



BOYS & GIRLS CLUBS
OF INDIANAPOLIS

RISK & CRISIS MANAGEMENT
MANUAL

Boys & Girls Clubs of Indianapolis

Updated: November 2021

BOYS & GIRLS CLUBS OF INDIANAPOLIS

TABLE OF CONTENTS

	<u>PAGE</u>
PART ONE – ORGANIZATION OVERVIEW	4
I. Mission.....	5
II. General Information	5
III. Core Programs.....	5
IV. Youth Development Strategy.....	5
V. BGCI Outcomes.....	5
VI. Member & Parental Rights & Responsibilities	6-7
PART TWO – ROLES AND RESPONSIBILITIES FOR RISK AND CRISIS MANAGEMENT	8
The Leadership Teams	9
Staff	
PART THREE – CRISIS PREVENTION & INTERVENTION	10
I. Medical Emergencies.....	11-12
II. Violent Behavior and Weapons.....	13-15
III. Facility Safety	16
IV. Missing Child.....	17
V. Fire Emergencies.....	18
VI. Weather Emergencies.....	19-20
VII. Bomb Threats.....	21
VIII. Child Abuse/Neglect.....	22-23
IX. Transportation.....	24-26
X. Suspicious Packages.....	27
XI. Active Shooter.....	28-29
XII. Sexual Assault.....	30
XIII. Serious Injury, Suicide and Death.....	31
PART FOUR – POST CRISIS	32
I. Crisis Communication Management Plan.....	33-34
II. Internal Communication Plan.....	35
III. Video Recording, Review and Release.....	36
IV. Debriefing & Evaluation	36
V. Returning to Normal/Aftercare.....	37

PART FOUR – FORMS

Forms Contents.....	39
Incident Report Form.....	40
Accident Report Form.....	41
Field Trip Sign-Up Sheet.....	42
Bomb Threat Form.....	43
Field Trip Checklist.....	44
Emergency Transportation Form Log.....	45
Sample Parent Letter.....	46

PART FIVE – RELATED POLICIES 47

Club Rental Policy	48-51
Social Media Policy	52-53
Restroom Usage Policy	54
Client Grievance Policy	55

Acknowledgement of Receipt of Crisis Management Guidelines	56
------------------------------------------------------------	----

PART ONE

Organization Overview

Boys & Girls Clubs of Indianapolis

I. Mission

Boys & Girls Clubs of Indianapolis (“BGCI”) believes that every young person deserves to live a life filled with hope and opportunity. Because we care about our young people, we provide a safe, educational and positive atmosphere where they can prosper and reach their full potential.

II. General Information

The Clubs serve young people 5-18 years of age in year-round programs. During the school year, our community-based clubhouses are open Monday – Thursday from 3:00 p.m. to 7:00 p.m. for youth 12 years and younger and from 3:00 p.m. to 9:00 p.m. for youth 13 years and older. Open times on Fridays during the school year are from 3:00 – 7:00 p.m. for all ages. In the summer, Clubs are open Monday – Friday 9:00 a.m. – 6:00 p.m. During the summer, some Clubs also offer extension hours for teenagers. Our school-based sites are open from the time their schools are out until 6:00 or 7:00 p.m. Club membership fees are \$15.00 per child for the school year, and range from \$15.00-\$50.00 per child for summer, based on the number of times the Club member has attended during the school year.

III. Core Programs

To fulfill our mission, programs are offered in five core service areas: Education and Career Development, the Arts, Character & Leadership Development, Health & Life Skills and Sports, Fitness, and Recreation.

IV. Youth Development Strategy

Members will experience a sense of belonging, usefulness, competence, and power or influence as a result of participation in Club programming.

V. BGCI Outcomes

Participants will:

- Demonstrate increased sense of belonging
- Demonstrate increased positive self-esteem
- Have increased healthy, positive relationships with adults
- Increase their hours spent in physical fitness and healthy activities
- Possess a positive attitude about learning and school
- Increase their competency in academic achievement and computer literacy
- Increase their knowledge of career opportunities and employment readiness
- Increase their participation in high-yield learning activities
- Acquire needed learning skills/study habits to handle increased academic challenges of middle school
- Learn to take an active role in the community
- Choose to lead an active, healthy lifestyle by age 18

VI. Member And Parental Rights, Rules and Expectations

Visitor and Member Expectations

1. Youth are allowed one visit without requiring a membership, but must be accompanied by a guardian upon entry or be the guest of a current member. Subsequent visits require a youth to obtain an annual membership.
2. All regular participants must complete a membership application in order to be issued a membership card. Staff members are to ensure all information requested is provided, especially emergency contact information. The annual membership fee is expected with the application, however payment arrangements can be made with staff authorization.
3. Members are assigned a membership number and given a membership card to be used with each visit.
4. Members can participate in any age appropriate Club programs at any time the Club conducts regular programming. Members can leave the Club at anytime in accordance with communication from their parent(s).

Parental Rights & Expectations

Parents are to:

1. Give permission for their child to join the Boys & Girls Clubs.
2. Attend an orientation to the Club to get information on Club rules, rights, programs, and other pertinent information that affect their child's membership.
3. Communicate to their child when they are to arrive and depart from the Club.
4. Communicate to the staff and put in writing any special considerations with regards to their child leaving the Club.
5. Visit the Club by appointment or with a completed background check on file in order to observe Club programs and their child's participation.
6. Give written permission for their child to participate in any Club sponsored field trip.
7. Show mutual respect and cooperation for staff when communicating any need, problem, or success of the child.
8. Not bring weapons of any kind or drugs into the Club or onto Club property.
9. Express any concerns they have about the Club, its staff, other members, or Club property to the Club Director before calling the Administrative Office.

10. Come support their child(ren) whenever there are special recognition programs involving their child(ren).
11. Acknowledge that the Boys & Girls Clubs is not responsible for lost and/or stolen items.
12. Acknowledge by signing a statement that the Boys & Girls Club can suspend or expel their children for fighting, bringing drugs or a weapon into the Club, theft, threatening another member, staff, volunteer, or parent, committing a sexual crime against another individual, or other offenses or repetitive offenses as determined by staff.

Member Rules & Expectations

All members must:

1. Check in at the Front Desk to enter and participate in Club programs.
2. Help keep the Club clean and in good repair.
3. Respect and cooperate with staff, other Club Members, volunteers, guests, and other parents.
4. Not run through the building. Running is restricted to those areas where running is permitted as part of the program, i.e. gym and playground.
5. Acknowledge by signing a statement that the Boys & Girls Club is not responsible for lost and/or stolen items.
8. Acknowledge by signing a statement that the Boys & Girls Club can suspend or expel them for fighting, bringing drugs, a weapon into the Club, threatening another member, staff, volunteer, or parent, theft, committing a sexual crime against another individual or other offenses or repetitive offenses as determined by staff.

PART TWO

Roles & Responsibilities for Risk and Crisis Management

Each Club should recognize that roles and responsibilities will be based on the scale of the emergency or disaster. A smaller, more internalized emergency will most likely be handled by the Leadership Team (defined below) and regular staff members. While a larger event necessitating the need for coordination with external stakeholders will most likely require the involvement of the Emergency Management Team.

The Leadership Teams

The Executive Director of BGCI shall appoint a member of her or his leadership team to serve as the Coordinator of Risk and Crisis Management. The Coordinator will oversee the implementation of the policies and protocols set forth in this manual at each club site and will maintain documentation related to each club site's compliance with these policies. In addition, the Coordinator will support the committees of BGCI's Board of Directors that monitor and review BGCI's implementation of the policies and protocols, including the Child Safety Committee, the Facilities Committee and the Program Committee.

