**Section 10 - HEALTH AND SAFETY**

**10.1  Use of Electronic Media**

**EMPLOYEE USE OF SOCIAL MEDIA COMMUNICATIONS INVOLVING MEMBERS**

The Club recognizes the importance of incorporating current technology tools, including new methods of electronic communication, into programs to enhance member learning. It further recognizes the importance of employees, members and parents engaging, learning, collaborating and sharing in digital environments. The Club strives to ensure that electronic communication tools incorporated into the Club programs are used responsibly and safely. As practicable, the Club will provide access to secure social media tools and board approved technologies for use during program time and for Club-sponsored activities in accordance with the **ACCEPTABLE USE POLICY.** Employees and volunteers should not engage with members outside of club time, including social media and gaming.

**Photography & Social Media**

The BGCWC respects the rights of employees/volunteers to use personal social media and does not wish to discourage self-publishing and self-expression. Employees/volunteers are expected to follow the policies and procedures set forth to provide clear lines between personal use, Club use, and protection of Club members.

Employees/volunteers must also be careful about using personal social media accounts while at their Site, and should refrain from using cell phones while serving the youth. Social media users are personally responsible for their commentary, and can be held personally liable for commentary that is considered obscene or libelous by any offended party viewing their commentary, including comments about the Boys & Girls Clubs of Wayne County.

*Appropriate Use*

Employee/Volunteers cannot use Club-owned equipment to participate in personal social media activities unless it is the BGCWC social media accounts. Volunteers may not use any form of social media to harass, threaten, or discriminate against each other, Club members, or anyone associated with the organization. Volunteers are also not allowed to post on any social media applications the name, trademark, logo of the Clubs, or any business affiliated with doing business at the Club. The organization will investigate and respond to all reports of violations to the social media appropriate use policy. Violation of the policy will result in corrective action, up to and including termination.

**Employees and/or Volunteers WILL NOT post pictures or share identifying information of Club members on personal social media accounts or on publicly shared sites. Also, volunteers are not permitted to “friend” or “follow” Club members on social media accounts.**

**ELECTRONIC, INTERNET AND SOCIAL MEDIA**

The Club acknowledges that employees may engage in the use of social media during their personal time. Club employees who use social media for personal purposes must be mindful that they are responsible for their public conduct even when not acting in their capacities as Club employees. All Club employees, including volunteers and independent contractors shall comply with the requirements of this policy when using electronic social media for personal purposes.

For the purposes of this policy, “social media” includes, but is not limited to: personal websites, web logs (blogs), wikis, social network sites, online forums, virtual worlds, video-sharing websites, vine, Instagram, twitter and any other social media generally available to the public or consumers.

Employees are to maintain professional relationships with members at all times. All electronic communications with members who are currently enrolled in Club programs must be Club-related and within the scope of the employees’ professional responsibilities, unless otherwise authorized by this policy. Club personnel may use only Club-controlled technological resources and social media tools to communicate directly with members or to comment on member matters through use of the Internet. An employee seeking to utilize and/or establish a non-Club-controlled social media website for instructional or other Club-related purposes must have prior written approval from the CEO and meet any applicable requirements.

The use of electronic media for communicating with members and parents/guardians is an extension of the employee’s workplace responsibilities. Accordingly, the Club expects employees to use professional judgment when using social media or other electronic communications.

Employees are prohibited from knowingly communicating with members through a personal social network page. An Internet posting on a personal social media website intended for a particular member will be considered a form of direct communication with that member in violation of this policy. However, an employee may communicate with a member using personal social media networks to the extent the employee and member have a family relationship or other type of appropriate relationship which originated outside of the Club setting. For example, an employee may have a relationship with a niece or nephew, a member who is the child of an adult friend, a member who is a friend of the employee’s child, or a member or participant in the same civic, social, recreational, sport or religious organization.

**Employee Personal Use of Social Media**

The Club respects the right of employees to use social media as a medium of self-expression on their personal time. As role models for the Club’s members, however, employees are responsible for their public conduct even when they are not performing their job duties as employees of the Club. Employees will be held to the same professional standards in their public use of social media and other electronic communications as they are for any other public conduct. Further, Club employees remain subject to applicable state and federal laws, board policies, administrative regulations and the Club’s **Code of Conduct**, even if communicating with others concerning personal and private matters. If an employee’s use of social media interferes with the employee’s ability to effectively perform his or her job duties, the employee is subject to disciplinary action, up to and including termination of employment.

