. The adult will remain outside the restroom door to provide auditory surveillance.
- Whenever possible, staff/volunteers will monitor and clear public restrooms before use by members to ensure that the facility is free of adults – and clear of youth not involved in the Club program – before allowing youth to use the facilities. Alternatively, staff members will stand in the restroom doorway and/or hold the door at least partially open when supervising member use of public restrooms. Staff may position themselves inside the restroom near the sinks if positioning at the door is not feasible or is deemed ineffective.
- In a shared-use facility, Boys & Girls Clubs will utilize the best practice of shutting the exterior door to the restroom and using an “Occupied” sign outside of the door to alert others that they must wait until Club members have exited the restroom before they can enter.

Accident or Emergency Protocol

- Driver should immediately notify Club leadership if there is a delay or issue (e.g., breakdown, accident, emergency) with transporting members to and from the Clubhouse or Club-related activities.
- Staff shall immediately inform Club leadership if a staff member, volunteer or board member violates this policy. In such case, the organization will take appropriate disciplinary action, up to and including termination.

Through the appropriate use of Club and community resources, Boys & Girls Club of Skagit County strive to mitigate the immediate effects of an emergency and its long-term effects on Club operations and mission by being prepared to effectively respond to and recovery from an emergency.

SWIMMING/BOATING

Swimming is allowed only in areas where there is a certified lifeguard present. When not in a public pool or swimming area governed by WAC’s, a Lifeguard to Child ratio of no more than 1:24 should be observed, with at least two lifeguards on duty at all times so as to be able to respond to suspected spinal injury. For natural bodies of water, this ratio shall be increased to 1:18. Additionally, there shall be an “on-deck/on-shore” supervisor for every eighteen children engaged in water activities. Lifeguards may rotate through with “on-deck/on-shore” supervisors to reduce fatigue. All other water activities must be approved in advance by the CEO, in writing. Please refer to the Crisis Management Section for additional information on Swimming, including a ratio chart, and how to respond to an emergency.

FIELD TRIP PROCEDURES & EXPECTATIONS

FIELD TRIPS WITHIN SKAGIT COUNTY

Prior approval by the Club Director/Site Coordinator is required. A staff member over the age of 21, and CPR/First Aid Certified must be present. A ratio of 1:12 is required; a volunteer may serve in a ratio capacity as long

as it does not exceed an overall staff ratio of 1:15, and should not be in place of ensuring a staff member of each gender is present whenever possible. Volunteers may never be left alone with members.

- Permission slips should be kept on-file, with originals remaining at the Clubhouse; staff should bring copies of permission slips with them and have them easily accessible.
- A GROUP should be created in VISION and all members attending the field trip should be placed into the GROUP prior to departure; staff will request that all emergency contact information is current and verified in the permission slip. A FIELD TRIP/EMERGENCY LIST report shall be generated, a copy of which should be placed into the file of permission slips at the Clubhouse, and a copy taken and kept with permission slips on-site.
- An Emergency Backpack should accompany all trips and include a complete First Aid kit, additional gloves, bandaids and regular supplies.
- All policies and procedures regarding Transportation and Vehicle Usage are followed.
- Members are to be counted and verified at regular intervals, especially when entering/exiting a vehicle or building.
- The staff-in-charge must have access to a cell phone or emergency phone at all times, and such number must be on record with the Club.

FIELD TRIPS OUTSIDE SKAGIT COUNTY, IN-STATE, WITHIN 100 MILES (DAY)

Prior approval by the Club Director/Site Coordinator and COO is required. A member of Management Staff must be present and available at all times during the field trip. A staff member over the age of 21, and CPR/First Aid Certified must be present. A ratio of 1:10 is required; a volunteer may serve in a ratio capacity as long as it does not exceed an overall staff ratio of 1:15, and should not be in place of ensuring a staff member of each gender is present whenever possible. Volunteers may never be left alone with members.

- Permission slips should be kept on-file, with originals remaining at the Clubhouse; staff should bring copies of permission slips with them and have them easily accessible. Permission slips must be dated and returned no less than three days prior to a Field Trip.
- Permission slips should include a detailed itinerary including locations and major time points, as well as a contact cell phone number for at least one staff member in attendance.
- Permission slips should be sure to include any necessary items for participation above and beyond those a member would normally have access to or not being provided by the Boys & Girls Clubs of Skagit County.
- A GROUP should be created in VISION and all members attending the field trip should be placed into the GROUP prior to departure; staff will request that all emergency contact information is current and verified in the permission slip. A FIELD TRIP/EMERGENCY LIST report shall be generated, a copy of which should be placed into the file of permission slips at the Clubhouse, and a copy taken and kept with permission slips on-site.
- An Emergency Backpack should accompany all trips and include a complete First Aid kit, additional gloves, bandaids and regular supplies.
- All policies and procedures regarding Transportation and Vehicle Usage are followed.
- An ATTENDANCE LIST should be created in VISION using the GROUP information for that trip and printed. Staff will check off the name of each member by calling their name, being provided a vocal response and making eye-contact to confirm the presence of the member upon entry/exit of any vehicle, building, or location.
- The staff-in-charge will communicate with their supervisor upon departure and return.
- A staff member with Credit Card authorization should be present, or an advance request for Petty Cash in the amount of \$100 or more shall be required two weeks prior.

FIELD TRIPS OUTSIDE SKAGIT COUNTY, IN-STATE, DISTANCE OF 101+ MILES (DAY)

Prior approval by the Club Director/Site Coordinator and CEO is required. A member of Management Staff must be present and available at all times during the field trip. A staff member over the age of 21, and CPR/First Aid Certified must be present. A ratio of 1:8 is required; a volunteer may serve in a ratio capacity as long as it does not exceed an overall staff ratio of 1:15, and should not be in place of ensuring a staff member of each gender is present whenever possible. Volunteers may never be left alone with members.

- Permission slips should be kept on-file, with originals remaining at the Clubhouse; staff should bring copies of permission slips with them and have them easily accessible. Permission slips must be dated and returned no less than five days prior to a Field Trip. Staff will verify signatures in the membership file.
- Permission slips should include a detailed itinerary including locations and major time points, as well as a contact cell phone number for at least one staff member in attendance.
- Permission slips should be sure to include any necessary items for participation above and beyond those a member would normally have access to or not being provided by the Boys & Girls Clubs of Skagit County.
- A GROUP should be created in VISION and all members attending the field trip should be placed into the GROUP prior to departure; staff will request that all emergency contact information is current and verified in the permission slip. A FIELD TRIP/EMERGENCY LIST report shall be generated, a copy of which should be placed into the file of permission slips at the Clubhouse, a copy of which should be submitted to the Administrative Office, and a copy taken and kept with permission slips on-site.
- An Emergency Backpack should accompany all trips and include a complete First Aid kit, additional gloves, bandaids and regular supplies.
- Snack and water sufficient for one serving for each member present shall be secured in advance and taken in case of delays/emergency/extended travel.
- All policies and procedures regarding Transportation and Vehicle Usage are followed. Additionally, unless prior approval is given, at least two individuals cleared to drive Club vehicles must attend, regardless of number of vehicles transporting. For two vans, a third driver should be included. For three vans, a fourth driver should be included.
- An ATTENDANCE LIST should be created in VISION using the GROUP information for that trip and printed. Staff will check off the name of each member by calling their name, being provided a vocal response and making eye-contact to confirm the presence of the member upon entry/exit of any vehicle, building, or location.
- The staff-in-charge will communicate with their supervisor upon departure and return.
- A staff member with Credit Card authorization should be present, or an advance request for Petty Cash in the amount of \$150 or more shall be required two weeks prior.
- A staff member, when possible, will connect with another Boys & Girls Club organization and create a peer relationship, requesting emergency contact information in case assistance is needed during the excursion. Staff members from another Club organization may not serve in ratio other than as a volunteer unless a reciprocal agreement with said organization is on-file with the Administrative Office in advance.

FIELD TRIPS OUTSIDE SKAGIT COUNTY, OUT-OF-STATE/IN-COUNTRY OR OVERNIGHT

Prior approval by the Club Director/Site Coordinator and CEO is required. A member of Management Staff must be present and available at all times during the field trip. A staff member over the age of 21, and CPR/First Aid Certified must be present. A ratio of 1:8 is required; a volunteer may serve in a ratio capacity as long as it does not exceed an overall staff ratio of 1:10. A staff member of each gender must be present unless advance authorization is provided by the CEO. Volunteers may never be left alone with members.

