# Boys & Girls Club of Greater Holland
# Policies and Procedures Manual

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## CODE OF ETHICS

***Boys & Girls Club of Greater Holland***
***Code of Ethics for Staff Members***

The Boys & Girls Club of Greater Holland (BGCGH) expects all staff members to conduct themselves in a manner that exemplifies the highest standards of ethics and propriety in any endeavor or activity that could impact or reflect upon the mission, purpose, integrity, reputation, and professional and business relationships of BGCGH.
Recognizing that it is not possible to address all ways in which ethical issues may arise, the following principles are intended as a guide in making sound judgments and decisions on behalf of BGCGH and its mission, not as a comprehensive list of potential concerns.

**Pledge of Personal and Professional Conduct**

- **Integrity** -- I will demonstrate the highest standards of individual conduct, personal accountability, integrity, trustworthiness, fair dealings, considerations of the rights of others, and the highest principles of good business relationships.
- **Excellence** -- I will strive to meet the highest standards of performance, quality, service and achievement.
- **Honesty** -- I will communicate directly, respectfully, honestly and openly, and avoid misrepresentation.
- **Diversity** -- I will support diversity -- promoting a working environment that embraces the similarities and differences all people bring to the organization.
- **Respect** -- I will respect and act fairly toward all those with whom I come into contact and refuse to engage in or tolerate any form of discrimination or harassment.
- **Responsibility** -- I will take responsibility for my actions and decisions and remain a careful steward of the funds and resources entrusted to me.
- **Compliance** -- I will comply with BGCGH's Code of Ethics, Employee Handbook, policies, procedures and all laws and regulations affecting BGCGH.

**Professional Practices**

While the "Pledge" outlines general principles guiding ethical conduct, the following points illustrate important applications that are relevant to every day work. ***The points below are not intended to be all-inclusive. Staff are expected to utilize good judgment in maintaining the highest standards of ethics.***

**I. Conflicts of Interest:**

- I will not place my personal interest in conflict with the mission, purpose, vision, or interests of BGCGH, and will avoid any conduct that may impair my judgment with respect to BGCGH.
- I will not exploit or personally benefit from any donor or funding relationship, volunteer relationship, vendor relationship or organizational committee relationship.

- I will not use my position with BGCGH to obtain special advantage or gain to myself, any person related to me or any other related party.
- I will not make any payment or provide anything of value to any public official in exchange for or because of any official act performed or to be performed (that is, provide any bribe or unlawful gratuity to anyone).
- I will not ask for, accept from or give to any past, current or potential supplier, advisor, vendors, speaker, customer, competitor, or donor any payment, service, gift, or favor other than gifts of a value less than $100 or that amount allowed by law unless explicitly approved by the Board.
- I will reveal to the Ethics Officers, described below, any perceived, potential or actual conflicts of interest.

**II. Assets, Financial Reporting and Transactions:**

- I will do my part to ensure that BGCGH complies with prescribed accounting polices and procedures at all times.
- I will do my part to ensure that organizational assets and transactions are handled with the strictest integrity, and that each transaction is executed in accordance with applicable procedures, authorization and documentation.
- I will not make false or misleading entries in any books, records or reports, invoices, timesheets, expense reports or aid others in doing so.
- I will not use, directly or indirectly, the organizational name or logo, organizational funds, property, computer connectivity, equipment, assets, copyrighted material or other organizational resources for any unlawful, unethical, or inappropriate purpose.

**III. Fundraising:**

- I will be truthful in communicating with others, including donors and other contributors and will seek to provide factually correct, current and accurate information.
- I will be accurate and truthful in fundraising activities.
- I will respect the informed choices of our donors by fairly and truthfully reporting our fundraising costs and overhead.
- I will be clear about how donated resources will be utilized.
- I will honor our promises by using donated resources in the manner in which they were intended or transparently informing donors of any important alterations in the planned use of the funds.

**IV. Professional Conduct:**

- I will not exceed my limits of authority.
- I will treat fellow staff, volunteers, donors, vendors, the public we serve, and other stakeholders with fairness, honesty and respect. This includes refraining from gender, racial or other bias, or sexual or other harassment.
- I will adhere to all BGCGH policies related to behavior, technology, conduct and contact with the youth served by BGCGH.
- I will conduct myself in a professional manner at any BGCGH related function in which I might be considered a representative of BGCGH.
- I will always uphold the law while working at BGCGH. This includes, for example, obeying all state and local laws governing nonprofits. I understand that drug use, fraud, theft, embezzlement, price-fixing, bid rigging, or any other illicit activities are grounds for immediate termination and possible prosecution by public authorities.

- I will be alert for and report any conduct described above or any other conduct unbecoming to BGCGH by other staff members.

**V. Confidential and Proprietary Information:**

- I will abide by the organization's Records Retention policy.
- I will not release business information that has not been made public to private individuals, organizations, or government bodies unless demanded by legal process.
- I will not use confidential information obtained in the course of my employment or affiliation with BGCGH for the purpose of advancing any private interest or otherwise for personal gain.
- I will not unlawfully or improperly copy any material that has copyright or trademark protection.

**VI. Political Activities:**

- I will not use any organizational financial resources to improperly influence any political figure or candidate.
- I will not make - or create the appearance of making - any contributions to any candidate for public office or political committee on behalf of BGCGH.
- I will not use – or create the appearance of using - any organizational financial resources to endorse or oppose a candidate for public office.
- I will clearly communicate that I am not acting on behalf of the organization, if identified as an official of BGCGH, while engaging in political activities in an individual capacity.
- I will engage in personal political activities on my own time and at my own expense.

**Reporting and Investigation**

**Conditions of Employment:**

- Upon receipt of the Code of Ethics, each staff member will agree in writing to comply with the Code of Ethics.
- Compliance with the Code of Ethics is a condition of employment for each employee.

**Questions and Reporting:**

- If a staff member knows of a violation of the Code of Ethics, he/she will immediately report it to one of the Ethics Officers, Craig Spoelhof and Laurie Vall and should not engage in any fact-finding related to the violation.
- If a staff member is concerned that he/she may not be in compliance with the Code of Ethics, he/she will complete the appropriate Disclosure Statement,

and the Ethics Officers will provide a written response.

- Any supervisor receiving such a report must immediately advise one of the organization's Ethics Officers.
- There will be no retaliation or intimidation for reporting of actual or possible violations of the Code of Ethics. Such reporting may be anonymous. If not anonymous, the identity of the

reporting staff member will be kept confidential unless it must be revealed in order to fully enforce this Code of Ethics or comply with legal obligations.

- BGCGH's Ethics Officers will promptly investigate all alleged Code of Ethics violations in a professional manner, report as necessary on the results of the investigation and will take whatever corrective action is required. Staff members are expected to cooperate in the investigation.

