



**BOYS & GIRLS CLUBS
OF LONG BEACH**

POLICIES & PROCEDURES

/ YOUTH & CLUB SAFETY POLICIES

/ EMERGENCY OPERATIONS PLAN

2024





POLICY

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Child Abuse Prevention Policy

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

Boys & Girls Clubs of Long Beach implements policies and procedures for members, employees, volunteers, visitors or any victims of sexual abuse or misconduct to report any suspicion or allegation of abuse.

DEFINITIONS

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

Exceptions may only be made when delivering approved medical or counseling services by a licensed, trained therapist or similar professional according to professional guidelines. All staff and volunteers, including minor staff (under age 18), are strictly prohibited from meeting Club participants outside of any Club-sponsored activities. The only exception to this rule is if the Club participant is a child or sibling of a staff member or volunteer.

Child abuse is when an adult or another child, whether through action or by failing to act, causes serious emotional or physical harm to a child. Sexual abuse or misconduct may include but is not limited to:

- Any sexual activity, involvement or attempt of sexual contact with a person who is a minor (under 18 years old).
- Sexual activity with another who is legally incompetent.
- Physical assault or sexual violence, such as rape, statutory rape, abuse, molestation, or any attempt to commit such acts.
- Unwanted and intentional physical conduct that is sexual in nature, such as touching, pinching, patting, brushing, massaging someone's neck or shoulders and/or pulling against another's body or clothes.
- Inappropriate activities, advances, comments, bullying, gestures, electronic communications, or messages (e.g., by email, text, or social media).

Grooming is when someone builds an emotional connection with a child to gain their trust for the purposes of sexual abuse, sexual exploitation, or trafficking. Grooming behaviors may include but are not limited to:

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

MANDATED REPORTING

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

What are the responsibilities of mandated reporters?

The circumstances under which a mandatory reporter must report suspect abuse is when a reporter, in his or her official capacity, suspects or has reason to believe that a child has been abused or neglected or is in danger of being abused. Reporters are required to report the facts and circumstances that led

them to suspect abuse, but they are not required to and should not attempt to investigate the circumstances of the suspected abuse. Reporters are discouraged from asking the child or others involved probing questions or investigating physical signs of abuse; instead, report to the proper authorities that have been trained to investigate.

What are the penalties for not reporting?

Failure to adhere to mandatory reporting requirements is a crime and can lead to significant fines and even incarceration. It's important to note that penalties often apply to the staff person that failed to report and to the Organization as a whole, opening the Organization up to additional liability and exposure to legal action.

How do I report suspected child abuse?

Suspected child abuse shall be reported to the LA County Department of Children and Families by the use of the child abuse hotline: (800) 540-4000.

PHYSICAL INTERACTIONS

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

Appropriate	Inappropriate
Side hugs Handshakes High-fives and hand slapping Holding hands (with young children in escorting situations)	Full-frontal hugs or kisses Showing affection in isolated area Lap sitting Wrestling or piggyback/shoulder rides Tickling Allowing youth to cling to an adult's leg

VERBAL INTERACTIONS

Every staff member and volunteer of Boys & Girls Clubs of Long Beach is required to maintain appropriate verbal interactions with minors. Appropriate and inappropriate interactions include but are not limited to the following:

Appropriate	Inappropriate
Positive reinforcement Child-appropriate jokes (no adult content) Encouragement Praise	Name calling Inappropriate jokes (adult-only content) Discussing sexual encounters or personal issues Secrets Profanity or derogatory remarks Harsh language that may frighten, threaten, or humiliate youth

Prohibition of Private One-on-One Interaction Policy

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

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

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

If an emergency arises that necessitates an exception to this policy, the emergency exception shall be communicated to Club leadership as soon as practicable, and ideally before engaging in one-on-one interaction.

Definition of one-on-one interaction

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

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

Impact on mentoring programs

Mentorship is a key component of Boys & Girls Club programming and has tremendous positive impact on members. Prohibition of one-on-one interaction does not have to negatively affect mentor programs and/or relationship building. Mentors can adjust their practices to include:

- Holding mentor and coaching sessions in areas where other staff and/or members are present or can see you – for example, in large rooms where meetings are visible but not heard.
- Copying parents, staff, or other members (when appropriate) on written and/or electronic communications.
- Scheduling meetings during Club hours and at the Club site.
- Documenting interactions between mentors and youth.

Impact on partnerships with local mentoring organizations

- All local mentors are required to abide by Club policies, including background check requirements and prohibition of one-on-one interaction.
- External mentors are required to abide by all Club safety policies and procedures.
- A written agreement should be in place to determine how and when the external organization assumes custody and responsibility of the member; these procedures should be clearly communicated to parents or guardians.
- Every interaction between mentor and youth will be documented and maintained

Impact on travelling to off-site events and activities

- When travelling to external events such as Keystone, Youth of the Year or other off-site events, the one-on-one policy shall continue to be followed.
- Should the Club take responsibility for transporting members to and/or from an event, one staff member should not transport one single child at any time in a vehicle. Accommodations shall be made to ensure at least three people (two staff and one member or one staff and two members) are together when traveling. As an alternative, public transportation may be used (e.g., taxi, Uber, public transport).
- If this arrangement presents staffing or budget challenges, consider the following:
 - Inviting parents or guardians to attend and/or chaperone their child.
 - Including additional youth (e.g., Junior Youth of the Year) and/or staff in travel plans.
 - Coordinating with other Clubhouses or nearby organizations to travel together.
 - Travelling with additional staff or members.
- Parents and guardians should also provide written consent in each instance in which a member travels to any off-site event. NOTE: Parents or guardians are never allowed to provide consent for one-on-one interaction.
- Similar practices should be in place when coordinating field trips.

Impact on transportation to and from the Club

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

Exceptions to policy

Exceptions to the one-on-one policy can be made under the following circumstances:

- When delivering medical or counseling services by a licensed, trained therapist or similar professional (e.g., counselors, social workers).
- When the emotional or physical safety of a member is at risk and a private, one-on-one communication is deemed necessary by Club leadership.
- In emergency situations that could create a safety risk, exceptions can be made (e.g., if a member is not picked up by a parent and leaving them alone at the Club could be a safety risk).

