



ASTHMA

Current Status: Issued

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Policy:

Asthma is the most common chronic disease of childhood. It is a disease which causes cough, breathlessness during exertion and sometimes wheezing. At its most severe, resistance to airflow might be enough to threaten life.

Policy:

It is the policy of the Boys & Girls Club of Joliet Program to ensure that all youth enrolled in the program suffering from asthma feel secure and are encouraged to participate in all programs and activities, notwithstanding any restrictions imposed by their condition.

Procedure:

1. At the time of enrollment of youth in a program, parents/guardians will be required to provide the program with information about any medications taken by their child, including asthma medications.
2. In relation to asthma, parents/guardians will be asked to provide the following information:
 - the extent to which their child suffers from asthma
 - treatments required
 - what causes/triggers the asthma
 - the ability of the child to self-administer sprays and written permission from the parent/guardian to do so.
 - Notification to the program of any change in their child's condition/medication
3. The parent/guardian will be responsible to send asthma medication with their child to the program including asthma sprays to ensure that asthmatic youth will have access to asthma sprays at all times especially prior to or during physical activity. The parents are to instruct their child on the dosage and the proper way to take their medication.
4. Children will have access to their asthma sprays at all times in the program.
5. A list of asthma sufferers will be kept on file at each site to ensure that all staff are aware of whom the youth with asthma are in the program.
6. Staff will be given information about asthma and how to recognize asthma attacks. Each staff person will be made aware of his or her responsibility in the case of a participant suffering an asthma attack during activities.

7. As a measure of safety, asthma sufferers will be excluded from rigorous physical activities if they do not have their asthma spray with them. Youth are to be encouraged to keep their inhalants with them during exercise and other activities. Physical activity is a trigger in 80% of asthmatic children.
8. If a youth suffers an asthma attack and their spray does not appear to ease the situation or if the spray is emptied or lost, a staff member will remain with the youth to comfort them and breathe with them. Parents and medical personnel will be contacted if necessary. (Refer to Sick Child Policy)
9. Program staff will complete an incident report if a participant has an asthma attack during an activity. The original report will be placed in the participants file and a copy will be sent to the parent/guardians in addition to the initial contact (see #8 above).
10. Youth with asthma going on a field trip must have parental/guardian consent and must take their inhalers with them on the field trip, or other outside activities. Accompanying staff will be made aware of the youth with asthma.
11. Parents / guardians will be made aware of the asthma policy at the time of their child's enrollment in the program.



BATHROOM USAGE

Current Status: Issued

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Policy:

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

- Restrooms located on the 2nd and 3rd floor have been designated for Club youth. During the Summer Session, additional restrooms located in the locker rooms are also designated for Club youth.
- The Restroom located on the 1st floor in the Comcast Tablet Room is designated for staff, volunteers, and visitors.
- Restrooms shall be regularly monitored by designated staff at a schedule set by Club leadership. Monitoring includes walk-throughs, inspections, and regular cleaning.

Staff shall:

- Only use designated adult restrooms. Should separate restrooms be unavailable, staff shall use restrooms at designated intervals to ensure they are not using restrooms at the same time as youth members.
- Abide by all staff codes of conduct.
- Enforce the Organizations' restroom code of conduct.
- Intervene and notify Club leadership should inappropriate conduct be observed
- Ensure restrooms are regularly cleaned and sanitized. Staff observing unacceptable restroom conditions shall
- Immediately notify Club leadership.
- Complete a Repair Request Form and submit to Club leadership.
- Document, in writing, restroom conduct incidents and report them to Club leadership as soon as possible.



BUILDING ACCESS

Current Status: Issued
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Policy:

It is the policy of the Boys & Girls Club of Joliet Programs that all approved participants and visitors sign-in and out of the program. Trax Solutions scans can be counted as participant sign in and out records.

Procedure:

1. Each participant and authorized visitor will sign-in and out of the program. The sheet requires the date, time-in and out, name of visitor and activity. A volunteer activity can include (but is not limited to):
 - Visiting
 - Volunteering
 - Tutoring
 - Observing
2. Only authorized persons (those identified in writing) will be allowed to pick up a participant from the program. The program staff will refuse to release a participant to any person, whether related or unrelated to the child, who has not been authorized, in writing, by the parent or guardian to receive their child. If parent or guardian is not available, the approved PICK UP CODE must be used by adult picking up the youth.
3. One of the following procedures will be observed during departure:
 - a. Parents or approved pick up people will sign out youth. If parent or guardian is not available, the approved PICK UP CODE must be used by adult picking up the youth.
 - b. Youth with parental permission will be allowed to leave the program. Staff will establish a system where the youth check themselves out with a staff person and the staff person will check that the youth signed out and initial the attendance sheet.
 - c. When sites provide transportation, staff will assure that all youth participating for the day are on the bus or have approved alternative transportation arranged.



BULLYING

Current Status: Issued

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Policy:

Philosophy:

The Boys & Girls Club of Joliet views bullying as an extremely serious form of anti-social behavior and operates a continuous anti-bullying campaign through all staff and volunteers, life skill classes and sessions. All participants are made clearly aware that such social behavior must not be instigated or tolerated.

Every complaint of bullying will be taken seriously. Bullying may take a variety of forms such as: physical and verbal, psychological and emotional abuse. It may also include comments of a racial or sexual nature.

Policy:

It is the policy of the Boys & Girls Club of Joliet Programs that bullying will not be tolerated in the program and that all incidents of bullying will be dealt with immediately. Concurrent action will be delegated by the BGCR staff and administration.

Procedure:

1. All staff/volunteers will follow these guidelines if a youth complains of being bullied:
 - .. Listen to the complainant
 - .. Reassure the youth that action will be taken to stop the bullying (Staff will refer the matter to the site Supervisor or other designee if appropriate).
 - .. Tell the youth what action will be taken. Direct the youth to "Tell every time" so that further action may be taken if the initial action fails.
 - .. Set clear limits with the offender.
2. How parents will be involved in the anti-bullying process:
 - .. The Unit Director/Site Coordinator or support staff will verbally notify the child's parent/guardian if a pattern of bullying is noted.
 - .. As needed, the staff will discuss with the parent/guardian the child's behavior. If an unacceptable behavior occurs during the program or a behavior is uncharacteristic of the child, a behavior report will be completed, signed by the parent/guardian, and a copy will be retained in the child's file.

- .. The Unit Director/Site Coordinator may request a formal conference with parent/guardian.
- .. If deemed necessary, the parent may be asked to pick up the child from the program and/or remove the child for the next program day(s).
- .. Any parent whose child is subjected to bullying should report the incident to a member of the program staff.