**Disciplinary Action for Violations:**

Disciplinary action may be taken for the following violations, and may include dismissal, when appropriate.

- Authorizing or directly participating in actions that violate the Code of Ethics.
- Concealing a violation of the Code of Ethics.
- Failing to detect or report a violation of the Code of Ethics, if such failure reflects inadequate supervision or lack of oversight.
- Refusing to cooperate in the investigation of a violation of the Code of Ethics;
- Retaliating, directly or indirectly, against an individual for reporting a violation of the Code of Ethics.
- Other violations of law not outlined in this Code of Ethics but that may impact a staff member's job performance.

**A Matter of Trust:**
**The BGCGH Code of Ethics**
**Certificate**

*I acknowledge that I have received and read my personal copy of Boys & Girls Club of Greater Holland Code of Ethics for Staff Members. I understand that I am responsible for adhering to the principles of the Code of Ethics, and I confirm that I will conduct myself in accordance with the principles of the Code of Ethics. The certificate process is mandatory for all BGCGH staff members.*
*I am in compliance with policy.*

*Printed Name*_____

*Signature*_____*Date*_____

**Please sign and date this certificate and return it to**:

Laurie Vall, Human Resources

***Thank you*!**

**A Matter of Trust:**
**The BGCGH Code of Ethics**
**Disclosure Statement**

*I acknowledge that I have received and read my personal copy of Boys & Girls Club of Greater Holland's Code of Ethics. I understand that each BGCGH staff member is responsible for adhering to the principles of the Code of Ethics, and I confirm that I will conduct myself in accordance with the principles of the Code of Ethics.*

*I **may not be** in compliance with such policy, due to:*

_____
_____
_____
_____
_____
_____
_____

***Print Name*** _____

_____ _____
***Signature*** ***Date***

**Please sign and date this certificate and return it to**:

Laurie Vall, Human Resources

***Thank You!***

***Written 1/2/2020***
***Revised 1/1/2020***

BOYS & GIRLS CLUB
OF GREATER HOLLAND

# A3: Code of Conduct for Volunteers

1. **General**
   - Encourage and enforce proper personal boundaries between persons at the Club.
   - Be mindful of the personal boundaries between all persons.
   - Treat members as your responsibility, but not as your children, peers or siblings.
   - Avoid displaying favoritism or intimacy with any member.
   - Avoid inappropriate materials, language, gestures or touching.
   - Avoid one-on-one situations with members.
   - Avoid off-site fraternization with members.
2. **Dress Code**
   - All clothing should be neat, clean and present a professional image to the public. Cut off, frayed or shabby clothing should not be worn.
   - Excessively tight or provocative clothing should not be worn.
   - Blouses or shirts must have sleeves and cover the midriff. No bare skin showing between tops and bottoms.
   - Clothing may not advertise drug, alcohol, tobacco products/use. Distasteful, morally questionable or controversial slogans may not appear on clothing.
   - No athletic or "sweat" shorts, except in Gym.
   - Shorts should be no shorter than the fingertips, arms down at side.
   - Skirt length should be no more than one inch above the knee.
   - Pants should be worn at the waist with no undergarments showing.
   - Open-toed shoes or sandals must fasten at the heel.
   - Hats, hoods or scarves are not permitted inside the facility.
   - Jewelry that is consistent with a professional look may be worn.
3. **Technology and Other Media**

   The following are not allowed:
   - Any material that is sexually explicit, provocative, inappropriate, unwholesome or unprofessional on any computer or PDA assistant in the Club or any computer or PDA owned by the organization
   - Communications to other staff, volunteers or members that is unprofessional, inappropriate or unwholesome
   - Communications with members by email and instant message except via their Club email address
   - Communications with members by text message
   - Sharing home or personal email, instant message or social media addresses with members
   - Communication with members through social media platforms except via the Club's social media pages (ex. Facebook, Instagram, twitter)
   - Sharing any magazines, literature, photos, videos or music with members that would be considered inappropriate or "adult" in nature. Such materials shall not be present on Club premises.

**4. Physical Contact**

- Utilize verbal expressions of approval and encouragement in lieu of physical contact, whenever possible.
- It is advisable for volunteers to express themselves to members via physical contact through handshakes or "high-fives."
- A hug, pat on the back or placing arms around the shoulders of a member should only be done in public or plain view of others.
- Do not let members hang on you or sit in your lap.
- Do not touch members through a pat on the buttocks, backrub, massage or other similar touching.
- Physical contact between volunteers and members during athletic activities must be Club-supervised.

**5. Verbal Communication**

The following are not allowed:

- Using language of a sexual, vulgar or provocative nature
- Speaking in a teasing, deriding or sarcastic tone
- Sharing personal information with members, such as one's love life, sex life, romances or other similar information
- Sharing your personal phone number with a member
- Communications with members by telephone/cell phone for social or any other purposes except for Club matters

**6. Off-Campus Contact**

The following are prohibited unless approved in advance by the Executive Director:

- Socializing with members off campus
- Performing any service for the family of a Club member
- Sharing any activity that is not Club-sponsored with the family of a Club member
- Entertaining members in your own home
- Entering the home of a member

**7. The Appearance of Impropriety**

- There should be few, if any, instances when volunteers must be alone with a member.
- If you confer with a member, the office or room door must always be open, even if the member wishes to speak in confidence.
- Do not let members wear your clothes or have access to your personal belongings.
- Avoid being alone in a locker room with a member who is showering or changing clothes.

**8. Secrets and Confidentiality**

- If a member asks a volunteer not to reveal a secret, the volunteer should advise the member that in some instances they may be required to reveal the secret, especially if the secret carries potential harm to themselves or others. In such cases the staff must reveal it to the proper authorities.

**9. Accusations of Impropriety**

- Record keeping is a necessary means of protecting all staff, volunteers and members. If you are accused of impropriety or are a witness to an incident that is the basis of such an accusation, write down all details (date, time, who was present, who said what, who did what) before the memory fades.
- In the course of an investigation into accusations of impropriety, you must never withhold information or provide false or misleading information out of loyalty to a friend or co-worker.
- All staff and volunteers hold positions of responsibility, and your first obligation is to the emotional, physical and mental well-being of the members who are entrusted to your care.

Written 1/2/2020
Revised 1/2/2020

BOYS & GIRLS CLUB
OF GREATER HOLLAND

# A4: Employee Attendance Policy

Employees at Boys & Girls Club of Greater Holland are expected to be present for work, on time, every day. Regular attendance and punctuality are important to keep team morale up and provide for the safety of our members and co-workers. Arriving late or being absent from work causes disruption and burdens colleagues. Being consistently tardy or absent may result in implementing a progressive discipline process as outlined in this policy.

*Absenteeism* refers to frequent absence from an employee's job responsibilities.