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

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

Supervision and Facilities Policy

SUPERVISION

Boys and Girls Clubs of Long Beach is committed to providing a safe environment. All Club activities and program spaces shall always be under continuous supervision by sight or sound (for restroom supervision) by an appropriate adult staff (18 or over). To ensure appropriate supervision, staff, and volunteers:

- Must abide by the prohibition of private one-on-one interaction policy.
- Must abide by all the organization's disciplinary policies and procedures.
- Must ensure that at least one adult staff (18 and over) is present when supervising members.
- Must always maintain proper supervision ratios.
 - Proper ratios when supervising members (1:20)
 - Proper ratios when on field trips (1:10)
- Must be trained on appropriate supervision tactics and behavior patterns.
- Must ensure that all youth staff and volunteers are supervised by an adult (18 and over) staff member.
- Must immediately notify Club leadership and/or submit written reports detailing supervision issues, accidents, or critical incidents.
- Must never use electronic devices such as cell phones, PDAs or other communication devices while supervising members unless for Club purposes, as defined in the Acceptable Technology Use Policy.

ACTIVE SUPERVISION

Boys & Girls Clubs of Long Beach staff need to always keep track of all members under their supervision. It is not sufficient to just be present in the room/outdoor area and for children to be within their sight. Staff members need to be actively observing and noticing what all members are doing. If they feel the need to focus on a small group of children (for instance, to help with conflict resolution) and cannot observe the rest of the group, they need to call their director to come and support them.

- If a child needs to leave an area that is out of the sight of the supervising staff (to use the bathroom, etc.), the child needs to ask permission, and they need to go with a buddy.
- It is the responsibility of our staff, not the children, to keep the group together and within their eyesight. Also, when a child leaves a group to go to the bathroom, it is the responsibility of the staff to monitor when they return.
- If a child is leaving one program for another, going from a building to a building, or going from an outside area to a building, staff needs to radio that information to an appropriate team member with the name of the child and which building/room the child is heading to. The staff member needs to listen for a response that someone copied that information. If they did not get a conformation, then they need to repeat that until the message is acknowledged. By acknowledging the message, that staff member is responsible for the child from then on; they need to make sure that the child has reached their destination and is under supervision.

ENTRANCE AND EXIT CONTROL

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

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

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

FACILITY CONDITION

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

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

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

FOOD AND DRINK

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

Sign In & Out Procedure

The Boys & Girls Clubs of Long Beach is committed to providing a safe environment and enforces the following Sign In & Out Procedure for staff. Having clear policies and procedures is an important step in assuring that all members are safe and accounted for. It is recommended that each individual site operated by the Boys & Girls Clubs of Long Beach develop and document practical policies, procedures, and strategies for ensuring the safety in each facility.

CHECK IN

Members must check in upon arrival to any Club Site.

NOTE

Members may not be present on Club grounds without being checked in and participating in Club activities. Therefore, members should NOT be dropped off prior to the opening of the facility, or be on Club property after checking out, as Club cannot be held responsible for their supervision.

CHECK OUT

- Members 12 and younger must be escorted by a parent, guardian or authorized adult or older sibling when departing the Club.
- In the case that a custody or visitation situation arises the Club can ONLY ban pickup if provided with legal documentation that states the arrangement or agreement.

OPEN DOOR POLICY

Although it may not be widely understood, the Boys & Girls Clubs are membership organizations, which observe an "Open Door Policy." This policy simply means that our middle school and high school boys and girls, who are members, may enter and exit the facility at any time such member deems it appropriate for him or her to do so. The exception to this is when a member is attempting to re-enter the facility after 6:00 p.m., Monday through Friday.

LATE PICK UP

If a child has not been picked up by closing, the parent is responsible for paying additional fees. A \$1 /minute fee will incur for each minute they are late to pick up their child(ren) and is due at time of pickup. Staff will fill out the time the child is picked up. If attempts to reach the parent/guardian or emergency contacts are not successful, children not signed out of the program may be placed in the custody of local law enforcement, or Child Protective Services (CPS). If a parent is more than one hour late, we will determine if this is something that needs to be reported to CPS.

Restroom Usage & Monitoring Policy

RESTROOM USAGE

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

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

RESTROOM MONITORING

Restrooms shall be regularly monitored by designated staff according to a schedule set by Club leadership. Monitoring includes walk-throughs, inspections and/or any (but not necessarily all) of the best practices outlined below:

- Implementing procedures to limit the number of children using restrooms at the same time.
- Prohibiting younger children and teens from sharing a restroom.
- Positioning staff near restroom entries to maintain auditory supervision of space.
- Designing or renovating multi-user restrooms to eliminate outer doors, while maintaining privacy with individual stalls.

Staff observing unacceptable restroom conditions or incidents shall:

- Immediately notify Club leadership of the incident.
- Document, in writing, restroom conduct incidents and report them to Club leadership as soon as possible in compliance with the Club's Incident Reporting Policy.

Visitor Policy

The Boys & Girls Clubs of Long Beach is committed to ensuring the safety of our members. Violation of this policy could result in disciplinary action up to and including termination.

Visitors are defined as people other than staff members, members, parents/guardians, and volunteers involved in a specific member related task (i.e., Licensed Counselor, Child Protective Services Case Manager, Tutor, or similar profession).

All visitors will be required to complete BGCLB's volunteer process which includes a Livescan.

VISITORS ARE EXPECTED

- To be outstanding role models for our members
- Work under the professional direction of the staff
- Speak in a friendly manner to all members and staff
- Keep a safe and professional distance from the members

Any visitor not participating in specific related task must be accompanied by program staff. It is the responsibility of the Program Director to ensure the safety of Boys & Girls Clubs of Long Beach's members and to prohibit any visitor without clear related task to wander freely about the Clubhouse and/or Club Site.

The Site Director or member or the Leadership Team reserve the right and has the authority to prohibit any potential visitor from entering or remaining at the Club.

Screening and Onboarding Policy

Boys & Girls Clubs of Long Beach is committed to selecting and retaining effective staff and volunteers to serve our youth. As part of the selection process and in accordance with state background check regulations, background checks and screening procedures are conducted in accordance with this policy.

BACKGROUND CHECKS

Boys & Girls Clubs of Long Beach conduct criminal background checks of all employees, board volunteers and others who serve on a standing committee; and all other volunteers who have direct repetitive contact with minors.