At each club site the risk and crisis leadership team will consist of the Unit Director and her or his designated team members. The leadership teams at each club site are responsible for:

- Training a small group of staff and/or Club leaders in basic emergency action.
- Keeping parents and response agencies informed of emergency plans and revisions.
- Utilizing present communication capabilities and integrating future capabilities into the emergency plan.
- Executing periodic safety checks.
- Inviting emergency personnel to visit the local Club on a regular basis to alleviate anxiety of membership following a crisis.
- Designating sufficient personnel to handle phones.
- Developing a strategy for post-crisis orientation for staff and members/families.
- Reviewing plans for on-campus and off-campus emergencies.
- Making notifications to the community about cancellation and re-start of services in the local Club.
- Conducting drills and table top exercises.

Staff

Staff participation during a day-to-day emergency response will be coordinated through the each Club's Leadership Team. Staff will be responsible for:

- Becoming familiar with all aspects of the policies and protocols in this manual.
- Being familiar with all avenues of exit at each building.
- Accounting for all members under their supervision during a crisis. Reporting to the Club Leadership Team any missing or injured members.
- Following a prearranged plan of transportation and supervision to appropriate shelters.

PART THREE

CRISIS MANAGEMENT: POLICY, PREVENTIVE AND INTERVENTION MEASURES

BOYS & GIRLS CLUBS OF INDIANAPOLIS

I. Medical Emergency Procedures

POLICY STATEMENT

It is within the mission of Boys & Girls Clubs of Indianapolis to provide a safe, positive environment where young people can prosper and reach their full potential. With this in mind, the following medical emergency guidelines have been created.

PREVENTIVE ACTION

- All full-time Club staff and at least 50% of part-time staff will be certified in First Aid and CPR.
- Staff members will supervise all program areas in use by Club members, and will deter members from participating in structured or non-structured activities that may present a danger to themselves or others.
- Staff members will ensure that all program supplies and equipment are safe and are being used properly.

In case of a medical emergency involving the member at the Club, the staff in charge is to:

- Assess the condition of the individual. If the youth is unconscious, **Do Not Move the Individual**. Be sure the child is breathing. Move all children away from the child and area.
- Call 911 and administer First Aid or CPR.
- Immediately attempt to contact the child's parent. Inform the parent of the condition of the child and have the parent come to the site if possible. Only the Club Director or the designated staff is to call the parent when there is an accident.
- Have a staff member stay with the child until the parent or emergency personnel arrives. Assist as needed with information.
- As soon as possible after caring for the injured party, contact the Chief Operations Officer or the Executive Director.

Accident Reporting Procedures

1. Report all major accidents to the Chief Operations Officer and/or the Executive Director as soon as possible after caring for the injured party.
2. Complete an accident report in its entirety and fax or email to the Chief Operations Officer and/or Executive Director, no longer than 24 hours after the accident.
3. Apply First Aid to minor cuts and bruises as needed. The Chief Operations Officer does not need to be contacted for these types of treatments.
4. If an accident is serious and the media comes to your Club, direct them to the Executive Director for a statement.

Blood Borne Pathogens

Disposable gloves should be worn by all staff who are in direct contact with blood and other body fluids of an individual. This is to be practiced as well while handling potentially infected materials. This is necessary especially for staff who have cuts or abrasions in their hands. Hands are to be washed before and after applying first aid to a member in the event of an injury, both for the protection of the staff and the Club member. Hands and other surfaces are to be thoroughly washed immediately if there is accidental contamination with blood and/or other bodily fluids.

II. Violent Behavior and Weapons

POLICY STATEMENT

Members, guests, or staff who are involved in violent behavior shall be subject to immediate disciplinary action, and the police shall be called.

PREVENTIVE ACTION

- All new staff and new members shall receive orientation by designated staff regarding Club rules and procedures.
- Members shall be taught how to manage their anger, solve problems through smart choices and be sensitive to other people's feelings.
- Positive staff/member relationships and good communications shall help staff to be informed of potential problems and help resolve difficult situations.
- Staff shall be alert to conflicts between individuals and groups of individuals. Staff shall be able to identify threatening behavior and be aware of individuals who have a history of disruptive behavior.
- All complaints or concerns from community residents, parents and members shall receive an immediate response.
- Adequate security shall be provided to properly supervise Club programs and activities.
- Exterior lighting shall be provided at all units.
- The Club Director shall adopt a code word or phrase to be used to alert other staff for the need for backup support and/or indication to call the police.
- A safety audit shall be conducted at least annually at all facilities by the Club Director, law enforcement official, the Director of Operations and/or the Executive Director.

Physical Handling Of Members

- Staff fighting or physically or verbally assaulting another person is a violation of workplace rules.
- Use of physical restraint as a response should be the last choice of action for staff in dealing with violent behavior. Physical contact with Club members, parents or other individuals who are behaving defiantly or in anger should be limited only to interactions to protect the safety of the individual.
- Use of physical restraint can be used to separate individuals who are fighting or to prevent harm. Whenever possible (with consideration for the safety of members), physical restraint should only be used by those staff members who have been certified in applying physical restraints.
- Staff members who are physically assaulted should protect themselves in situations where serious bodily harm would occur without physical intervention. Getting free of the conflict should be the first attempt at protection.
- In any situation where a physical response is used, the Club Director is to be notified and shall meet with all persons involved to review what happened and fully document the incident using an incident report form.

- The situation is to be reported immediately to the Chief Operations Officer or the Executive Director and an incident report filed.

Volatile Guests

1. Staff are to remain calm and try to assess what the guest wants.
2. If possible, staff shall ask the disruptive individual to accompany the staff to an area away from other members. Staff shall not persist if the individual is not cooperative.
3. Staff shall clear all members from the area if a disruptive individual is unwilling to accompany staff to another area.
4. If attempts to defuse the situation are not successful, designated staff members are to call 911 and wait for the police to arrive. Once the police arrive, the staff is to apprise the officer of the situation and lead them to the area where the guest is located.
5. The police, not staff, should remove a severely disruptive person who refuses to cooperate.

Weapons Policy

Anyone possessing a dangerous weapon shall not be permitted in the Club or on Club property. A dangerous weapon is a gun, knife, razor, or any other object, which by the manner it is used or intended to be used is capable of inflicting bodily harm. In cases that clearly involve a gun or any other weapon used in a threatening manner, the police shall be called and the individual shall be subject to immediate disciplinary procedures including expulsion from the Club. Staff members shall not attempt to physically disarm an armed individual. Circumstances, such as the staff member's knowledge of the individual involved, the nature of the weapon, or the need to act in self-defense, will have a bearing on whether or not a staff person intervenes. Staff members are expected to remove others and themselves from range of the weapon. Getting free of conflict should be the first attempt at protection. Any guns confiscated will be immediately turned over to the police.

Intruders

- The Club Director or designated staff is to attempt to redirect the intruder away from Club members and defuse the situation as best they can.
- If attempts to defuse the situation are not successful, the staff is to use the Club's code system to activate make staff aware that an emergency situation exists and to elicit staff support.
- Other staff members are to immediately direct youth into another area for their protection.
- Designated staff members are to call 911 and wait for the police to arrive. Once the police arrive, the staff is to apprise the officer of the situation and lead them to the area where the intruder is located.
- Staff shall maintain visual contact and be prepared to report observations to staff-in-charge or police if called.
- Staff shall not attempt to physically disarm an armed individual. Circumstances, such as the staff person's knowledge of the individual involved, the nature of the weapon, or the need to act in self-defense, will have a bearing on whether or not a staff person intervenes. Staff members are expected to remove others and themselves from range of the weapon. Getting free of the conflict should be the first attempt at protection.

- Use of force as a response to violent behavior should be the last choice of action for staff and should not be done except to protect oneself or others where serious bodily harm is occurring. Staff members who are physically assaulted should protect themselves as appropriate. Getting free of the conflict should be the first attempt at protection.
- Staff-in-charge shall direct staff to ensure the safety of members and staff until police arrive.
- If a gun is confiscated, it is to be turned over to the police.
- As soon as possible following resolution of the incident, staff-in-charge shall report the incident to the Chief Operations Officer and Executive Director by phone.
- Staff shall prepare a written report of the incident that shall be submitted to the Chief Operations Officer and Executive Director.