Employees are responsible for the content on their social media sites, including content added by the employee, the employee’s friends or members of the public who can access the employee’s site, and for Web links on the employee’s site. Employees shall take reasonable precautions, such as using available security settings, to restrict members from viewing their personal information on social media websites and to prevent members from accessing materials that are not age-appropriate.

Club employees are prohibited from accessing social networking websites for personal use during program time or with Club technological resources.

**Posting To Social Media Sites**

Employees who use social media for personal purposes must be aware that the content they post may be viewed by anyone, including members, parents/guardians and community members. Employees shall observe the following principles when communicating through social media:

1. Employees shall not post **confidential** information about members, employees or Club business.
2. Employees shall not accept members as “friends” or “followers” or otherwise connect with members on social media sites, unless the employee and member have a family relationship or other type of appropriate relationship which originated outside of the Club setting.
3. Employees shall not knowingly allow members access to their personal social media sites that discuss or portray sex, nudity, alcohol or drug use or other behaviors associated with the employees’ private lives that would be inappropriate to discuss with a member at the Club.
4. Employees may not knowingly grant members access to any portions of their personal social media sites that are not accessible to the general public unless the employee and member have a family relationship or other type of appropriate relationship with originated outside of the school setting.
5. Employees shall be professional in all Internet postings related to or referencing the Club, members, volunteers and other employees.
6. Employees shall not use profane, pornographic, obscene, indecent, lewd, vulgar or sexually offensive language, pictures or graphics or other communication that could reasonably be anticipated to cause a substantial disruption to the Club environment.
7. Employees shall not use the Club’s logo or other copyrighted material of the system without express, written consent from the Board of Directors.
8. Employees shall not post identifiable images of a member or member’s family without permission from the member’s parent or legal guardian.
9. Employees shall not use internet postings to libel or defame the board, individual board members, volunteers, members or other Club employees.
10. Employees shall not use internet postings to harass, bully or intimidate other employees, volunteers or members in violation of policy or state and federal laws.
11. Employees shall not post inappropriate content that negatively impacts their ability to perform their jobs.
12. Employees shall not use internet postings to engage in any other conduct that violates Club policy and administrative procedures or state and federal laws.

**CONSEQUENCES**

Club personnel shall monitor online activities of employees who access the Internet using Club technological resources. Additionally, the CEO or designee may periodically conduct public internet searches to determine if an employee has engaged in conduct that violates this policy. Any employee who has been found by the CEO to have violated this policy may be subject to disciplinary action, up to and including termination.

**10.2  Safe Workplace Policy**

All employees are responsible for their own safety, as well as that of others in the workplace. To help us maintain a safe workplace, everyone must be safety-conscious at all times. You must report all work-related injuries or illnesses immediately to your supervisor or to the Office Manager. In compliance with North Carolina laws, and to promote the concept of a safe workplace, the Club maintains an Injury and Illness Prevention Program. The Injury and Illness Prevention Program is available for review by employees in the CEO’s office.  In compliance with Proposition 65, the Club will inform employees of any known exposure to a chemical known to cause cancer or reproductive toxicity.

**10.3  Workplace Violence**

As a Club, we are firmly committed to providing a workplace that is free from acts of violence and threats of violence.  In keeping with this commitment, the Club has adopted a strict policy that prohibits any employee from threatening or committing any act of violence in the workplace, while on duty, while on Club-related business, or while operating any vehicle or equipment owned or leased by the Club.  This policy applies to all employees, including managers, supervisors, and non-supervisory employees.

The Club has a zero tolerance for acts of violence and threats of violence. Without exception, acts and threats of violence are not permitted. All such acts and threats, even those made in apparent jest, will be taken seriously, and will lead to disciplinary action, up to and including termination.

Possession of weapons, of any kind, on Club premises and at Club-sponsored events shall constitute a threat of violence.

It is every employee's responsibility to assist in establishing and maintaining a violence-free work environment. Therefore, you are expected and encouraged to report any incident which may be threatening to you or your co-workers or any event which you reasonably believe is threatening or violent. You must immediately report such an incident to any supervisor or manager or, if you prefer, to the Office Manager.  The supervisor or manager should report the matter to the Office Manager, who will investigate the matter and take appropriate corrective action.