Name-based or fingerprint-based record searches may be used in any combination, but the background check shall at a minimum:

- Verify the person's identity and legal aliases through verification of a social security number.
- Provide a national Sex Offender Registry search.
- Provide a comprehensive criminal search that includes a national search.
- Provide a comprehensive local criminal search that includes either a statewide or county level criminal search, depending on jurisdiction (*a current list of jurisdictions can be found at www.bgca.net/childsafety*).
- Include any additional background check criteria required by organizational policies, funding or licensing agencies or required in the applicable jurisdiction, such as motor vehicle records, child abuse registry or credit checks.

Such checks will be conducted prior to employment and at regular intervals not to exceed twelve months.

All background check findings shall be considered when making employment or volunteer decisions, and Boys & Girls Clubs of Long Beach will not employ potential staff or engage potential volunteers if such individual:

- a. Refuses to consent to a criminal background check.
- b. Makes a false statement in connection with such criminal background check.
- c. Is registered, or is required to be registered, on a state or national sex offender registry.
- d. Has been convicted of a felony consisting of:
 1. Murder
 2. Child abuse
 3. Domestic violence
 4. Abduction or human trafficking
 5. A crime involving rape or sexual assault
 6. Arson
 7. Weapons
 8. Physical assault or battery
 9. Drug possession, use or distribution in the last five years
- e. Has been convicted of any misdemeanor or felony against children, including child pornography.

INTERVIEWING

Boys & Girls Clubs of Long Beach will conduct in-person behavioral-based interviews with every candidate for employment or program volunteer service. BGCA will provide behavioral-based interview questions for local use.

REFERENCE CHECKS

Boys & Girls Clubs of Long Beach conducts reference checks on any candidate for employment or volunteer with direct repetitive contact with young people. Should candidates for employment have previous experience with a Boys & Girls Club, information on the candidate's eligibility for rehire/volunteering must be obtained from all previous Boys & Girls Clubs for which the candidate worked prior to extending an offer for employment or volunteer service. Additionally, Boys & Girls Clubs of Long Beach provides reference materials when asked by other Member Organizations.

STAFF AND VOLUNTEER ONBOARDING

Upon offer of a position, each new Club employee shall receive and confirm in writing receipt of an up-to-date employee policies and procedures manual or handbook that, at a minimum, articulates current:

- Conditions of employment;
- Benefits;
- Rights and responsibilities of employees;
- Club safety policies; and
- Any other important employment-related information.

Before working with any Club members, all staff and volunteers at a minimum shall be given an orientation that includes an overview of the following:

- The organization's mission, goals, policies and procedures and schedule;
- Job descriptions and performance standards for their position;
- The needs and other relevant characteristics of program participants, including cultural and socioeconomic characteristics;
- Personnel and volunteer policies and procedures, including expectations regarding work hours and schedules, breaks and planning time;
- Operational policies and procedures related to safety, supervision, transportation, facilities, emergency operations, etc.; and
- Completion of the required **Child Abuse Prevention Trainings** approved by BGCA.

Drug- and Alcohol-Free Workplace Policy

DRUG AND ALCOHOL POLICY

Boys & Girls Clubs of Long Beach is committed to providing a safe environment for members, staff, and volunteers. To further ensure their safety, the organization maintains a drug- and alcohol-free workplace. The unlawful or improper use of drugs – including marijuana, controlled substances, or alcohol in the workplace – presents a danger to everyone. The organization also has a duty to comply with the requirements of the Drug-Free Workplace Act of 1988.

- Employees are prohibited from reporting to work or working while under the influence of alcohol and/or illegal or unauthorized drugs.
- Employees are prohibited from reporting to work or working when the employee is using any legal drugs; exceptions can be made in accordance with state law when the use is pursuant to a doctor's orders and the doctor has advised the employee that the substance does not adversely affect the employee's ability to safely perform his or her job duties. Employees taking any legal drugs that potentially affect job safety or performance are responsible for notifying their supervisor and/or Club leadership so that a determination of job performance or a reasonable accommodation can be made. An employee may not be permitted to perform his or her job duties unless such a determination or reasonable accommodation has been made.
- Employees are prohibited from engaging in the unlawful or unauthorized manufacturing, distribution, dispensing, sale or possession of illegal drugs and alcohol in the workplace, including on organization paid time, on organization premises, in organization vehicles or while engaged in organization activities.
- Employees must notify their supervisor and/or Club leadership immediately of any criminal drug or alcohol violation.
- Employment with the organization is conditional upon full compliance with the foregoing drug- and alcohol-free workplace policy. Any violation of this policy might result in disciplinary action, up to and including discharge.

Boys & Girls Clubs of Long Beach further reserves the right to take any and all appropriate and lawful actions necessary to enforce this drug- and alcohol-free workplace policy, including but not limited to the inspection of organization-issued lockers, desks, or other suspected areas of concealment, as well as an employee's personal property when the organization has reasonable suspicion to believe that the employee has violated this policy.

SMOKING POLICY

Boys & Girls Clubs of Long Beach will comply with all applicable federal, state, and local regulations regarding non-smoking in the workplace in order to provide a work environment that promotes productivity and the well-being of its employees. Smoking in the workplace can adversely affect members, employees, and volunteers. Accordingly, smoking is restricted at all its facilities.

Smoking is defined to include the use of any tobacco-containing products, including cigarettes, cigars, and pipes, as well as the use of electronic cigarettes (e-cigarettes) and vaporizers.

Smoking is prohibited at all Boys & Girls Clubs properties except for external areas where it is specifically authorized. The smoking policy applies to employees, volunteers, and members while on Club premises or during Club activities (on or off site).

REASONABLE SUSPICION

Staff and or volunteers shall immediately notify Club leadership of any action by an employee or volunteer who demonstrates an unusual pattern of behavior suggesting that they are under the influence of drugs or alcohol. Club leadership will determine whether the employee should be examined by a physician or clinic and/or tested for drugs or alcohol in accordance with the Club's

drug-testing policies. Employees and volunteers believed to be under the influence of drugs or alcohol will be required to leave the premises. Any illegal drugs or drug paraphernalia will be turned over to the appropriate law enforcement agency and may result in criminal prosecution.