3. How youth will be involved in the process:

- .. All youth will be aware of the program guidelines and the clear expectations about behavior.
- .. The atmosphere of the program will encourage support and respect for others.
- .. All school age children will have reasonable opportunity to resolve their own conflicts.

4. DISCHARGE: Any child who, after attempts have been made to reduce or change the bullying behavior, demonstrates the inability to benefit from the type of program offered by the site, or whose presence is detrimental to the group shall be discharged from the program.

I have read and understand the anti-bullying policy.

I have participated in the Anti-Bullying program offered by the Boys & Girls Club of Joliet.

Parent/Guardian

Signature Date



CHILD ABUSE PREVENTION

Current Status: Issued
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Policy:

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

The Boys & Girls Club of Joliet 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-One Contact Prohibition: The Boys & Girls Club of Joliet 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.

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-on-one 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.

MANDATED REPORTING

Every staff member or volunteer of the Boys & Girls Club of Joliet 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

The Boys & Girls Club of Joliet 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 the Boys & Girls Club of Joliet

PHYSICAL INTERACTIONS

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

Appropriate	Inappropriate
Side hugs Handshakes High-fives and hand slapping Holding hands (with young children in escorting situations)	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 Club of Joliet is required to maintain appropriate verbal interactions with minors. Appropriate and inappropriate interactions include but are not limited to the following:

Appropriate	Inappropriate
Positive reinforcement Child-appropriate jokes (no adult content) Encouragement Praise	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

The Boys & Girls Club of Joliet prominently displays BGCA-approved collateral that shares ethics hotline, crisis textline 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.



CONFIDENTIALITY

Current Status: Issued
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Policy:

It is the policy of the Boys & Girls Club of Joliet that all information related to participants provided to the Program will be kept in the strictest confidence unless written permission is given for the information to be released.

Procedure:

1. All staff will receive training on confidentiality of information. The following information relating to participants and their families shall be treated as confidential: names and addresses individually or by list, information contained in program files and reports, information about financial resources, information contained in notes or other documents obtained from or about the participants and their family, records from schools and other institutions.
2. Confidential information will only be released with the express written consent of the parent/guardian. For children 12 and over, their signature will also be required when releasing information to clinical services, including mental health and family planning. Confidential information may be released to other agencies only if the confidential character of the information is preserved.
3. Each enrolled participant must have a signed Release of Information Form on file with the program.



CONFLICT RESOLUTION

Current Status: Issued

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Discipline is the on-going process of helping children to develop self-control in order that they may manage their own behavior in socially approved and acceptable ways.

Policy:

It is the policy of the Boys & Girls Club of Joliet that positive discipline and conflict resolution skills will be utilized to assist the participants to resolve their own conflicts and manage their own behavior.

Procedure:

1. How staff will implement Discipline:

- Avoid problems by offering an organized, stimulating program. (Have Fun)
- Reinforce positive behaviors. (Do not focus on the negative)
- Model appropriate behavior. (Act as you would want others to act)
- Redirect to a more acceptable behavior. (Positive social training)
- Set clear limits. (Follow established Code of Conduct)
- Ignore negative behavior (when appropriate).
- Acknowledge good behavior.
- Use "time-outs" or removal of youth from the area, for short period of time (one minute per age of child).
- Include the youth in the resolution of conflict.

2. The following discipline techniques are PROHIBITED:

- Physical punishment
- Screaming at participants
- Ridiculing a youth or the youth's family
- Blaming, teasing, insulting, name calling or threatening the youth with punishment
- Withholding food
- Withholding of affection or positive attention



CRISIS COMMUNICATION

Current Status: Issued
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Policy:

CRISIS RESPONSE PROCEDURES

The Executive Director is responsible for oversight and implementation of the following procedures:

1. Assess life/safety issues immediately.
2. Provide immediate emergency medical care.
3. Call 911 and notify police/rescue first. Call administration second.
4. Convene the crisis team to assess the situation and implement the crisis response procedures.
5. Evaluate available and needed resources.
6. Alert staff to the situation.
7. Inform the Executive Board.
8. **Activate the crisis communication procedure.**
9. Secure all areas.
10. Implement evacuation and other procedures to protect members and staff from harm and avoid dismissing members to unknown care.
11. Adjust the schedule to ensure safety during the crisis.
12. Alert staff in charge of various information systems to prevent confusion.
13. Notify parents.
14. Contact appropriate community agencies, if appropriate.
15. **Implement post-crisis procedures.**

POST CRISIS PROCEDURES

1. Immediately notify crisis management team (note: have phone numbers or e-mail addresses readily available).
2. This crisis may have legal implications. Contact your legal counsel for advice.
3. Remind everyone (staff and board) *not* to talk directly with reporters, but to refer the media to the Club's Executive Director
4. Brief the Executive Board and prepare a response.
5. Inform Club staff and all Board Members of the situation.
6. Alert BGCA.
7. Draft a prepared statement for possible release to the media.
8. Reassure members and their parents or guardians.
9. Inform major contributors.
10. Look to return to business as usual as quickly as possible.

CRISIS COMMUNICATIONS PROCEDURES

The Executive director will screen all requests by media for interviews and other coverage

1. All interviews/coverage will be logged. Whenever possible, advance information about coverage will be distributed to the Executive Director and the Executive Board.
2. Prompt and accurate information will be delivered by the Executive Director.
3. We reserve the right not to respond to a media request. We will not force a staff or Club member to conduct an interview. We respect the right of staff and members to say "no" to an interview request.
4. We will only agree to member or parent interviews supervised by the Executive Director.
5. The Executive Director will brief anyone involved in media interviews.
6. We will not provide "off the record" information and we respect the right to privacy at all times. Specific membership information will not be released to the media.
7. Board members will direct any communication requests to the Executive Director.



DRUG & ALCOHOL FREE WORKPLACE

Current Status: Issued

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Policy:

The Boys & Girls Club of Joliet 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.

The Boys & Girls Club of Joliet 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

The Boys & Girls Club of Joliet 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

The Boys & Girls Club of Joliet 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.



EMERGENCY CONTACTS

Current Status: Issued

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Policy:

It is the policy of the Boys & Girls Club of Joliet that each program must have a means of contacting the parent, guardian or other designated person in case of illness, injury or other emergency.