A threat includes, but is not limited to, any indication of intent to harm a person or damage Club property. Threats may be direct or indirect, and they may be communicated verbally or nonverbally. The following are examples of threats and acts that shall be considered violent - this list is in no way all-inclusive:

|  |  |
| --- | --- |
| **Example:** | **Type of Threat:** |
| Saying, "Do you want to see your next birthday?" | Indirect |
| Writing, "Employees who kill their supervisors have the right idea." | Indirect |
| Saying, ''I'm going to punch your lights out." | Direct |
| Making a hitting motion or obscene gesture | Nonverbal |
| Displaying weapons | Extreme |
| Stalking or otherwise forcing undue attention on someone, whether romantic | Extreme |
| or not hostile |  |
| Taking actions likely to cause bodily harm or property damage | Acts of violence |

If employees become aware of any workplace security hazards or identify methods of increasing security in the workplace, they should report that information to their supervisor immediately.

Employees are required to report violations of this policy, including any actual or threatened violence.  The Club will not tolerate retaliation against any employee who reports actual or threatened workplace violence.

**10.4 One on One Contact**

The priority of Boys & Girls Clubs of Wayne Co is the physical and emotional safety of its members, staff and volunteers. Boys & Girls Clubs of Wayne Co maintains a zero-tolerance policy for child abuse. Boys & Girls Clubs Wayne Co 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.

**DEFINITIONS**

One-on-Contact Prohibition: Boys & Girls Clubs Wayne Co prohibits isolated one-on-one interaction between Club participants and staff or volunteers, including board members. This includes prohibiting oneon-one contact at any time at the Club, in vehicles or by phone, text, social media or any other means. 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 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 member or volunteer.

Child abuse is when an adult or another child, whether through action or by failing to act, causes serious emotional or physical harm to a child. Sexual abuse or misconduct may include but is not limited to:

* + Any sexual activity, involvement or attempt of sexual contact with a person who is a minor (under 18 years old).
  + Sexual activity with another who is legally incompetent.
  + Physical assault or sexual violence, such as rape, statutory rape, abuse, molestation or any attempt to commit such acts.
  + Unwanted and intentional physical conduct that is sexual in nature, such as touching, pinching, patting, brushing, massaging someone’s neck or shoulders and/or pulling against another’s body or clothes.
  + Inappropriate activities, advances, comments, bullying, gestures, electronic communications or messages (e.g., by email, text, or social media).

Grooming is when someone builds an emotional connection with a child to gain their trust for the purposes of sexual abuse, sexual exploitation or trafficking.

Grooming behaviors may include but are not limited to:

* + Targeting specific youth for special attention, activities or gifts.
  + Isolating youth from family members and friends physically or emotionally. This can include one-onone interactions such as sleepovers, camping trips and day activities.
  + Gradually crossing physical boundaries, full-frontal hugs that last too long, lap sitting or other “accidental” touches.

**10.5 MANDATED REPORTING**

Every staff member or volunteer of Boys & Girls Clubs (local name) who becomes aware of or has suspicion of child abuse or neglect must immediately report to Club leadership. Club leadership is responsible for reporting the incident immediately to the appropriate authorities according to statewide mandated reporting laws, as well as to Boys & Girls Clubs of America (BGCA) within 24 hours via the critical incident system.

**REQUIRED TRAINING**

Boys & Girls Clubs of Wayne Co 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 Wayne Co.

**PHYSICAL INTERACTIONS**

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

**Appropriate**

* + Side hugs
  + Handshakes
  + High-fives and hand slapping
  + Holding hands (with young children in escorting situations)

**Inappropriate**

* + 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 Boys & Girls Clubs (local name) is required to maintain appropriate verbal interactions with minors. Appropriate and inappropriate interactions include but are not limited to the following:

**Appropriate**

* + Positive reinforcement
  + Child-appropriate jokes (no adult content)
  + Encouragement
  + Praise

**Inappropriate**

* + 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

**ABUSE AND SAFETY RESOURCES**

Boys & Girls Clubs of Wayne Co 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.

**10.6  Drug and Alcohol Policy**

Boys & Girls Clubs of Wayne Co is committed to providing a safe environment for members, staff and volunteers. To further ensure their safety, the organization maintains a drug- and alcohol-free workplace. The unlawful or improper use of drugs – including marijuana, controlled substances or alcohol in the workplace – presents a danger to everyone. The organization also has a duty to comply with the requirements of the Drug-Free Workplace Act of 1988.