Examples of behavior suggesting that employees or volunteers are under the influence of drugs or alcohol include but are not limited to:

- Odors (smell of alcohol, body odor or urine);
- Movements (unsteady, fidgety, dizzy);
- Eyes (dilated, constricted or watery eyes or involuntary eye movements);
- Face (flushed, sweating, confused or blank look);
- Speech (slurred, slow, distracted mid-thought, inability to verbalize thoughts);
- Emotions (argumentative, agitated, irritable, drowsy);
- Actions (yawning, twitching); or
- Inactions (sleeping, unconscious, no reaction to questions).

Unusual patterns of behavior that may suggest drug or alcohol misuse include but are not limited to:

- Repeatedly calling in sick;
- Being absent directly before or after holidays and weekends;
- Repeatedly damaging inventory or failing to meet reasonable work schedules; and
- Being involved in frequent accidents that can be related to the use of drugs or other substances.

INSPECTION AND TESTING

Boys & Girls Clubs of Long Beach reserves the right to take any and all appropriate and lawful actions necessary to enforce this drug- and alcohol-free workplace policy, including but not limited to the inspection of organization-issued lockers, desks or other suspected areas of concealment, as well as an employee's personal property when the organization has reasonable suspicion to believe that the employee has violated this drug- and alcohol-free workplace policy (see "Reasonable Suspicion" above).

Screening, testing and security measures may be used as methods of enforcement, as permitted by applicable state law. It is a violation of this policy to refuse to submit to testing. Tests that are paid for by the organization are the property of the organization, and the examination records will be treated as confidential and held in separate medical files. However, records of specific examinations will be made available, if required by law or regulation, to the employee, persons designated and authorized by the employee, public agencies, relevant insurance companies and/or the employee's doctor.

PRESCRIPTION MEDICATION AND LEGAL DRUGS

Employees and volunteers are prohibited from reporting to work or working when using any legal drugs, except when the use is pursuant to a doctor's orders and the doctor has advised the employee or volunteer that the substance does not adversely affect the employee's or volunteer's ability to safely perform his or her duties.

Employees and volunteers taking a legal drug, such as prescription medication or medical marijuana, that potentially affects job safety or performance are responsible for notifying their supervisor and/or Club leadership so that a determination of job performance or reasonable accommodation can be made. An employee/volunteer may not be permitted to perform his or her job duties unless such a determination or reasonable accommodation is made.

Bullying Prevention Policy

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

All staff, volunteers, members, and board members shall read and abide by the Boys & Girls Clubs of Long Beach's Code of Conduct.

Bullying is unwanted, aggressive behavior that involves a real or perceived power imbalance. The behavior is repeated, or has the potential to be repeated, over time. Bullying includes actions such as making threats, spreading rumors, attacking someone physically or verbally, and excluding someone from a group on purpose. Staff and/or volunteers who observe an act of bullying shall take immediate, appropriate steps to intervene. If the staff member and/or volunteer believes his/her intervention has not resolved the matter, they shall report it to Club leadership and document the incident in writing. Club leadership or appropriate staff member shall inform the parent or guardian of any member who was observed as a victim or perpetrator of bullying. Depending on the frequency and severity of the conduct, intervention, counseling, correction, discipline and/or referral to law enforcement will be used to remedy the impact on the victim and change the perpetrator's behavior, up to, and including terminating membership.

If a member's behavior is considered bullying, we will work the parents/guardians on age-appropriate interventions and consequences.

Discrimination & Inclusion Policy

Boys & Girls Clubs of Long Beach is committed in all areas to providing an environment that is free from discrimination and harassment. We will not tolerate discrimination and harassment based upon an individual's sex, race, ethnicity, national origin, age, sexual orientation, religion, or any other legally protected characteristics. All Club staff, youth members, and volunteers are expected and required to abide by this policy. We strive to engage youth in programs that support the development of cultural competency. Our programs help youth understand and respect their own culture and the cultures of others, where they are able to contribute to a multicultural society and demonstrate acceptance for differences among people. All people are welcome at Boys & Girls Clubs regardless of race, religion, sex, age, national origin, marital status, sexual orientation, gender assignment, political ideology, or ability.

DISCRIMINATION DEFINED

Discrimination under this policy means treating differently or denying or granting a benefit to an individual because of the individual's protected characteristic.

INCLUSION POLICY

Boys & Girls Clubs of Long Beach seek to serve all people. It is our intention to include people of all abilities in our programs in the most integrated setting and wherever it is reasonably possible to do so. (This includes individuals with a physical, mental, or emotional need that substantially limits a major life activity, individuals with a record of such need, or individuals who are regarded as having such needs). Despite our best efforts, it may not be possible in certain circumstances for Boys & Girls Clubs to accommodate the disability or special needs of a particular child. This could occur in the following examples:

- The individual's disability or special needs present a significant direct threat to the health or safety of others and such risk cannot be eliminated or reduced to an acceptable level; or
- The required accommodation would require a fundamental alteration to Boys & Girls Clubs of Long Beach's youth programs or otherwise would present an undue burden the Clubs.

For some children, special accommodation needs may appear later, or may differ over time. Boys & Girls Clubs of Long Beach will make ongoing assessments of your child's needs and will require the parent or legal guardian's involvement in this process. Failure to share information about your child that identifies special care, accommodations or supervision needs may jeopardize the placement of or continued participation by your child in the program. All children are expected to abide by the *Code of Conduct* or stated behavior expectations. An individual plan of care stating needs is required prior to starting the program.

OUR COMMITMENT TO INCLUSION

We believe every kid has what it takes. The mission and core beliefs of Boys & Girls Clubs of Long Beach fuel our commitment to promoting safe, positive, and inclusive environments for all. Boys & Girls Clubs of America supports all youth and teens – of every race, ethnicity, gender, gender expression, sexual orientation, ability, socio-economic status, and religion – in reaching their full potential.

Incident Reporting Policy

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

GENERAL INCIDENT DESCRIPTION

Safety incidents can include but are not limited to:

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

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

INTERNAL INCIDENT REPORTING

Any employee or volunteer who becomes aware of an incident, as defined in this policy, shall immediately complete an incident report, and submit the incident to Club leadership.

The following information shall be included on an Incident Report:

- Date and location
- Incident details (if applicable)
- Witnesses and contact information
- Names of all involved (youth and staff if applicable)
- All notifications made (first responders, parents, leadership, etc.)