Procedure:

1. Parents/guardians will provide emergency contact numbers when enrolling their child in the program. As indicated on the Club membership application. Parents will also be required to provide an exclusive 4 digit pick up code (written on membership application) in order to authorize other adults to pick up child.
2. Alternative means of contacting parents/guardians are to be provided if there is no telephone.
3. Parents/guardians will be informed of next steps to be taken by staff if parents/guardians cannot be reached by procedure 1 and 2 as indicated on the Club membership application.



EMERGENCY OPERATIONS

Current Status: Issued
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Policy:

EMERGENCY OPERATIONS PLAN (EOP)

Boys & Girls Clubs 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

The Boys & Girls Club of Joliet 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.

FIRST AID AND CPR TRAINING

The Boys & Girls Club of Joliet always maintains a minimum of one CPR- or first-aid-trained staff on site during all operating hours when members are being served.

KEY DEFINITIONS

Emergency: An emergency is any event, natural or man-made, whether expected or unexpected, that places life or significant Club assets in danger or threatens the ability to conduct normal business operations and usually involves abnormal time constraints and resource responses.

Mitigation: Mitigation is the effort to reduce loss of life and property by lessening the impact of disasters or emergencies. For mitigation to be effective, we need to take action now — before the next emergency occurs — to reduce human and financial consequences later.

Preparedness: Preparedness helps everyone act quickly and decisively in the face of a disaster or emergency and can minimize loss of property and prevent death and injury. An effective emergency plan should include steps to ensure that those with disabilities or special needs are pro

CRISIS RESPONSE PROCEDURES

The Executive Director is responsible for oversight and implementation of the following procedures:

1. Assess life/safety issues immediately.
2. Provide immediate emergency medical care.
3. Call 911 and notify police/rescue first. Call administration second.
4. Convene the crisis team to assess the situation and implement the crisis response procedures.
5. Evaluate available and needed resources.
6. Alert staff to the situation.
7. Inform the Executive Board.
8. **Activate the crisis communication procedure.**
9. Secure all areas.
10. Implement evacuation and other procedures to protect members and staff from harm and avoid dismissing members to unknown care.
11. Adjust the schedule to ensure safety during the crisis.
12. Alert staff in charge of various information systems to prevent confusion.
13. Notify parents.
14. Contact appropriate community agencies, if appropriate.
15. **Implement post-crisis procedures.**



EQUAL OPPORTUNITY

Current Status: Issued
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Policy:

The Boys & Girls Club of Joliet recognizes their commitment both to its members and to the wider community. It is the policy of the Boys & Girls Club of Joliet Program that the promotion of self-respect and respect for others will be utilized in all programs to foster all individual's abilities.

Principles:

1. The right of Equal Opportunity for each individual brings with it the responsibility of each individual to respect the rights of others.
2. The needs of one individual are not identical with those of another and staff and youth enrolled in the Boys & Girls Club of Joliet programs have the responsibility to recognize the individual's needs and to respond positively to them.



FAMILY/CLIENT COMMUNICATION

Current Status: Issued

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Policy:

The Boys & Girls Club of Joliet strives to maintain positive and open communication between all parties involved in the program. Families will be made aware of appropriate communication avenues and procedures. Staff is required to maintain confidentiality at all times.

Procedure:

- Staff will create a comfortable and supportive environment for families and strive for open and good relations with parents/guardians.
- Enrollment forms request information about medical history, and parental authority for collection, photography and observation in the program.
- The Executive Director will be available for parent enquiries, feedback or information when children are brought to or picked up from the program.
- Parents are also given the opportunity to communicate with the Executive Director via phone, e-mail and parent meetings.
- The Executive Director will also communicate to the families through phone calls, letters, newsletters, and parent meetings.
- Feedback from families will be discussed in staff meetings and staff will identify appropriate actions in response to family needs.



GRIEVANCE

Current Status: Issued

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Policy:

A youth or a parent/guardian of a youth enrolled in the Boys & Girls Club of Joliet may address their concerns/complaints with the individual Unit Director/Site Coordinator of each site without fear of reprisal or limitations to future service/programs. They are assured of a reasonable response to their request.

A grievance is a formal written or verbal complaint filed when an issue cannot be resolved promptly by the support staff. When a grievance is filed, it requires a written response from the Director of Operations and/or President & CEO of the Boys & Girls Club of Joliet.

Procedure:

- A.) All youth enrolled in the program have the right to quality, considerate, and respectful interactions with the staff and volunteers.
- B.) All youth and their parents/guardians have the right to bring concerns, problems or complaints to the attention of the program for resolution. Parents/guardians will be made aware of the complaint/grievance policy and procedures at the time of their child's enrollment in the program.
- C.) Each program shall have a strategy for handling complaints.
- D.) The Unit Director/Site Coordinator will:
 - 1.) Investigate the concern/complaint through communication with the appropriate support staff members.
 - 2.) Communicate to the youth/family member the progress and/or resolution of their concern.
 - 3.) Report all significant complaints to the Director of Operations and/or the President & CEO of the Boys & Girls Club of Joliet.
- E.) If the youth or parent/guardian wishes to file a grievance, the staff will contact the Unit Director/Site Coordinator.
- F.) All complaints will be investigated and resolved in a timely manner. If the grievance is severe in nature; the Program Director/coordinator will review the grievance with the Director of Operations.
- G.) Youth and family/guardian confidentiality and privacy will be respected.

H.) Presentation of a complaint will not alter the youth's current or future access to the program.

I.) Documentation of all pertinent complaints as well as outcomes and date resolved will be maintained in the Unit Director/Site Coordinators files and with the Director of Operations.

J.) Grievance Process:

1.) The youth or family/guardian can file a grievance verbally or in writing with the Executive Director, Kahlil Diab.
815-723-3434
226 E. Clinton St. Joliet, IL 60432

2.) Youth or families/guardians have the right to file a grievance with the Illinois Department of Human Services (IDHS), Office of Prevention/ Bureau of Youth Services and Delinquency Prevention.

3.) Members of the Youth Opportunities Committee will review the grievance. The youth, family/guardian may be invited to attend the meeting to review the grievance with committee members.

4.) The resolution/recommendation of this committee will be submitted in writing to the youth's family within 5 working days, the steps taken on behalf of the youth or family/guardian to investigate the grievance, the results of the grievance process and the date of completion. The results of the grievance will be communicated to the youth and /or family /guardian in a language they understand, either orally or in writing.



HANDWASHING

Current Status: Issued
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Policy:

It is the policy of the Boys & Girls Club of Joliet that all staff and youth in the program will wash their hands routinely and frequently with soap and warm water or use the designated hand sanitizer stations located on the 1st, 2nd, and 3rd floors.