- Permission slips should be kept on-file, with originals remaining at the Clubhouse; staff should bring copies of permission slips with them and have them easily accessible. Permission slips must be dated and returned no less than one week prior to a Field Trip. Staff will verify signatures in the membership file.
- Permission slips should include a detailed itinerary including locations and major time points, as well as a contact cell phone number for at least one staff member in attendance. Additional contact information should be provided whenever possible.
- Permission slips should be sure to include any necessary items for participation above and beyond those a member would normally have access to or not being provided by the Boys & Girls Clubs of Skagit County.
- Unless otherwise approved, members who have not yet reached their ninth birthday or started third grade should not be considered for a trip of this classification.
- A GROUP should be created in VISION and all members attending the field trip should be placed into the GROUP prior to departure; staff will request that all emergency contact information is current and verified in the permission slip. A FIELD TRIP/EMERGENCY LIST report shall be generated, a copy of which should be placed into the file of permission slips at the Clubhouse, a copy of which should be submitted to the Administrative Office, and a copy taken and kept with permission slips on-site.
- An Emergency Backpack should accompany all trips and include a complete First Aid kit, additional gloves, bandaids and regular supplies.
- Snack and water sufficient for one serving for each member present shall be secured in advance and taken in case of delays/emergency/extended travel.
- All policies and procedures regarding Transportation and Vehicle Usage are followed. Additionally, unless prior approval is given, at least two individuals cleared to drive Club vehicles must attend, regardless of number of vehicles transporting. For two vans, a third driver should be included. For three vans, a fourth driver should be included.
- An ATTENDANCE LIST should be created in VISION using the GROUP information for that trip and printed. Staff will check off the name of each member by calling their name, being provided a vocal response and making eye-contact to confirm the presence of the member upon entry/exit of any vehicle, building, or location.
- The staff-in-charge will communicate with their supervisor upon departure and return. The CEO should also be notified upon departure and return.
- A staff member with Credit Card authorization should be present, or an advance request for Petty Cash in the amount of \$150 or more shall be required two weeks prior.
- A staff member, when possible, will connect with another Boys & Girls Club organization and create a peer relationship, requesting emergency contact information in case assistance is needed during the excursion. Staff members from another Club organization may not serve in ratio other than as a volunteer unless a reciprocal agreement with said organization is on-file with the Administrative Office in advance.
- Overnight sleeping arrangements will be approved, in advance, by the COO.
- Whenever possible, separate sleeping quarters for genders should be arranged.
- Members must have access to hygiene facilities at least once each 24-hour period unless otherwise approved.
- A staffing plan must be submitted prior to approval; the staffing plan must include a Club Director/Site Coordinator, COO, or the CEO being on-call in Skagit County throughout the duration of the trip; this may be broken into several periods, though each individual must sign the staffing plan to consent to their participation. For these purposes, serving as on-call means being able to respond immediately to an emergency. The on-call individual, during their period of duty, must refrain from any activities, whether personal or business related, which would impede their ability to respond in an emergency.

FIELD TRIPS OUT OF COUNTRY BY LAND OR SEA ONLY

Prior approval by the CEO is required and fifteen days notification of the Board of Directors given. A Club Director/Site Coordinator or higher must be present and available at all times during the field trip. A staff member over the age of 21, and CPR/First Aid Certified must be present. A ratio of 1:8 is required; a volunteer may not serve in a ratio capacity but may attend and provide support. A staff member of each gender must be present unless advance authorization is provided by the CEO. Volunteers may never be left alone with members.

- Permission slips should be kept on-file, with originals remaining at the Clubhouse; staff should bring copies of permission slips with them and have them easily accessible. Permission slips must be dated and returned no less than two weeks prior to a Field Trip. Staff will verify signatures in the membership file.
- Permission slips should include a detailed itinerary including locations and all time points, as well as a contact cell phone number for at least one staff member in attendance. Additional contact information should be provided whenever possible. An emergency number during the international portion of the excursion must be provided, in advance, to parents/guardians and kept on-file at the Administrative Offices.
- Permission slips should be sure to include any necessary items for participation above and beyond those a member would normally have access to or not being provided by the Boys & Girls Clubs of Skagit County.
- A specific letter of authority must be signed by all legal guardians/parents. A photocopy of each passport or driver's license should be attached to the original document. The original document should be placed in a binder behind the permission slip which must also clearly state, in parental writing, all emergency contact information, even if such information is a duplication of that found in VISION.
- A copy of the certified birth certificate of the child shall be placed in the binder. A consular report of birth abroad or a naturalization certificate may be substituted.
- Only members who are US Citizens will be allowed to travel out of country.
- All documents must be reviewed by the CEO at least five days prior to travel. No roster additions may be made after this review.
- Unless otherwise approved, members who have not yet reached their tenth birthday or started fifth grade should not be considered for a trip of this classification.
- A GROUP should be created in VISION and all members attending the field trip should be placed into the GROUP prior to departure; staff will request that all emergency contact information is current and verified in the permission slip. A FIELD TRIP/EMERGENCY LIST report shall be generated, a copy of which should be placed into the file of permission slips at the Clubhouse, a copy of which should be submitted to the Administrative Office, and a copy taken and kept with permission slips on-site.
- An Emergency Backpack should accompany all trips and include a complete First Aid kit, additional gloves, bandaids and regular supplies.
- Snack and water sufficient for one serving for each member present shall be secured in advance and taken in case of delays/emergency/extended travel.
- All policies and procedures regarding Transportation and Vehicle Usage are followed. Additionally, unless prior approval is given, at least two individuals cleared to drive Club vehicles must attend, regardless of number of vehicles transporting. For two vans, a third driver should be included. For three vans, a fourth driver should be included.
- An ATTENDANCE LIST should be created in VISION using the GROUP information for that trip and printed. Staff will check off the name of each member by calling their name, being provided a vocal response and making eye-contact to confirm the presence of the member upon entry/exit of any vehicle, building, or location.
- The staff-in-charge will communicate with their supervisor upon departure and return. The CEO should also be notified upon departure and return.
- A staff member with Credit Card authorization should be present, or an advance request for Petty Cash in the amount of \$300 or more shall be required two weeks prior.

- A staff member, when possible, will connect with another Boys & Girls Club organization and create a peer relationship, requesting emergency contact information in case assistance is needed during the excursion. Staff members from another Club organization may not serve in ratio other than as a volunteer unless a reciprocal agreement with said organization is on-file with the Administrative Office in advance.
- Overnight sleeping arrangements when necessary, will be approved in advance by the COO.
- Whenever possible, separate sleeping quarters for genders should be arranged.
- Members must have access to hygiene facilities at least once each 24-hour period unless otherwise approved.
- A staffing plan must be submitted prior to approval; the staffing plan must include a Club Director/Site Coordinator, COO, or the CEO being on-call in Skagit County throughout the duration of the trip; this may be broken into several periods, though each individual must sign the staffing plan to consent to their participation. For these purposes, serving as on-call means being able to respond immediately to an emergency. The on-call individual, during their period of duty, must refrain from any activities, whether personal or business related, which would impede their ability to respond in an emergency. The CEO must be available for the duration of a trip of this classification, in Skagit County, or with the trip itself.

STAFF & VOLUNTEER POLICIES - APPENDIX B

MANDATED REPORTING

Boys & Girls Clubs of Skagit County is a mandatory reporter of child abuse and neglect. As required under Chapter 26.44 RCW, all employees will report to their immediate supervisor any suspicion of neglect or abuse – within 24 hours. The supervisor will then report the situation to CPS as well as to Boys & Girls Clubs of America (BGCA) within 24 hours via the critical incident system. Failure to do so may result in prosecution and termination. *Employees are ultimately responsible for ensuring a report has been made as required by law.*

PROFESSIONAL CONDUCT

Each employee and volunteer has an obligation to observe and follow the Club's policies and to maintain proper standards of conduct at all times. If an individual's behavior interferes with orderly and efficient operations, corrective disciplinary measures will be taken. Professional conduct expectations outlined are in accordance with Diversity, Equity, and Inclusion efforts to strengthen the culture and effectiveness of the organization.

The Boys & Girls Clubs of Skagit County's reputation has been built on excellent youth development service, quality work, and a dedication to high standards of conduct. To maintain this reputation requires the vigilance and active participation of every employee and volunteer. The opinions and attitudes that people have toward the Club may be influenced for a long period of time by the behavior and actions of just one employee or volunteer.

Each employee or volunteer must be sensitive to the importance of providing fair and courteous treatment in all working relationships, projecting a professional image, and maintaining the standards of conduct expected by all Club employees and volunteers. The following standards are not only for the protection of our members, but for staff and volunteers as well:

- Everyone will be treated with respect at all times
- Everyone will be treated fairly regardless of race, cultural practice, gender or gender expression, age, religion, sexual orientation

- Club staff and volunteers will not use profane or vulgar language or engage in verbal abuse that is unacceptable in any context, such as slurs about race, gender or gender expression, ethnicity, sexual orientation or speaking in sexual innuendo
- Club staff and volunteers will respect the sensitivities of one another and will refrain from using words or phrases that have been identified by another individual as being inappropriate, insensitive, or disrespectful
- Club staff and volunteers will not discuss with, or in any way involve members in their personal problems or issues or relate information about their sexual encounters to anyone
- Club staff and volunteers will not use or be under the influence of alcohol, marijuana, or illegal substances on Club property, utilizing Club assets, or while working with Club members
- Club staff and volunteers will not have sexually oriented materials, including printed or internet pornography on Club property, in the presence of others at any time, or engage in such items during work time
- Club staff and volunteers will not have secrets with members nor demonstrate favoritism or any other activity that could be considered inappropriate or grooming behavior (building a relationship including trust and/or emotional connection with a child or young person so they can manipulate, exploit, and/or, abuse them)
- Club staff and volunteers will not stare at, or comment on another individual's body
- Club staff and volunteers will avoid affection with members that cannot be observed by another staff person, and such interaction should be limited to appropriate forms including high-fives, fist bumps, side hugs, etc
- Club staff and volunteers will not abuse children (including their own) in any way including, but not limited to; physical abuse, verbal abuse, sexual abuse, mental or emotional abuse, neglect (withholding food or water)
- Club staff and volunteers will fully cooperate with authorities if allegations of abuse are being investigated
- Club staff and volunteers will try to prevent children from leaving the Club with an unauthorized person unless that child has documented come/go privileges
- Club staff and volunteers will administer medication to members only in accordance with established policies
- Club staff will not drive carelessly in a Club vehicle, and will report all accidents or incidents immediately, as soon as the safety of the driver and any passengers is secure
- Club staff and volunteers will not engage in any activity that creates a public scandal or risk damaging the reputation of the organization
- Club staff will ensure that no volunteers have unsupervised contact with members
- Club staff and volunteers will not engage in any activity with a member or members behind locked doors
- When one-on-one interactions with a child is required, it must take place in view of other staff
- Club staff and volunteers should not provide rides to members in a personal vehicle
- In disciplining a child, no physical contact is allowed between Club staff or volunteers and members

