



**BOYS & GIRLS CLUBS**  
OF NORTH LOUISIANA

# Procedure Manual

BOYS AND GIRLS CLUBS OF NORTH LOUISIANA

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# Table of Context

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## I. General Information



**BOYS & GIRLS CLUBS**  
**OF NORTH LOUISIANA**

## ***OUR MISSION***

To provide youth in North Louisiana a safe supervised environment where they can develop into positive productive members of society.

## ***VISION***

Boys & Girls Clubs of North Louisiana's envisioned future is to remain the premier community service organization focusing on youth in the state of Louisiana and in the southeastern United States and provide a model available for duplication in other communities.

## ***VALUES STATEMENT***

In recognition of our responsibility to empower youth, Boys & Girls Clubs of North Louisiana commits to the following values:

- **SAFETY** — Create an environment that protects individuals' physical, emotional and personal wellbeing.
- **EXCELLENCE** -- Ensure our programs, personnel and facilities are high quality to go above and beyond to get successful results.
- **ENERGY**-Project a positive image that reflects a commitment to our kids and community.
- **EFFICIENCY** – Practice good stewardship of the resources and responsibilities entrusted to the organization; efficiently to get the most out of each interaction, using time and resources wisely.

## ***Diversity and Inclusion Statement***

At Boys & Girls Clubs of North Louisiana, our mission is to provide youth in North Louisiana a safe, supervised environment where they can develop into positive productive members of society. We pride ourselves on being an organization that fosters an inclusive environment to both youth and staff. We believe that celebrating diversity and learning from our differences make each of us better.

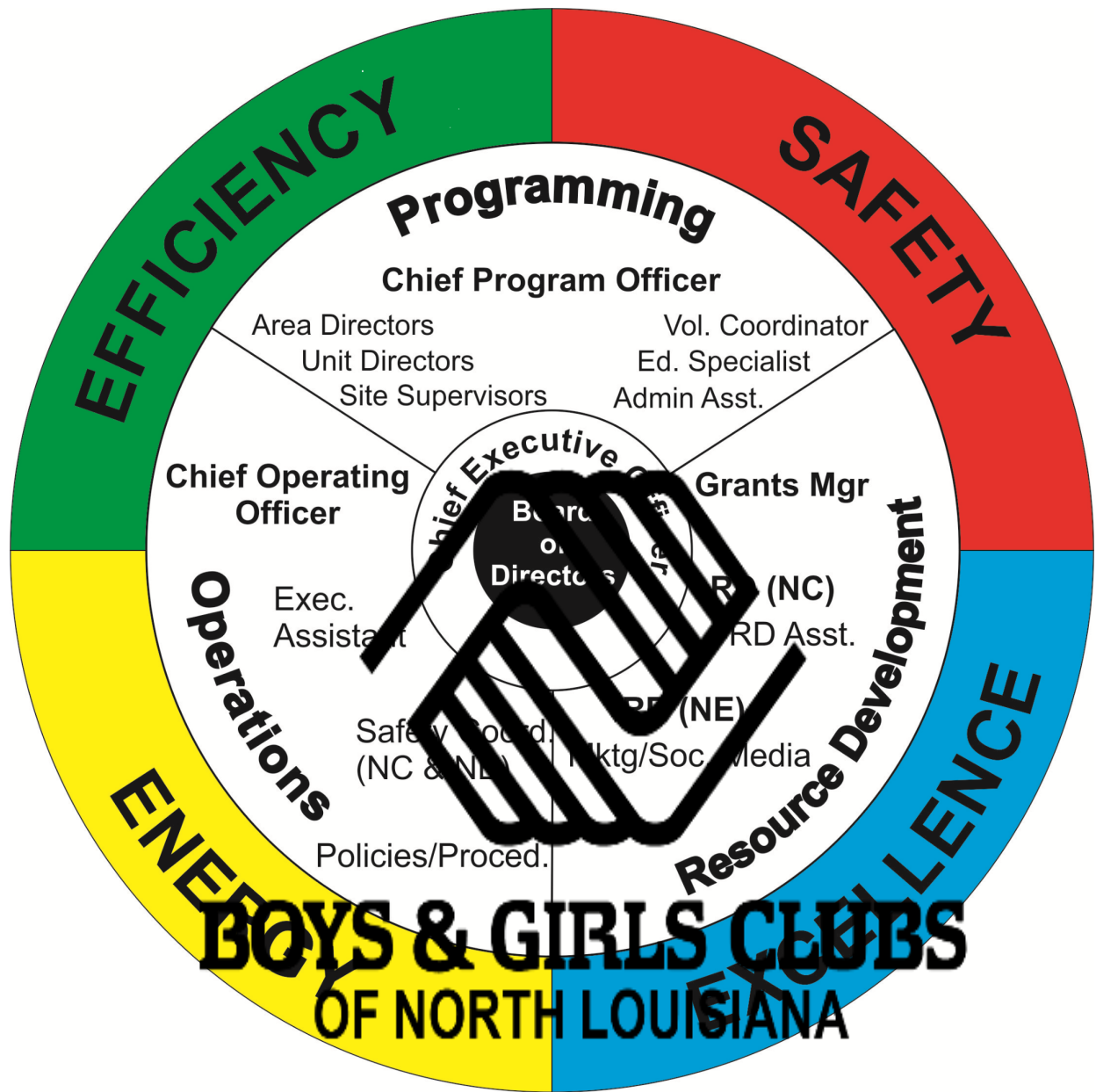
We will continue to aim high as we know that fighting ignorance and inequality is one of our greatest duties.

## ***ORGANIZATION OVERVIEW***

Boys & Girls Clubs of North Louisiana (BGCNL) has been helping kids throughout the area stay out of trouble, stay in school, and succeed in life. Local units and summer sites provide programs that promote learning, build self-esteem, enhance leadership and teamwork. All for only \$ 10 annually per member. BGCNL offers children and youth, ages 6—18, a wide range of programs in three core program areas: (1) Character and Leadership Development; (2) Education and Career Development; (3) Health and Life Skills

## **Operational Structure**

Unlike standard hierarchical operational structure systems, the BGCNL's organizational structure functions more from a team perspective resembling the standpoint of a wheel. Each department must fulfill its duties and responsibilities in order to keep the wheel rolling towards our goals. This design promotes a culture of cohesiveness and cooperation in order to achieve success.



## II. Resource Development

## **Overview**

The Resource Development staff is responsible for assisting the Board of Directors in raising the funds necessary to support BGCNL operations and activities. Resource Development raises funds through seeking out and building relationships with donors and potential donors. To perform these functions successfully, the development team works closely with other BGCNL staff to analyze the financial needs of the organization and to meet organizational goals. The team is also in constant communication with the programming staff so they are up-to-date on member testimonials, improvements and programs that help

tell the story to the outside community. Resource Development is responsible for assisting with developing, motivating, and maintaining the success of fundraising committees and volunteers. Resource Development is also ultimately responsible for transmitting the organization's vision and mission to create and maintain the fundraising environment necessary to support BGCNL's operating expenses. The development staff achieves its fundraising goals by working with the RD committee on a variety of fundraising methods, including:

- Fundraising
- Donation
- Media Relations
- Cultivation

## **Purpose of Contributions**

The Boys & Girls Clubs of North Louisiana see contributions as it can help us earn the respect and appreciation of our peers, and can help us develop a sense of meaning and purpose in our own lives. Opportunities to make meaningful contributions support our own positive development as adolescents while helping our friends, family members, social groups, or communities.

## **Types of Contributions Received**

### **Operating Funds**

Unrestricted operating gifts: These gifts can be used for any purpose deemed necessary to keep the organization operating. There are no restrictions on the use of these donations. For example, unrestricted donations can be used to support Club programs, pay staff members, or pay utilities.

Restricted budget-relieving operating gifts: These gifts support a specific program or expense that is already in the budget. For example, the development office



solicits money from donors for educational programming. These requests support the budgets for the education department (staffing, supplies, food and entertainment, etc.).

