



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.

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

Child & Club Safety Policy

Safety is at the core of everything we do. We are committed to providing a safe, healthy, and supportive environment where youth, staff, and families can thrive.

To support this commitment, we will:

- Promote safety as a core value in all programs and operations.
- Identify, assess, and reduce risks through ongoing safety practices and regular reviews.
- Follow all applicable laws, regulations, and Boys & Girls Club requirements.
- Encourage staff and members to report safety concerns, incidents, or near misses.
- Provide training, communication, and resources to help maintain a safe environment.
- Include safety in daily operations, planning, and decision-making.
- Ensuring all employees understand that we all have a daily obligation to pursue safety, quality and compliance as described in this safety policy.

This policy will be reviewed annually and updated as needed to ensure continued effectiveness.

Signed by Board Safety Chair:  Date: 05-13-26

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MEMBERSHIP POLICY:

All members are required to check in at the front desk by scanning their Club card upon arrival.

Members must remain in designated program areas at all times until they are picked up by a parent or guardian. A written permission form is required for any member to leave the facility independently. This permission is intended to allow safe and appropriate independent departure and may be revoked if a member is not following expectations related to safety, behavior, or responsible use of that privilege. The Club is not responsible for supervision of, or liable for, any member who leaves the facility with parent/guardian permission. Families are expected to discuss and establish clear expectations with their child regarding leaving the facility independently.

Members may not attend the Club on any day they were absent from school, regardless of the reason (e.g., illness, unexcused absence, etc.).

The Club reserves the right to suspend or terminate a child's membership at any time, if deemed necessary.

Member Orientation:

Brand new members along with a parent/guardian are required to attend an in-person orientation before attending the Club. These are held twice a month on Wednesdays at 5:30 pm and pre-registration is NEEDED. See the new member orientation dates on our Club web page to sign up: <https://bgcofwatertown.com/youth-special-programs-calendar/>

Club Cards:

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 at the Club. Replacement cards will be issued for \$5.00 each.
3. Members may take their cards home each day. There are hooks available in the front entrance for members to utilize and keep their cards at the Club.

Program Fees:

- | | | |
|--|-------|-----------------------|
| <u>1. Year Round</u> , May 2026 - May 2027: | \$125 | (enroll by May 15) |
| <u>2. Summer Only</u> , May 2026 - August 2026: | \$100 | (enroll by May 15) |
| <u>3. School Year</u> , August 2026 - May 2027: | \$50 | (enroll by August 15) |

Day Passes:

A day pass will only be available for youth in grades 1 through 4, (for summer and no-school days only) and will cost \$5.00 a day.

Late Pick Up Fees:

5-15 minutes late....\$10 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.

Members are asked to stay involved in activities until their rides are here, and are not allowed to be outside unsupervised.

Boys and girls currently in grades 1-12 are eligible for membership into the Boys & 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.

* 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 thru Friday (Gr. 1-12)

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, and Project Learn).

If school has started and is dismissed early due to inclement weather, The Boys & 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, and Teen Center 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.

Project Learn located at the school sites will be canceled.

No AM programming will be provided on days of a late start for BGC Main Site, Teen Center.

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.

YOUTH DRESS CODE POLICY

Youth members must dress and groom in a manner which meets standards of safety and health and common standards of decency. Youth members may not wear clothing that is revealing. Shorts and skirts must reach mid-thigh and be appropriate in length. Garments that are cut low, or expose one's midriff or clothing that exposes undergarments will not be permitted. Garments that may be offensive or distracting, will not be allowed. Upon the discretion of Club staff members., a youth member may be asked to leave the Club facility and will have to change clothes in order to attend Club services.

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) inappropriate electronic device usage
 - f) 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 Program Director, Behavioral Health Social Worker 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 Program Director or Behavioral Health Social Worker 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
- 8) using personal electronics without permission

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 Program Director or Behavioral Health Social Worker.
- 4) Inform parents of situation & consequence.

Consequence:

All consequences are at the discretion of the Program Director or Behavioral Health Social Worker and can be modified based on severity of the incident. (Ex. dismissal, behavior class, apology letter, etc.)

YOUTH RESTRAINT POLICY

Physical restraint is reserved for rare, emergency situations in which a child's behavior poses an immediate risk of harm to themselves or others, and all other interventions have been unsuccessful. If restraint becomes necessary, staff will use the least restrictive alternative and only for the shortest duration required to ensure safety. Staff will call for assistance from

additional team members when a situation escalates to ensure it is handled as safely and appropriately as possible.