*Presenteeism* refers to being present at work beyond your schedule even when we don't require overtime. This can cause you to be overworked and have an impact on your productivity and job satisfaction. We want to ensure that you keep your schedule both when coming to work and leaving.

*Tardiness* refers to coming in late, taking longer breaks than you're entitled to and constantly leaving earlier from work without reason.

It is the responsibility of the supervisor to monitor their team's attendance and time management. If you see that an employee is struggling with this, please set up a meeting with them as soon as possible to avoid repetition. You will be asked to assist Human Resources in keeping track of the infractions listed below.

- After 3 tardies, employee will be subject to disciplinary action.
- After 3 unscheduled absences without using PTO or doctor's note, employee will be subject to disciplinary action. *Exceptions for unscheduled absences are funerals, jury duty, bereavement, military duty, childbirth, accidents or unavoidable emergencies.
- After 3 occurrences of presenteeism as agreed upon by supervisor, employee will be subject to disciplinary action.
- If an employee fails to show up for work for three consecutive days without notifying a supervisor, it will be considered job abandonment.
- Employees may request exceptions for work absences from Human Resources and will be approved on a case-by-case basis.

*Progressive discipline process will be as follows:*

1. Meeting with supervisor – verbal warning
2. Written warning – corrective action plan
3. Meeting with HR – possible suspension
4. Subject to termination

Written 1/2/2020
Revised 1/2/2020

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OF GREATER HOLLAND

# A5: Pregnancy Leave Policy

Any female employee planning to take pregnancy disability leave should advise human resources to schedule an appointment to discuss the following matters as per the Boys & Girls Club of Greater Holland's policy.

- Duration of pregnancy disability leave. This will be determined by the advice of the employee's physician, but employees disabled by pregnancy may take up to 26 weeks of leave with documentation from physician stating that said employee is not cleared to return to work. The 26 weeks of leave includes any period for actual disability caused by the employee's pregnancy, childbirth, or related medical condition.

- Boys & Girls Club of Greater Holland will reasonably accommodate medical needs related to pregnancy, childbirth, or related conditions or temporarily transfer you to a less strenuous or hazardous position (where one is available) or duties if medically needed because of your pregnancy.

- Employees who need to take pregnancy disability must inform Boys & Girls Club of Greater Holland when a leave is expected to begin and how long it will likely last. If the need for a leave, reasonable accommodation or transfer is foreseeable, employees must provide reasonable advance notice at least 30 days before the pregnancy disability leave or transfer is to begin. Employees must consult with the human resources regarding the scheduling of any planned medical treatment or supervision in order to minimize disruption to the operations of the Boys & Girls Club of Greater Holland. Any such scheduling is subject to the approval of the employee's health care provider.

- If 30 days' advance notice is not possible, notice must be given as soon as practical;

- Failure to give reasonable advance notice may result in delay of leave, reasonable accommodation, or transfer.

- Upon the request of an employee and recommendation of the employee's physician, the employee's work assignment may be changed if necessary to protect the health and safety of the employee and her child;

- Pregnancy leave usually begins when ordered by the employee's physician. The employee must provide the Boys & Girls Club of Greater Holland with a written certification from a health care provider for need of maternity/pregnancy leave, reasonable accommodation or transfer. The certification must be returned within 15 calendar days. Failure to do so may, in some circumstances, delay pregnancy leave, reasonable accommodation or transfer. The certification indicating the need for disability leave should contain:

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OF GREATER HOLLAND

# A5: Pregnancy Leave Policy

- A statement that the employee needs to take pregnancy disability leave because she is disabled by pregnancy, childbirth or related medical condition.
- The date on which the employee became disabled due to pregnancy;
- The probable duration of the period or periods of disability;

Leave returns will be allowed only when the employee's physician sends a release;

An employee will be allowed to use accrued PTO hours (if otherwise eligible to take the time) during a pregnancy disability leave; before or after the actual leave start/return date of pregnancy disability coverage.

Upon submission of a medical certification that an employee can return to work from a pregnancy disability leave, an employee will be reinstated to her same position held at the time the leave began or, in certain instances, to a comparable position, if available. There are limited exceptions to this policy. An employee returning from a pregnancy disability leave has no greater right to reinstatement than if the employee had been continuously employed.

Pregnancy leave may impact health insurance and other benefits as well as a seniority date. Please contact the human resources department for more information.

Requests made for extended leave for purposes of bonding with the newborn will be considered on a case per case basis. Extended leave requests should be directed to human resources.

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# A6: Mandated Reporter Policy

As an employee of the Boys & Girls Club of Greater Holland, you must be committed to protect the safety of our members. As a professional working with children, you are mandated by law to report suspected or actual incidents of child abuse and neglect of members with whom you work. Mandated Reporter Training will be provided to each employee on an annual basis with a refresher course available in 6 months, all trainings will be documented on master training list held by Training Coordinator.

The Club supports this mandate and requires that all applicable procedures be followed, including call Child Protective Services at 1-855-444-3911, filling out the DHS report of Actual or Suspected Child Abuse of Neglect form (DHS-3200) and sending it by fax to Centralized Intake at 1-616-977-1154 or 1-616-977-1158 or by email to DHS-CPS-CIGroup@michigan.gov and copies are delivered to the Executive Director as soon as possible after the event. Please see your supervisor for forms or questions.

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# A7: Sexual Abuse Prevention Policy

The Boys & Girls Club of Greater Holland is committed to providing a safe and respectful environment for our members, and it will not tolerate any sexual abuse or sexual misconduct toward, or by any member.

Sexual abuse and sexual misconduct shall be interpreted to mean any sexual interaction between a child and another person (including another child) in a position of power over the child. Specific acts may include inappropriate physical contact, viewing pornography, exposing oneself to another person, enticing others to expose themselves, inappropriate language, or any other behavior that is a violation of the organization's Code of Conduct or Employee Handbook.

Unless authorized in advance by Executive Director, adult staff and volunteers shall not:

- be isolated with a member on Club premises, when transporting a member, or at any off-site Club activity;
- initiate conversations with members about sexual matters. If a member initiates a conversation about sexual matters with a staff or volunteer, the adult shall limit the conversation to the child's immediate concerns and shall provide a written incident report to the supervisor within 24 hours; or
- engage in off-site social activities with members. Such interactions may include meetings, telephone conversations, texting, social networking, email or Internet communication.

All persons are prohibited from the access, display, production, possession or distribution of pornography on club premises or equipment.

Any suspected sexual abuse or misconduct will be treated as a serious matter and documented by a written incident report within 24 hours. When applicable, the incident will be reported to the appropriate authorities. The chief professional office shall provide written directives to maintain the confidentiality of incident reports.