Designated gifts: These gifts are to be used only to support specific programs or expenses, such as a new program or special project. These gifts, unlike restricted budget relieving gifts, go toward paying an expense that is not in the operating budget. These funds cannot be used to pay for planned operating expenses such as budgeted Club programs, administration costs, paying staff members, or utilities. For example, the Smart Moves program is supported by restricted funding.

### Capital Funds (Plant Funds)

These are funds donated to BGCNL for the purpose of building, purchasing and/or renovating facilities.

### Endowment Funds

These are funds invested for BGCNL to preserve principal and generate income. A portion of the income generated is used for operating expenses, and the remainder is re-invested to preserve the real value of the endowment.

## Donation Procedure

At the Boys & Girls Club of north Louisiana there are three main types of donations. Monetary donation which includes cash, checks, credit card payments and marketable securities. Donating stock to a donor-advised fund allows you to take a deduction for the current tax year and then support as many charities as you would like over time, by recommending grants on the timetable that makes the most sense for you. In-kind donation, also called gift in kind, refers to the provision of goods or services to an organization, such as office equipment, computers, and software or administrative and financial support.

### ***Monetary : (Checks, Money orders, Credit card)***

Steps	Actions
1	Be sure to gather donor information.
2	Donations are left on the RD desk by the CEO or other staff member or RD member checks mail directly from the Post Office box.
3	Assign a Solicitation Code from the Chart of Accounts and complete the deposit form for each donation.

4	Make a copy of check, cash receipt or credit card receipt, as well as deposit form, and give original to Director of Finance, along with deposit form.
5	If Donor is not in Donor base, enter Donor Information in Donorperfect Online Database including every piece of information given.
6	Enter gift detailed information into the donor database.
7	File the Copy of the donation in the Annual Donations folder located in the locked file cabinet of the Director of Resources Development.
8	Follow-up every donation with a thank you letter, and when necessary, a telephone call or personal visit from an RD member or board member.
9	Keep track of every donor, his or her history of gifts, and history of other interactions with BGCNL according to the Donor Matrix (See attachment A).
10	Develop, maintain, and improve relationships with donors through correspondence, publications, publicity, and personal visits.
11	Solicit each donor (depending on category of donations, length of time since last donation, etc.) a determined number of times each year.
12	Make an effort to move each donor higher on the donation ladder each year.

**Receiving Cash**

1	All cash donations must be accompanied with a receipt with all donor information.
2	It is vital that Unit Directors contact the Director of Resource Development on any prospective donation of \$500 or more before soliciting the donation.
3	Coordination will ensure that efforts are not being duplicated.

**Stocks**

BGCNL remains as the securities broker. These are the stock procedures:

Steps	Actions
1	Contact banking institution

2	Bank agent notifies BGCNL by letter of an impending security gift. That letter includes the high, low and median price of the security.
3	The club book the gift at its median price as a donation.

If the stock are being sold procedures:

1	The Board President informs the investment company to send a check for the sale or depending on stock price may hold the stock.
2	When instructed by the Board President, the stock is sold and the check is issued to the BGCNL
3	The club reconciles the bank statement to the general ledger once a month. This reconciliation checks for deposits on the bank statements against deposits on file in AR.

### In-kind Donation Procedure

In-kind donations are donations of goods (such as jerseys for a Club basketball team) or services (such as free printing for Club fliers), or any other gift that is not cash or cash equivalent.

Steps	Actions
1	Any staff member who receives an in-kind donation on behalf of the BGCNL needs to complete the In-Kind Donation form and return it to the Director of Resource Development.
2	Forms ensure a formal acknowledgment letter follows each donation, and that each donor's contact information will be added to the RD database (unless otherwise specified).
3	Staff members who fill out a form should be specific and include the contact's (contributor's) name, address, telephone number, and any relevant comments. The value of the gift is determined by the donor.

## Club Fundraising Guidelines and Procedures

Highest priority is given to raising general operating funds for our organization, as these funds are used for program expenses, utilities, salaries, and employee benefits. Please use caution when soliciting restricted funds. If you have a donor prospect you think will give \$500 or more, contact the Director of Resource Development for that respective region. Together, we will figure out the best strategy for soliciting the person or organization and whether the request should be unrestricted or a designated gift.

Club fundraising will be on a "case-by-case" basis. This can be coordinated so that Unit Directors can see tangible results from any fundraising contacts that you initiate, and also ensure that the Resource Development office keeps the best interests of the organization in mind.

It is also important that the Unit Directors keep the Director of Resource Development apprised of fundraising efforts so that we do not compromise promising opportunities or approach the same prospect for different things at the same time. Money raised through Club fundraising efforts will be turned into the finance department in 48 hours.

## Media Relations Procedure

The Resource Development Team (RD) is responsible for marketing and should handle all out-bound formal media communications, including press releases and media advisories. Our Media Relations Procedures help to create strong relationships between BGCNL and the local media. The Resource Development Team has experience working with local reporters, editors, and producers and together, by following a media relation's plan instead of using hit-and-miss efforts; we can create better publicity results. Also, please let RD know when you have events, outstanding members, etc., that you feel deserve media coverage, or coverage in our internal publications (Web site, Facebook, Twitter, newsletter, email newsletter.)

If the media contacts your Club :

Steps	Actions
1	Get name, number, and reason for reaching out to the club.
2	Contact RD to give them the information.

3	Depending on what region the event or news story is in, a team member of RD will then reach out to the media.
4	RD will coordinate when they come and bring whomever in that may be the most favorable source to be on camera depending on the subject matter.

**Tours**

Members from the resource development team will assist with arranging or hosting tours of the Clubs with key and potential donors. Tours are an excellent way for these people to experience firsthand the impact that our programming has on the youth we serve, as well as seeing how our Clubs operate and look on the inside. It is a critical part of encouraging people to become supporters.

Resource development will make every effort to inform Club directors of upcoming tours. It is the responsibility, however, of the Club staff to be “tour-ready” at any given time, i.e., programs are running, Club is clean, staff is actively involved with member during Club hours, etc.

**Grants**

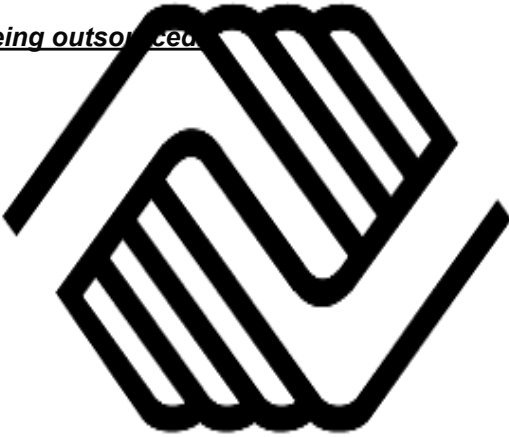
On occasion, it may be appropriate for a Club to apply for specific program-related funding from BGCNL. Before applying for any BGCNL grant, you must contact the CEO, COO, or Chief Program Officer for approval of the grant application. Grant application information should be provided when requesting approval. The Unit Director needs to know as well to be sure that we can support the program and grant requirements. The staff will be happy to review your application and assist with formatting, writing etc., if needed. If you are awarded a grant, make sure you let the RD know as well as the CPO.

**Disbursements Procedures**

“At BGCNL, the disbursement procedures to ensure that funds are disbursed only for valid business purposes after approvals by authorized personnel including CEO, COO, or CPO in compliance with applicable donor, sponsor, or regulatory requirements.” Any checks to be written follow the process below. Most purchases will be made with a credit card.

Steps	Actions
1	Approval to purchase.
2	Check request form must be completed.
3	Check request form must be signed by the CEO, COO, CPO, or board president.
4	Once purchase is completed invoice or receipt must be attached to the check request and submitted to accounts payable.

All bookkeeping is presently being outsourced.