Parents or guardians will be notified as soon as possible regarding any incident involving restraint and will be required to arrange for the prompt pick-up of their child.

All restraint incidents must be thoroughly documented in accordance with standard incident reporting procedures.

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.

YOUTH PROTECTION POLICY

For the protection of our youth and staff members, any juvenile convicted of or pending an adjudication of a felony or other violent charge will not be permitted to attend BGC member programming, or events, or be on Club premises. Possible trespassing charges may result in violations of this policy. Administrative personnel will have the authority to determine when and if the juvenile will be allowed to engage in Club programs.

CRITICAL INCIDENT REPORTING / 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 Program Director, 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 within 24 hours by Executive Director or Director of Operations.

Once the form has been filled out and completed, the Program Director will follow up with the appropriate individuals. Reports must be filed in youth file folders and critical incidents will be logged.

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 Program Director or Behavioral Health Social Worker 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.

SUICIDE PREVENTION/AWARENESS POLICY

Ensuring the safety of children is the number one priority of the Boys & Girls Club of Watertown. Boys & Girls Clubs of America provides a confidential, 24 hour, toll free child safety hotline: 1-866-607-SAFE (7233). Suicide prevention lifeline: 1-800-273-8255. National Crisis Lifeline: 988 – call, text, chat

MENTAL HEALTH RESPONSE POLICY

In the event of a mental health incident or concern, staff will notify our Behavioral Health Social Worker for guidance and support. BGC staff will make all accommodations necessary to allow youth or staff access to needed services.

Additionally, we encourage staff to utilize the 24-hour Toll-free Child Safety Hotline: Staff, members, and families may report any incident or situation they feel is unsafe. Through our national partnership with [Praesidium](#), one of the nation's leading safety experts, Boys & Girls

Club members and staff have access to a confidential 24-hour toll-free Child Safety Hotline, 866-607-SAFE (7233) or email SafeClub@Praesidiuminc.com.

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

For the safety of all youth, 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 by a parent or guardian.

- Boys & Girls Club Staff will not administer medication, nor can it be stored at the Club facility. Only lifesaving, emergency medications will be stored in our medical storage box.
- Youth may not bring, nor store medication in their personal belongings (pockets, bookbags, etc.)
- If your child is in need of medication in the event of an emergency, i.e. bee sting or other allergic reaction, please bring this to our attention upon registering your child.
- The Club will not allow medical cannabis on the premises. Youth may not have medical cannabis in their possession nor will it be stored in the facility.
- If a youth member is presumed to be under the influence of any medication or substance and it is creating a safety concern, we will notify parents/guardians or emergency personnel immediately.

NARCAN (NALOXONE) POLICY

Our facility maintains Narcan (naloxone) on-site for emergency use only in the event of a suspected opioid overdose.

Narcan will be stored in a designated, accessible location and may be administered by staff or emergency personnel. Following any use, emergency medical services (911) must be contacted immediately, along with the parent/guardian.

All incidents involving the use of Narcan must be documented according to standard incident reporting procedures.

Whenever possible, a second staff member will be present during the incident to serve as a witness and provide additional support.

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:

- There will be either a designated adult restroom or procedures to ensure adults and minors never utilize a restroom at the same time.
- Clubs 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.
- Restrooms shall be regularly monitored by staff. 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, groups of 3 or more, or individual use.
 - Prohibiting younger children and teens from sharing a restroom.
 - Positioning staff near restroom entries to maintain auditory supervision of space.
 - 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.

*Please note that off-site locations will follow the Watertown School District protocols.

FIELD TRIPS/LOCK-IN/OVERNIGHT TRAVEL POLICY

We often take field trips to non-Club-owned or managed facilities.

- 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 parent chaperones may stay in the same room with only their child.
- Adult staff members will stay in separate room from members.
- All youth and chaperones must review and following the appropriate codes of conduct.
- For field trips we will strive to maintain a 1:20 staff to youth member ratio.
- If a field trip includes attendance at an aquatic establishment, staff will partake in an aquatic safety training plan.