* Employees are prohibited from reporting to work or working while under the influence of alcohol and/or illegal or unauthorized drugs.
* Employees are prohibited from reporting to work or working when the employee is using any legal drugs; exceptions can be made in accordance with state law when the use is pursuant to a doctor's orders and the doctor has advised the employee that the substance does not adversely affect the employee's ability to safely perform his or her job duties. Employees taking any legal drugs that potentially affect job safety or performance are responsible for notifying their supervisor and/or Club leadership so that a determination of job performance or a reasonable accommodation can be made. An employee may not be permitted to perform his or her job duties unless such a determination or reasonable accommodation has been made.
* Employees are prohibited from engaging in the unlawful or unauthorized manufacturing, distribution, dispensing, sale or possession of illegal drugs and alcohol in the workplace, including on organization paid time, on organization premises, in organization vehicles or while engaged in organization activities. Employees must notify their supervisor and/or Club leadership immediately of any criminal drug or alcohol violation.
* Employment with the organization is conditional upon full compliance with the foregoing drug- and alcohol-free workplace policy. Any violation of this policy might result in disciplinary action, up to and including discharge.

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

**SMOKING POLICY**

Boys & Girls Clubs of Wayne Co 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 properties 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)

**REASONABLE SUSPICION**

Staff and or volunteers shall immediately notify Club leadership of any action by an employee or volunteer who demonstrates an unusual pattern of behavior suggesting that they are under the influence of drugs or alcohol. Club leadership will determine whether the employee should be examined by a physician or clinic and/or tested for drugs or alcohol in accordance with the Club’s drug-testing policies. Employees and volunteers believed to be under the influence of drugs or alcohol will be required to leave the premises. Any illegal drugs or drug paraphernalia will be turned over to the appropriate law enforcement agency and may result in criminal prosecution.

Examples of behavior suggesting that employees or volunteers are under the influence of drugs or alcohol include but are not limited to:

* Odors (smell of alcohol, body odor or urine);
* Movements (unsteady, fidgety, dizzy);
* Eyes (dilated, constricted or watery eyes or involuntary eye movements);
* Face (flushed, sweating, confused or blank look);
* Speech (slurred, slow, distracted mid-thought, inability to verbalize thoughts);
* Emotions (argumentative, agitated, irritable, drowsy);
* Actions (yawning, twitching); or
* Inactions (sleeping, unconscious, no reaction to questions).

Unusual patterns of behavior that may suggest drug or alcohol misuse include but are not limited to:

* Repeatedly calling in sick;
* Being absent directly before or after holidays and weekends;
* Repeatedly damaging inventory or failing to meet reasonable work schedules; and
* Being involved in frequent accidents that can be related to the use of drugs or other substances.

**INSPECTION AND TESTING**

Boys & Girls Clubs of Wayne Co reserves the right to take any and all appropriate and lawful actions necessary to enforce this drug- and alcohol-free workplace policy, including but not limited to the inspection of organization-issued lockers, desks or other suspected areas of concealment, as well as an employee's personal property when the organization has reasonable suspicion to believe that the employee has violated this drug- and alcohol-free workplace policy (see “Reasonable Suspicion” above). Screening, testing and security measures may be used as methods of enforcement, as permitted by applicable state law. It is a violation of this policy to refuse to submit to testing. Tests that are paid for by the organization are the property of the organization, and the examination records will be treated as confidential and held in separate medical files. However, records of specific examinations will be made available, if required by law or regulation, to the employee, persons designated and authorized by the employee, public agencies, relevant insurance companies and/or the employee’s doctor

**PRESCRIPTION MEDICATION 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.

**10.7 Background Checks**

Boys & Girls Clubs of Wayne Co is committed to selecting and retaining effective staff and volunteers to serve our youth. As part of the selection process and in accordance with state background check regulations, background checks and screening procedures are conducted in accordance with this policy.

