



BOYS & GIRLS CLUBS
OF THE GREATER CHIPPEWA VALLEY

Altoona Center • Chippewa Falls Center • Lunda Center
Lee & Mary Markquart Center • Menomonie Center

Family Safety Handbook



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Welcome

Welcome to Boys & Girls Clubs of the Greater Chippewa Valley. Thank you for trusting us to provide a safe and welcoming experience for you and your kid(s). We hope that your involvement with our Club will be enjoyable and rewarding!

Safety is the #1 Priority at the Boys & Girls Club. We are committed to your emotional and physical safety, while creating a fun and developmentally appropriate atmosphere. We are committed to helping your kid and all Club kids, reach their full potential. Therefore, we take safety very seriously. We want you to be aware of our safety policies and hope that you will reach out to us with any questions, concerns, or clarifications.

If an emergency were to occur at one of our site locations, the Club's utilizes an organizational crisis response process. This process involves the specializations of our core teams (Center Director, Assistant Director, Membership Coordinator) while involving additional support from the core administration team (CEO, Director of Operations and Director of Resource Development) to ensure timely and effective communication, and decision making can take place. This is a double layered communication system that works to ensure the safety of all Club kids, staff, and community. The organization also has an extensive Safety Committee with individuals from law enforcement, safety personnel, operations, insurance, facility and more.

As you read through the information in this handbook, keep in mind that during an emergency, your child's Club will use the LiveSafe app, texting and/or phone calls as appropriate to provide you with information. Because answering phone calls could prevent staff from addressing immediate safety needs, it's possible that Club staff may not answer or make phone calls during an emergency. This helps to ensure that safety measures can be followed and you can be connected with your child as quickly as possible.

Again, thank you for trusting Clubs with the safety of your kid(s) and family!

Boys & Girls Clubs of the Greater Chippewa Valley Mission

To inspire and enable all youth, especially those that need us most, to be productive, responsible and caring citizens.

Beliefs

As a youth serving organization, the Club is dedicated to promoting health, social, educational, vocational, cultural, character and leadership development. In turn, youth improve their lives by building skills, values and self-esteem.

We believe in helping youth become positive adults by providing:

- A safe place to learn and grow
- Ongoing relationships with caring, adult professionals

- Life-enhancing programs and character development experiences
- Hope and opportunity

[Code of Ethics](#)

The Club expects all staff members and volunteers to conduct themselves in a manner that exemplifies the highest standard of ethics and propriety in any endeavor or activity that could impact or reflect upon the mission, purpose, integrity, reputation, and professional and business relationships of the organization.

[Background Checks](#)

All staff who are employed by the Boys & Girls Club must complete a background check prior to beginning in their position. For staff that work directly with kids, an additional fingerprinting background check must also be completed.

The Club also has a 'barrier crimes' policy in place to ensure that anyone who does not meet required safety needs is not approved to work or volunteer around kids or teens.

[Diversity, Equity & Inclusion Initiative](#)

Our DEI initiative will create structure and strategic focus to break down barriers of racism and inequity for the youth, staff, volunteers and families at the Club. The Club is here to serve all kids from a variety of diverse backgrounds, household settings and identities. The Club supports all families, kids and staff/volunteers by ensuring that the atmosphere is welcoming, inclusive and flexible to the needs of those we serve. This includes creating a space that provides a safe, respectful and understanding style of communication, learning and support.

The Club ensures this atmosphere by expecting staff/volunteers to engage in intervention if/when a situation occurs that does not meet the values (Respected, Included, Inspired, Comfortable & Happy) of the Club. Each kid who enters the Club may be coming to us at a deficient of missed opportunities by other adults to intervene on their behalf to create a positive experience and atmosphere for them to learn, engage and feel supported. The Club believes that by intervening we can help educate kids on how to appropriately treat themselves and others in their world.

Through this initiative, the Club expects that all staff and volunteers will provide appropriate guidance specific to the age and development of each individual child. Communication regarding success and/or challenges should be relayed to the family on a regular basis through Lead, Assistant Director, and Center Director staff. This helps to ensure families are kept apprised on how their kid is doing while attending the Club and keeps staff informed on potential needs and shared strategies that the family may request for increased success.