TRANSPORTATION POLICY

Boys & Girls Club of Watertown is committed to providing a safe environment and enforces the internal transportation policy for members, staff, volunteers, and other adults. Boys & Girls Club of Watertown will only provide transportation to and from the Club and various approved off-site locations. The Club only transports youth in Club vehicles or other vehicles approved by Club leadership. Staff will ensure that at least three individuals are present when transporting members.

DRIVERS:

- Must keep an updated list of all youth who are transported to and from the Club and Club-related activities.
- Must confirm that no children are left in a vehicle after every trip; log must be signed daily to ensure compliance.
- Use of cell phones while driving is prohibited.

VEHICLE:

- Each vehicle will be equipped with a first-aid and a road side emergency kit.
- Regular maintenance is performed on all Club vans to ensure safety and reliability. Maintenance logs will be completed each trip by the driver. All vehicles will be clean and well maintained.

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 Club or Club-related activities.
- Any staff member who violates this policy will be subject to appropriate disciplinary action, up to and including termination.

ENTRANCE AND EXIT CONTROL

Club main site entries and exits shall be controlled and monitored by paid adult staff (18 or over) during all hours of operation, along with a software system to monitor and track who is in the facility. All exit doors 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 fobs to open any facility. If an employee is supervising a scheduled activity, they will be responsible for the security of their program space.

*Please note that off-site locations will follow the Watertown School District protocols.

FACILITY CONDITION

All interior and exterior spaces, hallways, stairs, and stairways will be monitored, maintained, well-lit, clean, and free of hazards and obstructions. Non-program areas (such as storage closets) will remain locked and only accessible by adult staff.

Damages to facilities will be repaired in a reasonable manner. Damages that pose imminent risk to the health and safety of members, staff or volunteers will be repaired immediately. If immediate repair to damage that poses imminent risk is not possible, Club leadership will 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 will be reported to the appropriate authorities as a critical incident.

*Please note that off-site locations will follow the Watertown School District protocols.

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.

*Treat all staff members and youth with dignity and respect without favoritism and discrimination.

*Exceptions may only be made when delivering medical or counseling services by a licensed, trained therapist, or similar professional or in an emergency situation. Outside counselors will have a certificate of liability held at the Boys & Girls Club facility. 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.

BACKGROUND CHECK POLICY

Prior to gaining employment with the Boys & Girls Club of Watertown, an employee must have undergone a background check which may include motor vehicle record. Any person may be turned down for employment if the Boys & Girls Club of Watertown believes there is any reason for concern. The Boys & Girls Club will incur all expenses related to this procedure.

The Boys & Girls Club of Watertown reserves the right to conduct background checks at regular intervals not to exceed twelve months. If something should appear on the criminal background check that may have impact on the staff's job responsibilities, safety of staff and youth, we may deem it necessary to terminate employment.

NO individual shall be permitted to volunteer or be employed at the Boys & Girls Club of Watertown if the results of the background check include but are not limited to the following offenses:

- 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
- e. Has been convicted of any misdemeanor or felony against children, including child pornography and domestic violence.

Employees are required to report any situation or incident that may affect their employment with the Club or may have impact on the image of the Club, including but not limited to any criminal charges or pending investigations, whether occurring on or off duty, to the Executive Director or Director of Operations.

The Boys & Girls Club of Watertown will conduct reference checks on any candidate for employment or volunteer service. Additionally, should any candidate for employment or volunteer service have previous experience with a Boys & Girls Club, a reference from that former Boys & Girls Club supervisor will be obtained by the Boys & Girls Club of Watertown prior to extending an offer of employment or volunteer service.

STAFF TO YOUTH RATIO POLICY

To maintain the safest environment for youth, the Club will strive to have a ratio of staff to youth, 1:20.

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 Executive Director/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.

CHILD ABUSE AND MANDATED REPORTING POLICY

All employees, volunteers, and contractors of Boys & Girls Club of Watertown who have direct or indirect contact with children are considered mandated reporters under state law. This means that if you have reasonable suspicion of abuse or neglect, you are legally required to report it immediately.

WHAT MUST BE REPORTED:

Mandated reporters must report any reasonable suspicion or disclosure of the following:

- Physical abuse
- Sexual abuse or exploitation
- Emotional abuse
- Neglect (failure to provide basic needs such as food, shelter, supervision, or medical care)

HOW TO REPORT:

1. Immediately call the appropriate law enforcement, child protection agency or child abuse hotline:
 - a. 877-244-0864
2. Notify your supervisor after reporting, but never delay the report to do so.