**BACKGROUND CHECKS**

Boys & Girls Clubs of Wayne Co conducts criminal background checks of all employees, including minors; board volunteers and others who serve on a standing committee; and all other volunteers, including partners and minors, who have direct repetitive contact with minors. Name‐based or fingerprint‐based record searches may be used in any combination, but the background check shall at a minimum:

* Verify the person’s identity and legal aliases through verification of a social security number.
* Provide a national Sex Offender Registry search.
* Provide a comprehensive criminal search that includes a national search.
* Provide a comprehensive local criminal search that includes either a statewide or county level criminal search, depending on jurisdiction (a current list of jurisdictions can be found at [www.bgca.net/childsafety](http://www.bgca.net/childsafety)).
* • Include any additional background check criteria required by organizational policies, funding or licensing agencies or required in the applicable jurisdiction, such as motor vehicle records, child abuse registry or credit checks.

Such checks will be conducted prior to employment and at regular intervals not to exceed twelve months. All background check findings shall be considered when making employment or volunteer decisions, and Boys & Girls Clubs of Wayne Co will not employ potential staff or engage potential volunteers if such individual:

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

**INTERVIEWING**

Boys & Girls Clubs of Wayne Co will conduct in-person behavioral-based interviews with every candidate for employment or program volunteer service.

**10.8 REFERENCE CHECKS**

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

**10.9 ONBOARDING**

Upon offer of a position, each new Club employee shall receive and confirm in writing receipt of an up-to-date employee policies and procedures manual or handbook that, at a minimum, articulates current:

• Conditions of employment;

• Benefits;

• Rights and responsibilities of employees;

• Club safety policies; and

• Any other important employment-related information.

Before working with any Club members, all staff and volunteers at a minimum shall be given an orientation that includes an overview of the following:

• The organization’s mission, goals, policies and procedures and schedule;

• Job descriptions and performance standards for their position;

• The needs and other relevant characteristics of program participants, including cultural and socioeconomic characteristics;

• Personnel and volunteer policies and procedures, including expectations regarding work hours and schedules, breaks and planning time;

• Operational policies and procedures related to safety, supervision, transportation, facilities, emergency operations, etc.; and

• Completion of the required Child Abuse Prevention Trainings approved by BGCA

**10.10 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 mimimum 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 notificiations made (first responsers, parents, leadership, etc.)

**EXTERNAL INCIDENT REPORTING**

Boys & Girls Clubs (local name) 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 (local name) 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 childcare 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

**10.11 Technology Usage Policy**

**STAFF AND VOLUNTEER USAGE**

Before a staff member can use Club technology equipment or a personal device, he/she shall read and sign the Technology Acceptable Use policy and return it to the Club. Under the Technology Acceptable Use policy, the following relevant principles shall apply:

Club devices shall include any and all Club-owned existing and/or emerging technologies and devices that can take photographs, play and record audio or video, input text, upload and download content and/or media and transmit or receive messages or images.

Personally owned devices shall include any and all staff-owned existing and/or emerging technologies and devices that can take photographs, play and record audio or video, input text, upload and download content and/or media and transmit or receive messages or images.

**Club Purposes** include but are not limited to the delivery of program activities, accessing sanctioned training or career development opportunities, communication with experts and/or authorized Club staff and for Club purposes or management of other Club activities, such as member check-in or incident reporting. Staff are expected to act responsibly and thoughtfully when using technology resources. Staff bear the burden of responsibility to ask their supervisor when they aren’t sure of the permissibility of a particular use of technology prior to engaging in that use.

**Authorized use**: Personally owned devices are permitted for use during approved Club times for Club purposes and in approved locations only. The Club expressly prohibits the use of personally owned devices in locker rooms, restrooms and other areas where there is an expectation of privacy.

**Appropriate use**: Staff may not use any technology to harass, threaten, demean, humiliate, intimidate, embarrass or annoy their peers or others in their community. Any inappropriate use of a personally owned device, as determined by a supervisor, can lead to disciplinary action including but not limited to confiscation of the device, immediate suspension from the Club, termination of employment or volunteer assignment or other disciplinary actions determined to be appropriate to the Club’s existing disciplinary policies including, if applicable, referral to local law enforcement.

**Monitoring and inspection**: Boys & Girls Clubs (local name) reserves the right to monitor, inspect, copy and review a personally owned device that is brought to the Club. Staff may refuse to allow such inspections. If so, the staff member may disciplinary action up to and including termination

**Loss and damage**: Staff are responsible for keeping devices with them at all times. Supervisors and the Club at large are not responsible for the security and condition of the staff member’s personal device. Furthermore, the Club is not liable for the loss, damage, misuse or theft of any personally owned device brought to the Club.