Safety and Emergency Procedures

In the event of an emergency, a staff member will announce a code over the radio system. The codes are as follows:

- Code Black – Escalated Behavior
- Code Red – Accident/Injury
- Code Orange – Fire/Exit Building
- Code Blue – Weather
- Code Green – Animal Disturbance
- Code Purple – Intruder/Weapon

In case of an emergency, volunteers are not expected to act. Volunteers should notify and follow Staff in an emergency situation. If a volunteer chooses to act in an emergency situation, the Good Samaritan Law applies.

The Club has an extensive Crisis Preparedness Protocols system that outlines specific processes for any code/situation experienced. Each site location also has a Core staff that helps to aid in communication with families, direct operations with kids and communication to manage the overall crisis.

In the event of a crisis, staff may involve law enforcement, fire department and social services to ensure the safety of all kids, staff, volunteers and families. This may also involve removing kids from the building and moving them to a safe off-site location and engage families in appropriate authorized pick-ups.

If removal from the building is necessary or the Club is experiencing a crisis impacting kids, families will receive communication through the LiveSafe app and texting. Please know, that safety is our #1 priority and this communication to help inform and update, while ensuring there is space for law enforcement and safety personnel to help secure prior to families arriving for pick-up.

Following any crisis, the situation is debriefed with any kids, staff and community involved. This crisis and debrief is then further reviewed by the CEO and Director of Operations in partnership with the Organization's Safety Committee. The Safety Committee is comprised of specialists in law enforcement, fire, operations, insurance and overall safety. This process ensures that all policies and procedures are reviewed for safety and continuous improvement.

Safety is the #1 Priority of the Club.

Club Policies

Mandatory Reporting

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

Required Training

The Boys & Girls Club conducts and reports through a BGCA-approved process the following training for all staff members and volunteers with direct repetitive contact with young people (at the intervals noted for each).

Before providing services to young people, and annually thereafter:

- BGCA-approved child abuse prevention
- BGCA-approved mandated reporting
- BGCA-approved grooming prevention

Annually

- All the policies, including all safety policies, for the Club

Physical Interactions

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

Appropriate	Inappropriate
<ul style="list-style-type: none"> • Side hugs • Handshakes • High-fives and hand slapping • Holding hands (with young children in escorting situations) 	<ul style="list-style-type: none"> • Full-frontal hugs or kisses • Showing affection in isolated areas • Lap sitting • Wrestling or piggyback/shoulder rides • Tickling • Allowing youth to cling to an adult’s leg

Verbal Interactions

Every staff member and volunteers at the Club is required to maintain appropriate verbal interactions with minors. Appropriate and inappropriate interactions include, but are not limited to the following:

Appropriate	Inappropriate
<ul style="list-style-type: none">• Positive reinforcement• Child appropriate jokes (no adult content)• Encouragement• Praise	<ul style="list-style-type: none">• Name calling• Inappropriate jokes (adult-only content)• Discussing sexual encounters or personal issues• Secrets• Profanity or derogatory remarks• Harsh language that may frighten, threaten or humiliate youth

Alcohol, Drug, and Tobacco Free Workplace

The Club is committed to creating and maintaining a Drug Free Workplace. This policy applies to all applicants for employment, to all employees in all job classifications, and to all volunteers/families. Substance abuse, which includes the possession, use or sale of illegal drugs, or the unlawful use of lawful substances (including alcohol and prescription drugs), will not be tolerated during operational hours, on Club premises or at any non-personal, Club-sponsored or Club-related functions. Employees, volunteers and families determined to be under the influence of drugs or alcohols, including the unlawful use of lawful substances, or who violate this policy in other ways, are subject to immediate removal from position/volunteering and the premises.

Tobacco use is prohibited on Boys & Girls Clubs property and at Club events. Volunteers and employees are asked not to smoke within a 6-mile radius around Club site locations due to the high rate of members who live and travel around the Club.

Confidentiality Policy

The problems, characteristics, and confidences of club members should never be discussed with anyone who is not a staff member with the need to know. If you have any uncertainties or questions, please discuss with the Center Director or Assistant Director. Staff are never to contact club members, parents or guardians without the permission of the Center Director or Assistant Director. This includes email, telephone, text, social media, etc.

Use of Physical Punishment

Under no circumstances is physical punishment ever to be administered to persons served. The Boys & Girls Club will report to the authorities any physical punishment inflicted on a child by a Staff, volunteer or family and it will result in immediate removal.

Use of Physical Restraint

On rare occasions, it may be necessary to physically restrain or remove a member from a program or activity in order to prevent injury or threat of injury to the member, to other kids, to Staff or to the public-at-large. This should be done in the least restraining manner possible, given the specific circumstances of the situation and disruptive individual.