**Written 1/2/2020**
**Revised 1/2/2020**

BOYS & GIRLS CLUB
OF GREATER HOLLAND

## A8: Parent Volunteer Policy

As an organization that supports and encourages family involvement in the lives of their children, we welcome parents to volunteer at the Clubs in the following capacities only:

- Being a facilitator or speaker of a program for members that has specific dates & times approved by the Unit Director of the site.
- Helping at special events such as, talent shows, community gatherings, field trips or family nights.

Written 1/2/2020
Revised 1/2/2020

BOYS & GIRLS CLUB
OF GREATER HOLLAND

## A9: Parent/Guardian Code of Conduct

- ☐ I will treat Club staff, volunteers, members and other parents with respect.
- ☐ I will encourage my child to participate in events and activities.
- ☐ I will teach my child that effort is more important than victory.
- ☐ I will remember that children learn best by example.
- ☐ I will work with Club staff to assist them in providing the most positive experience possible for my child.
- ☐ I will arrange for my child to be picked up on time.
- ☐ I will make sure that whomever picks up my child is not under the influence of any controlled substance or else the Club will not be releasing my child.

_____ _____

Parent/Guardian's Signature Date

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OF GREATER HOLLAND

# A10: COVID-19 Provision for Employees

The Boys & Girls Club of Greater Holland is committed to the safety and well-being of its employees, members and volunteers. Our goal is to provide our employees with information and assistance to keep themselves and those around them healthy during a health crisis.

For the next six to nine months, as we deal with COVID-19 risk, we are implementing additional paid sick leave to all employees to allow them to stay home when they are experiencing any of the following symptoms:

- Mild to severe respiratory illness
- Fever or feeling feverish
- Cough
- Difficulty breathing

Employees who have symptoms of acute respiratory illness are recommended to stay home and not come to work until they are free of fever, signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants). Employees should notify their supervisor and stay home if they are sick.

CDC recommends that employees who appear to have acute respiratory illness symptoms (i.e. cough, shortness of breath) upon arrival to work or become sick during the day should be separated from other employees and be sent home immediately. Sick employees should cover their noses and mouths with a tissue when coughing or sneezing (or an elbow or shoulder if no tissue is available).

If they feel feverish or develop cough or difficulty breathing, they should take their temperature, limit contact with others, and seek health advice by telephone from a healthcare provider or their local health department to determine whether medical evaluation is needed.

In addition to these measures, we will be requiring the employee to provide documentation for the use of paid medical leave from their doctor within 3 days to verify the illness so that we are aware of the type of issues we are dealing with in order to protect all employees, members and volunteers in our facility.

To help alleviate concerns about wages during an illness, Boys & Girls Club will be giving each employee 40 hours of paid medical leave to use for the remainder of the calendar year.

Please see the Human Resources Administrator or Executive Director if you have any questions on these procedures.

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OF GREATER HOLLAND

# A11: Onboarding Policy for new employees

New staff will be required to go through the following onboarding process before working in their position at the Boys & Girls Club of Greater Holland.

Attend an initial training meeting with the Training Coordinator and complete coaching activities with their direct supervisor.

Training Coordinator will set a shadowing schedule with goals/objectives for the new staff member during the initial meeting.

The initial training will focus on an overview of Boys & Girls Club, Club safety and Guidance/Discipline.

After 90 days of employment, the staff member will complete the program planning training with the training coordinator.

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# M1: Bullying Prevention Policy

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

Bullying shall mean any written, electronic, verbal, physical or social act that willfully harms another. Aggravated bullying shall mean willful harm motivated by race, color, religion, ancestry, national origin, gender, sexual orientation, gender identity, mental disability, physical disability, appearance or socioeconomic status.

Staff and volunteers who observe an act of bullying are expected to take immediate, appropriate steps to intervene. If the staff member or volunteer believes his/her intervention has not resolved the matter, they shall report it to his/her supervisor and document the incident in writing. The Program Director or appropriate staff member will inform the parent or guardian of any member who was observed as a victim or perpetrator of bullying if the issue has not been appropriately resolved. Depending on the frequency and severity of the conduct, intervention, counseling, correction, discipline and/or referral to law enforcement will be used to remedy the impact on the victim and change the perpetrator's behavior.

Written 1/2/2020
Revised 1/2/2020

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OF GREATER HOLLAND

## M2: Special Needs Policy

All children are accepted into the Boys & Girls Clubs, however, for some children the Club may not be the right environment for them for a variety of different reasons and it may be necessary to meet with the parents and discuss alternative after-school programs.

The Unit Director at each site will make these determinations at the parent orientation or upon observing the child's daily interactions at the Club over a period of time. We are committed to helping the child and their family find the best fit for their child.

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OF GREATER HOLLAND

# M3: Movie, Music, and Video Game Policy at Boys & Girls Club

To provide a safe and positive environment, our clubs have set these guidelines for music, movies, and video games at the club.

Movies must be a "G" or "PG" rating. PG-13 movies must have a permission slip given to parents and be approved by the Unit Director.

Music should not include profanity or racial slurs. Music should be screened before added to a playlist to ensure content fits within guidelines.

Video Games must be an "E" rating. Video Games with a "E plus 10", "Teen", and "Mature" need to be approved by the Unit Director.

Written 1/2/2020
Revised 1/2/2020

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OF GREATER HOLLAND

# M4: Possession of Drugs, Alcohol or Tobacco Policy for Members

The Boys & Girls Club of Greater Holland is an alcohol, tobacco/vape, marijuana and any other drug free facility. The following disciplinary guidelines will apply to all Club members for possession of any of these substances.

1st offense:

Items will be confiscated and destroyed by Club staff and parents will be contacted.

2nd offense:

Items will be confiscated and destroyed by Club staff, parents will be contacted and required counseling sessions with Youth Services Coordinator will be scheduled.

3rd offense:

Law enforcement will be called to Club to collect items, issue civil infraction and fine, counseling sessions will be extended and community service hours at the Club will be required.

Written 1/2/2020
Revised 1/2/2020

BOYS & GIRLS CLUB
OF GREATER HOLLAND

# M5: Under the Influence of Drugs, Alcohol or Tobacco Policy for Members

The following disciplinary guidelines will apply to all members who come to the Club under the influence of any of these substances. Club staff will use their best judgement in determining this on a case-by-case basis.

1st offense:

Member will be sent home for the day and parents will be contacted.

2nd offense:

Member will be sent home, the parents contacted and required counseling session/sessions will be scheduled with Youth Services Coordinator.

3rd offense:

In addition to the above protocol, additional counseling sessions will be required with Youth Services Coordinator and member may be referred elsewhere for evaluation and treatment.

If a member is observed selling or distributing any of these substances to another member, parents and law enforcement will be called immediately to handle the situation.

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# M7: Member Code of Conduct

## Rules for Physical Contact

- ☐ Fighting or play fighting is prohibited.
  No public displays of affection.
  Always respect one another's personal space.