III. Facility Safety

POLICY STATEMENT

It is within the mission of Boys & Girls Clubs of Indianapolis to provide a safe, positive environment where young people can prosper and reach their full potential. With this in mind, the following facility and supervision guidelines have been created.

PREVENTIVE ACTION

Staff will:

- Full-time staff will monitor staffing levels and usage of program space to ensure Club members are being well-supervised.
- Full-time staff will complete quarterly walk-throughs of the facilities to identify any potential maintenance issues. Part-time staff will complete quarterly assessments of all program spaces to identify maintenance issues.
- Full-time staff will check all interior and exterior doors nightly upon closing the facility to ensure that the building is secure.
- Club Directors will ensure that all staff members are aware of how to inspect facilities and equipment and report any damaged or dangerous items.

Supervision

1. A full-time staff member must be present in order for a Club facility to be open.
2. No area of the Club shall be open to Club members without a staff to supervise the space.
3. All unoccupied spaces shall be closed and locked to prevent member access.
4. Staff members are prohibited from one-to-one contact with a single Club member without visual access from other staff or youth.
5. The youth-to-staff ratio should not exceed 15:1 in small program spaces and 20:1 in larger spaces such as the gymnasium and gamesroom areas.

Facilities

1. All facilities will be routinely inspected by the Fire Marshall, Health Department, and other licensing bodies, and will maintain appropriate licenses for purposes of Club functions.

Hazardous Equipment

1. The Club Director will assess the problem and attempt to repair it to eliminate the potential for injury.
2. If the needed repair work requires extensive work, the Club Director is to report it to the Facilities Maintenance Director and submit a work order.
3. The Facilities Maintenance Director will schedule the repair and conduct the repair within a reasonable timeframe (determined by the work required).
4. Until the repair work can be completed, the equipment is to be removed or placed off limits from the members.

IV. MISSING CHILD

POLICY STATEMENT

A member shall be considered missing if he/she does not return to the group at the end of a field trip or outing, or has checked into the Club, but cannot be located at time of dismissal.

PREVENTIVE ACTION

Staff will:

- Require all youth to check into and out of the facility upon entry/departure.
- Notify parents during orientation and registration of the Clubs' open door policy and their responsibility to inform their child of their expectations in staying at the Club.
- Inform Club members of all Club field trip expectations and procedures during the New Member Orientation.
- Staff on field trips should always have a cell phone and staff phone directory in their possession.

IN AN EMERGENCY

If a child is missing, staff shall:

- Search for the child.
- Maintain adequate supervision of members who are not missing during the search.
- Call the police if the child is not found within 1/2 hour after the designated time of departure.
- Notify the parent and request the parent's assistance.
- Suggest to the parent that they file a missing persons report.
- Stay as involved as appropriate with the police and the parent until the child is located.
- Ask the parent to call us when the child is located.
- Notify the Chief Operations Officer or Executive Director of the situation immediately.

V. Fire Emergencies

POLICY STATEMENT

In the event of a fire, the Club's main priority shall be the safety of its members.

PREVENTIVE ACTION

- As part of new members' orientation, the children are to be taught the Club's evacuation procedures, all designated assembly areas, and expectations.
- All staff members are to be trained on emergency evacuation procedures during their initial employment orientation and as part of on-going staff development at the Club.
- Staff shall conduct fire drills no less than 3 times per year. Staff shall treat all fire drills/alarms as if there is a fire.
- Central Security Service is to be notified in advance when the drills are to occur.
- The emergency evacuation plan, including the location of all emergency exits and evacuation routes, shall be posted in all rooms. All staff members are to review this plan at least quarterly with Club members.
- The Front Desk staff is to be ready to print, using the membership management database, the names of all participants at the first indication of an alarm to account for all youth participants on drill days or in the event of a fire.
- Staff members are to be assigned designated areas they are to check to verify that no one is left behind.
- At the designated assembly area outside, the staff in-charge is to account for all participants before reentering the Club or permitting youth to leave.

IN AN EMERGENCY

- Whenever the alarm goes off, the Front Desk staff or designated person is to print out a list of all the day's attendees with contact information.
- All staff members are to lead all youth, guests, and volunteers outside to the designated area.
- All staff members are to verify that their areas are cleared and close the door as they leave.
- At the assembly area, the designated person is to verify that all youth are accounted for.
- Once the signal has been given and all participants are accounted for, staff can lead members back into the Club.

VI. Weather Emergencies

POLICY STATEMENT

In the event of a tornado or hazardous snowy or icy conditions, the Club's main priority shall be the safety of its members and staff.

Tornado Watch/Warnings

PREVENTIVE ACTION

- Staff shall conduct tornado drills at least 2 times each year.
- Tornado emergency plans shall be posted in all rooms and reviewed at least quarterly with members by all staff.
- The Club Director shall determine whether the locker room, bathroom or an inner meeting room away from windows will be used as the designated shelter point.
- The Club Director should prepare the Front Desk staff to have an emergency kit which would include a printout of the day's participant's and emergency contact information, a cell phone, flashlight with extra batteries, and a first aid kit.

IN AN EMERGENCY

1. Staff shall stay tuned to the weather conditions in the area as reported by radio and/or television.
 - a. A Tornado Watch indicates the weather conditions are favorable to a tornado developing.
 - b. A Tornado Warning indicates the actual sighting of tornadoes in the area and implies that those in the path of the tornado should seek shelter.
2. When either a Tornado Watch or Warning is given, the staff is to contact the Executive Director or the Chief Operations Officer. They can be reached either at the office number during the day or at home or on their cell phones at night.
3. When the city/county emergency alarm sounds and/or the weather reports indicate a warning, the staff is to direct the youth to the designated area and take cover.
4. The Club Director or an appointed staff will be in charge of the members in the designated shelter.
5. The Club Director will check the rest of the building to ensure that everyone is in the designated area.
6. No member will be allowed to walk home during a local severe weather warning.
7. Members are also not permitted to go outside or stand in doorways to watch the storm.
8. If sufficient warning is not given during a Tornado Warning and members and staff members are not able to move into designated areas, they are to find the safest shelter possible.

Members could get underneath sturdy tables, against inside walls and away from windows. Members should be trained on how to properly seek shelter and protect themselves.

Hazardous Snowy/Icy Conditions

- Staff shall be aware of the weather forecast.
- In the event that there is a severe weather watch, the Club Director shall contact the Chief Operations Officer or the Executive Director for directions.
- The Club should be readied to be used as a shelter during severe weather if needed.

Inclement Weather Policy

BGCI will be closed for inclement weather at the discretion of the Executive Director, or member of the Leadership team in their absence.

If you do not call your supervisor or show up for work on a day when your BGCI site is officially open, this will be considered an unexcused absence, no matter what the weather.

If your BGCI site is officially open, but you choose not to come in because of the weather, you will need to use PTO or be unpaid for that time off. If your unit/site is closed due to weather, power outages or building maintenance issues, Part-Time employees are not eligible to be paid and Full-Time employees may be requested to work at another location.

VII. Bomb Threats

POLICY STATEMENT

In the event of a bomb threat, the Club's main priority shall be the safety of its members.

PREVENTIVE ACTION

1. All staff members are to be trained on what to do in the event of a bomb threat.
2. The Club Director is to pre-determine an evacuation location to take the children to.
3. The Club Director will have the Front Desk Staff assemble an emergency kit which would include a printout of the day's participant's and emergency contact information, a cell phone, and a first aid kit.

IN AN EMERGENCY

In the event that a staff member receives a bomb threat, the Club Director is to be notified immediately. The Club Director will:

1. Attempt to get the maximum amount of information possible from the caller or the person who reported the incident.
2. Call 911 and report the incident and follow the procedures below.
3. Under the following circumstances, the Club Director is to evacuate the premises:
 - a. An adult made the call.
 - b. The caller states the general location and/or time of the explosion.
 - c. Flyers, leaflets, pamphlets condemning the site or a particular staff member have been distributed.
 - d. The Club Director decides the nature of the call warrants evacuation.
4. The staff in charge is to update other staff on the situation and give directions of what to do next.
5. All staff members are to evacuate everyone in the building to the designated location and to account for everyone.
6. The Club Director or designee will phone the Executive Director to confirm that everyone is safe and to get instructions.
7. Designated staff will contact parents to have their child(ren) picked up from the designated location.