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**III. Programming**

## **Volunteer Procedures**

The procedures outlined in this section are for individuals who come to BGCNL with the intent of volunteering at one of our sites. BGCNL offers different types of volunteers: Repetitive, One-Time, Youth, and Organization. In order to work well with the staff and to present Boys & Girls Clubs of North Louisiana (BGCNL) in the best possible light, we ask that all volunteers adhere to the following procedures.

This section describes the duties and responsibilities of the Volunteer Coordinator and agents of BGCNL in preparing individuals for service within our organization.

Steps	Actions
1	Collect volunteer applications and agree on an orientation date with future volunteers.
2	Run background checks.
3	Conduct volunteer orientation and volunteer completes a quiz and a “Why I’m Here” Form.
4	Email volunteer schedule to volunteer and CC the Unit Director at the service site.
5	Provide repetitive volunteers with a badge on service start date, one time volunteers will receive a generic badge.

#### Repetitive Volunteer

Steps	Actions
1	Complete a volunteer application form to its entirety! A. Applications can be found on our website at <a href="https://www.bgcofnl.org/">https://www.bgcofnl.org/</a> Click get involved – Volunteer, or B. Contact the Volunteer Coordinator for a digital application or, C. Stop by one of the clubs for an application.
2	Submit an application via email by scanning to <a href="mailto:volunteer@bgcofnl.org">volunteer@bgcofnl.org</a> , drop it off at your volunteering location, or sign in blue ink.
3	After an application is received, BGCNL will process the application. (can take up to 10 business days).
4	After approval you will attend a volunteer orientation and complete a volunteer quiz.

#### One-Time / Youth Volunteer Procedures



1	<p>Complete an One-Time volunteer application form to its entirety!</p> <p>A. Applications can be found on our website at <a href="https://www.bgcofnl.org/">https://www.bgcofnl.org/</a> Click get involved – Volunteer, or</p> <p>B. Contact the Volunteer Coordinator for a digital application or,</p> <p>C. Stop by one of the clubs for an application.</p>
2	<p>Submit an application via email by scanning to <a href="mailto:volunteer@bgcofnl.org">volunteer@bgcofnl.org</a>, drop it off at your volunteering location, or sign in blue ink.</p>
3	<p>Email volunteer schedule to volunteer and CC the Unit Director at the service site.</p>
4	<p>Provide one time volunteers with an orange wristband on service date at the front desk of the site.</p>

Contact Volunteer Coordinator with any questions [volunteer@bgcofnl.org](mailto:volunteer@bgcofnl.org)

**Procedures for Maintaining a Safe, Positive Environment**

A primary concern of the Boys & Girls Clubs of North Louisiana is the safety of Club members on property grounds both in and outside the building, going to and from the units on field trips, and the protection of staff members. The Club will concentrate safety efforts in the following areas:

Environment

The environment of the Club is created by staff and should be positive, constructive, and controlled. While the environment of a particular Club may be full of energy, it must be manageable at any time by staff.

Techniques:

- If at all possible, use your energy up front by being excited and positive.
- Make sure members know you are the authority figure.
- Have plenty of pictures on the wall and artwork offered by members.
- Make time for daily room inspection, before members' arrival.
- Have updated schedules posted with upcoming events and activities.
- Have clear expectations and/or rules visible.
- Manage visitors at the front desk.
- HAVE FUN!

## Child/Member Supervision

Steps	Actions
1	Pay attention. Most situations with children, both positive and negative, can be controlled or influenced if the supervision is in place and enacted. Know where and what the kids are doing. You should intervene before it gets out of hand.
2	Engage yourself and the kids, DO SOMETHING. If kids need to find something to do, they will. It may be the sort of activity we don't want in the Club or it may take away from other planned activities.
3	Know your role in the Club. As a youth development program member of BGCNL, you are responsible for the actions of our members. You are a leader, mentor, role model, and not a "buddy." You are first and foremost here to ensure the safety of the kids and the Club. As a staff we create the environment of the Club. We have influence over the amount of noise, energy, enthusiasm, fun, or chaos. We cannot just say "the kids are crazy today," or "I told them to stop but they did not listen." It is the job of Club staff and volunteers to make sure members follow instructions and rules or receive the appropriate consequences.
4	Be prepared. Know what activities you are going to run each day. Have backup activities ready in case you need to make changes. Proper Planning Prevents Poor Performance
5	Be creative and make the activities fun. Try to get the kids excited, elevate your energy and change it up.
6	Have Fun.
7	It's OK not to know everything. If you don't know what to do in a situation, ask or find out from the right source.
8	Don't take it personally. You have influence over our members. Realize that everything you do and say is watched and scrutinized by them. Our members can be experts at "pushing buttons" or disappointing you. It is your job to stay the course and be the broken record. It is the consistent message, over time, which can have the most profound impact. Be Fair, Be Firm and Be consistent.

## Basic Supervision Checklist:

Youth development program and Volunteers should:

Steps	Actions
1	Understand the organization's intended outcomes for working with youth.
2	Maintain appropriate interactions between adults and youth, during hours of operation and away from the Club.
3	Understand the organization's guidelines on appropriate disciplinary actions.
4	Respond to common behavioral problems with children
5	Understand the industry standards of the activities they are conducting
6	Stay engaged with and maintain visual supervision of participants and bystanders in each program or activity area
7	Maintain positions to be easily monitored by a supervisor
8	Intervene in an activity to protect youth from harm.

#### Bottom Line on Supervision

Key Concept: "Your actions will be judged by what a prudent and reasonable professional would do, you must maintain the capacity to intervene to protect youth through training and reasonable proximity "

Basic Supervision Policy:

- A. We will not leave club members unsupervised and will secure all unsupervised areas.
- B. Youth development programs and volunteers will carry this out by being properly trained, equipped and managed.
- C. The organization will provide oversight of the youth development program to verify supervision is being properly carried out, including additional training or disciplinary action.

### Staff Cards/Scanning Procedures

Every staff member will be expected to have an ID card. Replacement cards will be available for a minimal fee. Staff members are required to scan in and out everyday at the beginning and end of each work day, respectively.

Steps	Actions
1	Scan your card at the front desk, you will get the time you clocked in from the front desk assistant.

2	Sign your name,date, and time on the sign in sheet.
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## Member Cards/Scanning Procedures

Implementing a secure children’s check-in, check-out system can help provide some tangible benefits. Benefits include improving child safety and security, creating a better parent experience, and efficiently managing your kid’s area. BGCNL requires every member to sign in and out each time they enter or leave the building for the day.

Steps	Actions
1	Sign by your name and club number given to you .
2	Say number to the front desk assistant.
3	The front desk assistant checks the child in on the computer, then allows youth to go to his/her group.

## Procedure for Disciplining Members

The programs and activities of the Boys & Girls Clubs are designed to promote youth development using behavioral guidance methods. The following methods of discipline may be used by all staff. Staff should seek support from the Unit Director and inform them of serious situations that require parental involvement and/or suspension.

Steps	Actions
1	Time Out: Time out is used to remove a child from inappropriate behavior/ activity. The time spent in time out should be of a short duration (one minute for every year of the child's age) and a designated area should be consistently used for time out. The child should be told why he/she is on time out and ask for positive feedback from the child to acknowledge they understand the guidelines for participation at the Boys & Girls Clubs.