EXTERNAL INCIDENT REPORTING

Boys & Girls Clubs of Long Beach follows all applicable mandated reporting statutes and regulations and all applicable federal, state, and local laws (including those around licensing, for licensed organizations) for the protection and safety of youth. Types of incidents reported include but are not limited to:

- Inappropriate activity between adults (18 or over) and youth;
- Inappropriate activity between multiple youth;
- Allegations of child abuse;
- Any form of child pornography;
- Criminal activity, including assault, theft, and robbery; or
- Children missing from the premises.

INCIDENT INVESTIGATION

Boys & Girls Clubs of Long Beach takes all incidents seriously and is committed to supporting external investigations of all reported incidents and allegations or internal investigations by the Safety Committee when not an externally reportable incident.

Federal, state, and local criminal and or mandated child abuse reporting laws must be complied with before any consideration of an internal investigation. The internal investigation should never be viewed as a substitute for a required criminal or child protective services investigation.

In the event that an incident involves an allegation against a staff member, volunteer or Club member, the Club shall suspend that individual immediately (employees with pay) and maintain the suspension throughout the course of the investigation.

BGCA CRITICAL INCIDENT REPORTING

Each Member Organization shall immediately report any allegation of abuse or potential criminal matter to law enforcement. In addition, each Member Organization shall report the following critical incidents to BGCA within 24 hours:

- a. Any instance or allegation of child abuse, including physical, emotional, or sexual abuse; sexual misconduct or exploitation (Club-related or not) against any child by a current employee or volunteer; or any Club-related instance by a former employee or volunteer.
- b. Any instance or allegation of child abuse, including physical, emotional, or sexual abuse; or sexual misconduct or exploitation by a youth towards another youth at a Club site or during a Club-sponsored activity.
- c. Any child who might have been abducted or reported missing from a Club site or Club-sponsored activity.
- d. Any major medical emergency involving a child, staff member or volunteer at a Club site or during a Club-sponsored activity leading to extended hospitalization, permanent injury, or death; or a mental health crisis with a child requiring outside care.
- e. Any instance or allegation of abuse, including physical, emotional, or sexual abuse, sexual misconduct, harassment, or exploitation (Club-related or not) involving any staff member; or any Club-related instance or allegation of abuse, including physical, emotional, or sexual abuse, sexual misconduct harassment or exploitation against a volunteer or visitor.
- f. Any failure to comply with requirements set forth by childcare licensing agencies or organizations.
- g. Any known or suspected felony-level criminal act committed at a Club site or during a Club-sponsored activity.
- h. Any misappropriation of organizational funds in the amount of \$10,000 or greater, or any amount of federal funds.
- i. Any criminal or civil legal action involving the organization, its employees, or volunteers, as well as any changes in the status of an open organization-related legal action.
- j. Negative media attention that could compromise the reputation of the Member Organization or the Boys & Girls Clubs of America brand.
- k. Any other incident deemed critical by the Member Organization.

Failure to report safety incidents to Boys & Girls Clubs of America could result in a funding hold or the organization being placed on provisional status.

Boys & Girls Clubs of Long Beach is committed to providing a safe use of technology and online safety for members, staff, and volunteers. The acceptable use policy provides the framework for those safety practices and procedures.

Technology Acceptable Use Policy

CLUB MEMBER USAGE

Club devices shall include any and all Club-owned existing and/or emerging technologies and devices that can take photographs, play, and record audio or video, input text, upload and download content and/or media and transmit or receive messages or images.

Personally owned devices shall include any and all member-owned existing and/or emerging technologies and devices that can take photographs, play and record audio or video, input text, upload and download content and/or media and transmit or receive messages or images.

Club purposes shall include program activities, career development, communication with experts and/or Club peer members, homework, and Club activities. Members are expected to act responsibly and thoughtfully when using technology resources. Members bear the burden of responsibility to inquire with staff when they are unsure of the permissibility of a particular use of technology prior to engaging in its use.

Authorized use: Club devices and personally owned devices are permitted for use during approved Club times for Club purposes and in approved locations only. The Club expressly prohibits the use of Club devices or personally owned devices in locker rooms, restrooms, and other areas where there is an expectation of privacy.

Appropriate use: Members may not use any technology to harass, threaten, demean, humiliate, intimidate, embarrass, or annoy their peers or others in their community. Any inappropriate use of a Club or personally owned device, as determined by Club staff, can lead to disciplinary action including but not limited to confiscation of the device, immediate suspension from the Club, termination of membership or other disciplinary actions determined to be appropriate to the Club's existing disciplinary policies including, if applicable, referral to local law enforcement.

Monitoring and inspection: Boys & Girls Clubs of Long Beach reserves the right to monitor, inspect, copy, and review any personally owned device that is brought to the Club. Parents/guardians will be notified before such an inspection takes place and may be present, at their choice, during the inspection.

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

Loss and damage: Members are responsible for keeping devices with them at all times. Staff are not responsible for the security and condition of the member's personal device. Furthermore, the Club is not liable for the loss, damage, misuse, or theft of any personally owned device brought to the Club.

Any inappropriate or unauthorized use of a Club or personally owned device, as determined by Club staff, can lead to disciplinary action including but not limited to confiscation of the device, immediate suspension from the Club, termination of membership or other disciplinary actions determined to be appropriate to the Club's existing disciplinary policies, including, if applicable, referral to local law enforcement.

Members must be aware of the appropriateness of communications when using Club or personally owned devices. Inappropriate communication is prohibited in any public or private messages, as well as material posted online. Inappropriate communication includes but is not limited to the following:

- Obscene, profane, lewd, vulgar, rude, inflammatory, threatening, or disrespectful language or images typed, posted, or spoken by members;
- Information that could cause damage to an individual or the Club community or create the danger of disruption of the Club environment;
- Personal attacks, including prejudicial or discriminatory attacks;

- Harassment (persistently acting in a manner that distresses or annoys another person) or stalking of others;
- Knowingly or recklessly posting false or defamatory information about a person or organization; or
- Communication that promotes the destruction of property, including the acquisition or creation of weapons or other destructive devices.

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

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

Examples of cyberbullying include, but are not limited to:

- Harassing, threatening or hurtful text messages, emails, or comments on social media.
- Rumors sent by email or posted on social networking sites.
- Embarrassing pictures, videos, websites, or fake profiles.