VIII. Child Abuse and Neglect

POLICY STATEMENT

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

Child Protective Services requires the following procedures and information be reported. At a minimum, you must provide enough information for the Social Worker to be able to find the child. That would include: (a) Name of the child and caretaker; (b) Clear directions about the location of the home; (c) Clear description of why you are making the report. If you can provide more information than listed above, it would be helpful to the investigation. **Caution:** Don't delay reporting a child abuse situation while you gather information that is needed to initiate the investigation.

PREVENTIVE ACTION

All staff shall:

- Receive training regarding child abuse/neglect indicators.
- All staff shall receive training regarding appropriate discipline and supervision of members.
- Failure to report known abuse/neglect shall put the staff person in the disciplinary position.

Interview guidelines:

- Use a private, quiet room. Meet with the child with another adult/staff.
- Begin with comfortable information (where child lives, any brothers or sister, etc.)
- Be "up front". Explain why you wish to talk to him or her. Share with the child your concern about any visible marks, the child's health, safety, etc.
- Ask questions which relate to your concerns and the child's condition. Do not go into detail or extended questioning.
 - ✓ Use open-ended questions... "Could you tell me more?"
 - ✓ Use empathetic expressions... "Gee, that must have been painful."
 - ✓ Use clarifying statements... "I'm a little confused about that."
 - ✓ "Help me understand what you are talking about."
- Don't go beyond assessment. The Boys & Girls Club staff members are not qualified or trained investigators. Once enough information is secured to confirm possible suspect of abuse, the staff member is to make the call.

IN AN EMERGENCY

Once abuse/neglect is suspected staff shall:

- Interview the child only to the extent necessary to confirm the suspicion.

- Call the Child Abuse Hotline immediately to report the incident at 1(800) 800-5556 or Professional Youth Worker number at 968-4379. The Marion County Sheriff's Department number is (317) 327-3811.
- Document all calls to the Child Abuse Hotline by providing the date, time, person spoken to, outcome of conversation, etc.
- Inform their supervisor. The Chief Operations Officer and Executive Director are to be contacted immediately.
- Complete the BGCI incident report and submit within 36 hours.

IX. Transportation

POLICY STATEMENT

The purpose of the transportation program is to provide safe transportation of Club members to/from school or home, and on Club sponsored field trips. The Club adheres to all Indiana Department of Motor Vehicles regulations regarding vehicles, drivers and safety procedures.

Unless it is an emergency or a pre-authorized agency function, program staff are not to transport members in their own personal car or vehicles. Only full-time Club staff are permitted to transport youth in their personal vehicle as needed. The Boys & Girls Clubs of Indianapolis insurance policy does not cover staff members transporting youth in their personal vehicles.

GENERAL PROCEDURES FOR FIELD TRIPS

1. All members must have signed permission slips returned before they can be transported on any field trips.
2. All permission slips should remain at the Club and the Club Director is to be aware of their location in case of an emergency.
3. All youth are to participate in a pre-trip orientation that includes at least the following:
 - b. Safety rules and emergency expectations
 - c. Areas that are off-limits,
 - d. Rendezvous times and places if the group will separate,
 - e. First-Aid procedures
 - f. Emergency contact expectations
4. A master roster for each field trip needs to be left at the Club, faxed to the Administrative Office and another one taken in the van/on the bus by the trip supervisor.
5. If riding a school bus, youth are to sit two to a seat. Seat belts are not required.
6. Whenever it is feasible, a staff/member ratio of 1 to 10 should be maintained. At least two adults must accompany any trip to a remote, crowded, or unobstructed environment (i.e. wilderness hikes, amusement parks, etc.).
7. Staff should count the number of kids in the van before leaving from the Club or field trip destination. Names should be checked before leaving the Club to ensure that all passengers have turned in permission slips and are accurately registered on the master roster.
8. The designated staff is to carry a cell phone, a copy of the master field trip roster, and a staff telephone directory on all field trips.

PREVENTIVE ACTION

1. As soon as it is determined that transportation is needed, a reputable, licensed, and insured transportation service is to be secured.
2. Staff are to have pre-determined guidelines about field trips and communicate those to members during pre-trip orientations.
3. Permission forms are to be sent home for parent or guardian signatures. The permission form must contain the destination information, departure/return time, mode of transportation, staff

supervising trip, place for the parent's signature, phone number and an emergency medical release statement.

4. Multiple permission slips are not permitted.

IN AN EMERGENCY

Minor Accident:

1. Pull over and evacuate vehicle if necessary.
2. Check for any bumps or injuries/begin emergency First-Aid treatment as needed.
3. Calm children by acting in calm manner yourself.
4. Notify the police department, then the Club.
5. Get information on other driver if another vehicle is involved.
6. Drive back to Club after police investigation is complete if vehicle is operable or call the Club to arrange for another vehicle to pick up passengers.
7. Report incident to supervisor and the Chief Operations Officer immediately.

Major Accident:

1. Determine extent of injuries/prioritize need for treatment and begin emergency first aid as needed.
2. Put other adult or older member in charge of injured if you need to perform CPR or other emergency medical treatment.
3. Evacuate van safely. Calm children. Seek assistance from passersby if needed.
4. Seek assistance in calling the authorities and Club.
5. Report the accident to your supervisor and the Chief Operations Officer or the Executive Director.

WITH REGARDS TO STAFF VEHICLES

Staff will:

- Have a valid drivers license and provide a copy of license and personal auto insurance information to the Administrative Office's HR Department before transporting youth.
- Submit to a DMV check.
- Strictly obey all safety laws.
- Drive defensively at all times.
- Leave early enough so as not to rush.
- Wear seatbelts and ensure that all passengers are seat belted as well.

EMERGENCY TRANSPORT OF MEMBERS IN PERSONAL STAFF VEHICLES

1. If a staff member needs to transport a member home, the following procedures are to be followed:
 - A Member Transportation Form should be completely filled out.
 - The time the staff person leaves the Club with the member should be logged on the form.
 - Staff should call the Club to log on the answering machine the time member was dropped off at home.

- Another staff member, preferably, the Club Director, should be informed before the member is transported.
2. Whenever possible, two staff members should transport the member together.
A member should never be left at a home without an adult relative present at the house. If the parent or guardian has given written permission for the member to be dropped off at home, this requirement can be waived.

HANDLING OVERNIGHT LUGGAGE

Only staff will be allowed to load and unload bags (i.e. luggage, sleeping bags) into the van. (Staff members need to be aware that items (such as weapons or other illegal substances) can be hidden in bags. Members should be told that staff may search their bag if the staff feels it is warranted. If it is at all possible, any searches should be conducted away from the group, but always **with more than one staff member and the involved Club member present.**

X. Suspicious Package

POLICY STATEMENT

In the event of a suspicious package, the Club's main priority shall be the safety of its members.

PREVENTIVE ACTION

IN AN EMERGENCY

In the event a suspicious package is found:

1. Evacuate the building/area immediately.
2. Call 911.
3. Do not touch or move the suspicious package.
4. Notify the law enforcement in charge.
5. The Unit Director should determine whether members and staff should be evacuated from the club site.
6. Request transportation to the reunification site, if needed.

The image below illustrates significant elements found in a suspicious package.



Figure 1 Suspicious Package

XI. Active Shooter

POLICY STATEMENT

Active shooter situations are defined as those where an individual is “actively engaged in killing or attempting to kill people in a confined and populated area.”