2	Individual guidance: When a child's behavior is inappropriate and follows a consistent pattern, a staff member and Unit Director should hold an individual mentor session to discuss with the child what behavior is inappropriate and why. The child should be encouraged to talk about why they are behaving in that manner. The child should be told what consequences will follow if the behavior is not modified. If more than one individual guidance session is necessary, the parent/guardian should be contacted. Under no condition should staff participate in one-to-one guidance in an unobservable environment.
3	If a child is consistently behaving inappropriately, a staff member may choose to suspend the child from their area or dismiss them temporarily from an activity. The Unit Director should be notified of the behavior and the disciplinary action so that he/she can monitor the behavior of the child in other areas and take further disciplinary action if necessary.
4	Parent meeting: In cases where time out, program suspension, and/or individual guidance has not corrected the inappropriate behavior, the child's parent/guardian should be contacted to schedule a parent/guardian meeting. The Unit Director and parent/guardian should meet to discuss the problem and to encourage parental support in behavior modification. The child should then meet with the parent/guardian and the Unit Director to be made aware of the results of the meeting and to understand the consequences for continued inappropriate behavior. The child should be encouraged to discuss with the parent and unit director how he/she will work to change or improve their behavior.
5	Club suspension: Continued inappropriate behavior may result in Club or activity suspension. Every effort will be made to keep the parent informed of inappropriate behavior before a suspension is given. However, certain behavior including fighting, cursing, destruction of property, and leaving the Cub without permission, may result in a next day suspension. The duration of the suspension will depend on the incident and all suspensions will be determined and/or approved by the Unit Director and decided on a case by case basis.

6	<p>Membership termination: In very rare circumstances, it may become necessary to terminate a child's membership when behavioral problems are so severe that the staff is unable to modify the inappropriate behavior by the methods listed above. The Unit Director/Director of Programs with sufficient documentation to show that all efforts in behavior guidance have been unsuccessful must approve all membership termination. Parents will be notified of the reason(s) for membership termination and referrals to other agencies should be made at that time. A member who has been terminated from a Club cannot join another unit. Unit Directors must keep each other informed of such terminations.</p>
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## Drug & Alcohol Continuing to Work Disciplinary Procedures

Boys & Girls Clubs of North Louisiana may assist and support employees who have been proven guilty of drug or alcohol infractions before they become subject to termination under this or other BGCNL policies.

Action that will be taken for keeping employment:

Steps	Action
1	Employees will be given a Drug & Alcohol Disciplinary Action form to fill out.

2	Employees will be given a 90 day probationary period.
3	Employees will have two random selected drug tests within the probationary period.
4	Also employees will have to complete two drug/alcohol counseling sessions.
5	At the completion of all the following employees will then be asked to fill out a Completion of Drug & Alcohol Disciplinary Action Plan to be added to their files.

## Documentation

In case of violent events at any BGCNL site the following documentation procedure should be done:

Steps	Actions
1.	Prepare a written report of the incident and copy it to the Unit director and the COO.(Incident report form included in manual).
2.	If a weapon is involved and, in all cases, where police are called, parents/guardians of youth directly involved in an incident will be informed in writing of the Club's responses.
3.	Maintain a written log/record of any follow-up action and copy those records to the Direct Supervisor.

## Procedures for Reacting Physically

Use of force as a response to violent behavior should be your last choice of action. Do NOT use force except to protect oneself or others, where serious

bodily harm could occur without physical intervention, or to prevent harm such as separating individuals who are fighting. Staff members who are physically assaulted should protect themselves as appropriate. Getting free of the conflict should be the primary goal. Again, if a weapon is involved, remove yourself and others from the range of the weapon, Call the police. If staff determines that it is necessary to forcibly remove an individual because that person refuses to leave voluntarily:

Steps	Actions
1	Staff should seek back up immediately, including the Unit Director or staff-in-charge.
2	All members and others should be cleared from the area to isolate the individual.

## Club Maintenance Procedures

Maintenance and repair requests may be initiated by form with a description of the service needed to the unit director. Do not allow members to mix cleaning chemicals. Be sure all chemical and cleaning products are properly stored and out of reach of Club members.

The following areas are to be cleaned properly everyday:

**Front Foyer & office, restrooms, Classroom, Computer Lab, teen center, & gym**

General Cleaning steps

Steps	Actions
1	Wash down all table tops, seats, and counters
2	Empty all trash and replace liner
3	Clean all necessary windows



4	Pick up any loose out place items including trash
5	Clean water fountains
6	Sweep and mop floors using proper disinfecting chemicals
7	Clean computers, keyboards, and counters thoroughly
8	Dust all window ledges and blinds
9	Turn off all lights
10	Lock all doors

## **Procedures for Operating and Maintaining BGCNL Vehicles**

A primary concern of the Boys & Girls Clubs of North Louisiana is the safety of Club members. It is imperative that all passengers in Boys & Girls Clubs vehicles wear safety belts. Any staff member failing to follow this policy will be subjected to disciplinary action, up to and including termination. When BGCNL vehicles are utilized to transport Club members, vehicle operators may be required to complete a seating chart when the vehicle is taken out with Club members. On the road, drivers are expected to maintain a safe speed, observe the laws, and practice good safety procedures. Transportation staff will ensure all vehicles receive two inspections per year. Operators responsible for the safe operating condition of the visual inspection must be completed each time the vehicle is to be used. Report all malfunctions to the Transportation director. Vehicles must be kept clean at all times. This includes both interior and exterior. Do not park across the street from location and have kids cross busy street if there is a better option.

### ***Vehicle Maintenance and Upkeep***

Steps	Actions
1	All Club vehicles will be serviced based on mileage. Vans will be delivered to designated service providers at scheduled intervals set up by the transportation director. Routine maintenance will consist of oil change and a safety inspection. Other maintenance needs will be addressed if they are reported or found during the inspections.

2	Each unit director is responsible for monthly inspection of their vehicles and will turn in inspection forms to the transportation director. If the inspections indicate a correction that can be made by the Club staff, this should be completed and documented on the form.
3	If a vehicle requires repair from an accident or malfunction, this must be communicated to the unit director within 24 hours. A work order will be generated with a timeline for completion by the unit director.
4	No trash should be left in any vehicle after daily use.

### ***Vehicle Safety Procedures***

Steps	Actions
1	Do not overload vehicles. Members under 10 should not be allowed to sit in the front seat of a van.
2	All passengers must wear safety belts.
3	Avoid highway travel whenever possible.
4	Remember the safety of the members, staff and the public is your first concern while driving vehicles.
5	Absolutely NO smoking, drinking or eating in Club vehicles.
6	Conduct a full safety inspection of the vehicle, including all tires, pre- and post-trip. Before transporting members complete a visual inspection of vehicle — report any abnormalities to Transportation and Unit Director
7	Take roll call before departing in a vehicle.
8	The driver is responsible for keeping the vehicle clean at all times.

9	If street parking is required, always unload and load vehicles with passenger doors facing the destination facility so members will not have to cross the street.
10	Do not leave members unsupervised in vehicles
11	Absolutely NO cell phone use in BGCNL vehicles while in motion. ("Hands Free included")
12	Never leave keys in the vehicle. Return keys to the Unit Director or to the key box.
13	Keep control of passengers while driving (absolutely no standing, piling or yelling out of windows, etc.). Do not allow horseplay. Pull off the road to restore order. Do not correct behavior by using the rear-view mirror. No hands, arms or heads allowed out of the windows.
14	All vans must carry safety equipment. Do not allow members to handle equipment.
15	Leave a list of members you are taking at the front desk with the time you expect to be back.
16	Report immediately to your Unit and Transportation Director any and all damage to the vehicle.
17	Report any malfunction to your immediate supervisor immediately.
18	Check all vehicles after use to ensure no child is left in the vehicle (walk the bus/van checking on and under seats). Always close windows and lock vehicles after each use.
19	Keep the gas tank above 1/4 capacity.
20	If the vehicle breaks down, raise the hood, contact the unit director and call for assistance. If possible, call for towing (see emergency procedures).
21	In case of an accident, report the accident immediately to your supervisor. Always call the police and have an accident report filed regardless of how minor the accident.
22	The driver is responsible for any fines due to traffic or parking violations.
23	Never remove a youth from the vehicle until you have reached his/her destination. Report behavior problems on the bus/van to your Supervisor.
24	No driver may drive more than 8 hours in one day.