Procedure:

1. Staff will be instructed in the proper hand washing techniques at the time of hire and at yearly renewal.
2. Hand washing information will be posted in the bathrooms and kitchen areas for staff and participants.
3. Youth will be instructed and encouraged to use good hand washing techniques.
4. Key times for staff and youth to wash their hands include:
 - In the bathroom.
 - After using the toilet / after helping a child at the toilet.
 - Whenever hands come in contact with body fluids, including vomit, saliva, and runny noses.
 - In the kitchen.
 - Before fixing or eating food.
 - After touching raw meat, poultry, fish or eggs.
 - Before and after meals and snacks.



HEAD LICE

Current Status: Issued

Original Issue Date:

Reviewed: Annually

Next Review: 1/2022

Policy:

It is the policy of the Boys & Girls Club of Joliet that all youth participating in the program are to be observed for signs of head lice to prevent further outbreaks caused by close contact with others.

Procedure:

1. Staff will be given training in recognizing Head Lice. Some common symptoms:
 - a. Intense itching on the scalp.
 - b. Lice on scalp and clothing.
 - c. Eggs on hair shaft.
2. Staff will observe for signs of head lice. Head lice most often infect the scalp hair and are easiest to see at the nape of the neck and over the ears. Small eggs (nits) can be seen on the hair shafts.
3. Parents or guardians of participant will be immediately notified to pick up their child if evidence of head lice is suspected by staff.
4. All other parents/guardians of participants will be notified of suspected head lice.
5. All areas/items used by infected child will be disinfected (typically washed in hot, soapy water) to prevent further infestation. The areas and the furniture will be thoroughly vacuumed.
6. The child will be allowed to return to the program after program director has inspected child again and has determined that the head lice is no longer present.
7. Information on Head Lice prevention will be given to parents/guardians.



INCIDENT MANAGEMENT

Current Status: Issued

Original Issue Date:

Reviewed: Annually

Next Review: 1/2022

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 inform the Help Center, where an incident report will be completed and submitted to the Club Director.

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

The Boys & Girls Club of Joliet 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

The Boys & Girls Club of Joliet 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:

- a. 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.
- b. 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.
- c. Any child who might have been abducted or reported missing from a Club site or Club-

sponsored activity.

- d. 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.
 - e. 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.
 - f. Any failure to comply with requirements set forth by childcare licensing agencies or organizations.
 - g. Any known or suspected felony-level criminal act committed at a Club site or during a Club-sponsored activity.
 - h. Any misappropriation of organizational funds in the amount of \$10,000 or greater, or any amount of federal funds.
 - i. 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.
 - j. Negative media attention that could compromise the reputation of the Member Organization or the Boys & Girls Clubs of America brand.
 - k. 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.



INJURY & ILLNESS

Current Status: Issued

Original Issue Date:

Reviewed: Annually

Next Review: 1/2022

Policy:

It is the policy of the Boys & Girls Club of Joliet that any accident or injury involving a participant be documented via an accident report form and reported to the parent and / or guardian and to the administration office of the Boys & Girls Club of Joliet is to be kept on file for insurance purposes.

Further, if a member is hospitalized with a medical emergency, or has a known contagious ailment, the Boys & Girls Club of Joliet requires parents or guardians to provide a release by a medical professional before a youth is allowed to re-enter the program.

Procedure:

1. All participants in the program are required to have a signed medical release by the parent or guardian in their file - giving permission for transportation and any emergency medical care that will be performed by a medical professional if necessary.
2. The program provides an environment that protects and enhances the health of the participants.
3. Participants are closely supervised to maintain safety.
4. Any accident or injury requiring professional medical care, death or other emergency involving a participant shall:
 - a. Be documented in the participant's file and orally reported immediately to the participant's parent or guardian.
 - b. Be reported to the Boys & Girls Club of Joliet Administration office.
 - c. If the program is unable to contact the parent / guardian immediately, this information shall be documented in the participant's file.



INSURANCE COVERAGE

Current Status: Issued
Original Issue Date:
Reviewed: Annually
Next Review: 1/2022

Policy:

It is the policy of the Boys & Girls Club of Joliet that sites carry liability insurance that meets or exceeds requirements set forth by Boys & Girls Clubs of America's charter agreement, in addition to Club sites located within buildings not belonging to the Boys & Girls Club of Joliet.

Procedure:

1. Sites will ensure coverage of all related activities and events. Sites will provide documentation of insurance coverage. (Information is available through the Administration office of the Boys & Girls Club of Joliet.)
2. Additional liability coverage will be obtained by the Boys & Girls Club of Joliet for special events such as Lights on After School or family engagement nights.
3. The Club will not be available to rent for special events outside of Club hours without prior Board approval.
4. Any activity involving non-club personnel will require signature of waivers releasing the Boys & Girls Club of Joliet of any liability that may incur.



INTAKE & TERMINATION

Current Status: Issued
Original Issue Date:
Reviewed: Annually
Next Review: 1/2022

Policy:

It is the policy of the Boys & Girls Club of Joliet that youth enrolled in the program will have a completed Intake Assessment, as they enter the program. Upon termination, youth will have a completed termination assessment when they leave/exit the program or for non-attendance or other reasons.

Procedure:

1. During the first quarter in which a participant is enrolled, they are considered a "new enrollee". After that, a participant is considered ongoing.
2. A written and signed Program Consent Form giving parental/guardian consent for each enrolled youth to participate in the activities of the program including permission for: field trips, photography release; outcome measures; and medical release will be obtained at the time of enrollment and kept on file.
3. The participating youth will be entered into the Trax Solutions data system.
4. Enrollment status will be extended from one fiscal year to the next.
5. A participant may be dismissed from the program if their behavior becomes physically, mentally or emotionally threatening to self, staff, other children or parents.



KID TRAX DATA COLLECTION

Current Status: Issued
Original Issue Date:
Reviewed: Annually
Next Review: 1/2022

Policy:

It is the policy of the Boys & Girls Club of Joliet that each site complies with Kid Trax data collection procedures required of all providers. The local procedures will be reviewed annually and updated as necessary.

Procedure:

1. The Director of Member Services will serve as the Kid Trax Liaison and Security Coordinator. A second Security Coordinator & Kid Trax Liaison will be designated to carry out responsibilities of the Security Coordinator.