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

Monitoring and inspection: Boys & Girls Clubs of Long Beach reserves the right to monitor, inspect, copy, and review files stored on Club-owned devices or networks. In addition, Boys & Girls Clubs of Long Beach reserves the right to inspect and/or review personally owned devices that are brought to the Club.

Parents/guardians will be notified before such an inspection takes place and may be present, at their choice, during the inspection. Parents/guardians may refuse to allow such inspections, but the member may be barred from bringing personally owned devices to the Club in the future.

Internet access: Personally owned devices used at the Club must access the internet via the Club's content-filtered wireless network and are not permitted to directly connect to the internet through a phone network or other content service provider. Boys & Girls Clubs of Long Beach reserves the right to monitor communication and internet traffic, and to manage, open or close access to specific online websites, portals, networks, or other services. Members must follow Club procedures to access the Club's internet service.

Loss and damage: Members are responsible for keeping the personal device with them at all times. Staff are not responsible for the security and/or condition of the member's personal device. Furthermore, the Club shall not be liable for the loss, damage, misuse, or theft of any personally owned device brought to the Club.

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

not to access such materials.

Digital citizenship: Club members shall conduct themselves online in a manner that is aligned with the Boys & Girls Clubs of Long Beach Code of Conduct. The same rules and guidelines members are expected to follow offline (i.e., in the real world) shall also be followed when online. Should a member behave online in a manner

that violates the Boys & Girls Clubs of Long Beach Code of Conduct, that member shall face the same discipline policy and actions they would if their behavior had happened within the physical Club environment.

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

STAFF AND VOLUNTEER USAGE

Club devices: Shall include any and all Club-owned existing and/or emerging technologies and devices that can take photographs, play, and record audio or video, input text, upload and download content and/or media and transmit or receive messages or images.

Personally owned devices: Shall include any and all staff-owned existing and/or emerging technologies and devices that can take photographs, play and record audio or video, input text, upload and download content and/or media and transmit or receive messages or images.

Club Purposes: Shall include but are not limited to the delivery of program activities, accessing sanctioned training or career development opportunities, communication with experts and/or authorized Club staff and for Club purposes or management of other Club activities, such as member check-in or incident reporting. Staff are expected to act responsibly and thoughtfully when using technology resources. Staff bear the burden of responsibility to ask their supervisor when they are not sure of the permissibility of a particular use of technology prior to engaging in that use.

Authorized use: Personally owned devices are permitted for use during approved Club times for Club purposes and in approved locations only. The Club expressly prohibits the use of personally owned devices in locker rooms, restrooms, and other areas where there is an expectation of privacy.

Appropriate use: Staff may not use any technology to harass, threaten, demean, humiliate, intimidate, embarrass, or annoy their peers or others in their community. Any inappropriate use of a personally owned device, as determined by a supervisor, can lead to disciplinary action including but not limited to confiscation of the device, immediate suspension from the Club, termination of employment or volunteer assignment or other disciplinary actions determined to be appropriate to the Club's existing disciplinary policies including, if applicable, referral to local law enforcement.

Monitoring and inspection: Boys & Girls Clubs (local name) reserves the right to monitor, inspect, copy, and review a personally owned device that is brought to the Club. Staff may refuse to allow such inspections. If so, the staff member may disciplinary action up to and including termination

Loss and damage: Staff are responsible for keeping devices with them at all times. Supervisors and the Club at large are not responsible for the security and condition of the staff member's personal device.

Furthermore, the Club is not liable for the loss, damage, misuse, or theft of any personally owned device brought to the Club.

Any inappropriate or unauthorized use of a personally owned device, as determined by a supervisor, can lead to disciplinary action including but not limited to confiscation of the device, immediate

suspension from the Club, termination of employment or volunteer assignment or other disciplinary actions determined to be appropriate to the Club's existing disciplinary policies, including, if applicable, referral to local law enforcement.

Inappropriate communication includes but is not limited to:

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

If a staff member is told to stop sending communications, he/she must cease the activity immediately.

Staff must be aware of the appropriateness of communications when using Club or personally owned devices. Inappropriate communication is prohibited in any public or private messages, as well as material posted online.

Staff may not use any technology to harass, threaten, demean, humiliate, intimidate, embarrass, or annoy others. This behavior is cyberbullying, which is defined as bullying that takes place using existing or emerging technologies and devices. Any cyberbullying that is determined to disrupt the safety and/or well-being of the Club, Club staff, Club members or community is subject to disciplinary action.

Examples of cyberbullying include but are not limited to:

- Harassing, threatening or hurtful text messages, emails, or comments on social media.
- Rumors sent by email or posted on social networking sites.
- Use of embarrassing pictures, videos, websites, or fake profiles.

Communication with Club members: Staff may never use personal devices to communicate directly with a single Club member. Proper protocol dictates that all communication between staff and Club members must include an additional staff member and at least two Club members. This also includes overnight events such as Keystone Conferences and Youth of the Year events.

Monitoring and inspection: Boys & Girls Clubs of Long Beach reserves the right to monitor, inspect, copy, and review a personally owned device that is brought to the Club. Staff may refuse to allow such inspections. If so, the staff member may be subject to disciplinary action up to and including termination.

Internet access: Personally owned devices used at the Club must access the internet via the Club's content-filtered wireless network and are not permitted to directly connect to the internet through a phone network or other content service provider. Boys & Girls Clubs of Long Beach reserves the right to monitor communication and internet traffic and to manage, open or close access to specific online websites, portals, networks, or other services. Staff must follow Club procedures to access the Club's internet service.

Loss and damage: Staff are responsible for keeping devices with them at all times. Supervisors and the Club at large are not responsible for the security and condition of any staff member's personal device. Furthermore, the Club is not liable for the loss, damage, misuse, or theft of any personally owned device brought to the Club.

Medication Policy & Procedures

The Boys & Girls Clubs of Long Beach is deeply committed to protecting and preserving the health and well-being of the children whom the Club serves and the staff and volunteers who provide services to these children.

The Boys & Girls Clubs of Long Beach is not legally obligated to administer medication to any child. Because medication poses an extra burden on staff and having medication in the facility is a safety hazard, parents/guardians are asked to check with the child's health care provider to see if a dose schedule can be arranged that does not involve the hours the child is in care of BGCLB. Parents/guardians may come to administer medication to their own child during the day.