PREVENTIVE ACTION

- Train all front desk staff on these protocols.
- Work with first responders to determine/identify evacuation route and lockdown procedure.
- Determine how to evacuate or lockdown personnel and visitors.
Remember to pay attention to disability-related accessibility concerns when advising on shelter sites and evacuation routes. Also, think about how to evacuate when the primary evacuation routes are not accessible. Identify effective shelter-in-place locations (optimal locations have thick walls, solid doors with locks, minimal interior windows, first aid-emergency kits, communication devices and duress alarms).
- Determine how those present on the grounds will be notified that there is an active shooter incident underway. This could be done using familiar terms, sounds, lights and electronic communications, such as text messages or emails. Include in the courses of action how to communicate with those who have language barriers or need other accommodations such as visual signals to communicate with hearing-impaired individuals. Rapid notification of a threat can save lives by keeping people out of harm’s way.
- Determine how to let the staff and members know when buildings and grounds are safe.
- Train staff, leadership and members, as appropriate, what to expect and how to react in the event of an active shooter.
- Work with first responders to help highlight common pre-attack behaviors displayed by past offenders.
- Members and staff should be trained to cooperate and not to interfere with first responders. They should display empty hands with open palms and anticipate that law enforcement may instruct everyone to place their hands on their heads and/or get down on the ground.
- Before an emergency, the Unit Director for each club site should determine how, when, and by whom loved ones will be informed if their loved one is missing or has been injured or killed. Law enforcement typically takes the lead on death notifications, but all parties should understand their roles and responsibilities.
- Make sure there is a plan in advance to keep the media away from families who do not want to engage with them. This includes strategies for keeping the media separate from families while the emergency is ongoing and support for families that may experience unwanted media attention at their homes.

Predetermined meeting locations should be discussed prior to incident. Local schools/city or county buildings, law enforcement or fire stations and or houses of worship are often good locations.

IN AN EMERGENCY

- If able, those closest to a communications system should communicate the danger and necessary action to respond to the active shooting taking place.
- Upon recognizing danger, as soon as it is safe to do so staff or others should alert responders by contacting 911 with as clear and accurate information as possible.
- There are three basic response options: **Run, Hide** or **Fight**.

Run: If it is safe to do so, the first course of action that should be taken is to run out of the building and far away until in a safe location. Members and staff should be trained to:

- Leave personal belongings behind.
- Visualize possible escape routes, including physically accessible routes for individuals with disabilities.
- Avoid escalators and elevators.
- Take others with them, but do not stay behind because others will not go.
- Call 911 when safe to do so.
- If a child, let a responsible adult know where they are.

Hide: If running is not a safe option, hide in as safe a place as possible. Members and staff should be trained to hide in a location where the walls might be thicker and have fewer windows. In addition:

- Lock doors.
- Barricade the doors with heavy furniture.
- Close and lock windows and close blinds or cover windows.
- Turn off lights.
- Silence all electronic devices.
- Remain silent.
- If possible, use strategies to silently communicate with first responders; for example, in rooms with exterior windows, make signs to silently signal law enforcement and emergency responders to indicate the status of the room's occupants.
- Hide along the wall closest to the exit but out of the view from the hallway (allowing for an ambush of the shooter and for possible escape if the shooter enters the room).
- Remain in place until given an all clear by identifiable law enforcement.

Fight: If neither running nor hiding is a safe option, as a last resort, when confronted by the shooter, adults in immediate danger should consider trying to disrupt or incapacitate the shooter by using aggressive force and items in their environment, such as fire extinguishers or chairs.

COMMUNICATION/FOLLOW-UP

- After the scene is secured, the Unit Director will begin to help with triage assessment, providing emergency intervention services and victim assistance, as well as providing family members with timely, accurate and relevant information.
- Essential steps to help establish trust and provide family members with a sense of control can be accomplished by:
- Identifying a safe location separate from distractions and/or media and the general public, but close enough to allow family members to feel connected in proximity to their children/loved ones.
- Schedule periodic updates even if no additional information is available.

XII. Sexual Assault

POLICY STATEMENT

The Leadership Teams at each club site should be prepared in the event of a sexual assault.

PREVENTIVE ACTION

Provide education/awareness to staff and appropriate-aged members about the signs and symptoms of sexual harassment and sexual assault.

- Staff should be progressive in interjecting if they witness any signs of sexual harassment and/or sexual assault.
- Counseling should be provided to members who may exhibit sexual aggression.

IN AN EMERGENCY

- Call 911 to request law enforcement and EMS.
- Notify the family of the victim.
- Dissuade the victim from washing, cleaning up or using the restroom, if possible.
- Assign a staff member to protect the crime scene.
- Isolate family members who are on the campus.
- Obtain preliminary statements from the victim and provide to the law enforcement upon their arrival. Remember, leave the investigation to the authorities.
- After the incident, attempt to determine what security factors (or lack thereof) may have contributed to the assault.
- Protect the victim and the assault location. No actions should be taken that would move or damage possible evidence unless it must be done for safety reasons.
- Provide access to counseling to any parties needing assistance.

XIII. Serious Injury, Suicide and Death

POLICY STATEMENT

Every Club should be prepared to provide basic first aid, while requesting necessary emergency assistance.

PREVENTIVE ACTION

- Train all front desk staff on the protocol.
- Establish and maintain a list of emergency medical telephone numbers.
- Establish and maintain a list of staff and members qualified to administer first aid and CPR.
- Maintain a file of member and personnel home telephone numbers, family business phone numbers, names and numbers of other individuals authorized by the family to make decisions regarding emergency treatment.
- Maintain a file listing members with known medical needs with instructions for emergency.
- Maintain a list of staff members trained to deliver serious injury and/or death notification in conjunction with emergency response.

IN AN EMERGENCY

In critical situations:

- Call 911 and/or emergency medical services and emergency 911 communications.
- Administer first aid to the extent possible.
- Limit activity near the affected member(s).
- Notify the family of the affected member(s). If the family cannot be contacted immediately, continue attempts to contact family members and keep a record of procedures, times and actions.
- If the member is transported to a hospital, a staff member should accompany the member.
- Keep a record of procedures administered (first aid, CPR, etc.) the times and actions.
- If violence was involved, keep the incident scene secured. Do not disturb possible evidence. Identify witnesses and keep them separated.

In the event of death:

- Be aware that any situation involving death is considered a crime scene. Secure the scene and restrict activity in and around the crime scene. Trained law enforcement personnel will process the scene.
- Limit activity up to, and including, a lockdown, if necessary.
- Provide available information to staff, and members.
- Initiate an internal and external/media communications plan.
- Remove personal items of the deceased from room, etc. when allowed by law enforcement and/or medical examiner.
- Stop any pre-incident notices and/or memos of any kind, from inadvertently being sent to the family.

PART FOUR

POST CRISIS: PRE-PLANNING, COMMUNICATION PLAN, DEBRIEFING AND EVALUATION

Boys & Girls Clubs of Indianapolis

I. CRISIS MANAGEMENT PLAN

A crisis can hit an organization at any time. A child may have a serious accident, a staff member may be arrested for alleged sexual abuse and the Club may be sued for alleged discrimination in hiring or firing. The moment the word gets out, the press can be expected to call or appear at the doorstep looking for comments.

IN AN AVERTED OR FOREKNOWN CRISIS

The Executive Director will determine the roles and responsibilities of certain individuals in terms of crisis management.

IN AN EMERGENCY

Staff members will document the incident by carefully describing accurate details, witness statements, and information on how the situation was handled.

The Executive Director will inform the Board of the details of the incident as soon as it has occurred. The Executive Director will update the Board of any new developments and steps taken to resolve the situation.

The Executive Director or his/her designee will communicate with the media. Staff members should, as much as possible, direct reporters, investigators, and media representatives to the Executive Director or the designee. In rare cases in which the reporter appears unannounced, or the Executive Director is unavailable, he/she may appoint a designee to speak on behalf of the organization. This designee should maintain control by following these guidelines:

- Refrain from providing any staff or member information.
- Be respectful but don't answer any questions you aren't sure how to answer.
- Be careful not to say anything that accepts responsibility or blame for the situation, especially when the situation calls for an immediate response to accidents, police reports, or emergencies.
- Educate the media about the Club's importance in the community.
- Reporters must get approval from the Administrative Office before being permitted into the Club. A full-time staff member is to stay with the reporter at all times and take notes about whom he or she talks to and what areas of the Club he or she visits.
- Ask the reporter when the coverage will air or be published and on what channel or in which newspaper.
- Document the visit in as much detail as possible and e-mail, fax and deliver this information to the Executive Director, the Chief Operations Officer and the Resource Development & Marketing Director.
- Inform all staff and call the parents of the Club members involved.
- Debriefings and counseling will be provided as appropriate.