The Boys & Girls Clubs of Skagit County is concerned with employee off-duty behavior only when it affects the employee's ability to perform their job functions or affects the reputation of the Boys & Girls Clubs of Skagit County. This includes occasions when you are attending an event after-hours and are representing the Club in any capacity; as a staff or volunteer. When the Club's interests are injured by an employee's off-duty behavior, such behavior will result in disciplinary action up to, and including, termination.

PROFESSIONALISM IN THE WORKPLACE

DRESS CODE

Employees are expected to maintain the highest standards of personal cleanliness and present a neat, professional appearance at all times. The image of the Boys & Girls Clubs of Skagit County must demonstrate that it is a professional, productive, thorough and reliable provider of youth services, and the Dress Code reflects the continuing evolution of the organization as it relates to Diversity, Equity, and Inclusion. Appearance is a major element of the organizational image. Boys & Girls Clubs of Skagit County employees represent role models for the youth we serve. To this end, it is the policy of the organization that an employee's dress and grooming should be appropriate to the employee's work situation and responsibilities.

- Hair should be clean and maintained in a manner that models good personal hygiene for Club members
- Staff and volunteers are expected to dress in a manner that is not only conducive to the image the Boys & Girls Clubs of Skagit County reflects to its members, Board, and stakeholders, but also appropriate to the safe performance of job requirements.
 - Staff shall follow guidelines regarding the staff uniform for clothing
 - Tattoos, jewelry or piercings that can be considered inappropriate, inflammatory, or otherwise contrary to organizational values must be concealed while working
 - Care should be taken when wearing body piercings or jewelry for safety reasons. Staff shall avoid wearing loose-fitting jewelry or piercings that can lead to personal injury in the workplace. The organization is not liable for injuries that could have been prevented by removing piercings or jewelry, or covering such items.
- Excessively strong perfume, aftershave, or other scented personal care products are not permitted.
- Employees reporting to work improperly dressed may be sent home by their supervisor to change clothing and any time missed will be considered an unexcused absence, with no leave provision available for use.
- Violations of this policy may result in disciplinary action, up to and including termination of employment.
- The Boys & Girls Clubs of Skagit County reserves the right in all situations to decide whether any employee is in violation of this policy. Staff wishing to appeal any decision will first consult the Chief Operating Officer, and then the Chief Executive Officer who shall consult with the Chairman of the Board of Directors to make a final decision.

STAFF UNIFORM

The Boys & Girls Clubs of Skagit County respects and encourages staff, volunteers, and members to express their cultural, racial, or other specified identity through respective forms of dress. Staff uniform standards have been developed to align with Diversity, Equity, and Inclusion efforts and are intended to provide a framework for how an employee or volunteer should dress in the workplace, taking into consideration the benefits realized through adoption of a uniform for safety, identification and branding.

When performing administrative work, engaging in the community, or otherwise representing the Club publicly, staff should wear business casual attire including slacks, chinos, skirt, or dress, with a polo, buttoned shirt, sweater, blouse, or Club logo shirt. When working directly with youth, staff and volunteers should wear comfortable clothing that is appropriate and free from rips or tears and respectfully modest, taking into consideration the multitude of environments and situations that occur throughout the program day.

For security, safety, and identification purposes, Program staff should wear a Boys & Girls Clubs of Skagit County-approved staff shirt that includes the logo and jeans, chinos, skirt or dress, except when otherwise allowed for pre-approved special events or interactions, or when doing would limit expression. All staff and volunteers will wear an approved name tag at all times. Sweatpants or 'track suits' may be worn when deemed appropriate by the direct supervisor, provided it is Boys & Girls Club "Logo Attire". Shorts may be allowed depending on the season and work activity, but should always be of a length that ensures modesty, and not be torn or ripped in any way, including 'cut-offs'. Footwear must be appropriate for active supervision of members.

Employees are not to wear hats inside Club facilities or vehicles unless they are pre-approved "Logo Attire", or as a part of a pre-approved special event or interaction such as a spirit day or week (Crazy Hat Day, College Day, Seahawks Blue Fridays - as long as it is appropriate and tasteful in nature). Employees may wear a plain, single-colored "beanie," "stocking cap," or other similar item for warmth as needed; when choosing to wear such an item for comfort, it should either be worn as intended on the head, or placed in a strictly controlled location that limits access and eliminates proximity to other forms of clothing and apparel for health and safety purposes, primarily, the control of lice. When any allowed headware is worn it must be done as intended in production. Employees may wear other forms of attire that reflects their religious or cultural beliefs, such as a hijab, and are encouraged to consider their own safety and that of others if such attire is loose-fitting or could otherwise impede their ability to perform assigned duties safely.

Should a staff or volunteer have concerns regarding their personal expression being denied through as a result of the expectations provided, the individual should contact the President & CEO immediately for consultation and to provide timely feedback so such concerns can be addressed immediately in accordance with the organization's commitment to Diversity, Equity, and Inclusion.

DISCIPLINARY POLICY AND STANDARDS OF EMPLOYEE CONDUCT

THE BOYS & GIRLS CLUBS OF SKAGIT COUNTY EXPECTS ALL OF ITS EMPLOYEES TO CONDUCT THEMSELVES IN A MANNER, WHICH IS IN THE BEST INTEREST OF THE ORGANIZATION AND ITS EMPLOYEES.

The Boys & Girls Clubs of Skagit County has established policies and procedures for the convenience and protection of its employees. A violation of any of these policies and procedures is considered misconduct and appropriate disciplinary procedures will be initiated. Disciplinary action may include, but is not limited to, the following: oral warnings, written warnings, suspension with or without pay and discharge. Disciplinary actions are noted in the personnel file. Serious misconduct may result in immediate suspension and/or immediate discharge, without notice.

In the event of misconduct, CEO and/or COO will determine any appropriate disciplinary action. There is no guarantee that one form of disciplinary action will necessarily precede another. The following is a partial list of examples of misconduct that may be cause for disciplinary action, up to and including termination of employment:

- Any interaction with a Club member outside the designated scope of service, and/or as defined to be in violation of the Professional Conduct policy;
- Violation of the Boys & Girls Clubs of Skagit County's equal opportunity, sexual harassment or harassment policy;

- Disclosure of confidential Boys & Girls Clubs of Skagit County, member or employee information to unauthorized parties;
- Behavior resulting in Boys & Girls Clubs of Skagit County member, vendor or employee complaints;
- Supplying false or misleading information or falsifying any Boys & Girls Clubs of Skagit County record;
- Possession of weapons on or off premises while performing Boys & Girls Clubs of Skagit County duties;
- Immoral or indecent conduct; soliciting persons for immoral purposes;
- Insubordination, including but not limited to, refusing to obey an order or directive of a supervisor or Boys & Girls Clubs of Skagit County official;
- Disruptive conduct including: gambling; fighting; horseplay; coercion; intimidation or threats against Boys & Girls Clubs of Skagit County employees or another person; vulgarity; abusive treatment to the public or fellow employees;
- Theft or unauthorized possession or removal of property or money belonging to the Boys & Girls Clubs of Skagit County, employees, or a third party;
- Making or publishing false, vicious or malicious statements concerning an employee, supervisor, or other Boys & Girls Clubs of Skagit County official, or its services;
- Destruction or misuse of property;
- Failure to make regular bank deposits and to receipt all revenue;
- Violations of the purchase approval system;
- Failure to turn in invoices or bills in a timely manner;
- Failure to complete time sheets, attendance reports or maintenance reports;
- Failure to keep Club membership records current and in orderly fashion;
- Health or safety violations;
- Any act which indicates and employees' lack or cooperation or willingness to work;
- Involvement or conviction of any criminal activity;
- Absenteeism; or,
- Any other conduct, which violates any Boys & Girls Clubs of Skagit County policy or which, is not in the best interests of the organization.

All employees and volunteers are subject to Chapter 9 and 9A RCW and conditions therein.

EMPLOYEE PROTECTION POLICY (WHISTLEBLOWER)

If any employee reasonably believes that some policy, practice or activity of the Boys & Girls Clubs of Skagit County is in violation of law, a written complaint must be filed by that employee with the CEO or the Board President. The person(s) bringing such complaint forward shall be held in confidence, to the extent that information will only be communicated to those individuals within the organization who have a “need to know.”