Whenever possible, a Staff will talk the member about their inappropriate actions. If, after repeated attempts, this fails, assistance from a Supervisor will be requested. Volunteers are not to intervene with physical restraints. The Supervisor should also attempt to talk the member about the inappropriate behavior. If the Supervisor fails and it is the decision of the Supervisor that the member will need to be physically restrained or removed, the following guidelines should be used:

- Another Staff should be enlisted to serve as a witness.
- The two Staff will use open arms and hands to direct and/or restrain the member to exit or move to a new area where they can decompress. Staff will not use closed hands or physically grab a member.
- Staff member will be careful not to force any joints or apply a pressure point to an artery and to protect the member's head.
- All Staff involved independently will submit an incident report within 24 hours to their Center Director. The Center Director is responsible for a full report to the Director of Operations and Chief Executive Officer

Lending/Giving Policy

Under no circumstance are volunteers or Staff allowed to lend/give club members money.

One-on-One Contact Prohibition

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

In limited circumstances, exceptions to the one-on-one policy can be made in the following circumstances:

- When delivering medical or counseling services by a licensed, training therapist or similar professional according to professional guidelines

- When emotional or physical safety of a member is at risk and a private, one-on-one communication is deemed necessary by a Center Director/Assistant Director.
- In emergency situations, which could create a safety risk, exceptions can be made, i.e., if a member is not picked up by a parent and leaving them alone at the Club could be a safety risk

Should exceptions need to be made, the Club shall have policies in place to monitor interactions, including, but not limited to:

- Disclosing the meeting to Club Supervisors and regularly checking-in with the member and adult during conversations
- Placing time limits on conversations
- Meeting in rooms with clear sight lines (i.e. rooms with windows, glass doors)
- Documenting the interaction
- In an emergency, disclosing the situation to another staff member before engaging in one-on-one interaction

All staff and volunteers are strictly prohibited from meeting Club participants outside of any Club sponsored activities, including minor staff (under age 18). The only exception to this rule is if the Club participant is a child of a staff member or volunteer.

Grooming

Is when someone builds an emotional connection with a child to gain the trust for the purposes of sexual abuse, sexual exploitation or trafficking. Club staff and volunteer demonstrating behaviors outlined below will be removed from Club. Grooming behaviors may include, but are not limited to:

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

Minors

The Boys & Girls Clubs of the Greater Chippewa Valley does not hire any individual that is under the age of 18 years.

Those under 18, may volunteer with permission from their parent/guardian. They may also attend as a Club member and participate in teen programming that provides them career and workforce opportunities through the ‘Star Players’ program.

General Incident Policy

Clear reporting policies and procedures are an important element in responding to incidents that might occur at the Club. Staff and volunteers will at the minimum immediately report and document all safety incidents that might affect staff, volunteers, members and others who visit the Club.

Safety incidents can include, but are not limited to:

- Inappropriate activity between adults (18 and over) and youth
- Inappropriate activity between multiple youth
- Allegations of abuse
- Bullying behavior
- Inappropriate electronic communications between adults (18 and over) and youth
- Minor and major medical emergencies
- Accidents, including slips and falls.
- Threats made by or against staff, volunteers and/or members.
- Physical assaults and injuries, including fights.
- Missing children
- Criminal activity, including theft and robbery.
- And other incidents as deemed appropriate by Club leadership.

Safety incidents include those that occur during Club programs, on Club premises, and/or during a Club-affiliated program or trip.

Video Surveillance

USE OF VIDEO SURVEILLANCE

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

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

PLACEMENT AND NOTIFICATION

Video surveillance equipment may be installed in and around Club facilities, property, and vehicles. The system provides constant monitoring 24/7 (is activated and records when motion is detected).

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

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

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

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

ACCESS TO VIDEO IMAGES

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

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

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

UNAUTHORIZED ACCESS AND/OR DISCLOSURE

Confidentiality and privacy concerns limit the general public, including parents and relatives of Club members, from viewing video recording footage and/or data involving Club members, staff, and volunteers. Only the authorized personnel provided above can view and/or export video recording data. No unauthorized recordings are permitted of

video recording data through cell phones, portable devices, or any other means. Any Club personnel who become aware of unauthorized disclosure of video recording data from the Club and/or a potential privacy breach must immediately inform the CEO and Director of Operations.

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

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

RETENTION OF DIGITAL IMAGES

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

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

CLUB MEMBER PRIVACY

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

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