The Security Coordinator will:

- Designate / activate agency workers and terminate workers following cessation of employment. Workers will be terminated from Kid Trax system within one day of cessation of employment for security reasons.
- Reset user passwords
- The Kid Trax Liaison will:
 - Serve as local resource to assist with implementation of the system
 - Assume primary operational responsibility related to Kid Trax implementation
 - Act as the primary point of contact with the Kid Trax Call Center
 - Disseminate information received from IDHS and Kid Trax

2. All staff entering data into Kid Trax will be required to participate in at least one annual Kid Trax training.
3. All data will be entered into Kid Trax onsite/ office. All staff entering data are to log off the Kid Trax system whenever leaving the work station.
4. data (at a minimum) to be into Kid Trax includes participant demographics (included required information) at intake, program enrollment, attendance and academic information.
5. Attendance data will be entered as soon as possible after scheduled event but no later than 30 days past the event.
6. Academic data will be entered into Kid Trax for enrollment participants each grading period
7. A Kid Trax Informed Consent Form will be discussed with the parent/guardian at the time of enrollment of a new participant into the program. If the form is not signed, basic demographic data entered into the system will not be shared with other programs.

Participants will be terminated from Kid Trax following the Boys & Girls Club of Joliet termination Policy & Procedures.



LOCKER ROOM

Current Status: Issued

Original Issue Date:

Reviewed: Annually

Next Review: 1/2022

Policy:

At the Boys & Girls Club of Joliet, the locker rooms are located in the office hallway on the first floor and are designated as Male and Female. These facilities only in use during the Summer Session, otherwise they are securely locked throughout the year.

Locker rooms shall be regularly inspected and monitored by a designated same gender staff and/or volunteer at a schedule set by Club leadership. Staff must adhere to the established supervision ratio of 1 to 20 at all times.

Before youth members enter the locker room, staff should complete a sweep of the facility to ensure no unauthorized adults or youth are inside. Staff should position themselves outside the locker room changing area near the door to be visible and within listening range without infringing on member's privacy. Exterior locker room doors should remain open when in use by youth, if this does not violate the privacy of those inside.

No audio or video recording devices are allowed in the locker room, including cellphones.



MANDATED REPORTER

Current Status: Issued

Original Issue Date:

Reviewed: Annually

Next Review: 1/2022

Policy:

Policy:

It is the policy of the Boys & Girls Club of Joliet Program that all staff are mandated reporters and are to follow the guidelines of the Child Abuse and Neglect Reporting Act of 1975.

A. Procedure for Suspected Family Cases of Abuse or Neglect:

1. All staff working in the program will be provided training about abuse, copies of The Abused and Neglected Child Reporting Act and a Manual for Mandated Reporters. Each staff person will be made aware of his or her responsibility as a mandated reporter during the orientation process and is required to sign acknowledgment of Mandated Reporter status.
2. Follow the guidelines in the Manual for Mandated Reporters regarding information to report to the Hotline.
3. All parents/guardians will be informed of the staff's responsibility as a Mandated Reporter at the time of their child's admittance into the program. This information will also be included in the Parent handbook or orientation packet.
4. All staff will sign the form indicating they are have reviewed the Abused and Neglected Child Reporting Act and the Manual for Mandated Reporters and are aware of their role as a Mandated reporter.

B. Procedure for Suspected Agency Cases of Abuse or Neglect:

1. All Boys & Girls Club of Joliet programs are to provide safe management of children and youth by staff and volunteers.
 - a.) All staff and volunteers working in the program will be provided training on clearly established norms of behavior for staff and how to handle children and youth with problem behaviors.
 - b.) All staff and volunteers will be instructed in the method for identifying and reporting suspected abuse or neglect within the agency.
 - c.) When a report involves an employee; that employee will not have any direct contact with children in the program until the report has been fully investigated by DCFS.

d.) Parents and guardians of the child(ren) will be notified by the Program supervisor or designee of the report of suspected abuse to DCFS.

e.) Disciplinary action including termination of the employee will occur if the report is founded by DCFS. All required agencies will be notified.

C. Follow-up on internal and external Suspected Child Abuse & Neglect:

1. In all cases of suspected abuse or neglect (either internal or external) the Director of Operations and or CEO/President or designee, will follow up on reports made to the DCFS Hotline, other involved agencies and with the family.



MEDICATION

Current Status: Issued
Original Issue Date:
Reviewed: Annually
Next Review: 1/2022

Policy:

EMERGENCY OPERATIONS PLAN (EOP)

Boys & Girls Clubs 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

The Boys & Girls Club of Joliet 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.

FIRST AID AND CPR TRAINING

The Boys & Girls Club of Joliet always maintains a minimum of one CPR- or first-aid-trained staff on site during all operating hours when members are being served.

KEY DEFINITIONS

Emergency: An emergency is any event, natural or man-made, whether expected or unexpected, that places life or significant Club assets in danger or threatens the ability to conduct normal business operations and usually involves abnormal time constraints and resource responses.

Mitigation: Mitigation is the effort to reduce loss of life and property by lessening the impact of disasters or emergencies. For mitigation to be effective, we need to take action now — before the next emergency occurs — to reduce human and financial consequences later.

Preparedness: Preparedness helps everyone act quickly and decisively in the face of a disaster or emergency and can minimize loss of property and prevent death and injury. An effective emergency plan should include steps to ensure that those with disabilities or special needs are pro

Crisis Response & Communication Policy

CRISIS RESPONSE PROCEDURES

The Executive Director is responsible for oversight and implementation of the following procedures:

1. Assess life/safety issues immediately.
2. Provide immediate emergency medical care.
3. Call 911 and notify police/rescue first. Call administration second.
4. Convene the crisis team to assess the situation and implement the crisis response procedures.
5. Evaluate available and needed resources.
6. Alert staff to the situation.
7. Inform the Executive Board.
8. **Activate the crisis communication procedure.**
9. Secure all areas.
10. Implement evacuation and other procedures to protect members and staff from harm and avoid dismissing members to unknown care.
11. Adjust the schedule to ensure safety during the crisis.
12. Alert staff in charge of various information systems to prevent confusion.
13. Notify parents.
14. Contact appropriate community agencies, if appropriate.
15. **Implement post-crisis procedures.**



MEMBER ARRIVAL & DEPARTURE

Current Status: Issued

Original Issue Date:

Reviewed: Annually

Next Review: 1/2022

Policy:

It is the policy of the Boys & Girls Club of Joliet that all participants will be monitored by adult program staff at arrival and departure and throughout the program schedule.

Procedure:

1. Staff will be present at the time of arrival and departure to sign participants in and out of the program and to monitor the participants throughout the program schedule.
2. Only Authorized persons (those identified in writing) will be allowed to pick up a participant from the program if the required pick code is provided and verified by club staff. The program staff will refuse to release a child to any person, whether related or unrelated to the child, who has not been authorized, in writing, by the parent or guardian to receive the child.