It is the intent of the Boys & Girls Clubs of Skagit County to adhere to all laws and regulations that apply to the organization and the underlying purpose of this policy is to support the organization’s goal of legal compliance. The support of all employees is necessary to achieving compliance with various laws and regulations. An employee is protected from retaliation only if the employee brings the alleged unlawful activity, policy or practice to the attention of the Boys & Girls Clubs of Skagit County and provides such with a reasonable opportunity to investigate and correct the alleged unlawful activity. The protection described below is only available to employees that comply with this requirement.

The Boys & Girls Clubs of Skagit County will not retaliate against an employee who in good faith, has made a protest or raised a complaint against some practice of the Boys & Girls Clubs of Skagit County, or of another individual or entity to whom the Boys & Girls Clubs of Skagit County has a business relationship, on the basis of a reasonable belief that the practice is in violation of law, or a clear mandate of public policy.

The Boys & Girls Clubs of Skagit County will not retaliate against employees who disclose or threaten to disclose to a supervisor or public body, any activity, policy or practice of the Boys & Girls Clubs of Skagit County that the employee reasonably believes is in violation of a law, or a rule or a regulation mandated pursuant to law or is in violation of a clear mandate or public policy concerning the health, safety, welfare or protection of the environment.

NON-DISCRIMINATION/ANTI-HARASSMENT

It is the policy of Boys & Girls Clubs of Skagit County to provide, at all times, an environment free of harassing or discriminating behaviors in which all individuals are treated with respect and dignity, better enabling us to focus on and fulfill the mission of the Club. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, Boys & Girls Clubs of Skagit County expects that all relationships among persons in our employment, utilizing our programs, providing services to support the mission, or otherwise acknowledged as an involved stakeholder group will be business-like and free of explicit bias, prejudice, discrimination and harassment.

The organization will not tolerate any form of harassing or discriminatory conduct that is based upon any one's race, color, religion, gender/gender identity, age, national origin, sexual orientation, disability, marital status, veteran's status, or other protected status. For these purposes, the term "harassing or discriminatory conduct" includes, but is not limited to, slurs, jokes, or other verbal, graphic, or physical conduct relating to an individual's race, color, religion, gender/gender identity, age, national origin, sexual orientation, disability, marital status, veteran's status, or other protected status. The term harassing conduct also includes sexual advances, requests for sexual favors and other conduct of a sexual nature (*see more in Sexual Harassment section of the employee handbook*).

Discrimination or harassment on the basis of race, color, religion, gender/gender identity, age, national origin, disability, marital status, veteran's status, sexual orientation, or other protected status is defined as conduct which has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment. Examples of items, which could be construed as harassment or discriminatory in nature, include, but are not limited to:

- Degrading any group or class of people;
- Assignment of less desirable work or working conditions to members of such protected groups based solely on their group membership;
- Treatment of protected individuals in a demeaning fashion;
- Aversion toward an individual or group that is placed on walls or elsewhere on Boys & Girls Clubs of Skagit County premises or circulated in the workplace, on company time or using company equipment by email, phone (including voice message), text messages, social networking sites or by other means.

Boys & Girls Clubs of Skagit County encourages individuals who believe they are being subjected to such conduct to promptly advise the offender that their behavior is unwelcome and to request it be discontinued.

Reporting: Any employee or volunteer experiencing harassment of any kind, including items referenced above, shall report this immediately to their immediate supervisor and provide written documentation when able to do so that should be sent directly to the Vice President of Administration. Harassment and subsequent reporting are subject to the Open Door Policy. If an employee or volunteer is concerned about response, or if the harassing individual is the direct supervisor, the Open Door Policy and stated Chain of Command should be followed. If the harassing individual is the President/CEO, the Chair of the Board of Directors should be contacted directly and in a timely manner.

Boys & Girls Clubs of Skagit County encourages the prompt reporting of complaints or concerns so that rapid and constructive action can be taken before relationships become irreparably strained. Therefore, while no fixed reporting period has been established, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment.

Any reported allegations of harassment, discrimination, or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge. Boys & Girls Clubs of Skagit County will maintain confidentiality throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy, and like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed.

If a party to a complaint does not agree with its resolution, that party may appeal to Boys & Girls Clubs of Skagit County CEO.

False and malicious complaints of harassment, discrimination or retaliation (as opposed to complaints that, even if erroneous, are made in good faith) may be the subject of appropriate disciplinary action.

Disciplinary Action: Any employee or volunteer violating this policy will be subject to coaching, remedial training, and/or disciplinary action up to, and including, separation, for cause. Any Club member or affiliated family, stakeholder, or vendor that is found to have violated this policy with purposeful prejudice and harmful intent will lose all access, privileges, and engagement opportunities with Boys & Girls Clubs of Skagit County unless otherwise resolved by an action of the Board of Directors.

SEXUAL HARASSMENT

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other physical or verbal sexual conduct where such conduct is either an explicit or implicit condition of employment; or when submission to or rejection of the conduct is used as a basis for employment decisions affecting the person doing the submitting or rejecting; or the conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment. Sexual harassment may include, but is not limited to: explicit or implicit threats to withhold pay increases, benefits or working conditions unless sexual favors or sexual activity is granted; promises to improve pay, benefits or working conditions in exchange for sexual favors or sexual activity; demanding sexual favors or sexual activity of another employee; subtle pressure for sexual favors or sexual activity of another employee; deliberate,

repeated or unsolicited verbal comments, gestures or physical actions of a sexual nature toward another employee (i.e., lewd or lascivious remarks and unnecessary touching, patting or pinching); comments, jokes, or slurs that are demeaning or demoralizing, and directed to one gender over the other.

If you believe you or another employee is being subjected to harassing conduct, you should immediately contact your supervisor, the Vice President of Administration, or the CEO. A prompt investigation will be conducted of each and every complaint and appropriate action will be taken. Complaints will be handled confidentially, to the extent possible. The CEO has the responsibility for investigating and resolving complaints of harassment, with initial investigation and information being compiled confidentially and securely by the Vice President of Administration. If the complaint is against the CEO, you should immediately contact the Board President.

This policy applies to all employees of the Club. Any employee, including any supervisor or agent, who is found to have engaged in harassing conduct will be subject to appropriate discipline, up to and including termination. You have a duty to report any harassing conduct you either experience or observe. Under no circumstances will a person's employment be jeopardized because of a bona fide report of what he or she perceives to be an incident of harassing conduct or behavior.

NON-FRATERNIZATION POLICY

In order to promote efficiency and to avoid misunderstandings, perceptions of favoritism, morale problems, and possible complaints of harassment, all Boys & Girls Clubs of Skagit County employees, at the supervisory level and higher, are strictly prohibited from dating or pursuing romantic or sexual relationships with any employee or volunteer of the Boys & Girls Clubs of Skagit County. In addition, all Boys & Girls Clubs of Skagit County employees and volunteers are strictly prohibited from dating and pursuing personal relationships with Club members. Staff and volunteers are prohibited from personal communications to include, but not limited to, phone, e-mail, text messaging or web based forums with any Club member for any purpose. All communication with Boys & Girls Clubs of Skagit County members should occur at the Club during operational hours and be limited to appropriate professional interactions. In the case of a Club member initiating contact with staff or volunteers outside the Club environment, or in any way that could be considered or viewed to be anything but a professional interaction the Club Director/Site Coordinator, COO and CEO must be informed, preferably in writing, with a clear accounting of events.

School-aged employees and volunteers whom attend classes with Boys & Girls Clubs of Skagit County members are permitted to interact with their peers outside of the Club organization provided the interactions do not interfere with Boys & Girls Clubs of Skagit County responsibilities, employee policies or procedures. Dating between staff, volunteers, and members is not permitted.

Any employee or volunteer who violates this policy will be subject to disciplinary action, up to and including termination of employment, and when appropriate, other agencies may be informed of activity.

DRUG, TOBACCO, AND ALCOHOL FREE WORKPLACE

The Boys & Girls Clubs of Skagit County is committed to creating and maintaining a Drug Free Workplace. This policy applies to all applicants for employment and to all employees in all job classifications. The Boys & Girls Clubs of Skagit County is committed to protecting the safety, health and well-being of our employees, our members, and all people who come to use our services. The Club recognizes that drug and alcohol abuse pose a direct and significant threat to this goal and to our organization's ability to create a productive and efficient

working environment in which all employees and members have the opportunity to reach their full potential. The Club is therefore committed to ensuring a working environment free of substance abuse from our employees through implementation and enforcement of this policy.

Substance abuse which includes the possession, use or sale of illegal drugs or the unlawful use of lawful substances including alcohol, marijuana and prescription drugs will not be tolerated by employees of the Boys & Girls Clubs of Skagit County. It is a condition of employment to refrain from using drugs and the unlawful use of lawful substances, including alcohol, marijuana and prescription medicines, and to abide by the guidelines of the Drug Free Workplace Policy. The Boys & Girls Clubs of Skagit County is an alcohol, marijuana and tobacco free workplace. The organization has a duty to comply with the requirements of the Drug-Free Workplace Act of 1988. Employees may not consume alcoholic beverages or ingest marijuana in any form during normal working hours. Employees who show up to work impaired are subject to immediate discharge.

