



**BOYS & GIRLS CLUB  
OF WATERTOWN**

**PROCEDURAL AND POLICY MANUAL**

Welcome to the Boys & Girls Club of Watertown organization.

The following has been prepared  
so that you may understand the organization's  
procedures and policies.

If you should have any questions concerning this  
manual, please feel free to ask the Executive Director.

Always bear in mind that the organization and you  
are in the public's eye.

**Revised November 2019**

**MISSION STATEMENT**

*“To inspire and enable all young people to realize their full potential as productive, responsible and caring citizens.”*

**VALUES**

**Respect**

**Excellence**

**Accountability**

**Dependability**

**Integrity**

**GREAT FUTURES START HERE**  
**FORMULA FOR**  
**IMPACT**

**YOUNG PEOPLE  
WHO NEED US MOST**

**+**

**OUTCOME-DRIVEN  
CLUB EXPERIENCE**

**=**

**PRIORITY OUTCOMES**



**FIVE KEY ELEMENTS  
FOR POSITIVE YOUTH DEVELOPMENT**

•  
**HIGH-YIELD  
ACTIVITIES**

•  
**TARGETED  
PROGRAMS**

•  
**REGULAR  
ATTENDANCE**



**ACADEMIC SUCCESS**  
Graduate from high school ready for college, trade school, military or employment



**GOOD CHARACTER & CITIZENSHIP**  
Be an engaged citizen involved in the community, register to vote and model strong character



**HEALTHY LIFESTYLES**  
Adopt a healthy diet, practice healthy lifestyle choices and make a lifelong commitment to fitness

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**Membership Policy**

Members are required to check in at the front desk by scanning their Club card when entering the facility.

Members must remain inside a program space at all times until a parent or guardian arrives to pick them up. Permission forms are required to allow any member to leave on their own.

Members will not be allowed to attend the club, if they were NOT at school that day for any reason (i.e. illness, skipping school, etc.).

We reserve the right to terminate a child’s membership at any given time if necessary.

Club Members **MUST** have their Club cards to participate in Club activities each day. If they continue to attend without a card, parents will be contacted to:

1. Bring their card to them
2. Purchase a new card over the phone via credit/debit card or at the Club. Replacement cards will be issued for \$2.00.
3. Members may be limited to one program area each day they attend without a card.
4. Members will take their cards home each day.

Program Fees:

- Day Passes: Grades 1 through 12 - \$2.00
- Replacement Card: - \$2.00
- New or Renewed Membership Rates:- \$25.00  
*(all memberships expire December 31<sup>st</sup> of the current year)*

**Late Pick Ups**

1-15 minutes late....\$10 late fee	1-15 minutes late ....\$10 late fee
16-30 minutes late....\$20 late fee	16-30 minutes late ....\$20 late fee
After 30 minutes late - police are called for assistance.	

***Club members will not be allowed to attend or utilize any Club program until late fee is paid.***

All individuals who come to the Club to pick up members **MUST** come into the building for the safety of all members. Members are asked to stay involved in activities until their rides are here, and are not allowed to be outside unsupervised.

Boys and girls grades 1-12 are eligible for membership into the Boys and Girls Club of Watertown. Youth are eligible for membership as soon as they have completed kindergarten.

Youth are admitted to membership regardless of race, color, gender, creed, national origin, or disability.

Membership dues and fees shall be within the means of the youth within the area served and shall not be so large as to exclude needy youth from membership. The Boys & Girls Club fees are \$25.00 per year (January 1 through December 31).

\* No youth is denied a membership. Scholarship help is available. An application must be completed for scholarship requests.

The Boys & Girls Club is open the following hours:

School Year

Monday, Tuesday, Thursday, Friday                      3:30 p.m. to 7:30 p.m.  
Wednesday    3:30 p.m. to 6:30 p.m.

Saturday and Sunday    Closed

Summer

Monday - Friday    7:30 a.m. to 6:00 p.m.  
Saturday & Sunday    Closed

No-School Days

Monday - Friday    7:30 a.m. to 6:00 p.m.  
Saturday & Sunday    Closed

**If school is cancelled before school begins, all Club programming is CLOSED.**

(Programs include: Main Site, Teen Center, Kidscope, GIFT, WMS Homework Assistance, and Arrow Prep).

**If school has started and is dismissed early due to inclement weather,** The Boys and Girls Club Main site will open immediately after school dismisses.

For the safety of our youth, we ask that parents pick up members as soon as possible, the Main Site, Teen Center, and Arrow Prep will remain open depending on the severity of the weather.