MEMBER RECRUITMENT

Current Status: Issued

Original Issue Date:

Reviewed: Annually

Next Review: 1/2022

Policy:

It is the policy of the Boys & Girls Club of Joliet Program to plan, and implement a recruitment strategy for the Program that will be reviewed and updated annually.

Procedure:

1. There are two major strategies of recruitment:

a. **Outreach:** Distribution of fliers to parents, school and communities to increase participation along with quarterly newsletters listing events to volunteer/participate. Attending and speaking at: public meetings, to church groups, and parent-teacher organizations. Staff will be present at school registrations and open houses to recruit program participants at school registrations and open houses to recruit program participants in community events, such as street fairs, parades and other events that may attract the notice of local press. Program open houses and seasonal celebrations will also be utilized as marketing tools.

b. **Referrals:**

1. Children age 6-18 may be referred. The goal is to attract youth who may be at high risk and meet the required target population.
2. The Director and program coordinators will foster a partnership with schools, Attendance Assistance Program, DCFS, Juvenile Probation, Health Department, churches and other agencies to promote referrals of youth who are having academic difficulties; reside in a single-parent home; receive TANF; are latchkey children; have siblings who dropped out of school or are involved with juvenile justice system or are teen parents.

3. Develop a marketing packet including business cards for each site. Send press releases/news stories at least once per month to the media highlighting program activities/accomplishments, to positively market the programs. The Media Specialist from Pledge for Life Partnership will serve as a resource and assists in developing press releases.
4. Host an annual community (i.e.) awareness event; including Lights On After School that involves parents, program youth, school officials and public officials.



ONE-ON-ONE INTERACTION

Current Status: Issued

Original Issue Date: 1/1/2014

Reviewed: Annually

Next Review: 1/2022

Policy:

The Boys & Girls Club of Joliet is committed to providing a safe environment for members, staff, and volunteers. To further ensure their safety, the organization prohibits all one-on-one interactions between Club members and staff and volunteers (including board members). All staff and volunteers must abide by the following:

- Ensure all meetings and communications between members and staff or volunteers are never private (see definition below).
- Ensure in-person meetings take place in areas where other staff and/or members are present.
- Communicate to another staff member whenever an emergency arises that necessitates an exception to this policy.
- Never initiate private or isolated one-on-one contact with a member.
- Never have a private or isolated meeting or communication with a member. This includes in-person meetings and virtual communications such as texting, video chat and social media between only a staff member or volunteer and a single member.
- Never transport one Club member at a time. This includes transportation in Club or leased vehicles.

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

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.

ONE-ON-ONE INTERACTION POLICY GUIDANCE

The following guidance should be used when implementing related policies and procedures.

Definition of one-on-one interaction

One-on-one interaction is defined as any private contact or communication (including electronic communication) between any Club participant and an adult, including adult staff, minor staff, volunteers, board members and others who might encounter members during regular programming and activities.

- **Private** contact/communication is any communication, in person or virtual, that is between one youth member and one adult (18 or over) that takes place in a secluded area, is not in plain sight and/or is done without the knowledge of others. Private places can include but are not limited to vehicles, rooms without visibility to others, private homes, and hotel rooms. Examples of private contact include but are not limited to:
 - Meeting behind closed doors (in rooms without windows or visible sightlines) or any spaces that are not visible to others.
 - One staff member transporting one member in a vehicle.
 - Electronic communications (text, video, social media, etc.) between one member and one staff member or volunteer.
- **Public contact/communication** is any communication or meeting, in person or virtual, that is between at least three individuals, including two staff and one member, one staff and two members or variations of these combinations. Examples of public contact include but are not limited to:
 - Meeting in plain sight of others (e.g., in a quiet corner of an active games room).
 - Transporting members via public transportation (bus, taxis, train, air, etc.) or transporting multiple members.
 - Electronic communications (text, video, social media, etc.) between multiple members and adults (e.g., group chats).
 - Public places can include but are not limited to buses, airports, shopping malls, restaurants, and schools.

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

Impact on travelling to off-site events and activities

- When travelling to external events such as Keystone, Youth of the Year or other off-site events, the one-on-one policy shall continue to be followed.
- Should the Club take responsibility for transporting members to and/or from an event, one staff member should not transport one single child at any time in a vehicle. 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 (e.g., taxi, Uber, public transport).
- If this arrangement presents staffing or budget challenges, consider the following:
 - Inviting parents or guardians to attend and/or chaperone their child.
 - Including additional youth (e.g., Junior Youth of the Year) and/or staff in travel plans.
 - Coordinating with other Clubhouses or nearby organizations to travel together.
 - Travelling with additional staff or members.
- 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.

Impact on transportation to and from the Club

- When transporting members to and/or from a Club-sponsored event or activity, single members should not be transported alone with one staff person.
- Consider the following to accommodate single children:
 - Modify bus or van routes so single children are not picked up first or dropped off last.
 - Use a bus aide if available.
 - Pick up and drop off children in groups.
 - Modify staff schedules to ensure multiple staff are present.

Exceptions to policy

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 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.



PARTICIPATION FEES

Current Status: Issued
Original Issue Date:
Reviewed: Annually
Next Review: 1/2022

Policy:

It is the policy of the Boys & Girls Club of Joliet that participation in programs with attached fees, youth will never be excluded due to inability to pay. All program participants will have access to all programs offered through the Boys & Girls Club of Joliet. Children residing in homeless shelters will be exempt from membership dues.

Cost to join the Club will be \$30.00 per year, with a reduced cost of \$20.00 per year for members signing up during the school year. Costs will never exceed \$60.00 for a family. Families with three or more children signing up will be offered a discounted rate of \$10.00 per child.

Procedure:

1. Complete all program registration forms including the financial assistance forms.
2. Submit all forms to the Executive Director.
3. Parents/guardians will be notified of assistance within 5-7 business days.



PERSONNEL COMPETENCE

Current Status: Issued
Original Issue Date:
Reviewed: Annually
Next Review: 1/2022

Policy:

It is the policy of the Boys & Girls Club of Joliet that in order to ensure the proficiency and competency of staff, that each employee will be hired for a specific job and will be provided a job description. All staff will complete the staff orientation after being hired and will have an annual job performance review by the Executive Director.