Once the immediate trauma has passed, the Executive Director, Board Members and Club Directors have the responsibility for communicating about the situation to various audiences using the following communication principles

1. Honesty, openness, accessibility, commitment
 - Honesty is the ONLY policy.
 - Disclose, announce early
 - Explain reasoning and reasons for decisions
 - Be available and willing to respond to all audiences
 - Communicate your commitment to solving the problem
2. Empathy
 - Show empathy for the reality and the perspective of others
 - Encourage actions that illustrate concern, sensitivity and compassion
3. Transparency, meticulous, diligent
 - Our behavior, attitude, plans and strategic discussions are unchallengeable, unassailable, positive and repeatable
 - Act so our families and supporters would be comfortable reading about our actions, decisions and discussions on the front page of tomorrow's newspaper.
 - Keep no secrets
4. Engagement, clarification and correction
 - Communicate face-to-face whenever possible
 - Disclose and protect the facts promptly, positively and constructively
 - Correct and clarify the record relentlessly

KEY MESSAGES

IN AN EMERGENCY

- Boys & Girls Clubs of Indianapolis has suffered a severe tragedy.
- Employees and emergency staff are working diligently to stabilize the situation.
- Our primary concern is the safety and well-being of the young people that we serve.

IN AN INVESTIGATION OR LEGAL SITUATION

- Boys & Girls Clubs of Indianapolis is deeply concerned by the allegations and will cooperate fully with investigators.
- Boys & Girls Clubs of Indianapolis does not tolerate illegal or inappropriate activity or behavior.
- We are still working to gather all of the facts and will provide more information as we are able. In a situation like this, we want to work with you by being forthcoming, while presenting factual information.

Boys & Girls Clubs of Indianapolis

II. INTERNAL COMMUNICATION PLAN

A crisis can hit an organization at any time. A child may have a serious accident, a staff member may be arrested for alleged sexual abuse and the Club may be sued for alleged discrimination in hiring or firing. The moment the word gets out, the press can be expected to call or appear at the doorstep looking for comments.

The Boys & Girls Clubs of Indianapolis' plan for managing crises situations appears below:

1. The Executive Director will contact legal counsel for advice concerning any legal implications. This information will be shared immediately with the Board President or V.P./President-Elect if the Board President is unavailable.
2. The Executive Director will notify staff and other Board members not to talk to reporters and to refer all media to the Board President.
3. The Executive Director will notify insurance carrier.
4. Legal counsel will brief the designated spokesperson about the situation.
5. The Executive Director will inform all Board members and staff regarding the situation.
6. The Executive Director will inform the Boys & Girls Clubs of America Regional Office, if necessary.
7. The Executive Director will keep a log of all events related to the incident.
8. If needed, a press conference will be planned by the Board President, Executive Director and the Director of Resource Development & Marketing, so the media can speak with the designated spokesperson.

* The Executive Director may choose to appoint a designee to handle these communications and responsibilities as necessary.

III. VIDEO RECORDING, REVIEW AND RELEASE

It is the responsibility of the Unit Director to check each camera weekly to ensure:

- There is video on each camera.
- The camera has a clear focused image.
- The camera is recording video.

Chief Operations Officer or proper designee should immediately be notified of any deficiencies by email.

Upon incident or accident or as directed by the Chief Operations Officer, video captured by cameras located in the immediate area of the event should be downloaded recording the entire duration of the event for video documentation.

Video will be kept at least 30 days. Any request for camera footage are referred to the Chief Operations Officer, who will confer with Legal and/or Employee relations before releasing any video.

IV. DEBRIEFING & EVALUATION

After addressing the immediate impact of the crisis and arranging for follow-up support for all individuals involved, it is important to conduct a debriefing. The Crisis Team may consist of Club staff, the Executive Director, the Chief Operations Officer, the Director of Resource Development & Marketing, the President of the Board, and a key representative of the appointed counseling service.

The crisis team or individuals from the team may talk with the individuals directly involved to hear their version of the events that occurred. The debriefing can be done in a group setting or individually. The primary purposes of the debriefing might be as follows:

- a. Make sure all individuals involved have an opportunity to be heard and process their feelings and responses to the crisis.
- b. Inquire about ways the organization can help.
- c. Obtain details and information that might not have emerged immediately following the incident.
- d. Understand how the crisis might have been avoided.

The team will evaluate the Club's response to the crisis, as well as the follow-up support provided to the individuals involved in the incident. The events will be analyzed step-by-step. Policies, procedures, changes, and any lessons learned will also be reviewed. All findings and recommended modifications to policies, procedures, and any staff development recommendation are to be shared with the Board.

IV. RETURNING TO NORMAL/ AFTERCARE SUPPORT

Depending on the severity of the crisis, Club members may experience a myriad of emotions that can be associated with stress. Club staff must be aware of the signs and common symptoms of stress (i.e. emotional, behavioral, and physical reactions.) The symptoms may last a few days or even a few weeks. Club staff members are to follow these basic guidelines during the first 24 to 48 hours after a crisis:

- Structure Club members and staff time with productive processing time with trained counselors to help staff and Club members process the crisis.
- Maintain as normal a schedule as possible. Alter periods of physical exercise with periods of relaxation.
- Support those affected by the crisis as much as possible. Help victims re-enter the Club environment as uneventfully as possible.
- Talk openly with Club members and staff members about the crisis.
- If staff members witness the following behaviors in members or staff, they are to request assistance through the Chief Operations Officer.
 - memory loss or flashback occurrences
 - nightmares or day frights
 - survival guilt
 - problems in school
 - impaired capacity to regulate or tolerate feelings
 - bodily complaints (unexplained stomach, headaches, neck, backaches
 - personality change (becoming easily angered)
 - feelings of ineffectiveness, shame, despair, hopelessness, permanent damage or brokenness
 - constant fear of danger
 - belief that their state is destiny/ a sort of learned helplessness
 - a great deal of anxiety
 - depression
 - impairment in relationships with other children
 - identity confusion/disorder
 - self destructive and impulsive behavior
 - change in world view (doom & gloom)
 - social withdrawal
- Arrange for counseling through the Chief Operations Officer if symptoms of Post-Traumatic Stress Disorder for Club members, staff members or parents as appropriate.
- Provide parents with information to help them understand what their children might be going through.

PART FIVE

FORMS

Boys & Girls Clubs of Indianapolis

FORMS

1. Incident Report Form
2. Accident Report Form
3. Field Trip Checklist
4. Field Trip Roster
5. Bomb Threat Checklist
6. Acknowledgement of Receipt of Crisis Management Guidelines
7. Police Information and Locations (Addendum)
8. Suspect Description & Victim/Witness Information Sheet

BOYS & GIRLS OF INDIANAPOLIS
INCIDENT REPORT FORM

Name of Persons Involved _____ Age _____

Which Club? _____ Member ___ Non-member _____ Explain _____

Approximate time of incident _____ Location _____

Parents or guardians name _____

Emergency Contact Information _____

Description of incident :

Other Persons Involved _____

Action Taken _____

Were authorities contacted? Yes ___ No ___

If so, who was contacted? (IMPD, DCS, IFD, etc.) _____

Follow-up/Next Steps _____

Witnesses to the incident:

Staff member (s) _____

Other witness(es) _____

Comments by person making out report _____

Date of Report _____ Signed _____
Title _____

NOTE: PLEASE SEND A COPY OF THIS REPORT TO THE DIRECTOR OF OPERATIONS AND PUT ONE IN THE MEMBER FILE.