ASTHMA INHALERS & EPIPENS

Members may keep their inhaler and EpiPen with them. Boys & Girls Clubs staff have not been trained on the administration of the EpiPen but can assist the member in using it, in an emergency.

In the event of an emergency where the EpiPen is administered, staff are to immediately call emergency personnel, notify the parent and the Director of Operations or another available member of the leadership team.

Administration of an EpiPen is considered an Incident and staff need to complete an ACCIDENT/INCIDENT FORM to the Director of Clubhouses and/or Director of Operations no later than the next day to be filed.

Transportation Policy

Boys & Girls Clubs of Long Beach is committed to providing a safe environment and enforces the following transportation policy for members, staff, volunteers, and other adults. Boys & Girls Clubs of Long Beach only provides transportation to and from the Clubhouse and various approved off-site locations. The Club only transports youth in Club vehicles or other vehicles approved by Club leadership.

DRIVERS

- Must allow for DMV background check and be cleared to transport youth per the barrier crime policy of the organization.
- Must keep an updated list of all youth who are transported to and from the Clubhouse and Club-related activities.
- Must confirm that no children are left on a vehicle after every trip (based on a seat-by-seat scan of each vehicle); log must be signed daily to ensure compliance.
- Must perform regular checks to ensure that all members are picked up and dropped off at the appropriate times and locations.
- Must submit written reports detailing issues or incidents involving transportation of members to and from the Clubhouse or to and from Club-related activities.
- Must only transport members in official Club vehicles.
- Must ensure that at least three individuals are present when transporting members. If one child remains to be dropped off, two adults (18 or over) must be present in vehicle.
- Must never transport Club members in personal vehicles.
- Must never use cell phones, PDAs or other communication devices while transporting members to and from the Clubhouse or Club-related activities.

VEHICLE

- Each agency vehicle should meet all local, state, and federal inspection and licensing requirements.
- Each vehicle should be inspected as outlined by DMV by staff before every trip for which youth are being transported; any problems with the vehicle must be addressed promptly.
- Regular maintenance should be performed on vehicles and documents/records reflecting that maintenance should be maintained.
- Each vehicle must provide a seat belt for every passenger and fully comply with state and federal seat belt regulations.
- Each vehicle must have a complete first-aid kit that satisfies state licensing requirements.
- Each vehicle must have a working and current fire extinguisher that satisfies state licensing requirements.
- Each vehicle must have reflective traffic warning signs (e.g., triangles or flares) that are stored securely during transport.
- The vehicle must be clean and well maintained and exterior physical damage must be repaired promptly.

SHARED-USE RESTROOMS

- On a field trip or when using a public restroom, youth shall never enter the restroom alone unless it is a single-stall restroom that is empty.
- Youth shall follow the “rule of three” in using public restrooms, with at least two youth and an adult walking to the restrooms and three youth entering a multi-stall facility together. The adult will

remain outside the restroom door to provide auditory surveillance.

- Whenever possible, staff/volunteers will monitor and clear public restrooms before use by members to ensure that the facility is free of adults – and clear of youth not involved in the Club program – before allowing youth to use the facilities. Alternatively, staff members will stand in the restroom doorway and/or hold the door at least partially open when supervising member use of public restrooms. Staff may position themselves inside the restroom near the sinks if positioning at the door is not feasible or is deemed ineffective.
- In a shared-use facility, Boys & Girls Clubs will utilize the best practice of shutting the exterior door to the restroom and using an “Occupied” sign outside of the door to alert others that they must wait until Club members have exited the restroom before they can enter.

ACCIDENT OR EMERGENCY PROTOCOL

- Driver should immediately notify Club leadership if there is a delay or issue (e.g., breakdown, accident, emergency) with transporting members to and from the Clubhouse or Club-related activities.
- Staff shall immediately inform Club leadership if a staff member, volunteer, or board member violates this policy. In such case, the organization will take appropriate disciplinary action, up to and including termination.

Through the appropriate use of Club and community resources, Boys & Girls Clubs strive to mitigate the immediate effects of an emergency and its long-term effects on Club operations and mission by being prepared to effectively respond to and recovery from an emergency



EMERGENCY OPERATIONS PLAN

Emergency Operations Plan

POLICY STATEMENT

In the event of an emergency, the Club's main priority shall be the safety of Club members and employees. Emergencies may include: fire, weather, lockdown (interior or exterior threat), bomb threat, or suspicious package.

PREVENTIVE ACTION

Emergency procedure drills (fire, lockdown, extreme weather, etc.) shall be conducted monthly based on the training calendar. When drills are conducted, the Club Director shall record dates, times. Staff and youth are to treat drills as though real. The emergency evacuation plan, including the location of emergency exits and evacuation routes, shall be posted in all rooms

I. EMERGENCY LOCKDOWN PROCEDURES

In the event of a potentially threatening situation, the staff member in charge will call 911 to make sure law enforcement is aware then make the call via walkie-talkie, intercom, bullhorn, telephone, word of mouth etc. to inform all people on the premises.

A code yellow or soft lockdown is a response to a potentially threatening situation in the area.

- The staff person in charge will inform all of the staff members and the members in the facility of the soft lockdown.
- The staff person in charge will make sure everyone comes inside the building and all doors will be shut and locked to anyone entering the facility from the outside.
- The staff person in charge will assign a staff member to supervise the front entrance and only open the door to a parent or guardian they recognize. Nobody leaves the facility except through the front entrance.

A code red or hard lockdown is a response to a life-threatening situation inside the building that may involve weapons or the taking of hostages.

If a code red or hard lockdown is called the following actions should be taken.

- If members are outside the staff member should direct them to hide in a specified location.
- Members inside the facility should be directed by the staff to the designated areas where the door is locked, the blinds are closed and the lights are turned off. Designated areas a specific to each Club. Make sure your supervisor reviews your specific designated area.
- Remain in lockdown mode until otherwise instructed by the staff member in charge or law enforcement officer.

II. MEDICAL

POLICY STATEMENT

It is within the mission of Boys & Girls Clubs of Long Beach 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 Club 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 Director of Clubhouses or Director of Operations.