The Boys & Girls Clubs of Skagit County is concerned with employee off-duty behavior only when it affects the employee's ability to perform their job functions or affects the reputation of the Boys & Girls Clubs of Skagit County. This includes occasions when you are attending an event after-hours and are representing the Club in any capacity; as a staff or volunteer. Employees must notify their supervisor and/or Club leadership immediately of any criminal drug or alcohol violation. When the Club's interests are injured by an employee's off-duty behavior, such behavior will result in disciplinary action up to, and including, termination.

Smoking Policy

Boys & Girls Clubs of Skagit County will comply with all applicable federal, state and local regulations regarding non-smoking in the workplace in order to provide a work environment that promotes productivity and the well-being of its employees. Smoking in the workplace can adversely affect members, employees and volunteers. Accordingly, smoking is restricted at all its facilities. Smoking is defined to include the use of any tobacco-containing products, including cigarettes, cigars and pipes, as well as the use of electronic cigarettes (e-cigarettes) and vaporizers. Smoking is prohibited at all Boys & Girls Clubs Skagit County locations except for external areas where it is specifically authorized. The smoking policy applies to employees, volunteers and members while on Club premises or during Club activities (on or off site).

Prescription Medications and Legal Drugs

Employees and volunteers are prohibited from reporting to work or working when using any legal drugs, except when the use is pursuant to a doctor's orders and the doctor has advised the employee or volunteer that the substance does not adversely affect the employee's or volunteer's ability to safely perform his or her duties.

Employees and volunteers taking a legal drug, such as prescription medication or medical marijuana, that potentially affects job safety or performance are responsible for notifying their supervisor and/or Club leadership so that a determination of job performance or reasonable accommodation can be made. An employee/volunteer may not be permitted to perform his or her job duties unless such a determination or reasonable accommodation is made.

The Boys & Girls Clubs of Skagit County is concerned with employee off-duty behavior only when it affects the employee's ability to perform their job functions or affects the reputation of the Boys & Girls Clubs of Skagit County. This includes occasions when you are attending an event after-hours and are representing the

Club in any capacity; as a staff or volunteer. When the Club's interests are injured by an employee's off-duty behavior, such behavior will result in disciplinary action up to, and including, termination.

ORGANIZATION CONFLICT OF INTEREST STATEMENT

It is the policy of the Boys & Girls Clubs of Skagit County that its relationships in transactions with individuals outside the Clubs and with other business concerns be conducted at all times on a highly ethical basis. To this end, the sole consideration must be the best interest of the Clubs.

Consequently, decisions made in conducting such relationships and transactions must not be influenced by self-interest on the part of an officer, trustee, or employee that is actually or potentially in conflict with the best interest of the Clubs.

To avoid conflicts of interest, the following should be deemed circumstances actually or potentially involving such conflict:

1. Ownership by any officer, trustee, or other employee or member in his/her family of a financial interest in any organization doing business with the Clubs as a supplier, except to the extent that such financial interest is an investment, normal in amount, in a business concern listed on a stock exchange or actively traded over the counter.
2. Any relationship, as an officer, trustee, or employee, whether or not for personal gain, with supplier or such relationship with any other individual or business concern under conditions limiting performance of his/her service to the Clubs.
3. Receipts of any payments, compensation, or valuable gifts or favors, in any form, from any organization doing business with the Clubs.
4. Use of a position with the Clubs to exercise influence for the purpose of benefiting the employee or members of his or her family.
5. Use of Clubs' assets for any employee's personal benefit.
6. Borrowing money from individuals or firms with whom the Clubs do business.
7. Divulging confidential information

CRISIS SITUATION POLICIES & PROCEDURES - APPENDIX C

In the event of any Crisis, the final step of action shall be to notify the COO and CEO.

CHILD ABUSE/NEGLECT POLICY STATEMENT

It is the policy of the Boys & Girls Clubs of Skagit County that children are to be protected from all abuse and neglect. Suspected Child Abuse or Neglect are to be responded to immediately.

All Club employees are required by law to report all suspected cases of child abuse. Child abuse is any act of omission or commission that endangers or impairs a child's physical or emotional health and development.

Public law defines child abuse and neglect as the physical or mental injury, sexual abuse, and negligent treatment of a child under the age of 18, by a person who is responsible for the child's welfare, under circumstances which indicate that the child's health or welfare is harmed or threatened.

The act of inflicting injury or allowing injury to result, rather than the degree of injury, is the determinant for intervention.

RESPONSE

1. Once abuse/neglect is suspected, staff shall:
 1. Inform their supervisor.
 2. Interview the child, along with another staff member, only to the extent necessary to confirm the suspicion (fill out an incident report even if suspicion is that the accusation is not true).
 3. Call CPS (Child Protective Services) immediately to report the incident. All reports to CPS need to be documented as to date, time, person spoken to, outcome of conversation, etc.
 4. Complete the CPS report and submit within 24 hours.
 5. If the suspected perpetrator is not a parent, supervisor shall call the parent.
2. Interview guidelines:
 1. Use a private, quiet room.
 2. Interview in pairs; never with just one staff person.
 3. Begin with comfortable information (where child lives, any brothers or sister, etc.).
 4. Be "up front". Explain why you wish to talk to him or her. Share with the child your concern about any visible marks, the child's health, safety, etc.
 5. Ask only questions which relate to your concerns and the child's condition.
 1. Use empathetic expressions. . . "gee, that must have been painful."
 2. Use clarifying statements. . . "I'm a little confused about that."
 3. Don't go beyond assessment. Once you have enough information to suspect possible abuse, turn it over to CPS.
3. Don't judge, investigate, treat or counsel. Keep the interview strictly confidential.
4. If police or C.P.S. wants to interview the child, check their identification and then assist them in any way possible.
5. Debrief with staff.

EARTHQUAKE

POLICY STATEMENT

It is the policy of the Boys & Girls Clubs of Skagit County that the facilities should be in such physical condition that the safety of children is the number one priority. In the event of an earthquake, the Club's main priority shall be the safety of its Club members. Club facilities, equipment, food, water and supplies shall be made available for youth and staff.

PREVENTIVE ACTION

1. Staff shall conduct internal and external hazard assessments of the facilities, particularly the storage of heavy or breakable items, once a year.
2. Staff shall receive first aid and CPR training.
3. All Staff shall know where to locate the emergency kit.
4. Staff shall receive earthquake preparedness training including:
 1. Safest place in each room.
 2. Location of all exits.

3. Location of utility shut-off valves.
4. Storage site for emergency supplies and equipment.
5. How, where and when to evacuate.
 1. Staff and children shall be taught to “drop, cover and hold” using sturdy tables or desks as protection when possible or use an inside wall away from glass and windows.
 2. Staff shall conduct earthquake drills and check emergency kit for appropriate supplies.
 3. Parents of Club members shall be advised of emergency procedures.

RESPONSE

1. Staff shall follow established procedures
 1. Stay calm and reassure the children.
 2. Move only after shaking stops.
 3. Move children to a safe place and take the emergency kit with you.
 4. Set up a location for child/parent reunification.
 5. Take attendance and assess the medical condition of children.
 6. Be prepared for aftershocks.
 7. Provide first aid as needed.
 8. Check for safety – gas, water, sewage, electrical and building damage.
 9. Clean up spills. (If the spills involve hazardous materials this will require special skills beyond your capability.)
 10. Wear shoes.
 11. Turn on the radio and listen for instructions from public safety agencies.
 12. Don't use the telephone, except for emergency use.
 13. Record the name of each child and the adult who retrieved them.
 14. Do not leave until all children have been retrieved by their parent/guardian.

MATERIALS FOR AN EMERGENCY KIT

1. Radio and batteries
2. Flashlight
3. First Aid Kit

FIRE

POLICY STATEMENT

It is the policy of the Boys & Girls Clubs of Skagit County that all buildings shall be equipped with the legally required number of fire extinguishers, and that these extinguishers shall be checked regularly to ensure that they are in working order. In the event of a fire, the Club's main priority shall be the safety of its Club members.

PREVENTIVE ACTION

1. Staff shall conduct fire drills on a quarterly basis. The Branch Director shall record the dates and times drills are conducted. The alarm company shall be warned prior to each drill. The alarm company shall be notified of all false alarms.
2. The Fire Department emergency telephone number (911) shall be posted at all phone locations.
3. The emergency evacuation plan, including the location of emergency exits and evacuation routes, shall be posted in all rooms.
4. Staff shall treat all fire alarms as if there was a fire.
5. Alarms and Fire Extinguishers should be serviced annually as well as training provided on how to use them.

RESPONSE TO EMERGENCY

1. Staff shall supervise an orderly evacuation of the facility.

2. The Branch Director or staff-in-charge shall call the Fire Department upon notification of any fire.
3. The Branch Director or staff-in-charge shall check the building for occupants before exiting the building.
4. Club Staff and members shall remain in the designated evacuation area until the Branch Director or staff-in-charge indicates that it is clear to re-enter the building. The staff-in-charge should wait until receiving permission from the Fire Department representative.
5. If building can not be reentered, staff shall escort children to the pre-designated location. Arrangements should be made with the predesignated location so that those at the location know that they will be used in an emergency.
 1. Designate a safe zone for pick-up.
 2. Caravan of vans from all Clubs.
 3. Record name and age of all children transported with time of departure.