BOYS & GIRLS OF INDIANAPOLIS
ACCIDENT REPORT FORM

Name of Injured Person _____ Age _____

Member of which club? _____ If non-member, explain _____

Address _____ Telephone _____

Parents or guardians name _____

Approximate time/location of accident _____

Description of accident _____

Were parents notified? _____ By Whom? _____ When? _____

First Aid treatment received _____

_____ By whom? _____

Did the injured person require further medical attention? Yes _____ No _____

If so, where was injured person taken? _____

Taken by whom? _____ When? _____

Witnesses to the accident:

Staff member (s) _____

Other witness(es) _____

Follow-Up/What is the current medical condition of the injured person?/If necessary, contact parent/guardian the following day to provide an update.

Date of Report _____ Signed _____

Title _____

NOTE: One copy each to: Club file and Director of Operations (cc: Director of Community Programs if injury occurred at a school site).

Boys & Girls Club of Indianapolis _____ Club Telephone (317) _____	FIELD TRIP SIGN-UP SHEET
-------------------------------------------------------------------------------------	-------------------------------------

ACTIVITY	DATE(S)
LOCATION	TIME(S)
TRIP LEADER	SPONSOR

CHILDS NAME	AGE	RIDING WITH	PHONE NUMBERS	Permission Slip Signed
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				

Unit Directors Copy

Main Office Copy

Trip Leader Copy



BOYS & GIRLS CLUBS
OF INDIANAPOLIS

BOMB THREAT GUIDELINES

Be calm and courteous. Listen carefully. Do not interrupt the caller. Keep the caller talking, if agreeable to further conversation.

Record the following either during or as soon as possible after the call.

1. Try to get the caller's name. Is the caller, Male _____ Female: _____
Adult: _____ Juvenile: _____?

2. Any indications about the origin of the call?
Outside call: _____ Internal call: _____ Cellular call: _____

3. Ask questions like:

- a. When will the bomb go off? _____
- b. Location of the bomb? _____
- c. What kind of bomb? _____
- d. How do you know so much about it? _____

- e. Did the caller appear familiar with the building during his call? _____

Additional remarks: _____

D. After the call is taken, notify Security at once.

Staff Reporting Date Time

Follow-Up Action _____

FIELD TRIP CHECKLIST

1. First Aid Kit
2. Class Roster/Emergency Contact Information
3. Accident Reports
4. Cell Phone
5. Leave a copy of the roster at Club and fax to Administrative Office.

EMERGENCY TRANSPORTATION FORM/LOG

Member Name: _____ **Date:** _____

Staff 1: _____ **Staff 2:** _____

Reason for Transporting Member: _____

Time Out: _____ **Time Back:** _____ **Director's Initials:** _____

Comments: _____

Member Name: _____ **Date:** _____

Staff 1: _____ **Staff 2:** _____

Reason for Transporting Member: _____

Time Out: _____ **Time Back:** _____ **Director's Initials:** _____

Comments: _____

Member Name: _____ **Date:** _____

Staff 1: _____ **Staff 2:** _____

Reason for Transporting Member: _____

Time Out: _____ **Time Back:** _____ **Director's Initials:** _____

Comments: _____

Month/Date, Year

Dear Parents/Guardians and/or Community members.

We wanted to notify you that there was an incident at the “fill in Club name” Club during the afternoon of “day”, “month date, and year”, involving a “fill in the details”

“Statement about Club response to the incident”

ex. Club member who brought a weapon into the Boys & Girls Club. Other Club teens noticed the weapon and notified staff members, who immediately took the Club member into the office where he handed the weapon over to them. The police were notified immediately, and came to the Club where they confiscated the weapon and took the Club member into custody.

Boys & Girls Clubs of Indianapolis makes the safety of all children a priority, and is taking a number of steps to make sure that our Clubs remain a safe place for your children. We have been working closely with IMPD, who will be conducting safety presentations with all Lilly Club members on Monday, June 27, during Club program hours. Officer Robbin Myers and Sgt. Matthew Steward will be conducting the presentations at the times listed below for each age group. You, as parents, are welcome and invited to attend these presentations.

Ages 5-6 10:00 – 10:30 a.m.

Ages 7-8 10:30 – 11:00 a.m.

Ages 9-10 11:00 – 11:30 a.m.

Ages 11-12 11:30 – Noon

Teens Noon – 12:30

If you have any additional questions or concerns regarding this incident, please feel free to contact Rick Whitten or LeeAnn Harris at 317-920-4700.

We appreciate your trust and allowing us to be of service to your children.

Sincerely,

Rick Whitten
Executive Director
Boys & Girls Clubs of Indianapolis

PART SIX

RELATED POLICIES



BOYS & GIRLS CLUBS
OF INDIANAPOLIS

Boys & Girls Clubs of Indianapolis (BGCI)

Club Rental Policy

Effective date: 12/01/2010

Boys & Girls Clubs of Indianapolis facilities may be rented to outside individuals or groups based on the guidelines set forth in this policy. Risks related to facility rentals must be thoroughly considered prior to accepting any rental request. In many cases, rental event income is far from adequate to offset the additional risk and inconvenience posed by the rental.

Who is allowed to rent Club facilities?

A person or group who wishes to rent a Boys & Girls Clubs of Indianapolis location must meet with the Unit Director at that location to discuss the following:

- Date and time of the rental
- Purpose of the rental
- Rental agreement (see attached)
- Payment terms
- Use of BGCI equipment
- Other matters pertinent to the rental

The Unit Director will make the determination as to whether the rental will be accepted. The Unit Director will take the following factors into consideration when deciding whether to accept a rental:

- Is the purpose of the rental in alignment with BGCI's values?
- Do the date and time of the rental conflict with BGCI operations?
- Does the renter readily accept BGCI's terms and conditions for rentals (i.e. no alcohol, no smoking, no swearing, etc)?
- Have there been problems with this renter in the past?
- Does this renter have a connection with BGCI of some sort (i.e. Club member or parent, part-time employee, etc)?
- Does the renter appear to have the wherewithal to pay the rental fee? Will collection be a problem?
- Does the renter wish to hold a dance? (Dances are prohibited.)
- Will BGCI staff be available and willing to work during the rental?
- Will BGCI staff and/or management be distracted from BGCI's mission by the rental and its complications?
- Are there other risks to BGCI posed by the rental which the organization is better off avoiding?

Prohibited Rentals

Unit Directors **must not accept** the following rentals:

- Groups or individuals wishing to hold a dance.
- Groups or individuals wishing to bring alcohol into the facility.
- Groups or individuals who have broken rental agreements in the past (i.e. did not pay, allowed smoking, swearing, alcohol or illegal substances on the premises, engaged in violent actions on the premises, etc)
- Groups or individuals considered at risk for breaking the rental agreement
- Groups or individuals who refuse to make payment arrangements prior to the rental date

Rental Procedure

Once the Unit Director has determined that a rental request will be accepted, the following steps must be completed prior to the rental date:

Step 1 – Obtain signed rental agreement from renter (see Appendix A to this policy). All rental agreements and waivers must be kept on file for one year after the rental date(s).

Step 2 – Obtain payment for rental (payment must be received prior to the start of the rental period)

BGCI Staffing Requirements during Club Rentals

At least one BGCI staff member must be on site at all times during Club rentals.

Staff members who work rentals will be paid as follows:

Full-time staff members	Paid regular salary. <u>No additional pay</u> for working rentals.
Part-time staff member	<p>Paid regular hourly rate for <u>all hours worked</u> during rentals. Part-time staff members must be paid from the time they arrive at the rental site until they leave – if they are required to arrive early for setup or leave late after cleanup, they must be paid for this time as well.</p> <p>Staff member must log rental hours worked on separate paper timesheet and submit along with regular timesheet at end of each pay period.</p> <p>Part-time staff members who work more than 40 hours in a week will be paid 1.5 their regular hourly rate for all hours in excess of 40. Unit directors must monitor part-time staff hours worked and limit rental assignments to staff members who will not exceed 40 hours in the week.</p>

The current rate for part-time staff working rentals is \$12.00/hour. This rate may be adjusted from time to time based on economic factors.