At the discretion of the Boys & Girls Club, early closure may be announced at any time.

Programs located at a school site, such as Kidscope, GIFT, and WMS Homework Assistance, will be canceled.

**No AM programming will be provided** on days of a late start for BGC Main Site, Teen Center or Kidscope. Arrow Prep will have regular hours, but please call first to ensure that staff were able to open.

## **MEMBER ILLNESS POLICY**

If a child has any symptoms of a contagious illness (ex. Headlice, pink eye, etc.) they will need to be kept at home until there are no signs of symptoms. If a child does not attend school they are not allowed to attend our program. Should a child become ill while they are in attendance, we will separate him/her from other children and attempt to contact a parent immediately. Parents will be contacted via phone to pick-up their child from the program within an hour. If we are unable to reach parents, we will contact one of their emergency contacts for pick-up.

## **MEMBER GUIDANCE POLICY**

Members are expected to conduct themselves appropriately and engaging in activities at all times while checked into the Club. When necessary consequences will issued based on youth behavior.

Behavior is determined to be a serious disciplinary problem. A serious disciplinary problem is defined as when a child's behavior hampers the smooth flow of the program by either requiring consistent one-on-one attention, inflicting physical or emotional harm on other children or themselves, physically abusing staff, leaving program/premise boundaries, and/or otherwise not being able to conform to the rules and guidelines of the program.

Major Offenses:

- 1) Fighting or Bullying
- 2) Disrespect for Staff & Fellow Members
- 3) Illegal Activities such as:
  - a) tobacco use
  - b) use of alcohol or other drugs
  - c) stealing
  - d) destruction of property
  - e) other

Procedure:

- 1) Talk with youth about situation to find cause and underlying problems.
- 2) Inform parents of situation & consequence.
- 3) Document situation on accident/incident form and turn report in to Director of Club

Services and Director of Operations.

Major Consequence:

- |             |   |
|-------------|---|
| 1st Offense | - Dismissal for remainder of day and following 3 days.  |
| 2nd Offense | - Dismissal for remainder of day and following 5 days.  |
| 3rd Offense | - Dismissal for remainder of day and following 10 days. |

\*All consequences are at the discretion of the Director of Club Services and can be modified based on severity of the incident. (Ex. behavior class, apology letter, replacement/repair costs, termination of membership, etc.)

Minor Offenses:

- 1) Loitering (steps, front desk, restroom, etc.)
- 2) Failure to keep hands to self
- 3) Foul language and gestures
- 4) Being outside of Club areas without staff permission
- 5) Poor sportsmanship
- 6) Misuse of equipment or facility
- 7) Running or creating unsafe environment

Procedure:

- 1) Discuss problem with youth to seek out any underlying problems.
- 2) If necessary, record offense in behavior document on Google Drive.
- 3) Consequences may be issued at the discretion of the Director of Club Services.
- 4) Inform parents of situation & consequence.

Consequence:

All consequences are at the discretion of the Director of Club Services and can be modified based on severity of the incident. (Ex. dismissal, behavior class, apology letter, etc.)

## **PROPERTY DAMAGE POLICY**

Youth participants in Boys & Girls Club programs causing damage to Club property caused by misuse of equipment or negligence, will be responsible for restitution for all damages to the facility or loss of equipment/supplies. In such instances, the youth member's parents/guardians will be expected to reimburse the Boys & Girls Club for any damage and will be billed accordingly. When applicable, the membership guidance policy will be followed for consequences.

## **CRITICAL INCIDENT / MEMBER ACCIDENT POLICY**

If a member has an accident or an incident occurs while at the Boys & Girls Club, the staff member in that program area must document on an accident/incident form. The form must be filled out completely and turned into the Director of Club Services, Director of Operations or Executive Director by the end of the program day. Depending on the severity of the situation, the type of accident/incident, a critical incident report may be filed with BGCA by Executive Director or Director of Operations.

Once the form has been filled out and completed, the Director of Club Services will follow up with the appropriate individuals.

## **VISITOR POLICY**

Visitors that are requesting a tour/meeting with staff members will need to schedule in advance to gain access to the facility. Visitors will need to check in at the front desk and will be required to be present with Club staff at all times, and not left alone with youth.

## **RENTAL POLICY**

The Boys & Girls Club does not offer rentals at this time.

## **BULLYING PREVENTION POLICY**

The Boys & Girls Club of Watertown is committed to providing all members with a safe environment and will not tolerate any form of bullying at any Club activity on or off Club property.