MISSING CHILD

POLICY STATEMENT

It is the policy of the Boys & Girls Clubs of Skagit County that children are to be supervised when they are in the care of the Club. Children may attend as often as they wish and are allowed to leave on their own or with approved adults that come to pick them up. If parents do not wish for their child to leave on their own without an adult, the parent is responsible to notify the Membership Specialist. All members must be checked in at the front desk using their membership card and checked out as they leave using the same card. In the elementary school program, when a member checks out, they are encouraged to go directly home and are not allowed to stay around Club property or nearby places, and are not allowed to return for the remainder of the day. Teens are allowed to sign in and out as many times as they want. The kids belong to a Club, and it is their Club, and they are allowed to come and go as they please; however, it is expected that when a kid signs out, the staff are to encourage them to go home, or work if appropriate.

A Club member shall be considered missing if he/she

1. Does not arrive at the Club as expected by the parent or guardian.
2. Does not arrive at home after leaving the Club.
3. Is unaccounted for during a field trip or outing.

PREVENTIVE ACTION

1. Notify parents of their responsibility to inform their child to stay at the Club.
2. Inform members of Club procedures through New Member Orientation.
3. Staff shall be trained in “group supervision” techniques.
4. On walking trips:
 1. If there are two staff, they shall place themselves in front and in back of the group.
 2. If there is one staff, he/she shall place him/herself at the back of the group after instructing the group to stop at approaching locations.
 3. Staff shall take roll before departing and before returning on field trips.
5. On bus trips:
 1. Staff shall take roll after members enter the bus – before departing and before returning.
 2. If members are allowed to leave the adult supervisor, they shall be given explicit instructions on when and where to meet.

RESPONSE TO EMERGENCY

If a child is missing, staff shall

1. Search for the child. Remember: youth who are not missing must continue to be adequately supervised.

2. On a field trip or outing, if the child is not found within fifteen minutes after the designated time of departure, notify the Club and parent. If applicable, notify security.
3. Notify the Club's Administrative Office.
4. Notify the parent. Request the parent's assistance.
5. Suggest to the parent that they file a missing person report after an absence of greater than an hour.
6. Ask the parent to call the Club when the child is found.

SWIMMING

POLICY STATEMENT

Swimming is allowed only in areas where there is a certified lifeguard present. When not in a public pool or swimming area governed by WAC's, a Lifeguard to Child ratio of no more than 1:24 should be observed, with at least two lifeguards on duty at all times so as to be able to respond to suspected spinal injury. For natural bodies of water, this ratio shall be increased to 1:18. Additionally, there shall be an "on-deck/on-shore" supervisor for every eighteen children engaged in water activities. An additional staff member for every 12 members must be present, but can be in or out of the water engaging youth. Lifeguards may rotate through with "on-deck/on-shore" supervisors to reduce fatigue. All rules posted by the swimming facility must be obeyed and enforced by the staff as it relates to our kids. All directions, guidelines or orders issued by the lifeguards must be obeyed. Youth will be instructed to vacate the swim area when hearing two short whistle blasts.

Swimming Pool Ratios

# of youth	# of Certified Lifeguards	# of CPR/FA STAFF ON-DECK	# of Support Staff/Vol.
1-12	2*(one may serve on-deck)	1	1
13-18	2*(one may serve on-deck)	1	2
19-24	2*(one may serve on-deck)	2	2
25-36	2	2	3
37-48	2	3	4
49-60	3	3	5
61+: One additional staff member in each category for every 12 members in the water (not counting volunteers)			

Natural Body of Water Ratios

# of youth	# of Certified Lifeguards	# of CPR/FA STAFF ON-DECK	# of Support Staff/Vol.
1-12	2*(one may serve on-deck)	1	1
13-18	2*(one may serve on-deck)	1	2
19-24	2	2	2
25-36	2	2	3
37-48	3	3	4
49+: One additional staff member in each category for every 12 members in the water (not counting volunteers)			

DEFINITIONS

There are two types of emergencies: life-threatening and non life-threatening.

Emergencies that are life-threatening include those such as when a person stops breathing, is bleeding severely or has been poisoned. Examples of these are a drowning person, a person with a severe cut or a person who has been exposed to chlorine gas. Each situation calls for immediate emergency action by the staff or lifeguard to prevent death or permanent damage to the victim.

Non life-threatening emergencies are those that may require the action of the staff or lifeguard, but whose danger to the victim is minimal, such as:

1. Major emergencies, which include situations such as broken bones, head injury, heat exhaustion, seizure or tired swimmer.
2. Minor emergencies, which include situations such as sunburn or abrasions.

A non life-threatening emergency may become life-threatening if not handled properly. Although the immediate danger to the victim is minimal, the staff or lifeguard still has the responsibility for providing the best care possible.

PREVENTIVE ACTIONS

1. A lifeguard must be present with any group in the pool or water.
2. Youth shall be informed of all water safety rules.
3. Rules shall be enforced at all times.
4. The lifeguard shall be qualified, certified and experienced.
5. The staff shall be alert at all times.
6. All safety/First Aid equipment shall be ready and accessible.

RESPONSE TO EMERGENCY

1. If the victim is conscious, the staff or lifeguard should try to calm the victim by talking.
2. If the victim is unconscious, the staff or lifeguard should determine whether the victim is breathing, and begin CPR if warranted.
3. After a quick evaluation of the situation, the lifeguard should alert a second staff person.
4. This staff person shall give any assistance that is necessary.
5. The lifeguard shall use the proper rescue technique to prevent further injury to the victim.
6. In the case of a minor injury, one staff should care for the victim, while other staff remain on duty.
7. Once contact is made with the victim, the victim shall be brought to safety – to shallow water or to the deck area.
8. The victim shall be moved only as far as necessary and only as much as the injuries will allow.
9. If the victim is not injured and is capable of taking care of himself/herself, the staff shall return to duty.
10. If the victim has an injury or needs more care, the staff should clear the area of other members.
11. If the victim's condition requires emergency medical treatment, the staff shall direct another staff to call 911.
12. While waiting for help to arrive, the staff or lifeguard shall continue to give first aid to the victim.
13. Responsibility for the care of the victim should be transferred to emergency medical personnel in an orderly way including the disclosure of information about the victim.
14. The staff shall notify the Branch Director and Administrative Office as soon as possible.
15. The Branch Director shall then notify the victim's family.
16. The staff should interview witnesses to the injury as soon as possible.
17. The staff must complete an injury report as soon as possible for all rescues and serious injuries.

TRANSPORTATION

POLICY STATEMENT

It is the policy of the Boys & Girls Clubs of Skagit County that the purpose of the transportation program is to provide safe transportation of Club members. The Club must adhere to all Washington State Patrol regulations

regarding vehicles, drivers and safety procedures. Travel permission forms must be used at all times. A regular maintenance plan must be created and implemented by the COO.

Unless provided through direct in-kind donation, the Boys & Girls Clubs of Skagit County will only purchase vehicles which meet minimum MFSAB (Multi-Function School Activity Bus) standards, or are designed to carry 10 or less passengers, effective January 1, 2015. Vehicles already in inventory or provided as surplus or direct in-kind donation may still be utilized for transportation. Whenever possible only vehicles meeting MFSAB standards or carrying less than 10 passengers will be utilized for transportation involving freeway travel or any travel outside of Skagit County.

PREVENTIVE ACTION

1. Check vehicle carefully before each trip.
2. Vehicles shall have regular preventative maintenance; report any lapses immediately to the COO. The schedule of preventative maintenance shall include no less than two oil changes annually, and one annual overall inspection for safety and function to be conducted by a qualified individual.
3. Each vehicle should have the registration, proof of insurance and owner's manual in the vehicle at all times.
4. Each vehicle should also have a first aid kit, hazard kit, and fire extinguisher.
5. Each vehicle should have some type of communication (cell phone) if at all possible.
6. Care will be taken to ensure that vehicles carry equipment necessary for any specialized driving conditions caused by the season, including tarps, chains, blankets, socks and gloves if traveling during the winter outside of the immediate Skagit County vicinity.
7. Each vehicle should have access to required safety booster seats if transporting children requiring them. Those members are to be given seating preference based on their size. When possible, no children under the age of 14 will seat in the passenger seat immediately adjacent to that of the driver.
8. Report any problems to your supervisor, immediately.
9. Strictly obey all safety laws.
10. Seat belts must be worn at all times.
11. Enforce bus/van rules, stopping if necessary to ensure orderliness of riders.
 1. All passengers must remain seated appropriately at all times.
 2. Youth requiring booster seats will be given preference in seating to ensure their ability to sit in a booster seat with the necessary seat belt configuration.
 3. When possible, no member under the age of 14 will travel in a front seat.
 4. Passengers are not allowed to put their heads, arms or other body parts outside the vehicle at any time.
12. Drive defensively at all times.
13. Do not hurry – even if late.
14. Staff will obey all speed limits. Speeding in a Club vehicle regardless of whether or not children are aboard is cause for immediate termination, for cause.
15. Always keep in mind that large vehicles such as busses are slow moving and require more response time and greater space in dealing with emergency situations.
16. Drivers must be at least 24 years of age, possess a clear driving record, and complete Training to include proper pre- and post-trip procedures, basic defensive driving practices and demonstrate the ability to navigate each vehicle type scheduled to drive, in advance.
17. Children may not be left unattended in any vehicle at any time; a thorough search will be conducted prior to locking and leaving the vehicle to ensure all members have properly exited the vehicle.