25	Caravan style travel must be used with two or more vehicles going to same destination
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**Breakdown Procedures**

In case of breakdown or mechanical failure of vehicle, drivers should follow these procedures or seek assistance:

Steps	Actions
1.	When a Boys & Girls Club van is in use, the driver will have a cell phone for emergency use ONLY.
2.	If a vehicle is not blocking traffic and is pulled over in an area safe from traffic, contact the Transportation or facilities director immediately. If a vehicle is blocking traffic and/or you are not close to a phone, turn on flashers and wait for police assistance.
3.	If you are traveling with kids and do not have the cell phone, stay with your group and wait for police assistance.
4.	Call the Transportation Director or other staff member to pick up the kids.
5.	If the Transportation Director or CEO is not available, follow instruction for #6.
6.	Call local towing company
7.	All vehicles should be towed to nearest vehicle model dealership

**Vehicle Abnormalities/Problems**

All abnormalities should be reported to the Unit Director. Immediately the Unit Director will then contact the Transportation Director. The Transportation Director will check the vehicle and schedule the repair when problems are detected.

Safety Equipment & Insurance Information Required in All Vehicles:

- Cell phone
- Fire extinguisher
- First aid kit
- Warning triangles
- Flashlight
- Accident report form

- "In case of Accident Information" card

BGCNL vehicles are subject to "on the spot" inspections of these safety items.

### **Accident Procedures**

The steps to take for both minor and major accidents are the same; in case of a major accident, however, the driver of the vehicle may have to ask a passerby for help in evacuating the vehicle, contacting police, etc. The appropriate steps to follow are:

Steps	Actions
1.	Do not admit fault.
2.	Make no statements regarding liability for damages.
3.	Determine if there are injuries and prioritize the need for treatment. Have someone call the police and ambulance/rescue squad if needed.
4.	Calm Club members as much as possible by remaining composed. Keep your emotions and voice under control.
5.	Begin emergency first aid as needed. Check for injuries and begin emergency treatment as needed; place another adult or older member in charge of the uninjured passengers. If any passenger is not breathing, begin CPR immediately. Apply pressure as needed to slow bleeding from any major traumas. Do not move injured individuals unless they are in danger
6.	Evacuate the van or bus safely. Keep everyone in their seats until the injured passengers can be removed, then evacuate the vehicle when it is safe to do so. Seek assistance from passerby, if needed. Keep Club members in a safe place.
7.	Obtain information on the other driver, if another vehicle is involved.
8.	Arrange transportation back to the Club. Drive back to the Club after the police investigation is complete (if the vehicle is operable) or call the Club to arrange for another vehicle to pick up passengers (if vehicle is not operable).
9.	Have someone contact the Unit Director or CEO and report immediately to your supervisor.
10.	Always call the police and have an accident report filed, regardless of how minor the accident.

11.	Make detailed notes of accidents using Boys & Girls Club accident report form.
12.	Do not talk to insurance companies, hospitals or other parties concerning liability for damages of injuries.
13.	Do not talk to the media.

**Insurance Information, Safety Equipment & Paperwork Required In All Vehicles**

- Operators Valid Driver's License must be carried at all times
- Seating Charts
- Mileage/ Usage Sheets
- Insurance Information Card
- Registration
- Accident Report Form
- "In case of Accident Information" form
- Breakdown Procedure Card
- Fire Extinguisher
- First Aid Kit
- Warning Triangles
- Jumper Cables

**Bus Regulations** (Lincoln Parish)

Follow all the procedures according to the Lincoln Parish School Board Transportation department. Check Bus for a binder with further instructions. All Bus maintenance is handled thru L.P.S.B Transportation

*School Bus Shop: 318-255-6053*

481 Tarbutton Rd. Ruston, LA 71270

Maintenance Cell: 318-245-9094

## Field Trip Procedures

Field trips are events or activities outside of the Club. All field trips require parental approval prior to member participation. Examples of field trips include going to a museum, movie theaters, any location outside of walking distance from the Club, another Club, a school etc. A permission slip is required for any field trip. The permission slips must be signed by a parent with a current emergency contact number. Permission slips will be taken and turned to a master field trip list(see sample on attachments). A copy of the master list of members on the trip with time of departure and expected return time should be left at the Club with the Front desk assistant. For routine games or things related to ongoing programs, one permission slip is required with a corresponding schedule of games, activities or events signed by the parent or guardian and should be kept on file.

**Staff must think safety at all times when supervising youth during a field trip.**

### **Safety Requirements:**

Steps	Actions
1	When supervising five or more members, an identification system must be used to identify members in a park, crowd, etc.(Bgc Shirts)
2	Never leave members unsupervised.
3	Staff-to-member ratio should never be more than one staff to 17 members onsite and one to nine members off site.
4	Always have a first aid kit readily available.
5	At least one staff member must be trained in CPR/First Aid and trained in emergency procedures.
6	If a staff member from another Club is picking up members, they will need emergency contact information and proper documentation.
7	Members can leave an event with their own parents only when approved by the Unit director. Otherwise, if they come with the Club, they leave with the Club.
8	Members shouldn't be transported by anyone other than Club staff in Club vehicles while scanned in at the Club.



**BOYS & GIRLS CLUBS**  
**OF NORTH LOUISIANA**



## IV. Operations

### Receipts Procedure

All Check requests, receipts, invoices and other accounting documents are to be scanned by the purchasing staff and sent to [Requests@bgcofnl.org](mailto:Requests@bgcofnl.org) google drive (PW: Requests) from the scanner within 72 hours from purchase.

### Scanning Procedure

Check request, receipts, invoices and other accounting documents are to be scanned by the purchasing staff and sent to [Requests@bgcofnl.org](mailto:Requests@bgcofnl.org) google drive (PW: Requests1) from the scanner. All original receipts and documents are to be kept and stored by the purchasing staff in a secured folder. This ensures that original copies are available in the event that a scanned document is illegible, lost, or unprintable.

Steps	Actions
1	Make sure that the scanner is plugged in and connected to the computer or laptop.
2	Place unstapled documents on the scanner. (If receipt is on thermal paper, you want to consider making a copy to go in records)
3	Initiate the scan.
4	Select send to google drive.
5	Selecting the correct folder: <ol style="list-style-type: none"><li>1. Select the bookkeeping folder if the check request already has an approval signature.</li><li>2. Select Eldonta, LaScott, or Sabrina depending on whose signature of approval you need.</li></ol>
6	Rename the file the same as the vendor and amount.

7	(Recommend) Clicking save copy on computer.
8	Click send.
9	Store original copies in the provided folder.

## Restraining Orders

Restraining orders are orders issued by a court restraining the conduct of a person and protecting a victim from the activities of an abusive person. Before a restraining order can be enforced it must be on file at member sites and at the BGCNL administrative office. The Unit Director will inform the entire staff of all restraining orders that are on file. Report any violation of the order to the police and immediately call Administrative personnel.

## Social Services

If a department of social services employee wants to pick up a child at the Club, against the parent's or child's will, they must have proper identification and a judge's order or a police officer with them. Club staff should make copies of the paperwork and if there is a question about validity, may request the police be involved before releasing the child to social services. Director should immediately fill out an incident report detailing the situation with as much detail as possible.

## Procedure for Reporting Suspected Child Abuse

Any BGCNL employee or volunteer who suspects that any current or prospective Club member has been subjected to child abuse must report this suspicion to the appropriate Club authority immediately by law. Staff members who suspect that abuse has occurred shall not, except as directed by BGCNL's President, investigate the allegations or interview the child, any parent, guardian or volunteer, or any other witnesses, or otherwise pursue the suspected abuse.

If abuse is suspected by a BGCNL employee or volunteer, the following steps should be taken:

Steps	Actions
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1	Report the suspected abuse to the Unit Director/immediate supervisor. The Chief Executive Officer (CEO) or the President will determine whether the child's parent or guardian should be contacted concerning the suspected abuse. Whether such contact is to be made will depend, among other things, on whether the parent or guardian is the suspected abuser.
2	Document all reports and conversations related to the suspected abuse. All such documentation must be kept confidential except to the extent required by law or this policy and shall be maintained as part of BGCNL's files.
3	BGCNL's CEO or President, immediately contact BOTH the Police Department and the Department of Social Services in the city in which the abuse may have occurred.