Staff and Volunteers who observe an act of bullying are expected to take immediate, appropriate steps to intervene. If the staff member or volunteer believes his/her intervention has not resolved the matter, they shall report it to his/her supervisor and document the incident in writing.

The Director of Club Services or appropriate staff member will inform the parent or guardian of any member who was observed as a victim or perpetrator of bullying if the issue has not been appropriately resolved. Depending on the frequency and severity of the conduct; intervention, counseling, discipline and/or referral to law enforcement will be used to remedy the impact on the victim and change the perpetrator's behavior.

## **ADA/DISABILITY POLICY**

All members are given the opportunity to attend the Boys & Girls Club; however, we are unable to provide one on one care. We will make every accommodation possible to try and include all youth in a safe environment. We reserve the right to terminate a child's membership at any given time if necessary.

## **PHYSICAL CONTACT POLICY**

Any discipline we implement will incorporate:

- Positive guidance
- Redirection of energy
- Setting of reasonable limits
- Humiliating discipline measures or physical form of punishment is prohibited (Restraint exceptions are allowed in extreme situations to prevent safety risks).
- Discipline will not be used in connection with rest, food, or bathroom privileges.



## **MEDICATION POLICY**

The Boys & Girls Club of Watertown urges parents to schedule any necessary medication that needs to be taken prior to attending the Club or after Club hours. If medication must be administered during Club hours, it must be done so in accordance with the following policy.

- Will store medication in a locked box located in the front reception area.
- Child must ask for medication at the appropriate time or parent/guardians may call youth member to remind them. Staff will not be responsible for administering medication to youth or reminding youth to take medication.
- Medication must be self-administered by member or parent.

## **RESTROOM POLICY**

The following steps are in place to prevent inappropriate behavior that can take place in the restroom such as bullying, sexual misconduct, fighting, and vandalism. The Boys & Girls Club will use the following practices:

- Limit mixed age groups (children, teens and adults) from sharing restroom.
- Limiting the number of restrooms users at one time.
- Frequent inspections by staff.

## **FIELD TRIPS/LOCK-IN/OVERNIGHT TRAVEL POLICY**

- When facilitating special events or traveling with youth the One-on-One policy shall continue to be followed.
- During overnight travel, if youth room with other youth, they shall be of the same gender and should be of similar age.
- Adult chaperones will stay in separate rooms from members.
- All youth and chaperones must review and following the appropriate codes of conduct.
- Field trips must maintain a 1 to 15 ratio with a staff member.

## **POLICIES FOR VEHICLE USAGE**

1. Arrangements for keys must be communicated with admin team or supervisor and signed out.
2. Usage of vehicle for Club sponsored events
  - Only staff is authorized to drive the vehicle. (Absolutely no one else is eligible to drive unless approved by the Executive Director/Supervisor).
  - The Club is authorized to charge gas and necessary service items on a credit card, but must be approved by the Executive Director/Supervisor. On trips where we will need additional gas or service, financial arrangements will need to be made before the trip. All receipts must be returned to the Director of Finance upon returning from the trip.

- It is vital that all laws pertaining to motor vehicles be followed and that all staff eligible to drive the vehicle notify the Executive Director/Supervisor immediately if there is a change in one's driving status.
- Staff will not be allowed to use the vehicle for personal reasons nor will the staff be allowed to take the vehicle home, unless authorized by the Executive Director (i.e., leaving early in the morning or returning late at night; approval will be given to take the vehicle home, but it will be the responsibility of the staff to secure the safety of the vehicle).
- If there is a problem where additional service is needed on the Club vehicle, the Executive Director must be notified immediately.
- Van sign-up on Office Manager's wall calendar (first come, first serve). Keys must be checked out.
- Before leaving, do a visual inspection of the van (check tires, etc.).
- Seat belts worn by all at all times.
- Do not transport one member alone. (See One-on-One Policy)
- After each usage, van needs to be **cleaned thoroughly** and parked in back of the gym.
- If lower than half a tank, Club vehicle must be filled with fuel before returning.
- No texting or excessive phone usage while driving.
- No food or beverage to be used in van by anyone. Water is allowed when necessary.
- List to front desk of who is on the van trip.

### **ONE-ON-ONE POLICY**

The Boys & Girls Club of Watertown is committed to providing a safe environment for members, staff, and volunteers. To further ensure their safety, the organization prohibits all one-on-one interactions between youth and staff and volunteers, including Board Members. One-on-one interaction is defined as an interaction between a staff and child in a closed door environment (or via social media). Staff behavioral guidance is allowed to take place between a staff and child as long as a door is open and there is line of sight into the space where interaction is taking place.