## Respect Club Equipment

- ☐ No sitting or putting your feet on tables.
  Be aware of all posted rules in the program areas.
  Proper use of technology, including computers, cells phones, etc.

## Respect of Club surroundings

- ☐ Use an appropriate level of volume when speaking.
  No gum allowed, all food and candy must be kept in the cafeteria.
  No hanging around outside the building. Wait for rides inside the lobby.
  No running. (Outside of the Gym or planned activities). Always pick up after yourself.

## Always respect staff, volunteers, other members and yourself.

- ☐ Treat yourself with respect, use an inside voice, listen, be patient, be polite and use proper language.
  Always respect other members, use proper language, show good sportsmanship and be polite. Respect yourself, you are worth it!

## Absolutely not tolerated

- ☐ Fighting or aggressive behavior.
  Verbal assaults, nonverbal or emotional threats or intimidation, cyber-bullying etc.
  Tobacco, alcohol, drugs and weapons of any sort in the Club or surrounding neighborhood.
  Profanity, swearing or name calling.
  Disrespect to staff, not following directions, yelling at staff or walking away when a staff member is speaking to you.

**Teen Member Specific Code of Conduct**

- ☐ Staff are allowed to search backpacks, coats, pockets, etc....
  Please leave outerwear, backpacks and other belongings at the check in desk. Hoodies may be worn but hoods are not permitted to be covering head, hats
  are not permitted, and cellphones are only permitted in the Teen Center.

_____ _____

Member's Signature Date

Written 1/2/2020
Revised 1/2/2020

BOYS & GIRLS CLUB
OF GREATER HOLLAND

## S2: Facility Use Guidelines for Club Employees

If you are requesting to use the Club, please follow the guidelines listed below. If guidelines are not followed, building privileges may be revoked and fees assessed.

1. No alcohol or drugs of any kind are allowed on Club property.
2. We are a smoke free facility, if a guest needs to smoke, please have them do so outside 25 yards away from the building.
3. Club staff must be present during the duration of the event.
4. Set a clear time frame for event. Time should include set-up and clean-up.
5. Clear list which areas you will be using. If you would like to use a Program area, check with that Coordinator before reserving the room. If you would like to use the kitchen, please set up a meeting with the Unit Director. The codes are listed below.

    - Lobby = L
    - Teen Center =TC
    - Computer Lab = CL
    - Elementary Room = ER
    - Greenspace = GS
    - Junior Room =JR
    - Gym = G
    - Performing Arts Center, NS =PAC
    - Kitchen = K
    - Cafeteria = C

5A. *If using the Gym, these additional guidelines apply:*

*a) Pick up any trash, this includes on or around the bleachers*
*b) Please sweep up the gym floor*
*c) Put all equipment back the way you found it in the supply closet using pictures posted showing where everything goes.*
*d) Meet with PE Coordinator to review rental requirements and obtain signature.*

6. Equipment such as video games, computers, televisions and other electronic equipment may not be used.
7. You are your guests are responsible for cleaning all areas that were used immediately following your event. If areas are not cleaned appropriately, **a $50.00 fee will be assessed.**
8. After building request form is submitted, your event will be reserved on the building calendar by the HR Administrator. If event is cancelled, please notify the Unit Director of the site immediately.

Written 12-18-19
Revised 12-23-19

**BOYS & GIRLS CLUB**
**OF GREATER HOLLAND**

As an employee of the Boys & Girls Club of Greater Holland, you have the privilege of using our Club facilities for certain events at no cost. With that said, **please understand that your event must represent our Club and our culture in a positive light within our neighborhood and community.** In order for this to happen, we have set up criteria that each staff member must adhere to before they can use our facilities...

1. Club staff will need to have been employed with our organization for 90 days.
2. Club staff will need to reserve the facility one week prior to the event **(if kitchen is needed there is a required meeting with the Unit Director).**
3. Club staff will need to know the security procedures of the building (codes, contact, etc.).
4. Club staff will need to utilize Club rules while their guests are on the premises.
5. In the event of an emergency, the Club staff member is the primary contact person. Notification to the Unit Director of site being used should happen immediately.

Please review the facility use guidelines for employees and complete the facility use form.

If you have any questions, please speak with the Unit Director.

Thank you,

Craig Spoelhof
Executive Director

BOYS & GIRLS CLUB
OF GREATER HOLLAND

## S3: Facility Use Guidelines for Community

The BGCGH reserves the right to determine which events represent our Club and culture in a positive way within our neighborhood and community. As a result, we can accept, reject, or cancel any building user's rental privilege for activity that violates any of the following guidelines.

Facility Use Agreement Policy:

- The "Facility Use Agreement" must be signed by the primary contact that accepts responsibility for actions of the renter and agrees to leave the building in the same condition as found. This person will also be the primary contact in case of a building emergency.
- The primary contact may not designate their responsibility to another individual without the approval of the BGCGH.
- Multiple use dates may be listed on one application.
- BGCGH programming takes priority over all requests for building use. Approval may be cancelled if BGCGH functions require use of the building and/or space.
- The renter is responsible for setting up and taking down of all furnishings unless otherwise specified.
- Areas of usage must be followed. No additional rooms, areas, or spaces shall be utilized unless designated on the Facility Use Agreement.

Restrictions:

- For the safety of the youth we serve, events involving alcohol, tobacco, or any other messages and/or activities deemed a threat to the well-being of our youth are prohibited from our building and premises.
- Organizations using the building for youth under 18 years of age must always have chaperones in place and keep young children in designated areas of use.
- Club equipment such as table games and electronic equipment, including video games, may not be used without specific permission.
- If no custodial services are requested, the user is responsible for sweeping and mopping the floor, folding up tables and chairs in occupied areas, and removing trash to the outside dumpster. No event trash is to be left in the building.
- If areas are not cleaned appropriately, the $100 security deposit will be assessed as a cleaning fee and we reserve the right to revoke prior approval for future use that already has been issued.

# S4: Fleet Safety

Boys & Girls Club of Greater Holland

### Purpose

Boys & Girls Club of Greater Holland recognizes that our employees are our most valuable asset and the most important contributors to our continued growth and success. Our Company is firmly committed to the safety of our employees. Boys & Girls Club of Greater Holland will do everything possible to prevent workplace accidents and is committed to providing a safe working environment for all employees.

Motor vehicle accidents are the leading cause of work-related fatalities. The environment in which these accidents occur involves numerous complex factors, many of which are uncontrollable. The purpose of Boys & Girls Club of Greater Holland's Fleet Safety program is to eliminate unnecessary injuries and fatal circumstances by reducing those factors that we can control. We value our employees not only as employees but also as human beings crucial to the success of their families, the local community and Boys & Girls Club of Greater Holland.