APPENDIX A



**BOYS & GIRLS CLUBS
OF INDIANAPOLIS**

Boys & Girls Clubs of Indianapolis (BGCI) Club Rental Agreement

Rental group leader _____

Renter group leader phone _____

Organization name _____

Rental location _____

Rental date(s) and time(s) _____

Rental rate _____

Damage deposit amount _____

The person(s) who have signed this agreement below have discussed its terms and fully agree to the following conditions:

- Rental fees must be paid prior to the rental.
- If rental fees are on an hourly basis, time shall be computed from the opening of the doors to final lock up.
- The following items and activities are strictly prohibited on BGCI property:
 - Tobacco products
 - Alcohol
 - Illegal substances
 - Swearing
 - Fighting or other violent behavior
 - Fundraising for organizations other than BGCI
 - Weapons
- Groups are restricted to the area rented
- Rental group is responsible for providing adequate supervision for minors under the age of 21. BGCI staff are not responsible for supervision.
- The rental group leader is responsible for damage incurred during the rental period. Damage deposits are refundable if no damage occurs. Additional charges may be made to repair damage if the deposit is not sufficient.

Signatures:
For BGCI

Signature Title Date

Rental group leader

Signature Title Date

**Boys & Girls Clubs of Indianapolis
Club Rental Waiver and Release from Liability**

By signing this agreement I hereby acknowledge and agree that use of Boys & Girls Clubs of Indianapolis' facilities is strictly voluntary and that I understand and appreciate the risks and potential consequences of the use or misuse of those facilities.

I hereby, RELEASE, WAIVE, DISCHARGE and covenant not to sue Boys & Girls Clubs of Indianapolis, its officers, directors, agents, employees and/or members for any and all rights and claims including negligence related to any injury, loss, or damage sustained while using Boys & Girls Clubs of Indianapolis facilities.

Rental group leader

Signature	Title	Date
-----------	-------	------

Attendance log— All persons who sign below agree to the waiver and release above.

- | | |
|-----------|-----------|
| 1. _____ | 2. _____ |
| 3. _____ | 4. _____ |
| 5. _____ | 6. _____ |
| 7. _____ | 8. _____ |
| 9. _____ | 10. _____ |
| 11. _____ | 12. _____ |
| 13. _____ | 14. _____ |
| 15. _____ | 16. _____ |
| 17. _____ | 18. _____ |

Please attach another sheet if necessary.

Rental date and time _____

Rental purpose _____



**BOYS & GIRLS CLUBS
OF INDIANAPOLIS**

Boys & Girls Clubs of Indianapolis (BGCI)

Staff use of Social Media

Effective date: 12/15/2010

BGCI staff members must be circumspect in their use of social media to avoid the appearance of impropriety or harassment.

Prohibited Contact Between Staff and Club Members

Individual BGCI staff members (including full-time, part-time and Americorps staff members) must not contact Club members or respond to contact initiated by Club members through social media (Facebook, Twitter, etc) or physical media (cell phone, texting, e-mail, etc) unless there is a bona fide professional business reason for doing so. Any contact or response through social media (texting, email, social media, etc) must be done in a group setting including at least one other staff member.

Examples of bona fide professional business reasons include:

- E-mail, phone calls or text messages during work and directly related to BGCI business
- Reply to parent or Club member inquiry regarding a business aspect of the Club (i.e. whether the Club is open today, what time a field trip starts, etc)
- Twitter or Facebook messages sent by PR Director in the course of business

Content on Staff Members' Social Network Pages (Facebook, etc)

All BGCI staff members must uphold BGCI's values on any social networking page where they identify themselves as a BGCI employee.

The following content must not be a part of any social networking page of a staff member where that same page identifies the staff member as being affiliated with BGCI:

- References to partying
- References to illegal drug or excessive alcohol use
- Sexually explicit comments or images
- Defamatory statements about BGCI, or any employee, Club member, Board member or other affiliated person or institution
- Other images or content which might cause embarrassment to or criticism of BGCI

Applicability to Junior Staff Members

Because Junior Staff members are Club members themselves and often have siblings who are Club members, Junior Staff members are allowed to send messages of a personal nature to Club members. Junior Staff members are, however, expected to avoid bullying, harassing, or inappropriate messages and/or content on their own social network pages as described above.

Consequences for Violation

Violation of this policy will result in disciplinary action up to and including termination of employment. In addition, BGCI will follow all applicable laws and regulations regarding reporting harassing/inappropriate conduct or content to law enforcement officials.

Boys & Girls Clubs of Indianapolis Restroom Usage Policy

The Boys & Girls Clubs of Indianapolis is committed to providing a safe environment and enforces the following restroom policies for members, staff, volunteers and other adults.

Restrooms in each of our facilities shall be regularly monitored by designated staff at a schedule set by Club leadership. Monitoring includes walk-throughs and inspections.

Restrooms located inside each facility include designated restrooms for males and females, and a separate restroom designated for staff members. Staff members and volunteers shall not utilize the member restrooms, and Club members or other youth shall not utilize the staff restroom. Other adults may only use the member restrooms during designated Family or Community Outreach events and this usage shall be monitored by staff observation and cameras located immediately outside of the restrooms at each facility. Adults or community members requesting to use the restroom outside of these designated events will not be allowed to access the restroom unless a staff member enters the restroom first to ensure that no children are present AND monitors the restroom to ensure that no children enter the restroom while the adult is present.

In an effort to ensure that BGCI provides a safe environment for all youth, staff, volunteers and other adults, BGCI will allow individuals to utilize the restroom facilities consistent with their gender identity. The Club Director will meet with any gender nonconforming youth (and their parents and/or advocates), staff, volunteers or other adults to discuss restroom preference and the facilities available, and to confirm that the person (and their caregivers) are comfortable with the restroom plan. The person will be given the option of privacy in the restroom by ensuring that the restroom is clear of others before and during use.

During field trips, staff members will monitor use of any public restrooms by ensuring that there is no one else utilizing a single stall restroom before children enter, or by positioning themselves inside a multi-stall restroom near the sinks (if possible) or immediately outside of the public restroom while members utilize the restroom facility.

BGCI Client Grievance Procedure

BGCI respects the rights of children, youth, adults, families, and caregivers to be treated equitably and fairly, with the best interest of the young people we serve in mind. In keeping with this, any individual associated with BGCI or the services we provide, has the right to file a grievance or complaint related to those services.

A grievance is defined as an alleged violation of a specific provision or policy of BGCI. It is the intent and desire of the BGCI to resolve complaints or grievances informally and Club Directors are expected to make every effort to resolve issues as they arise. However, if the concerns cannot be resolved at the Club level, they should be addressed in the following manner:

Step One – The aggrieved party shall submit a written statement (including the date and time of the grievance) and present it to the Director at the site within 2 working days from the time of the occurring issue. The Director shall then attempt to resolve the matter.

Step Two – If the complainant feels the answer received is not satisfactory, he/she will ask the submit a copy of the written statement to the Director of Operations (via fax or email) within 5 working days from the date of the discussion with the Director. The Director of Operations will investigate the areas of concern and notify the complainant of his/her decision within five working days of receiving the grievance. Faxed documents should be noted to the attention of the Director of Operations and sent to 317-920-4701; emails should be sent to the attention of:

lharris@bgcindy.org

Step Three – If the grievance is not resolved by the Director of Operations, the complainant may submit the grievance to the Executive Director. The Executive Director will consider the grievance, weighing all pertinent information and notify the complainant, the Site Director, and the Director of Operations of his/her final decision within ten working days. The decision of the Executive Director shall be final and binding and the complainant shall have no further right of appeal.

Because our goal is to provide a quality, safe place for youth our procedure to air grievances does not include the option of confrontation while children are present.

Acknowledgement of Receipt of Crisis Management Guidelines

I have received a copy of the Boys & Girls Clubs of Indianapolis Risk/Crisis Management guidelines. I realize that it my responsibility to carefully read and follow these guidelines. I know that I can ask questions about any aspect of these guidelines that I do not understand.

Print: _____ Date: _____

Sign: _____ Club: _____