If abuse is reported to a BGCNL employee or volunteer, the following steps should be taken:

Steps	Actions
1	If the informant is the suspected victim, do not alarm the child, but stop the child from talking about the alleged abuse as gently as possible and follow the reporting guidelines set forth above.
2	If the informant is a parent or guardian, the BGCNL is required by law to report the suspected abuse to the Police Department and the Department of Social Services. Advise the individual not to discuss the alleged abuse with the child. Such discussions should be conducted by properly trained personnel from the Police Department or Social Services. Suggest that the parent or guardian explain to the child that someone from the Police Department or Department of Social Services will want the child to openly answer the interviewer's question. The parent or guardian should also be advised to comfort the child and assure the child that he or she has done nothing wrong. Ask the parent or guardian not to discuss the suspected abuse with the alleged perpetrator and to keep the child away from the alleged perpetrator until the Police Department and/or Department of Social Services has decided how to handle the situation. The parent should also be informed of his or her reporting obligations under Colorado law

3	If the informant is a fellow Volunteer or Employee, club member, or anyone else other than the alleged victim's parent or guardian, advise the informant to comply with the reporting requirements of the state of Louisiana. Also, advise the informant not to discuss the suspected abuse with anyone, including the parent or guardian or the alleged perpetrator, and not to investigate or otherwise become involved in the handling of the abuse allegations, except as requested by BGCNL, the Police Department, or the Department of Social Services. The informant, if a Volunteer or Employee, should also be encouraged to continue, as normally as possible, the relationship with the child.
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**Only the BGCNL CEO or President shall release information relating to the suspected abuse to attorneys, the press or others outside BGCNL(Except law enforcement agencies). Any failure by a BGCNL employee to adhere to the foregoing procedures may result in discipline up to and including termination and may also result in personal civil and/or criminal liability.**

## **Procedure for Protecting Yourself Against Abuse Allegations**

The best way to avoid abuse allegations is to follow BGCNL policies. Keep in mind that innocent actions or behaviors can be misconstrued by others and can lead to false accusations. It is also important to note that BGCNL cannot indemnify (secure against legal liability) a staff or volunteer for his/her own actions. Once a person is accused and under investigation by law enforcement, they will receive no protection from BGCNL. For this reason, BGCNL has set forth the following procedures for the protections of staff and volunteers working with BGCNL members. Any staff member who violates the following procedures will face disciplinary action, up to and including termination.

Steps	Actions
1	Never take a member out of the Club without permission: Taking a child out of a BGCNL facility except in connection with an official function or program is prohibited and a serious violation of BGCNL policy. Any staff person taking a child out of a BGCNL facility without authorization and/or consent of parent or guardian will be subject to immediate termination.

2	Never be alone in a closed area with a member: All interactions with youth should be in a group setting. When traveling, arrange transportation such that you are never left alone with a member in the van. In the case that a member is left at the Club after operating hours the director should wait for the child to be picked up. As far as possible, stay within sight of others when working one-on-one with youth (tutoring, counseling, disciplining, etc.).
3	Never allow members to sit on your lap or engage in other behavior that may be perceived as inappropriate.
4	Never allow members in your personal vehicle
5	Involvement with members outside of the Club and outside of Club hours is strictly prohibited. This includes cell phone conversations, texting and social networking sites.
6	Never give the members money or personal gifts.

### Procedure for Closing a Club

Closing a Club is considered a last resort and should only be done in extreme cases when the staff and Club members' safety is at risk. Prior approval from their supervisor is needed to close a Club for any reason. Only the Chief Executive Officer may close a Club.

The decision to close a Club is based on the following conditions:

1. There is a threat to individual lives.
2. Operating conditions are unsafe and unhealthy.
3. Staff and resources are not adequate for serving anticipated clientele.
4. School closure or Holiday pre-approved.
5. Inconvenient weather conditions.

Steps	Actions
1.	The Unit Director must contact the CEO for approval first unless the safety of the staff and Club members require otherwise. If the Club must be closed immediately, the Unit Director will notify the CEO as soon as possible.
2.	The Unit Director must make his/her best effort to notify individuals as soon as possible for events that must be canceled due to the Club closure.

3.	A prominent sign must be posted on the front door stating the Club is closed, date and time to be closed and when the Club will be reopened. The sign must be readable from the parking lot (for parents who may be dropping off their child).
4.	A full documentation must be recorded on an incident report. This is turned in to the COO Lascott Ellis within 24 hours of the incident.

### Emergency Call Numbers

<b>For Any Emergency</b>	<b>Call 911</b>
Ruston Police Department	318-255-4141
West Monroe Police Department	318-396-2722
Ruston Fire Department/EMS	318-255-4762
West Monroe Fire Department/EMS	318-397-0758
Lincoln Parish Sheriff's Office	318-251-5111
Ouachita Parish Sheriff's Office	318-329-1200
Lincoln Parish Fire District	318-255-1055
Ouachita Parish Fire Department	318-325-1621

Homeland Sec./Emergency Prep.	251-6454
Child Protection Services	251-4101
Child Find	1-800-426-5678
Poison Control Center	1-800-222-1222

### ***Crisis Communications: What to Do When a Crisis Hits***

Steps	Actions
1	Control the immediate situation or threat: Always gain control of the immediate situation first. Never put the safety of members or staff at risk. Once the immediate emergency is managed, quickly notify the required contacts below.
2	Contact emergency personnel.
3	Alert Unit Director or other person in charge.
4	Person in charge calls COO: LaScott Ellis 318-475-0157
5	If he cannot be reached, contact CEO: Eldonta Osborne 318-436-9146
6	If they cannot be reached, contact CVO: Drake Mills 319-255-2222
7	Refer Media to CEO Eldonta Osborne: Keep media out of the Club and the children away from the media. Only authorized spokespersons (CEO, Broad President, or RD) should give a statement or answer media questions. Please tell all members of the press: "Media inquiries are being answered by the CEO. Thank you." or "We are working on getting a statement for you." Keep it short, simple, and polite.

## General Emergency Procedures

In the event of a fire, explosion, bomb threat, tornado or other disaster, it is the staff's responsibility to establish an orderly and safe environment and follow the correct emergency procedure as quickly as possible. This includes prompt and necessary communications and setting up a systematic procedure for the evacuation of the building (also see specific emergency procedures on the following pages)

Although each type of disaster may call for a specific emergency procedure, use these general steps as a guideline in all instances.

Steps	Actions
1.	When a staff member is aware that an emergency exists or is imminent, he/she must immediately notify the Unit Director or the designated person in charge in a quiet and discreet manner. DO NOT create a scene to prevent panic.
2.	The Unit Director or the designated person in charge shall appraise the situation and take the appropriate measures. When necessary, call 911 immediately.
3.	If evacuation is ordered, notify all staff members and they will follow their assigned.
4.	Only the Unit Director or designated person has the authority to order an evacuation of the building.



5.	When the building is declared safe by the appropriate authority, only the Unit Director or a designated person will give the order to return to the building.
6.	When a unit is short of staff during an emergency situation, the Unit Director will carry out all assignments or assign them to another staff member. At any time that the Unit Director is away from the building a designated staff member will be in charge and is responsible for all emergency procedures.
7.	The Unit Director or designated person will provide a detailed report to the Chief Professional Officer.

**Panic Control**

Panic is a sudden, unreasoning terror often spreading quickly and often accomplished by mass fright. Panic is caused by fear, although those involved may not know what they fear, members may be tempted to join a fleeing group. The fright of those in motion is enough to suggest the presence of something to fear. When this stage is reached it may become difficult to control Club members. Corrective actions should be taken before the group gets to this stage.