To further this goal, our Company has developed a Fleet Safety Policy effective 06/10/2019. The Program will consist of six components: Recruitment, Job Requirements, Training, Preventive Maintenance, Accident Investigation and Company Vehicles for Personal Use. This policy applies to all candidates for employment as well as all current employees.

### Recruitment:

Boys & Girls Club of Greater Holland programming may require an employee to operate a company vehicle, as a result the Club focuses its initial efforts on driver selection through a variety of resources, beginning with the job application. The application will require a prospective employee to do the following:

List past driving experience, employers, and types of vehicles driven.

Notify Boys & Girls Club of Greater Holland of any motor vehicle violations for at least the last two years.

List references.

Driver selection will be made upon completion of a formal interview, background check, reference verification, review of the individual's motor vehicle record (MVR) and a negative drug screen. Authorizations will be obtained to contact prior employers and personal references.

MVRs will be requested upon completion of a satisfactory interview and periodically thereafter at a minimum of at least once per year. Management reserves the right to use its discretion in determining an unsatisfactory MVR. An excessive number of violations in the past three years will be grounds for an unsatisfactory MVR prohibiting hiring of a prospective employee or possible termination and/or disciplinary actions of an active employee.

### Drug/Alcohol Testing:

Initial and periodic random drug and alcohol testing may be required. Testing will be conducted by a licensed medical facility designated by Boys & Girls Club of Greater Holland. Any positive results will be reviewed with employee. Driving under the influence of alcohol or any other illegal substances will be grounds for termination. Any accident will provide grounds for immediate testing with the resulting disciplinary measures based on Club policy.

### Job Requirements:

All positions requiring regular driving require a written job description to include main duties, functions and the necessary physical requirements required to perform all associated tasks:

In some cases, Commercial Drivers Licenses are required per regulatory agencies.

If determined necessary as part of the recruitment process, prospective employees may be required to complete a road test. Active employees will participate in periodic road tests for training purposes. Tests will be conducted by Human Resources

and/or management and will cover a variety of driving criteria. The road test will require prospective and active employees to safely and competently complete tasks associated in the following categories:

Pre-trip Inspection

General Vehicle Operation

Backing and parking

Turning

Passing

Railroad crossing

Results of the road test will be shared with prospective and active employees at management's discretion.

### Training:

Boys & Girls Club of Greater Holland will monitor driver habits to identify potentially unsafe driving habits that require additional training and/or disciplinary actions. We will use ride-along training combined with statistical data focusing on accident types and frequency to identify areas of improvement. The Club will follow the State of Michigan guidelines for probationary driving periods and license suspension. Accumulating six or more 1-point violations or 12 or more points on your driving record within a two-year period will require a review and/or suspension of driving privileges until the State requirements for driver reexamination are satisfied. Employment may be jeopardized if accident frequency is above the required norm with no concentrated efforts being made for improvement.

### Requesting and Retrieving a Vehicle:

As much in advance in possible, and no later than 3 days before the pick-up date, employees must record the reason for vehicle use, places traveling, time of pick-up and drop-off, and supervisor's signature, on the reservation board at the Vehicle's home Unit. Vehicle pick-up and drop-off times should be estimated as accurately as possible to allow for proper accommodation of other employees.

If the vehicle is expected to be used for an extended time period (four hours or more), a "Vehicle Use Request" form must be completed and returned to the Unit Director so that s/he can coordinate scheduling of the vehicles. In addition, if the vehicle is to be used on a regular schedule, employees must confirm that the repeated use is recorded on the Unit Director's vehicle calendar and coordinated with other program areas.

On the scheduled date and time of pick-up or drop-off, employees should respect the time the vehicle has been reserved and give ample notice should that time change.

### Basic Vehicle Operation Guidelines:

Employees are expected to treat company vehicles with an appropriate level of respect and care, demonstrating an attitude of loyalty and pride to the company. The following are basic vehicle operation principles to which employees are required to adhere:

Always use seat belts.

Drive defensively. Always anticipate what other drivers on the road might do wrong and plan your mode of escape. Never move through traffic aggressively.

Respect speed limits and traffic signs. Follow all traffic signals.

Always lock the vehicle and apply the parking brake when getting out, even if it remains in sight.

During long trips, take breaks every four hours. Never drive more than 10 hours during a 24-hour period.

Avoid driving past midnight.

Avoid driving in dangerous conditions, including drowsiness and inclement weather.

Remove any trash or personal items before returning the vehicle to Boys & Girls Club of Greater Holland.

### Traffic Violations

Boys & Girls Club of Greater Holland is not responsible for any traffic violations or parking tickets acquired by violation of city ordinance, state or federal laws regarding your driving habits and operation of your motor vehicle. Any ticket issued is the employee's responsibility, even if the ticket is issued while conducting business for Boys & Girls Club of Greater Holland.

### Refueling Guidelines

Vehicles should be refueled when the meter reads ¼ full. Retain receipts proving the purchase of gasoline and record mileage with each gasoline purchase. For your safety when operating a vehicle, follow these guidelines:

Turn off the vehicle's engine while refueling.

Never smoke, light matches or use lighters while refueling.

Do not get into the vehicle during refueling, as this presents a flash fire hazard.

Do not overfill or top off the vehicle's fuel tank. The fuel dispenser shuts off automatically when the tank is full.

Never force the hold-open latch on the gasoline pump with any means other than the latch provided.

### Distracted Driving

Boys & Girls Club of Greater Holland is committed to employee safety, and for this reason firmly prohibits all behavior that distracts employees while they are operating a company vehicle. General guidelines for behavior while driving are as follows:

Use of cell phones while driving is strictly prohibited: This includes all functions of the cell phone including, but not limited to, phone calls, text messaging/SMS, email, MMS, Internet use and camera use.

Use of electronic devices (including laptops, PDAs, cameras and pagers): While driving is strictly prohibited unless specifically outlined below.

Voicemail must handle all calls while driving, and calls may only be returned when stopped or pulled off the road.

Passengers making or taking calls for the driver is permissible provided the interaction does not affect the driver's performance.

Regular callers must be informed that you will not be available while driving and should be notified of the best times to call based on driving schedule.

Employees who receive calls from co-workers who are driving are obligated to ask that the co-worker call back at a more appropriate time.

### Headset/Hands-free Use

The use of headsets or hands-free devices while driving is permissible under the following conditions.

The device is pre-approved by Boys & Girls Club of Greater Holland for use.

Use of the device does not cause distraction (e.g., fiddling with the device or taking eyes off road to get it to function properly).

Any dialing or use of the handset is handled while stopped or pulled to the side of the road.

Conversations do not interfere with the driver's ability to drive safely.

Road conditions are generally good and do not threaten your safety.