Accident Reporting Procedures

- Report all major accidents to the Director of Clubhouses and/or Director of Operation as soon as possible after caring for the injured party.
- Complete an accident report in its entirety email to the Director of Clubhouses and/or Director of Operations, no longer than 24 hours after the accident.
- Apply First Aid to minor cuts and bruises as needed.
- If an accident is serious and the media comes to your Club, direct them to the Chief Executive Officer 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.

III. 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.
- 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 Chief Executive Officer.

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 Director of Clubhouses and/or Director of Operations and an incident report filed.

Volatile Guests

- Staff are to remain calm and try to assess what the guest wants.
- 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.
- Staff shall clear all members from the area if a disruptive individual is unwilling to accompany staff to another area.
- 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.
- 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.
- Staff shall prepare a written report of the incident that shall be submitted to the Director of Clubhouses and/or Director of Operations.

IV. FACILITY SAFETY

POLICY STATEMENT

It is within the mission of Boys & Girls Clubs of Long Beach 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:

- Club Directors will monitor staffing levels and usage of program space to ensure Club members are being well-supervised.
- Club Directors 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.
- 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

- No area of the Club shall be open to Club members without a staff to supervise the space.
- All unoccupied spaces shall be closed and locked to prevent member access.
- Staff members are prohibited from one-to-one contact with a single Club member without visual access from other staff or youth.
- 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

- 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

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

V. 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 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 person's 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 Director of Clubhouses and/or Director of Operations of the situation immediately.

VI. 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 members 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.
- 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.

VII. EARTHQUAKES

POLICY STATEMENT

In the event of an earthquake, the Clubs main priority shall be the safety of its members and staff.

PREVENTIVE ACTION

- Staff shall conduct internal and external hazard assessments of the facility, particularly the storage of heavy, breakable items.
- Staff shall receive earthquake preparedness trainings including: 1) safest place in each room, 2) location of utility shut-off valves 3) how, where and when to evacuate.
- Staff and children shall be taught to “duck, cover and hold” using sturdy tables or desks as protection when possible.
- 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.
- Staff shall conduct earthquake drills three times annually.
- Parents of members shall be advised of emergency procedures.

IN AN EMERGENCY

- Staff shall follow established procedures:
 - Calm and reassure members.
 - take the members to a safe place.
 - Take attendance and assess medical condition of members.
 - Provide first aid as needed.
 - Notify member emergency contact of pick up location.
 - Record the name of each member and the adult who retrieved them.
 - Do not leave until all members have been retrieved by a parent/guardian.

PROCEDURES

Inside Building/Classrooms:

- Drop to knees, facing away from windows.
- Get under furniture/equipment.
- Grasp furniture (table leg, etc.) with hands and hold tightly/cover head
- Wait quietly for further instructions.

Outside buildings:

- Stay clear of buildings, power lines, light poles, etc.
- Drop to the ground and cover head. Hold on to stable object if available.
- Remain clear of obstacles and wait quietly for further instructions.
- Wait quietly for further instructions.

VIII. 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

- All staff members are to be trained on what to do in the event of a bomb threat.
- The Club Director is to pre-determine an evacuation location to take the children to.
- 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:

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

IX. 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.

- Document all calls to the Child Abuse Hotline by providing the date, time, person spoken to, outcome of conversation, etc.
- Inform their supervisor. Director of Operations and Executive Director are to be contacted immediately.
- Complete the BGCLB incident report and submit within 36 hours.

X. 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 California 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. The Boys & Girls Clubs of Long Beach's insurance policy does not cover staff members transporting youth in their personal vehicles.

GENERAL PROCEDURES FOR FIELD TRIPS

- All members must have signed permission slips returned before they can be transported on any field trips.
- All permission slips should remain at the Club and the Club Director is to be aware of their location in case of an emergency.
- All youth are to participate in a pre-trip orientation that includes at least the following:
 - Safety rules and emergency expectations
 - Areas that are off-limits,
 - Rendezvous times and places if the group will separate,
 - First-Aid procedures
 - Emergency contact expectations
- A master roster for each field trip needs to be left at the Club and another one taken in the van/on the bus by the trip supervisor.
- 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.).
- 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.
- 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

- As soon as it is determined that transportation is needed, a reputable, licensed, and insured transportation service is to be secured.
- Staff are to have pre-determined guidelines about field trips and communicate those to members during pre-trip orientations.
- 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.

IN AN EMERGENCY

Minor Accident:

- Pull over and evacuate vehicle if necessary.
- Check for any bumps or injuries/begin emergency First-Aid treatment as needed.
- Calm children by acting in calm manner yourself.
- Notify the police department, then the Club.
- Get information on other driver if another vehicle is involved.

- 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.
- Report incident to supervisor and the Director of Clubhouses and/or Director of Operations immediately.

Major Accident:

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

WITH REGARDS TO STAFF VEHICLES

Staff will:

- Have a valid driver's license and provide a copy 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.

XI. SUSPICIOUS PACKAGE

POLICY STATEMENT

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

IN AN EMERGENCY

In the event a suspicious package is found:

- Evacuate the building/area immediately.
- Call 911.
- Do not touch or move the suspicious package.
- Notify the law enforcement in charge.
- The Club Directors should determine whether members and staff should be evacuated from the club site.
- Request transportation to the reunification site, if needed.
- The image below illustrates significant elements found in a suspicious package.



XII. 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.

XIII. 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.

XIV. 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.

Important Phone Numbers & Websites

CALIFORNIA CHILD PROTECTIVE SERVICES

24/7 hotline

800-540-4000

www.dcfslacounty.gov

CHILDHELP NATIONAL CHILD ABUSE HOTLINE

Confidential hotline with professional crisis counselors that give out crisis intervention, information, and referrals

800-422-4453

www.childhelp.org

CITY OF LONG BEACH

Gas Emergency **562-570-2140**

Water Emergency **562-570-2390**

LONG BEACH FIRE DEPARTMENT (NON-EMERGENCY)

562-570-9400

LONG BEACH POLICE DEPARTMENT (NON-EMERGENCY)

562-435-6711

LOCAL EMERGENCY MEDICAL SERVICES (EMS)

562-570-9400

NATIONAL ALLIANCE ON MENTAL ILLNESS (NAMI)

Helpline for information and referral services for mental health.

800-950-6264

www.nami.org

SUICIDE PREVENTION HOTLINE

800-273-8255

SUICIDE CRISIS HOTLINE

988