**Panic Deterrents**

1. Provide assurance—exert positive leadership. Reassure the group by giving information and instructions calmly.
2. Eliminate interest—dispel rumors. Identify problem members and immediately prevent them from spreading discontent and fear.
3. Demonstrate decisiveness—speak clearly and with authority. Leave no question as to what you want members to do. Make sure you are in control of yourself and the situation.

**Lockdown Procedures**

One type of emergency that clubs may face is a threat posed by an intruder or emergency situation outside the school that prevents the evacuation of kids from the building. In these situations, BGCNL should be prepared to take steps to isolate members, faculty and staff from danger by instituting a school lockdown.

A lockdown can serve several functions during an emergency, including the following:

Steps	Actions
1	Removing kids and staff from the threat;
2	Isolating the dangerous situation from much of the club;
3	Allowing for an accurate accounting of members within each room;
4	Depending on the situation, facilitating an organized evacuation away from the dangerous area.

***Lockdown with warning: The threat is outside the club site.***

Steps	Actions
1	Building administrator orders and announces “lockdown with warning.” Be direct. DO NOT USE CODES. This announcement should be repeated several times.
2	Important: <ul style="list-style-type: none"> <li>A. Special attention should be paid to classes that are outside of the club's building.</li> <li>B. Staff must be able to hear the lockdown announcement.</li> <li>C. An alternate lockdown location must be identified. This location can be indoors or outdoors (if members can be safely hidden).</li> </ul>
3	Lock exterior doors.
4	Clear hallways, restrooms, and other rooms that cannot be secured.
5	Secure and cover classroom windows.
6	Move all persons away from the windows.
7	Take attendance of students in each classroom. <ul style="list-style-type: none"> <li>A. Staff should prepare a list of missing and extra students in the room.</li> <li>B. Staff should take this list with them once they are directed to leave the classroom.</li> </ul>

8	Control all movement.
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***Lockdown with intruder: The threat or intruder is inside the club site.***

Steps	Actions
1	Building administrator orders and announces “lockdown with intruder.” Be direct. DO NOT USE CODES. This announcement should be repeated several times.
2	Immediately direct all members, staff, and visitors into the nearest classroom or secured space.
3	Classes that are outside of the building SHOULD NOT enter the building.
4	Move outside classes to the primary evacuation site.
5	Lock classroom doors.
6	DO NOT lock exterior doors.
7	Move people away from the windows and doors. Keep all students sitting on the floor, and turn off the lights.
8	Secure and cover classroom windows.
9	Take attendance of students in each classroom. A. Staff should prepare a list of missing and extra students in the room. B. Staff should prepare to take this list with them once they are directed to leave the classroom.
10	DO NOT respond to anyone at the door.
11	Keep out of sight.
12	Be prepared to ignore any fire alarm activation, as the school will not be evacuated using this method.
13	When or if members are moved out of the classroom, assist them in moving as quietly and quickly as possible.
14	When the threat is over/the intruder has left the building, the law enforcement will begin to clear the classroom.

## Fire, Gas Leak, or Explosion

To be prepared in the event of a fire or other hazard, Clubs must take the following steps in additions to those outlined in the guidelines above:

- Follow the emergency evacuation plan, which should be posted, including the location of emergency exits and evacuation routes, in all rooms of the building.

In case of a fire, gas leak or explosion in the Club, the main priority should be the safety of the members, staff and volunteers. Follow these steps:

Steps	Actions
1.	Evacuate. If a fire occurs, leave the building by the safest possible exit including the windows if necessary. In case of gas leaks or fumes, go outdoors immediately. Keep calm, do not panic. Walk rapidly, do not run.
2.	Before opening any doors, feel the door, if it is hot, do not open.
3.	If possible, close all doors and windows, as this will slow the spread of fire.
4.	If you are caught in smoke; take short breaths, breath through the nose, crawl along the floor (the air is cooler). If forced to make a dash through smoke or flame, hold your breath.
5.	Designated staff members should call authorities as soon as it is safe to do so.
6.	Check the building. Conduct a complete search of the building for occupants before exiting.
	Complete roll call. Quickly ensure that all individuals are accounted for, compare the roll call of evacuated members to a complete and up-to-date roster of members currently at the Club.

8.	Remain in the evacuation area. Keep all Club staff and members in the designated evacuation area until law enforcement officials indicate that it is safe to re-enter the building. If necessary, remain there.
9.	If necessary, remain in the evacuation area until parents can retrieve their children, do not leave the evacuation area until all members have been retrieved.
10.	Do not go back for personal belongings.
11.	Do not attempt to fight the fire. Wait for the proper authorities to handle the fire. Club staff should focus on the safety of members and themselves.

## Fire and Burglar Alarm System basics

The following information may be helpful in understanding and operating our fire alarm and security camera system:

1. Fire alarm system: Check the red box in the unit lobby for details.
2. Burglar alarm system: Installed are security cameras in front foyer/front offices.

**If you have any questions or need help, please contact the Unit Director.**

## Bomb Threat Procedures

Steps	Actions
1.	When a bomb threat is received, notify the Unit Director immediately. Do not panic, remain calm.
2.	If the bomb threat is received directly by telephone, get the Unit Director or a full-time staff member to the telephone.
3.	While the staff member is talking to the caller, evacuate all Club members from the building. Remain calm. Walk out of the building and take the Club members to the designated safe location.
4.	Complete roll call. To quickly ensure that all individuals are accounted for, compare the roll call of evacuated members to a complete and up-to-date roster of members currently at the Club.
5.	Call authorities.
6.	Check the building. Conduct a complete check of the building for occupants before exiting.

7.	<p>The staff member talking to the caller should ask questions about the following items:</p> <ul style="list-style-type: none"> <li>● The location of the bomb?</li> <li>● The detonation time?</li> <li>● Has the bomb been placed in the open, or is it concealed or disguised?</li> <li>● The type of bomb?</li> <li>● How did the bomb get into the building?</li> <li>● Identification of the caller?</li> <li>● Why was the bomb put there?</li> </ul>
8.	<p>Try to recall every statement made by the caller precisely as delivered, find out as much as possible about the caller, for example:</p> <ul style="list-style-type: none"> <li>● Sex</li> <li>● Nationality and race</li> <li>● Age</li> <li>● Mental and emotional stability</li> <li>● Education</li> <li>● Characteristics of voice</li> <li>● Knowledge of building and personnel</li> <li>● Background noise</li> </ul>
9.	<p>After calling 911 call the Unit Director or after hours call the Chief Professional Officer</p>
10.	<p>Once the building is vacated and secured, wait for the appropriate authorities before re-entering the building</p>
11.	<p>In vacating the building, use the same procedure as those for fire and explosion.</p>
12.	<p>The building can be re-opened only after the proper authorities determine that the building is safe</p>

### Intruders, Violent Behavior, or Assault

The Office Manager is responsible for securing access to the Club. All members must sign-in and scan their card prior to entering the building. All guests, parents, or volunteers must first sign-in before access is granted. In most circumstances, parents or other adults will wait at the front office for the member to come.

Prevention:

The best defense against intruders is diligent consistency in managing the access to the Club. Supervision both in and outside the Club (on Club grounds) will help reduce the frequency of violent behavior.

When at all possible, ask members to remain in the Club or in designated programs for the total time they intend to spend at the Club that day. Do not allow kids to come and go freely. Members should not be allowed to hang out or play in front of the Club without supervision.

If equipped with a door buzzer, use that to secure the Club. During peak times it is allowable to turn off the magnet to minimize wear and tear on the equipment and allow for smooth access. Make sure it is engaged for the majority of operating hours.

Club doors must remain unlocked during business hours, however during planning time the doors can be locked from the outside.

Follow these steps when encountering an intruder.