CIVIL RIGHTS NON-DISCRIMINATION POLICY

This institution is prohibited from discriminating on the basis of race, color, national origin, disability, age, sex and in some cases religion or political beliefs.

The U.S. Department of Agriculture also prohibits discrimination based on race, color, national origin, sex, religious creed, disability, age, political beliefs or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027), found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(1) mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410

(2) fax: (202) 690-7442; or

(3) email: program.intake@usda.gov.

For any other information dealing with Supplemental Nutrition Assistance Program (SNAP) issues, persons should either contact the USDA SNAP Hotline Number at (800) 221-5689, which is also in Spanish or call the State Information/Hotline Numbers (click the link for a listing of hotline numbers by State); found online at:

http://www.fns.usda.gov/snap/contact_info/hotlines.htm.

To file a complaint of discrimination regarding a program receiving Federal financial assistance through the U.S. Department of Health and Human Services (HHS), write: HHS Director, Office for Civil Rights, Room 515-F, 200 Independence Avenue, S.W., Washington, D.C. 20201 or call (202) 619-0403 (voice) or (800) 537-7697 (TTY).

This institution is an equal opportunity provider.

INCLUSION/DIVERSION POLICY

Our organization is committed to ensuring equity and inclusion for all. We work to offer a safe, positive environment for youth, staff and families of all sexual orientations, gender identities, and gender expressions.

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.

LIMITED ENGLISH PROFICIENCY POLICY

It is the policy of the Boys & Girls Club not to discriminate against any person who is Limited English Proficient (LEP). In accordance with Title VI of the Civil Rights Act of 1964 and Executive Order 13166, the Boys & Girls Club will take reasonable steps, including contacting the Glacial Lakes Multicultural Center for support, to provide LEP persons meaningful access to its programs and activities. This commitment applies to all of the Club's programs and activities.

VOLUNTEER POLICY

Volunteers must be 18 years or older, however, non-member teen volunteers can volunteer at the Club to support one-time or infrequent (e.g., annual) events at which Club members are present without having to complete training requirements and must always be under the supervision of paid adult staff.

TECHNOLOGY AND CELL PHONE USAGE POLICY

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

Cell phones and cameras may not be used in restrooms. Devices may be used within program areas when appropriate. Members are expected to act responsibly and thoughtfully when using technology resources. Boys & Girls Club staff reserves the right to monitor, inspect, copy and review personally owned devices. 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. If applicable a referral to local law enforcement may occur.

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. As a participant in the Club, children may have access to the Internet. While precautions are being taken, it is possible s/he may access inappropriate sites. The Club has rules and consequences for such behavior; however, we will not be responsible for the consequences of such access.

Staff SHALL NOT initiate or respond to one-on-one virtual communication with a member. This includes communications such as phone calls, texting, gaming, video chat, and social media.

Members in grades 1st – 4th may use devices to contact parents/guardians with staff permission. Members in grades 5th – 12th may freely use devices while in the lower-level teen center with staff permission.

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. All footage is for internal use only and may not be shared with youth or parents unless authorized by two representatives: Program Director, Director of Operations, Behavioral Health Social Worker, and/or Executive

Director. To release footage to a private citizen or an insurance company etc. a court issued subpoena would be required. All external camera footage will be accessible by the Watertown Police Department (WPD) Commanders and High School Resource Officer. The WPD may also access internal camera footage in an emergency situation. Video surveillance data may be stored for up to 10 days.

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

CONFIDENTIAL HELP

National Child Abuse Hotline -----800-422-4453

Provides free 24/7 access for adults and youth to professional child abuse crisis counselors who offer crisis intervention and confidential referrals.

Child Safety Helpline -----866-607-7233

Praesidium provides employees, volunteers, parents and youth with anonymous helpline for reporting of suspicious or inappropriate behaviors regarding children.

Ethics Point Hotline -----866-295-3701

Provides employees, volunteers and parents anonymous reporting of any unethical or illegal workplace activities.

Crisis Text Line -----Text CLUB to 741741

Provides free 24/7 access for adults and youth to confidential support with professional crisis counselors.

Report to Child Protective Services -----877-244-0864

Provides 24/7 access for adults and youth local anonymous reporting of child abuse and/or neglect.