## Emergency Calls

The only exception to the cell phone use guideline is calls placed to 911. If placing or accepting an emergency call, it should be kept short with a hands-free option if available. The vehicle should be pulled over if possible.

## GPS Systems

Boys & Girls Club of Greater Holland understands that sometimes, especially when traveling in unfamiliar areas, drivers require assistance with directions. GPS systems are extremely helpful devices, but they can also be distracting if used improperly. Employees must adhere to the following:

Mounted GPS systems may not block or obstruct the driver's view in any way.

GPS systems must be voice narrated and must not require that the driver look away from the road to follow instructions.

Employees may not program the system while in motion.

Programming or otherwise engaging with the GPS screen may only occur while stopped or while pulled off the road.

### MP3 and Other Audio Devices

In some cases, worrying about music selection or touching dials and buttons on the radio, MP3 player or other audio device may be just as dangerous as cell phone use. It takes eyes and concentration off the road, which is not permissible under Boys & Girls Club of Greater Holland policy. Boys & Girls Club of Greater Holland allows employee use of personal, portable audio devices, because we do not want to eliminate employees' ability to enjoy music while behind the wheel. However, employees must follow these guidelines:

Employees may not take eyes off the road to adjust music settings.

Programming music settings while stopped, pulled off the road or before departing is permissible behavior.

Employees may not under any circumstances use MP3 players or other handheld electronic audio devices with headphones. Not only is it illegal in most states, it also impedes the driver's ability to properly hear warning signs, signals or sirens.

### Preventive Maintenance:

To maintain the safety and integrity of the vehicle, Boys & Girls Club of Greater Holland will provide the necessary resources to ensure all vehicles are operating properly. All routine motor vehicle maintenance will be done according to the manufacturer's specifications. Critical components that must always be controlled, maintained and promptly repaired are: brakes, tires, suspension, steering, lights, mirrors, windows and windshield wipers.

### Pre-trip Inspections

Employees are required to conduct pre-trip vehicle inspections. Any unsatisfactory result requires a Fleet Hazard Identification form to be completed and forwarded to an employee's immediate supervisor. Thereafter, the identification form will be forwarded to the maintenance department to confirm the equipment malfunction, complete repairs, and sign off on the completed identification form.

### Placing a Vehicle Out of Service

The Executive Director will issue an inspection report to the Unit Director for a monthly comprehensive inspection. In addition, employees must conduct post-trip vehicle inspections to ensure the vehicle's safety for its next driver. When a defect in the vehicle is found during either inspection that qualifies it as unfit, unreliable or unsafe for ordinary use, the employee must start a Fleet Hazard Identification Form indicating the nature of the defect and return it to the Executive Director. The vehicle must immediately be taken the vehicle out of service. The form should be forwarded to the maintenance department to confirm the defect and repair it if possible.

### Vehicle Inventory

Executive Director will be responsible for maintaining a database of each vehicle's make, model, department, VIN number and license plate number. S/he will also manage and update a log for each vehicle including its location at any given time and the person who is driving it. The administrator will also take inventory of any minor defects or needed repairs, and schedule needed maintenance work as appropriate.

### Accident Investigation Procedures:

Boys & Girls Club of Greater Holland realizes some accidents are unpreventable. Drivers should seek medical attention immediately, if necessary. Supervisors and drivers will be trained in post-accident procedures to secure the details of the accident and document the damage. Providing detailed facts of the accident will help our insurance carrier deter fraudulent third-party insurance schemes.

Drivers are required to document all details of the accident: traffic flow, speed limits, stop lights/signs, weather conditions, citations issued and all other relevant information. Pictures should be taken to document the extent of damage to all vehicles

involved.

Once this information is secured, the driver is to report all accidents immediately to their supervisor. If the vehicle is inoperable, arrangements need to be made for towing and delivery of cargo, if necessary. Hazmat operations, containment and cleanup will be coordinated by the driver and supervisor.

### Company Vehicles for Personal Use

Personal use of company vehicles is prohibited without prior permission from management. If permission is granted, the employee assigned to the vehicle will be the only driver allowed to operate the vehicle. In all other cases, use of the company vehicle is limited to travel to and from work and work-related events. Any errand or travel that is not directly work related is considered personal travel. The vehicle is not to be used for personal or entertainment purposes. Employees are expected to use their discretion.

### Use of Company Vehicles vs Personal Vehicles

Personal use of company vehicles is prohibited. Use of the company vehicle is limited to program, Club event and work-related events. Any errand or travel that is not directly work related is considered personal travel. The vehicle is not to be used for personal or entertainment purposes.

### Use of Personal Vehicles for Club Business

Use of personal vehicles for Club work is permissible but discouraged. When using a vehicle for travel, either for an extended distance or time, costs of a rental vehicle should be evaluated with the Finance Director. If absolutely necessary, personal mileage will be reimbursed at a rate of 0.50/mile.

### Transportation of Club Members

Members are not to be transported in an employee's personal vehicle except in an extreme emergency situation. If such an event occurs two adults should be present in the vehicle. It is against Club policy for a staff person to be in isolation with a Club member. If there is not other option, the Executive Director may give permission for alternate transportation of members, with both pick-up and drop-off times of the member transportation recorded.

### Prohibited Behavior

Use of company vehicles is a privilege. Behaviors that result in suspension or permanent loss of driving privileges include the following:

Driving while under the influence of drugs or alcohol

Negligent homicide

Operating a vehicle with a suspended license

Using a motor vehicle for commission of a felony

Aggravated assault with a motor vehicle

Reckless driving

Hit and run

Accumulation of 6-1point violations or 12+ points on driving record in a two-year period

Use of a company vehicle without authorization

Three or more major traffic violations

More than two preventable accidents involving personal injury or property damage in any three-year period

Written 6/10/2019
Revised 6/10/219

# Notice to Employees

Traffic-related motor vehicle accidents are the leading cause of work-related fatalities. The environment in which these accidents occur involves numerous complex factors, many of which are uncontrollable. The purpose of Boys & Girls Club of Greater Holland's Fleet Safety program is to eliminate unnecessary injuries and fatal circumstances by reducing those factors that we can control. We value our employees not only as employees but also as human beings crucial to the success of their family, the local community and Boys & Girls Club of Greater Holland.

All employees are expected and required to actively participate in this program for their own health and well-being. Boys & Girls Club of Greater Holland encourages its employees to take a proactive approach in identifying potential hazards by promptly reporting them to their supervisor. **The use of seatbelts and other safety devices is mandatory.**

MVRs will be requested periodically at a minimum of at least once per year. Management reserves the right to use its discretion in determining an unsatisfactory MVR. As a guideline, the accumulation of six 1point violations or 12+ points on driving record in a two-year period will be grounds for an unsatisfactory MVR and cause for termination and/or disciplinary actions.