Steps	Actions
1.	When a violent act is in progress or is a certainty, quick decisive action must follow. Gather all members in a secure location and call 911.
2.	Create a barrier between you, the members, and staff, from the intruder or violent act.
3.	If at all possible do not engage the intruder in any way. Lock them out or run away. Don't worry about equipment, money or anything other than the safety of you, the members, staff, and volunteers.
4.	If you are in imminent danger of being shot, assaulted, or engaged in a way that will bring you harm, protect yourself with any means possible. Remember that equipment can be replaced, you can't.
5.	Call authorities.
6.	Check the building. Conduct a complete check of the building for occupants before exiting.

## Early Warning Signs of Potentially Violent Individuals

It is not always possible to predict behavior that will lead to violence. However, staff member, and sometimes Club members, can recognize certain early warning signs. None of these signs alone are sufficient for predicting aggression and violence; a good rule of thumb is to assume that they are present in combination; they may indicate the need for further analysis.

- Social withdrawal
- Excessive feelings of isolation and being alone
- Excessive feelings of rejection
- Being a victim of violence
- Feelings of being picked on and persecuted
- Low school interest and poor academic performance
- Expression of violence in writings and drawings
- Uncontrolled anger
- Patterns of impulsive and chronic hitting, intimidating, and bullying behaviors
- History of discipline problems
- Past history of violent and aggressive behavior
- Intolerance for differences and prejudicial attitudes
- Drug and alcohol use
- Affiliation with gangs
- Inappropriate access to, possession and/or use of firearms
- Serious threats of violence

**Adapted from *Early Warning, Timely Response: A Guide to Safe Schools*, Washington, DC: U.S. Department of Education, August 1998 revision.**



## Severe Weather or Natural Disaster

Although there is nothing anyone can do to prevent a natural disaster, Boys & Girls Clubs of North Louisiana can be better prepared to respond in the event of a disaster when these guidelines are followed:

- Conduct internal and external hazard assessments of the facility; pay attention to the storage of heavy and breakable items that may move or be thrown easily, causing damage or injury.
- All full time program staff will be first aid and CPR trained.
- Staff members will be trained in preparedness for natural disasters by ensuring that everyone is able to identify:
  - The safest place in each room
  - The location of all exits
  - The location of utility shut-off valves
  - Storage site for emergency supplies and equipment
  - Procedures for evacuation
  - Evacuation routes and sites.
- Staff and Club members will protect themselves by using sturdy tables or desks whenever possible, staying away from glass windows and keeping their heads covered with their hands.
- Disaster drills will be conducted twice annually to make sure that everyone is familiar with these procedures.

When the severe weather alarm goes off, follow these procedures:

Steps	Actions
1.	All members will be kept in the building and released only to a parent/guardian.

2.	All members will be required to sit on the floor and will not leave the room until the all clear signal is given or their parents/guardians come to pick them up.
3.	Once the members are all secure in the designated room a staff member will call and report the situation to the Chief Professional Officer. All other members will stay in the designated room.
4.	Remain calm and reassure Club members.
5.	Check the roster to make sure everyone is present.
6.	Turn on the radio and listen for instructions from public safety agencies.
7.	Don't use the telephone except for emergency use.
8.	Record names of each Club member and the adult who retrieves him or her from the Club. Do not leave the evacuation area until parents or guardians have retrieved all members.

## First Aid Instructions

Each full time program staff will be First Aid/CPR trained by taking yearly training or participating in another certified training.

In case of accident or injury the follow these procedures:

Steps	Actions
1.	All staff members will use rubber gloves when administering first aid.
2.	When needed, a qualified staff member will administer the appropriate first aid (start breathing, stop bleeding, etc.)
3.	If the injury is severe, (drowning, severe bleeding, breathing difficulty, unconscious, etc.) Call 911.
4.	If the injury is not life threatening, (cut finger, broken arm, dislocated shoulder, etc.) staff-in-charge will attempt to notify the member's parents/guardians. If these attempts fail, the child will be turned over to paramedics so the appropriate medical attention can be sought.

5.	If more help is needed, staff-in-charge will request that other staff members assist him/her. Those staff members should close their department and report for the duties assigned by the Unit Director, (including but not limited to), keeping other members away, calming fears of other members, notification of parents, directing emergency personnel to the victim and helping clear the members from the area
7.	Provide all pertinent information to the emergency medical staff when they arrive.
8.	Contact the Unit Director
9.	Interview witnesses to the injury and as soon as possible after the incident conduct interviews individually and document them in writing.
10.	Complete injury report as soon as possible for all rescues and serious injuries.

## Blood-borne Pathogens Exposure Control Plan

Blood-borne pathogens are microorganisms in human blood that can cause disease in humans. They include the Hepatitis-B Virus (HBV) and the Human Immune-Deficiency II Virus (HIV), the precursor to AIDS.

Each full-time program staff member should complete a Preventing Disease Transmission workshop through the Boys & Girls Clubs of North Louisiana or Red Cross within the first year of hire.

### Exposure Control

All first aid/CPR trained employees are covered by the Blood-borne Pathogens Standard as well as any employees with the potential of contamination.

Applicable employees shall be trained and educated in, but not limited to:

1. Infectious materials
2. Personal protective equipment
3. Medical procedures/inoculations
4. Waste Disposal/Clean Up
5. Reporting procedures

### Disease Prevention

Every possible work-related exposure to blood must be reported to the Unit Director for immediate medical follow up. Early action is crucial. Immediate intervention can forestall the development of Hepatitis B or enable the affected worker to track potential HIV infection.

Occupational transmission of HIV is rare, and NIOSH has determined that there is virtually no chance of being exposed to the AIDS virus from sewers or wastewater; however, personal protective equipment should be worn as a preventable measure.

Hand washing is the best defense against blood-borne pathogens contamination. If fresh water is not available, disinfectant towelettes shall be used, or eye and skin flushing solution.

**Medical Attention**

Employees who are exposed to blood or other potentially infectious materials when work related, shall be offered the three injection Hepatitis-B vaccination series at no cost to the employee.

**Blood-borne Pathogens Reporting Procedure**

Steps	Actions
1.	Report each possible work related exposure to blood.
2.	All employees with the potential of contamination (assisting injured, contact with potential infectious materials), shall put on the following Personal Protective Equipment (PPE) prior to actual physical encounter; rubber gloves, apron, eye protection, face protection, mouth-to-mouth resuscitator and any additional equipment required
3.	If an employee's skin or mucous membranes come into contact with blood, he/she shall immediately wash with soap and water and flush eyes with water as soon as possible. If water is not immediately available, use eye and skin flushing solutions.
4.	If assisting an injured person, all bandages and materials used shall be enclosed in the disposal container bag located in the Biohazard Spill Kit and shall accompany the injured to the medical center for proper disposal.

5.	All contaminated clothing shall be removed at the site of exposure and shall be placed in the large plastic bag contained in the Biohazard Spill Kit for decontamination or disposal.
6.	Contaminated surfaces/equipment shall be cleaned with soap and water and disinfected in accordance with the solutions contained in the Biohazard Spill
7.	All possible exposed employees shall be instructed to seek medical attention/preventative inoculations. They will use a medical facility authorized by the CEO.
8.	The Unit Director shall be contacted immediately following any possible exposure and shall complete the Blood-borne Pathogens Exposure Report and Worker Compensation Report.

## Reporting and Documentation Procedures

Correct Reporting and Documentation is a key element of a successful and accountable program. It is hard to document too much, so err on the side of REPORTING AND DOCUMENTING EVERYTHING.

### Incident Report

An incident report is filed any time police are called or if there is a disruption in services, such as closing a unit/location caused by acts of violence. File a report when a member is asked to leave a Club or when strong disciplinary action is taken, such as Club suspension. The incident report form is designed to make it as easy to write accurate and complete reports. Use it as a guide in assessing your current incident report form. (Note: not every item is applicable for every incident.)

### Member Accident Report

A member accident report is filed in any case of injury to a member.

### Worker Compensation Report

A worker's compensation report is filed in any case of staff injury sustained on the job. Sample copies of the reports are attached. Also included is a "checklist" of items that should be included on an incident report form. Should be submitted online.