Any inappropriate or unauthorized use of a personally owned device, as determined by a supervisor, can lead to disciplinary action including but not limited to confiscation of the device, immediate suspension from the Club, termination of employment or volunteer assignment or other disciplinary actions determined to be appropriate to the Club’s existing disciplinary policies, including, if applicable, referral to local law enforcement.

**Inappropriate communication includes but is not limited to**:

* Obscene, profane, lewd, vulgar, rude, inflammatory, threatening or sexual content or disrespectful language or images typed, posted or spoken by staff or members.
* Information that could cause conflict.
* Personal attacks, including prejudicial or discriminatory attacks.
* Harassment (persistently acting in a manner that distresses or annoys another person) or stalking others
* Knowingly or recklessly posting false or defamatory information about a person or organization.
* Communication that promotes the destruction of property, including the acquisition or creation of weapons or other destructive devices.

If a staff member is told to stop sending communications, he/she must cease the activity immediately.

Staff must be aware of the appropriateness of communications when using Club or personally owned devices. Inappropriate communication is prohibited in any public or private messages, as well as material posted online.

Staff may not use any technology to harass, threaten, demean, humiliate, intimidate, embarrass or annoy others. This behavior is cyberbullying, which is defined as bullying that takes place using existing or emerging technologies and devices. Any cyberbullying that is determined to disrupt the safety and/or well-being of the Club, Club staff, Club members or community is subject to disciplinary action.

Examples of cyberbullying include but are not limited to:

* Harassing, threatening or hurtful text messages, emails or comments on social media.
* Rumors sent by email or posted on social networking sites.
* Use of embarrassing pictures, videos, websites or fake profiles.

**Communication with Club members**: Staff may never use personal devices to communicate directly with a single Club member. Proper protocol dictates that all communication between staff and Club members must include an additional staff member and at least two Club members. This also includes overnight events such as Keystone Conferences and Youth of the Year events.

**Monitoring and inspection**: Boys & Girls Clubs of Wayne Co reserves the right to monitor, inspect, copy and review a personally owned device that is brought to the Club. Staff may refuse to allow such inspections. If so, the staff member may be subject to disciplinary action up to and including termination.

**Internet access**: Personally owned devices used at the Club must access the internet via the Club’s content-filtered wireless network and are not permitted to directly connect to the internet through a phone network or other content service provider. Boys & Girls Clubs of Wayne Co reserves the right to monitor communication and internet traffic and to manage, open or close access to specific online websites, portals, networks or other services. Staff must follow Club procedures to access the Club’s internet service.

**Loss and damage**: Staff are responsible for keeping devices with them at all times. Supervisors and the Club at large are not responsible for the security and condition of any staff member’s personal device. Furthermore, the Club is not liable for the loss, damage, misuse or theft of any personally owned device brought to the Club.

**Password and access**: To prevent unauthorized access, devices must lock themselves and require authentication using the strongest features available on the device. A minimum standard would require a typed password of at least six characters or numbers, though some devices utilize fingerprint or other biometric technologies.

**10.12 Transportation Policy**

Boys & Girls Clubs of Wayne Co is committed to providing a safe environment and enforces the following transportation policy for members, staff, volunteers and other adults. 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 Clubrelated 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.

**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

**Employees Who are Requested to Drive**

Employees who are required to drive a Club vehicle or their own vehicle on Club business will be required to show proof of a valid North Carolina driver’s license.  Additionally, employees who operate their personal vehicles on Club business must maintain at least state mandated minimum levels of liability insurance on their personal vehicles.

The Club participates in a system that regularly checks North Carolina Department of Motor Vehicles (DMV) records of all employees who drive as part of their job.  Additionally, an employee is required to notify the Club immediately if the employee’s license is suspended, revoked, or otherwise no longer valid.  Under such circumstances, the employee will be prohibited from driving on Club business.  Failure to notify the Club will result in disciplinary action, up to and including termination.

Employees who drive their own vehicles on Club business will be reimbursed for mileage at the rate approved by the Club, when approved in advance.