RESPONSE TO EMERGENCY

Minor Accident – Property Damage Only

1. Pull over.
2. Assess what issues are primary and which are secondary.
3. Check for any bumps or injuries/begin emergency First Aid treatment as needed.
4. Put out flares if necessary.
5. Calm children by acting in calm manner yourself.
6. Evacuate vehicle if necessary.
7. Notify Club, and/or police.
8. Get information on other driver if another vehicle is involved.
9. Drive back to Club after police investigation is complete if vehicle is operable or call Club to arrange for another vehicle to pick up passengers.
10. Fill out documentation.

Major Accident – Physical Injury

1. Assess what issues are primary and which are secondary.
2. Determine extent of injuries/prioritize need for treatment and begin emergency First Aid as needed.
3. Put older child or other adult in charge of uninjured if you need to perform CPR or other emergency medical treatment.
4. Calm children.
5. Evacuate bus/van safely. Seek assistance from passersby if needed.
6. Seek assistance in calling proper authorities (police) and Club, in putting out emergency flares and dealing with injured.
7. Keep children in safe place. If removed from the vehicle, kids must be supervised at all times.
8. Arrange for uninjured children to be transported back to Club.
9. All involved should remain at the scene until permission is given by an authority person (police) to leave.
10. All reports should be filled out on scene or immediately upon return to the Club.
11. Return to Club and fill out all appropriate forms there as well.

On Freeway

1. Try to pull over to the shoulder so vehicle can be safely evacuated. Be aware of amount of brake pressure to use for maximum results.
2. Check for injuries and begin emergency treatment.
 1. If any passenger is not breathing, begin CPR immediately.
 2. Apply pressure to slow bleeding from major trauma.
3. Keep everyone in seats until those injured can be removed, then evacuate vehicle when safe to do so.
4. Try to keep calm and keep feelings and voice under control. Assist in investigation of accident.
5. Assist in arrangement for transporting uninjured back to Club.
6. Seek assistance in contacting authorities (police), treating the injured and safely evacuating passengers to shoulder of freeway.
7. Driver and riders should meet with professional counselors, for help in dealing with psychological effects of major accident.

WEAPONS AND VIOLENT BEHAVIOR

POLICY STATEMENT

It is the policy of the Boys & Girls Clubs of Skagit County that staff, Club members, guests or visitors possessing a dangerous weapon shall not be permitted in the Club. A dangerous weapon is a gun, knife, razor, karate stick, metal knuckle, or any other object, which by the manner it is used or intended to be used, is capable of inflicting bodily harm. In cases that clearly involve a gun, or which involve any other weapon used in a threatening manner, the police shall be called and the individual shall be subject to immediate disciplinary

procedures including expulsion from the Club. (This section does not apply to city, county, state or federal police officers authorized by law.)

Club members or guests who are involved in violent behavior shall be subject to immediate disciplinary action, and the police shall be called. Such behavior includes assault with intent to do bodily harm, theft or extortion, arson and sexual assault.

In all cases involving a weapon or violent behavior, the Club member's parent/guardian shall be notified.

PREVENTIVE ACTION

1. All new Club staff and members shall receive orientation regarding rules and procedures.
2. Club members shall be taught how to manage their anger, solve problems through smart choices and be sensitive to other people's feelings.
3. Positive Club staff/member relationships and good communication shall help staff to be informed of potential problems and help resolve difficult situations.
4. Staff shall be alert to conflicts between individuals and groups of individuals. Staff shall be able to identify threatening behavior and be aware of individuals who have a history of disruptive behavior.
5. All complaints or concerns from community residents, parents or members shall receive an immediate response.
6. Adequate security shall be provided at all Clubs.
7. Exterior lighting shall be provided at all Clubs.
8. Club members shall never be left at Club sites after closing. Staff shall ensure that all youth are home or on their way home.
9. Staff will review response procedures annually.

RESPONSE TO EMERGENCY - DISRUPTIVE/VIOLENT BEHAVIOR

1. Call 911
2. Staff shall maintain visual contact and be prepared to report observations to staff-in-charge or police if called.
3. If possible, staff shall ask a disruptive individual to accompany the staff to an area away from youth. Staff shall not persist if the individual is not cooperative.
4. Staff shall clear all members from the area if a disruptive individual is unwilling to accompany staff to another area.
5. Usually staff-in-charge will determine if the police shall be called. In an emergency, any staff may make the decision to contact police. If there is any doubt, call 911 and let the police determine the degree of emergency.

RESPONSE TO EMERGENCY - WEAPON

1. Staff shall not attempt to physically disarm an armed individual. Circumstances, such as the staff person's knowledge of the individual involved, the nature of the weapon, or the need to act in self-defense, will have a bearing on whether or not a staff person intervenes. Staff members are expected to remove others and themselves from range of the weapon.
2. Use of force as a response to violent behavior should be the last choice of action for staff and should not be done except to protect ones self or others where serious bodily harm could occur without physical intervention. Physical intervention may also need to be used to prevent harm toward others such as in cases where individuals are fighting. Staff members who are physically assaulted should protect themselves as appropriate. Getting free of the conflict should be the primary goal.
3. If staff determines that it is necessary to forcibly remove an individual because that person refuses to leave voluntarily, staff should seek backup immediately, including the staff-in-charge.
4. All Club members and others should be cleared from the area to isolate the individual.

5. The police should be notified.
6. The police, not staff, should remove a severely disruptive person who refuses to cooperate.
7. Staff-in-charge shall direct a specific staff member(s) to ensure the safety of all Club members and other staff, until police arrive.
8. If a weapon is confiscated, it is to be turned over to the police.
9. As soon as possible following resolution of the incident, staff-in-charge shall report the incident to the CEO by phone. If the staff-in-charge is not the Site Director, the Site Director shall be informed as well.
10. Staff shall prepare a written report of the incident and a written log/record of any follow-up to the incident that shall be submitted to the CEO.
11. Group psychological debriefing may be required, based on an assessment by the CEO.

LOCKDOWN/MODIFIED SAFETY PLAN IMPLEMENTATION

POLICY STATEMENT

It is the policy of the Boys & Girls Clubs of Skagit County that staff will be trained and provided guidance in how to ensure the safety of themselves, members, and guests in the event of a crisis that involves the need to Lockdown the building or operate the facility and grounds on a Modified Safety Plan.

A Club will immediately engage in a Lockdown should any adjacent buildings or facilities be subject to response, upon reasonable suspicion of need in the interest of safety, or when requested to do so by any public safety official. Clubs will operate on a Modified Safety Plan for a period of no less than one hour following an all-clear designation from a public safety official at the end of a Lockdown, upon reasonable suspicion of need in the interest of safety, or upon notification of a low-level threat to public safety by any member of the public.

PREVENTIVE ACTION

1. All new Club staff and members shall receive orientation regarding rules and procedures.
2. Club staff will work to engage school district, city, and county officials to be provided information and notification in the event of a Lockdown or significant crime incident adjacent or in the vicinity of the facility.
3. Clubs located on School District or other Governmental properties will build relationships to be included in the Lockdown sequence and notification chain.
4. One set of exterior door keys shall be kept in a secured location at the Control Area that all staff are aware of.
5. Staff shall be alert to conflicts between individuals and groups of individuals. Staff shall be able to identify threatening behavior and be aware of individuals who have a history of disruptive behavior.
6. All complaints or concerns from community residents, parents or members shall receive an immediate response.

RESPONSE TO EMERGENCY - LOCKDOWN

1. Upon notification or announcement, staff and members located outside of the building, but directly adjacent, will proceed to the nearest entrance and available room. Staff and members located away from the facility or in a field are to gather and organize into an orderly formation and evacuate directly away from any buildings to a pre-determined Evacuation Location; Know your Evacuation Location.
2. The staff member nearest the Control Area will lock all exterior doors.
3. Staff in rooms should calmly close the door, ask youth to position themselves as far from the door and any windows as possible. Close blinds if available, turn off lights, cover viewpoints as able. Instruct members to stay quiet. Turn off television, computers, or any electronic device that emits sound or light. Ask everyone to silence their cell phones and control all cell phone activity - no outgoing or incoming calls.
4. Staff shall secure the door with a lock if available, or any nearby furniture or items.

5. Staff in each room shall record with a list all names of members, guests and staff present and place such list in a conspicuous location within the room.
6. Once the staff-in-charge has verified all exterior doors are locked and rooms are secure, they will find a safe place within the Club or a room that has access to communication whether by cellphone or landline.
7. The staff-in-charge should confirm to the requesting party that the facility is secure.
8. The staff-in-charge should inform the CEO of the situation.
9. **DO NOT OPEN ANY DOORS UNTIL ASKED TO DO SO BY THE STAFF-IN-CHARGE OR A MEMBER OF LAW ENFORCEMENT; IF YOU DO NOT RECOGNIZE THE VOICE, ASK FOR IDENTIFICATION TO BE PLACED UNDER THE DOOR.**
10. After an official all-clear is received, transition to a Modified Safety Plan.
11. The staff-in-charge will prepare documentation and correspondence informing parents of the situation and resolution.