Procedure:

1. Each employee will be informed of and then be responsible for their roles and responsibilities.
2. Specific requirements:
 - a.) Completion of new hire orientation.
 - b.) Completion of program training(s).
 - c.) Attend training(s) as available to improve job performance.
 - d.) Complete annual review and sign-off of job responsibilities.



PROGRAM EVALUATION

Current Status: Issued

Original Issue Date:

Reviewed: Annually

Next Review: 1/2022

Policy:

Evaluation Philosophy

Evaluation has several purposes, including: ongoing program improvement, measuring program effectiveness, program sustainability, marketing, and identifying areas for professional development.

Procedure:

A. Evaluation Planning

1. Evaluation is part of program planning and management. Evaluation is not a separate function.
2. Evaluation should be planned and purposeful.
3. Evaluation planning is part of initial program planning and can help ensure that needs, outcomes and activities are related in a way that ensures program outcomes are met.
4. Key program leadership need to clearly support program evaluation
5. Realistic expectations should be established for what an evaluation will produce based on the type/level of evaluation, resources available for evaluation, and the developmental stage of the program.

B. Evaluation Implementation – How to Conduct an Evaluation

1. Evaluation should include the systematic collection of data.
2. Programs should have a clear theory of change. This can be illustrated in a logic model or as realistic goals and the intermediate steps to reach them.
3. Evaluation is not a one-time event. Evaluation is an ongoing process that should be used to continuously enhance the quality of programs.

C. Evaluation Utilization

1. Evaluation findings need to be communicated to stakeholders in a timely manner and in an appropriate format to be useful in decision-making.
2. In order for evaluation to be successful it must be used for continuous program improvement. Programs will make changes based on data that is collected.
3. Unexpected results, especially negative findings, are not to be feared by program

staff and should be considered by staff and funders as part of the continuous improvement process.

D. Capacity to do Evaluation

1. All stakeholders have a role in evaluation, including participants and all levels of program staff.
2. Program personnel need to have basic program evaluation skills. Technical assistance and/or resources should be available to programs to ensure staff members have these skills.
3. Coordinators will determine the resources needed for evaluation.

E. Continuous Improvement

1. Will celebrate and share any positive results in evaluation with stakeholders.
2. Stakeholders will be involved in deciding what changes need to be made as a result of the evaluation.



PROGRAM STAFF COMMUNICATION

Current Status: Issued

Original Issue Date:

Reviewed: Annually

Next Review: 1/2022

Policy:

Good communication is essential in any organization. It is the policy of the Boys & Girls Club of Joliet that all staff is given the opportunity to the exchange of information and to be encouraged to be involved in frank and honest communication with the objective of improving outcomes of the youth and of the environment of the program in general.

Staff meetings will occur weekly during the After School Program & Daily during the Summer Program.

Purpose: The purpose of the Communication Policy is to:

- provide a framework for effective communication
- raise awareness of the importance of effective communication within the after school context
- promote understanding between team work of participants
- encourage active participation of staff in communication
- streamline communication by encouraging the use of direct and appropriate channels
- facilitate effective communication while recognizing the limitations of time and resources

Outcomes: The specific outcomes will be that:

- staff feel that they communicate effectively for the benefit of the youth
- information is accessible
- information is received and understood by those for whom it is intended
- an appropriate response occurs
- there is an adequate understanding of the programs



SCREENING & ONBOARDING

Current Status: Issued

Original Issue Date: 1/1/2014

Reviewed: Annually

Next Review: 1/2022

Policy:

The Boys & Girls Club of Joliet 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

The Boys & Girls Club of Joliet 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*).
- 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 (local name) will not employ potential staff or engage potential volunteers if such individual:

- a. Refuses to consent to a criminal background check.
- b. Makes a false statement in connection with such criminal background check.
- c. Is registered, or is required to be registered, on a state or national sex offender registry.
- d. 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 (local name) will conduct in-person behavioral-based interviews with every candidate for employment or program volunteer service. BGCA will provide behavioral-based interview questions for local use.

REFERENCE CHECKS

Boys & Girls Clubs (local name) 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 (local name) provides reference materials when asked by other Member Organizations.

STAFF AND VOLUNTEER 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.



SERVING SNACKS & MEALS

Current Status: Issued

Original Issue Date:

Reviewed: Annually

Next Review: 1/2022

Policy:

It is the policy of the Boys & Girls Club of Joliet that snacks and /or meals are provided to all program participants each day that the program is in operation, through a partnership with the Northern IL Food Bank. By default, the NIFB does not send meals that contain peanuts or other tree nuts due to possible allergies.

Procedure:

1. Snacks and/or meals will be served at a regularly scheduled time each day that the program is in operation.
2. All snacks and/or meals are served in accordance with relevant and local health standards and follow the ISBE guidelines and include but are not limited to: juice, fruit, vegetables, cheese, peanut butter, whole grain bread, cereal, milk, crackers, graham crackers, pretzels, granola bars and yogurt.
3. The amount and type of snacks and/or meals offered will be appropriate for the age and size of participants.
4. Drinking water is readily available at all times.



SUPERVISION & FACILITIES

Current Status: Issued

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Policy:

SUPERVISION

The Boys & Girls Club of Joliet 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.

RESTROOM USAGE

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

- There will be either a designated adult restroom or procedures to ensure adults and minors never utilize a restroom at the same time.
- Club will either have single-user restrooms or multi-user restrooms with single stalls that can be secured from the inside.
- When using restrooms at public facilities during field trips, a minimum of three youth will be escorted by one staff member, who will wait outside the main entrance of the restroom.

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.
- Positioning staff near restroom entries to maintain auditory supervision of space.
- Designing or renovating multi-user restrooms to eliminate outer doors, while maintaining privacy with individual stalls.

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.

ENTRANCE AND EXIT CONTROL

All facility entries and exits shall be controlled and monitored by paid adult staff (18 or over) during all hours of operation, along with a system to monitor and track everyone who is in the facility.

All exit doors shall have an audible alarm to discourage unauthorized use to exit or enter the facility.

Only designated adult staff (18 or over) shall be authorized to possess keys and/or badges to open any facility. If an employee is supervising a scheduled activity, they shall be responsible for the security of their program space.

FACILITY CONDITION

All program spaces shall have clear lines of visibility and be monitored by adult staff when in use. Areas that are not in use shall remain locked and only accessible by adult staff.

All interior and exterior spaces, hallways, stairs, and stairways shall be monitored, maintained, well-lit, clean, and free of hazards and obstructions. All storage closets and other unused spaces are to be locked during operational hours.