Employees are responsible for all fuel, upkeep, and insurance expenses for their own personal vehicles.  The mileage reimbursement is intended to reimburse employees for these costs as they relate to use of a personal vehicle on Club business.  Employees are required to obey all traffic and parking laws while traveling on Club business.  Under no circumstances will the Club reimburse an employee for traffic violations or parking ticket fines.  It is the responsibility of all employees to operate their vehicles in a safe and legal manner.

**10.13 Staff Bathroom Use**

**Goldsboro** – at the Goldsboro location – there are separate bathrooms for staff/volunteers and members. At no time should an employee or volunteer use the member bathrooms. In case of an issues with the staff restroom, refer to Fremont and Mt Olive’s policy

**Fremont and Mt Olive** – At these locations, there will be a sign on the door that says occupied or not occupied. Staff/volunteers and members will use this sign and only one person is allowed in the restroom at any time. At no time should a staff/volunteer and member be using the restroom at the same time. The bathroom doors should remain closed at all times.

**RESTROOM MONITORING**

Restrooms shall be regularly monitored by designated staff according to a schedule set by Club leadership. Monitoring includes walk-throughs, inspections and/or any (but not necessarily all) of the best practices outlined below:

* Implementing procedures to limit the number of children using restrooms at the same time.
* Prohibiting younger children and teens from sharing a restroom.

Staff observing unacceptable restroom conditions or incidents shall:

* Immediately notify Club leadership of the incident.
* Document, in writing, restroom conduct incidents and report them to Club leadership as soon as possible in compliance with the Club’s Incident Reporting Policy

**10.14  Crisis Response**

* **Protect the children** – Move children to designated “safe zone”.
  + Do not leave children unattended.
  + Print daily attendance using “Fire Drill” button.
* **Protect yourself** – Call for emergency assistance **911**. Know the physical location, phone number, number of people injured or at risk.
* **Protect the Boys & Girls Clubs** (Communicate)
* Communicate with Club Professionals at your location.
* Communicate with organization leadership (go in order as listed)
* **CEO, Board Chairperson, Development Director, Director of Operations**

All media inquiries are referred to names listed on CRISIS RESPONE listed above.

Communicate with parents/guardians by one or more of the following: leave a note on door; designated staff direct parents to where children are; leave a message on an answering machine.

In order to provide a safe and healthy work environment the Club has established some safety guidelines. The Club provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, memos, or other written communications.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees should immediately report any unsafe condition to the appropriate supervisor regardless of whether the condition affects them. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or remedy such situations, may be subject to disciplinary action, up to and including termination.

Again, the Club's policy is to provide a safe and healthy work environment for all employees, Club members and visitors. It is expected that all employees will comply with all safety and health regulations, whether established by the Club management or by federal, state, or local law.

**Off-Campus Contact - The following are prohibited unless approved in advance by your unit director or senior staff:**

* Socializing with members off campus
* Performing any service for the family of a Club member
* Sharing any activity that is not Club-sponsored with the family of a Club member
* Entertaining members in your own home
* Being alone with a member at any time or transporting a member alone

**Staff-Member Relations**

The relationship between staff and Club members (hereinafter referred to as member/members) should be one of cooperation, understanding and mutual respect. The staff has the responsibility to provide an atmosphere conducive to learning and to motivate each member to perform to his or her capacity. The staff is expected to model the behavior expected of members in staff-member’s relationships.

All employees are prohibited from dating, courting or entering into a romantic or sexual relationship with any member enrolled in the Club regardless of the member's age. Employees engaging in such inappropriate conduct shall be subject to disciplinary action, up to and including termination, and may be subject to criminal action.

All employees and volunteers of the Club shall conduct themselves in a professional and ethical manner in all interactions with members, parents/guardians and members of the community whether on-campus or off-campus as described in the **Code of Conduct**.

All employees and volunteers shall disclose prior relationships with a member who may be:

* a relative,
* a child of an adult friend,
* a child of an employee’s/volunteer’s child,
* a child in the same civic, social, recreational, sport or religious organization

Disclosures of prior relationships with members must be:

* documented,
* placed in the Club member’s membership file,
* and a copy submitted to the CEO or appointed designee.

Any employee, who has reason to believe that another employee is inappropriately involved with a member, as described above, is required to report this information to the CEO. An employee who fails to inform the CEO of a suspected inappropriate relationship between an employee and a member may be subject to disciplinary action, up to and including termination.

For the purposes of this policy, the term “employees” includes independent contractors and volunteers.