Staff shall NOT:

- \*Initiate one-on-one contact with a member.
- \*Have a private meeting or communication with a member without having an open line of sight/sound with other staff or youth. This includes in-person meetings and virtual communications such as texting, video chat, and social media.
- \*Transport one member at a time. This includes personal and private vehicles.

Staff shall:

- \*Ensure meetings and communications (in-person and virtual) between members and staff and volunteers include at least three individuals when deemed necessary based on severity of the situation. At the very least, additional staff will be within a line of sight/sound during communications involving staff and youth.

\*Ensure in-person meetings take place in areas where other staff and/or members are present. At no time will staff be in an enclosed space with one youth. Doors or windows will be open at all times to ensure a line of site/sound to additional staff.

\*Communicate to another staff if an emergency situation arises.

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

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

### **SEXUAL ABUSE PREVENTION POLICY**

The Boys & Girls Club of Watertown is committed to providing a safe and respectful environment for our members, and will not tolerate any sexual abuse or sexual misconduct toward or by any member.

Unless authorized in advance by CEO/Director of Operations, adult staff and volunteers shall not:

- Initiate conversation with members about sexual matters. If a member initiates a conversation about sexual matters with a staff or volunteer, the staff shall limit the conversation to the child's immediate concerns and staff shall provide a written incident report to the supervisor immediately.
- Engage in off-site non-Club related social activities with members. Such interactions may include meetings, telephone conversations, texting, social networking, e-mail or internet communication.

Any suspected sexual abuse or misconduct will be treated as a serious matter and documented by written incident report immediately. When applicable, the incident will be reported to the appropriate authorities.

### **MEAL ACCOMMODATION GRIEVANCE POLICY**

If a family feels that the Boys & Girls Club did not provide the child with the appropriate accommodations and/or services required by law, the family may choose from among the following options.

1. The family may contact the Director of Operations, and request that the meal modification form be reviewed for further accommodations. Families may provide the staff member with additional documentation supporting their need for such accommodations. Our staff genuinely wish to engage in these interactive conversations with families, and we strive to create an environment where families feel comfortable discussing the needs of their children.

2. If a family does not wish to speak to the Director of Operations, the family may file a formal written grievance with the Executive Director to request that the file be reviewed for additional consideration. The request must include a full description of the situation, including a statement of the requested solution.

3. The Executive Director will review the matter and will provide the family with a written statement outlining the decision/findings and any next steps available to the family. Where appropriate, the Executive Director may instruct the center to implement temporary and/or permanent approved accommodations.

## **TECHNOLOGY AND CELL PHONE USAGE POLICY**

Cell phones and cameras may not be used in restrooms or hallways. Devices may be used within program areas when appropriate. Members are expected to act responsibly and thoughtfully when using technology resources. If a member violates this policy, they may have their membership privileges *revoked and Boys & Girls Club staff reserves the right to monitor, inspect, copy and review personally owned devices.*

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, damaged, misuse or theft of any personally owned device brought to the Club.

## **DATA BREACH MANAGEMENT RESPONSE PLAN**

### **PURPOSE**

This plan outlines the steps to follow in the event of an imminent or actual breach of personally identifiable information (PII).

### **DEFINITIONS**

For the purposes of this plan, a **breach** refers to the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, or any similar occurrence where (1) a person other than an authorized user accesses or potentially accesses personally identifiable information or (2) an *authorized* user accesses or potentially accesses personally identifiable information for a purpose that is not authorized. A breach can lead to an adverse impact on information assets such as an information system and/or network and mobile devices.

In the event of a breach, the executive director must:

1. Report an actual or detection of an imminent breach of PII to Boys & Girls Clubs of America (BGCA) via the BGCA CIMS (Club Incident Management System)

**no later than 12 hours after an occurrence of an actual breach or detection of an imminent breach.**

2. Agree to free exchange of information with representatives of the U.S. Department of Justice and Office of Justice Programs, as needed.

**VIDEO CAMERA SURVEILLANCE**

Surveillance cameras are in use throughout the facility at all times. Staff need permission from Director of Club Services, Director of Operations, Program Impact Manager or Executive Director to access camera footage. All footage is for internal use only and may not be shared unless authorized by two representatives, Director of Club Services, Director of Operations, and/or Executive Director.