RESPONSE TO EMERGENCY - MODIFIED SAFETY PLAN

1. Upon notification or announcement, staff will take attendance of youth in their assigned area to determine the location of all youth. When possible, groups/areas will combine to ensure that two staff are supervising a single group of members.
2. Members will be asked to remain with their group engaged in activities.
3. A full roster of members in attendance will be generated through VisionMTS and confirmed.
4. The COO will be notified of the situation.
5. Members will be given the opportunity to change location every 20 minutes. Staff will note when a child leaves their supervision and to where they are transitioning to. When possible, this information will be communicated and confirmed via Radio.
6. Staff will remain aware of their surroundings, and when two staff are engaged, one shall be responsible for providing passive supervision while maintaining a vigilant awareness and contact with other areas of the Club, identifying at least two evacuation/response routes in the event of a disturbance.
7. Members will only be released to their parent/guardian or emergency contact and will be signed out using the confirmed VisionMTS roster. This document will be kept on record for a period of 48 hours following an incident.

BOMB THREAT

POLICY STATEMENT

It is the policy of the Boys & Girls Clubs of Skagit County that the safety of kids is the number one priority. In the event of a bomb threat, the building shall be vacated in fire drill style and 911 should be called. The building should not be re-entered until cleared by law enforcement officials.

PREVENTIVE ACTION

1. All parents and or visitors to the Club should check in with a staff member upon entering the building.
2. If any suspicious unknown persons are seen on the premises or within the facility, the Club Director/Site Coordinator or staff-in-charge should be notified.
3. If the person is not familiar to the Club Director/Site Coordinator and staff-in-charge, he or she should introduce themselves to the person and ask them what they can do for them.
4. Persons on the premises without a clear purpose should be asked to leave.
5. If he or she refuses to leave, police (911) shall be contacted.

RESPONSE TO EMERGENCY

1. Listen – attempt to transfer the call to the Club Director/Site Coordinator or staff-in-charge. Do not attempt to transfer if the caller threatens to hang up, if you are likely to lose the call, or if the transfer is not

practical. Do not interrupt the caller. Try to identify background noise, and get any details about the caller you can – male, female, young old, race, distinctive speech pattern.

2. If you can not transfer, remain calm and observant. If possible, alert the Club Director/Site Coordinator or staff-in-charge with a signal while the caller is on the telephone line. (Note: It is very important that a staff member get on the phone with the caller if at all possible.)
3. Write down as much of the message as can be remembered – paying special attention to using the exact wording of the caller. Note any background noise as well as the caller’s voice. Questions to ask:
 1. Where is the bomb?
 2. When will it go off?
 3. What will make it go off?
4. Each phone in each Club should have a card placed near it to assist in how to handle a bomb threat. These are provided at no charge by Washington State Patrol.
5. Note if the caller mentioned the type of bomb or the time that the bomb is due to go off.
6. Record the time the call was received and its duration.
7. Notify the Club Director/Site Coordinator or the staff-in-charge if you haven’t already done so.
8. Vacate the building in fire drill style and call 911. The building should not be re-entered until cleared by law enforcement officials.

EXTREME WEATHER CONDITIONS

POLICY STATEMENT

It is the policy of the Boys & Girls Clubs of Skagit County that in the event of inclement weather, which may include snow, ice, or rain storms, the Clubs’ main priority should be the safety of youth.

PREVENTIVE ACTION

1. The decision to close clubs due to bad road conditions from inclement weather will be made by the CEO. In the absence of the CEO, the COO or other CEO designee will make the decision. When making these decisions, the CEO will take into consideration the decisions also being made by the local school districts.
2. Every effort to inform Club members and their families of closures will be made. This will include but is not limited to telephone calls, voice mail messages on the Club’s phone system, signs placed in the appropriate areas on the building i.e. front door, and calls to the local radio stations.

RESPONSE TO EMERGENCY

1. The decision to close the Clubs due to bad weather conditions will be made with consideration to road conditions, temperature outside, and other factors.
2. Prior to closure parents and/or guardians will be contacted and notified to make arrangements for transportation for their child(ren).
3. Notify schools of our decision.
4. Staff will not leave the facility until all children have been retrieved.
5. Efforts should be made to make the decision on whether to close the Clubs before kids arrive. If bad weather occurs after the kids have arrived, safety of the kids is the first priority. Make the decision on the timing of the closing based on the ability of kids to get home. Under no circumstances should the Club close and staff leave when kids are still present and unable to get home. Typically a period of approximately 90 minutes is needed unless such a delay may result in serious harm to a member or staff person.

TRAUMATIC EVENTS

POLICY STATEMENT

It is the policy of the Boys & Girls Clubs of Skagit County to provide psychological services to support Club members and staff that experience traumatic events.

A “traumatic” event is any occurrence that results in serious physical and/or psychological harm to a member or staff. Traumatic events would include murder, assault, serious threat with a weapon such as an armed hold-up, abduction or attempted abduction and a fatality or serious injury resulting from an accident or a natural disaster while at the Club or in connection with Club activities.

GUIDELINES

1. The staff-in-charge at the trauma scene shall contact the CEO to assess the incident and to determine the Club’s response.
2. The CEO or his/her designee shall contact the approved counseling service to arrange for service.
3. Communication to families and employees who were not involved in the incident shall be the responsibility of the CEO or his/her designee.
4. The staff-in-charge shall be responsible for all communications with law enforcement personnel.
5. External communication shall be the responsibility of the CEO. This includes communication with the media, the community, the Board of Directors, staff and Boys & Girls Clubs of America. (In a case of the CEO’s absence, the Board President will make the decision.)
6. Workplace trauma assessment and group psychological debriefing for those people identified by the staff-in-charge and counseling service, must be conducted within 48 hours of the incident.
7. Individuals shall be encouraged to seek further counseling on a voluntary basis, as needed.
8. Immediate family members of any victimized individuals shall have access to the approved counseling services.
9. The staff-in-charge shall be responsible for completing the incident report.
10. Within six weeks after a major traumatic event managerial staff will evaluate the Club’s response. The evaluation team should also include the staff-in-charge and approved counseling service involved in the event.

MEDIA

POLICY STATEMENT

It is the policy of the Boys & Girls Clubs of Skagit County that under normal circumstances, the CEO shall be the primary spokesperson for the Club. Others may be given the opportunity when selected by the CEO as most appropriate. They too should be notified well in advance.

However, there may be cases when due to a police report, accident or some other issue-related news story, the media shall show up unannounced. The following procedures apply in these cases.

GUIDELINES

1. Attempt to keep the media outside the door of the Club. Never use force. Remain as polite and composed as possible. However, if the Club is closed, do not under any circumstances open the doors.
2. Report the media’s presence to the Club Director/Site Coordinator or staff person in charge.
3. If you are the person in charge, determine why they are there, the story they are covering, who they want to speak with. “Before I can cooperate with you, I need to know . . .”
4. If they want comments from youth on a news issue, tell them that they are welcome to do that outside the building. “Our media releases for minors only cover promotion of the Club.”
5. Do not, under any circumstances, make any comments or provide any Club staff or member information. There is no such thing as “off the record.” Everything and anything you say to a reporter is fair game for news quotations.
6. Call the CEO or the Director of Marketing & Stewardship or designee. They shall then personally handle the media situation or instruct you in how to proceed.

7. When the situation calls for an immediate response to accidents, police reports, or emergencies, never say anything that accepts responsibility or blame for the situation. A safe way to respond would be, "Our ultimate concern is for the welfare of our Club member/s and we are investigating the incident." If the incident involves the police, respond that, "We will cooperate fully with the police investigation..."
8. The person in charge should stay with the reporter at all times and take notes about who they talk to and what areas of the Club they visit. If you have a camera, take photos of the reporter in action. This will remind the reporter of his responsibility to be fair and provide the Club a means for recourse.
9. Ask the reporter when the coverage will air or be published and on what channel or in what newspaper. Notify the CEO.
10. Immediately after the incident, document the details of the visit. Note the date and approximate time of the visit in as much detail as possible and deliver or fax it to the CEO or Board President, if the CEO is unavailable.
11. Inform all staff.
12. Call the parents of any Club members involved.

CHILD ABDUCTION

POLICY STATEMENT

It is the policy of the Boys & Girls Clubs of Skagit County to ensure the safety of Club members and to help educate families to reduce the likelihood of abductions.

PREVENTIVE ACTION

1. Encourage parents/guardians to have identification pictures & fingerprints for their children.
2. Utilize Safety Fairs to educate Club members and parents.
3. Screen visitors and adults, capturing a copy of their photo ID and requiring them to sign-in/out.
4. Develop relationships w/ Parents.
5. Provide education regarding sex offenders (police dept.) when possible.

RESPONSE TO EMERGENCY

1. Call local law enforcement.
2. Institute Modified Safety Plan, unless circumstances would allow for another Child Abduction; in that instance go to full Lockdown.
3. Notify the CEO.
4. Notify the parents of the child involved.