For members to succeed, all employeesmust approach their responsibilities conscientiously, always remembering that the ultimate responsibility of the Clubis to provide members with the opportunity to receive sound basic programs in a safe environment.

**10.16 Staff – Member Ratio**

Staff and member ratios will not exceeed 1:20. Staff includes any fully trained volunteer.

**10.17 – USE OF VIDEO SURVEILLANCE**

The Boys Girls Clubs of recognizes that maintaining the safety and security of Club members, staff, volunteers, and Club property is best implemented with a multifaceted approach. Modern technology, including video surveillance, can provide tools to maintain safety and security. While video surveillance does not replace appropriate supervision by Club personnel, it can provide an additional layer ofprotection.

Video surveillance, with or without audio recording capabilities, may be utilized in and around the Club facility, on Club property, and on Club transportation vehicles. Video surveillance shall be in accordance with all applicable laws pertaining to such use.

PLACEMENT AND NOTIFICATION

Video surveillance equipment may be installed in and around Club facilities, property, and vehicles. The system provides constant monitoring 24/7.

Video surveillance equipment will not be used or installed in areas where Club Members, staff, and parents/guardians have a reasonable expectation of privacy, such as locker rooms and restrooms.

Video surveillance equipment may always be in operation, whether the Club is operational and whether the facilities or buildings are in use at all. The Club will determine the operation schedule of any video surveillance equipment in its discretion.

Video monitors shall not be in an area that enables public viewing.

The Club shall notify Club members, parents/guardians, staff, and the public that video surveillance systems are present by signs prominently displayed in appropriate locations throughout the facilities and grounds and provide any other notification or consent as required by applicable law.

ACCESS TO VIDEO IMAGES

The use of video surveillance equipment on Club grounds shall be supervised and controlled by the CEO and Club Site Directors. The actual recording equipment will be maintained in an area or room that is locked and secure to only be accessed by authorized personnel. Live video monitoring may randomly occur as needed.

Video data is recorded and stored digitally. Video recording data is considered confidential and secure. Access to live and video recorded data is strictly limited to the following authorized full-time Boys Girls Club personnel: CEO, Club Site Directors. These authorized personnel are trained on the video surveillance policy and how video data should be used during any official investigation.

Video recording data may be used as evidence that a Club member, parent/guardian, staff member, volunteer, or other person has engaged in behavior that violates state or local law, policies, and/or Club rules. Video footage is subject to production by a valid subpoena or other court order.

UNAUTHORIZED ACCESS AND/OR DISCLOSURE

Confidentiality and privacy concerns limit the general public, including parents and relatives of Club members, from viewing video recording footage and/or data involving Club members, staff, and volunteers. Only the authorized personnel provided above can view and/or export video recording data. No unauthorized recordings are permitted of video recording data through cell phones, portable devices, or any other means. Any Club personnel who become aware of unauthorized disclosure of video recording data from the Club and/or a potential privacy breach must immediately inform the CEO.

Club personnel and volunteers are prohibited from unauthorized use of, tampering with or otherwise interfering with video surveillance equipment. Violations will be subject to disciplinary action that may include, but are not limited to, written reprimand, suspension, demotion, or termination of employment.

Video recording data will remain the property of the Boys & Girls Clubs of and may be reproduced only in accordance with applicable law and board policy.

RETENTION OF DIGITAL IMAGES

Video recording data shall be kept for approximately 30 days except for appropriate still shots or selected portions of the recorded data relating to any incidents under investigation by authorities. The latter shall be retained for one year after the incident or until such time as any legal matters pertaining to the recordings have been resolved. The stored media shall be kept on a secured computer.

In situations involving banned parents/guardians, former employers or volunteers, or visitors, stored still images may be shared with Club personnel and appropriate officials.

CLUB MEMBER PRIVACY

Video recording data will not to be used directly or indirectly to identify the activities of individual Club members except as viewed in relation to a specific event or suspected criminal activity; suspected violation of Club policy or rules; incidents where there is reasonable basis to believe a claim may be made against the Club for civil liability; or if otherwise compelled by law.

Authorized Club personnel may use a still shot or selected portions of recorded data to request law enforcement review for assessing the security risk of a specific individual or for investigating a potential crime on Club property. A copy of this policy will be shared with any Club member, parent/guardian, or staff member upon request.