Damages to facilities shall be repaired in a reasonable manner. Damages that pose imminent risk to the health and safety of members, staff or volunteers shall be repaired immediately. If immediate repair to damage that poses imminent risk is not possible, Club leadership shall determine whether temporary or permanent closure of the facility may be required. Any damage to a facility that results in an incident deemed critical to the organization shall be reported to the appropriate authorities as a critical incident.

FOOD AND DRINK

Any distribution, preparation, or consumption of food and/or drink at any facility shall comply with all applicable food services sanitation and public health codes. If food is prepared and served on site, required city or county health department inspection certificates shall be posted. Any dangerous kitchen utensils, including knives, shall be properly and securely stored.



TECHNOLOGY ACCEPTABLE USE

Current Status: Issued

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Policy:

CLUB MEMBER USAGE

Before a member will be allowed to use Club technology equipment or their personal device, both the member and his/her parent/guardian will need to 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 member-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 shall include program activities, career development, communication with experts and/or Club peer members, homework, and Club activities. Members are expected to act responsibly and thoughtfully when using technology resources. Members bear the burden of responsibility to inquire with staff when they are unsure of the permissibility of a particular use of technology prior to engaging in its use.

Authorized use: Club devices and 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 Club devices or personally owned devices in locker rooms, restrooms, and other areas where there is an expectation of privacy.

Appropriate use: Members 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 Club or personally owned device, as determined by Club staff, can lead to disciplinary action including but not limited to confiscation of the device, immediate suspension from the Club, termination of membership 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: The Boys & Girls Club of Joliet reserves the right to monitor, inspect, copy, and review any personally owned device that is brought to the Club. Parents/guardians will be notified before such an inspection takes place and may be present, at their choice, during the inspection.

Parents/guardians may refuse to allow such inspections. If so, the member may be barred from bringing personally owned devices to the Club in the future.

Loss and damage: Members are responsible for keeping devices with them at all times. Staff are not responsible for the security and condition of the 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 Club or personally owned device, as determined by Club staff, can lead to disciplinary action including but not limited to confiscation of the device, immediate suspension from the Club, termination of membership or other disciplinary actions determined to be appropriate to the Club's existing disciplinary policies, including, if applicable, referral to local law enforcement.

Members 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. Inappropriate communication includes but is not limited to the following:

- Obscene, profane, lewd, vulgar, rude, inflammatory, threatening, or disrespectful language or images typed, posted, or spoken by members;
- Information that could cause damage to an individual or the Club community or create the danger of disruption of the Club environment;
- Personal attacks, including prejudicial or discriminatory attacks;
- Harassment (persistently acting in a manner that distresses or annoys another person) or stalking of others;
- Knowingly or recklessly posting false or defamatory information about a person or organization; or
- Communication that promotes the destruction of property, including the acquisition or creation of weapons or other destructive devices.

If a member is told to stop sending communications, that member must cease the activity immediately.

Cyberbullying: Members may not utilize any technology to harass, threaten, demean, humiliate, intimidate, embarrass, or annoy their peers or others in their community. This behavior is cyberbullying, which is defined as bullying that takes place using emerging technologies and devices. Any cyberbullying that is determined to disrupt the safety and/or well-being of the Club, Club members, Club staff 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.
- Embarrassing pictures, videos, websites, or fake profiles.

Members may not attempt to gain unauthorized access to the Club's network, or to any other

computer system through the Club's network. This includes attempting to log in through another person's account or accessing another person's files. Members may not use the Club's network to engage in any illegal act, including, but not limited to, arranging for the purchase or sale of alcohol, tobacco, or other drugs; engaging in criminal activity; or threatening the safety of another person. Members may not make deliberate attempts to disrupt the computer system or destroy data by spreading computer viruses.

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. The Boys & Girls Club of Joliet 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. Members must follow Club procedures to access the Club's internet service.

The Boys & Girls Club of Joliet's Technology Acceptable Use Policy restricts the access of inappropriate material therefore supervision of internet usage might not always be possible. Due to the wide range of material available on the internet, some material might not fit the particular values of members and/or their families. Because of this, it is not considered practical for The Boys & Girls Club of Joliet to monitor and enforce a wide range of social values in student use of the internet. If parents/guardians do not want members to access information beyond the scope of the Technology Acceptable Use Policy, they should instruct members not to access such materials.

Digital citizenship: Club members shall conduct themselves online in a manner that is aligned with The Boys & Girls Club of Joliet Code of Conduct. The same rules and guidelines members are expected to follow offline (i.e., in the real world) shall also be followed when online. Should a member behave online in a manner that violates The Boys & Girls Club of Joliet Code of Conduct, that member shall face the same discipline policy and actions they would if their behavior had happened within the physical Club environment.

Club-owned-and-operated technology: Members are expected to follow the same rules and guidelines when using Club-owned technology. Club technology and systems are the property of the Club, are intended to be used for Club purposes and are to be used during approved times with appropriate supervision. Club members shall never access or use Club technology or systems without prior approval.

Digital citizenship and technology safety training: All members who wish to use a Boys & Girls Clubs device or equipment will be required to successfully complete a BGCA-provided digital citizenship and technology safety training. This training is required for all members annually.

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: Shall 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 are not 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: The Boys & Girls Club of Joliet 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: The Boys & Girls Club of Joliet 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. The Boys & Girls Club of Joliet 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.



TRANSPORTATION

Current Status: Issued
Original Issue Date:
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Next Review: 1/2022

Policy:

The Boys & Girls Club of Joliet is committed to providing a safe environment and enforces the following transportation policy for members, staff, volunteers, and other adults. The Boys & Girls Club of Joliet 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. For off-site fieldtrips, all youth must have a signed permission slip from their parent/guardian on file prior to departure.

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.

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 Clubs 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.



VOLUNTEERS

Current Status: Issued
Original Issue Date:
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Policy:

It is the policy of the Boys & Girls Club of Joliet that volunteers whose duties require contact with children on a regularly scheduled basis, shall meet the same personnel qualifications required of other staff.

Volunteers are defined as adults 18 years of age or older whose talents and time are given to the program but do not receive an hourly rate or salary.

Procedure:

- a. Each volunteer will have an individual file containing the following information:
 - 1) A basic job description
 - 2) Sign-in and sign-out sheets
 - 3) Signed and completed orientation to the program
 - 4) Completed background screening
- b. Volunteers used to replace or supplement staff, shall comply with the background check and screening requirements
- c. Volunteers may serve in any capacity for which they are qualified
- d. Volunteers will meet at least once per month with the Executive Director.
- e. When a volunteer fills a required staff position, the volunteer shall meet all standards that apply to an employed person in that position.