Boys & Girls Club of Greater Holland conducts mandatory random drug and alcohol testing. Driving under the influence of alcohol or other illegal substances is grounds for termination.

We encourage all employees to report any and all maintenance and malfunction issues immediately to their supervisor. Boys & Girls Club of Greater Holland realizes a proper working vehicle is the first step to ensuring everyone's safety.

Drivers are required to document all details of the accident: traffic flow, speed limits, stop lights/signs, weather conditions, citations issued and other relevant information. Pictures should be taken to document the extent of damage to all vehicles involved. **Report all accidents immediately to your supervisor.**

Personal use of company vehicles is prohibited.

I have read and understand Boys & Girls Club of Greater Holland's Fleet Safety Policy, and its requirements and expectations of me as an employee.

Employee signature _____ Date _____

# Our Pledge to You

We expect our employees to demand the resources and support to adhere to this Fleet Safety Policy. Our pledge to you ensures your safety concerns will be met.

We pledge to do the following:

Provide a safe working environment.

Maintain vehicles on a regular schedule.

Train drivers in safe driving practices and proper use of vehicle safety features. Training is performance-based and will be periodically repeated.

Establish schedules that allow you enough time to obey speed limits and that limit your hours of vehicle operation time according to the regulations.

Coordinate shipments as to provide you the proper rest both physically and mentally.

Make sure that newly purchased vehicles are equipped with appropriate occupant protection and other safety features.

If you identify a hazard, equipment malfunction or unsafe procedure, please notify us immediately so we can review the situation and make corrections accordingly. Together we can create a safe working environment!

CEO signature Date

# Fleet Hazard Notification

Date:

Department:

Hazard or unsafe procedure identified:

Vehicle #:

Recommendations to provide a safer work environment/required maintenance:

Corrective action taken (to be completed by supervisor):

Date corrective action completed: _____ Completed by: _____

(to be completed by supervisor/mechanic)

Supervisor signature: _____

Employee signature: _____

# Vehicle Inspection Checklist

**Date:** **Location:**

**Make:** **Model:** **Year:**

**Vehicle number:** **Mileage:**

**Inspection Items**

- ☐ Headlights
- ☐ Taillights
- ☐ Turn signals
- ☐ Brake lights
- ☐ Reflectors
- ☐ Tires and rims
- ☐ Battery
- ☐ Seat belts
- ☐ Heater/Defroster
- ☐ Oil—water leaks
- ☐ Transmission
- ☐ Instruments—gauges
- ☐ Horn
- ☐ Windows—windshield
- ☐ Windshield wipers—washers
- ☐ Speedometer
- ☐ Steering
- ☐ Safety equipment
- ☐ Seats
- ☐ Mirrors
- ☐ Water level

**Cleanliness (describe):**

**Body damage (describe):**

**Remarks:**

Inspector signature Date

# Vehicle Use Request

| | | | |
|---|---|---|---|
| Employee name: | | | Date of request: |
| Reason for vehicle use: | | | |
| Places visiting: | | | |
| Vehicle pick-up date: | Vehicle pick-up time: | Vehicle drop-off date: | Vehicle drop-off time: |
| Additional notes: | | | |
| Employee signature:<br>X | | | Date: |
| Supervisor signature:<br>X | | | Date: |

# Vehicle Sign In/Out Log

**Sign out**

Employee name: Date: Time:

Location: Vehicle ID number:

Make: Model:

Odometer: Fuel level:

Defects noted prior to use:

Employee signature

X

**Sign in**

Date: Time:

Location:

Odometer: Fuel level:

Notes:

Employee signature

X

Fleet administrator signature

X

# Boys & Girls Club of Greater Holland

# Employee Vehicle Sign In/Out Log

| Vehicle ID number: | Make: | Model: |
|---|---|---|
| | | |

| Employee name | Date/Time Out | Odometer Out | Date/Time In | Odometer In | Signature |
|---|---|---|---|---|---|
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BOYS & GIRLS CLUB
OF GREATER HOLLAND

## S5: Weapons Policy

Employees or visitors may not at any time, while on the Boys & Girls Club of Greater Holland property, possess or use a firearm.

Boys & Girls Club of Greater Holland is at times used as a voting location and this policy remains in effect for these purposes also, that employees or visitors may not at any time, while on the Boys & Girls Club of Greater Holland property, possess or use a firearm.

This policy is not meant to restrict law enforcement officer in any way, from carrying a firearm on the Boys & Girls Club of Greater Holland property. Law enforcement officers can carry on and off duty as part of their sworn duties to protect and are therefore allowed and encouraged to carry a firearm on Boys & Girls Club of Greater Holland property.

Written 1/2/2020
Revised 1/2/2020

BOYS & GIRLS CLUB
OF GREATER HOLLAND

# S6: Incident Reporting Policy & Guidance

The Boys & Girls Club of Greater Holland is committed to ensuring the safety of its members, staff and volunteers. Any employee or volunteer of BGCGH who becomes aware of an incident, as defined in this policy shall immediately report it to Club leadership. Unless otherwise instructed, leadership is responsible for reporting the incident to authorities and BGCA and executing the organization's Crisis Communication Plan. Safety incidents include, but are not limited to:

- ☐ Missing children
- ☐ Bullying behavior
- ☐ Policy violations
- ☐ Inappropriate activity between adults and youth
- ☐ Inappropriate activity between multiple youth
- ☐ Inappropriate electronic communications between adults 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
- ☐ Allegations of abuse
- ☐ Criminal activity, including theft and robbery
- ☐ Other incidents Club leadership deem appropriate

**Additionally, Boys & Girls Clubs of America requires all member organizations to report the following critical incidents within 24 hours**

- ☐ A major medical emergency with a child, staff or volunteer at a Club site or Club sponsored activity leading to extended hospitalization, permanent injury or death or a mental health crisis with a child requiring outside care.
- ☐ A child who may be abducted or missing from a Club site or Club sponsored activity.
- ☐ Any instance or allegation of child abuse, including physical, emotional or sexual abuse; sexual misconduct or exploitation against any child (Club-related or not) by a current employee or volunteer or any Club-related instance by a former employee or volunteer.
- ☐ 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.
- ☐ Any instance of abuse, including physical, emotional or sexual abuse; sexual misconduct; harassment; or exploitation (Club-related or not) alleged against any staff member; or any Club-related instance or allegation of abuse, including physical, emotional or sexual abuse; sexual misconduct; harassment; or Club-related exploitation against a volunteer or visitor.
- ☐ Any known or suspected felony-level criminal act committed at a Club site or Club sponsored activity.
- ☐ Failure of an inspection by a childcare licensing agency or organization.
- ☐ Any misappropriation of organizational funds in the amount of $10,000 or greater or any amount of federal funds.
- ☐ Any criminal action 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.
- ☐ Negative media that could compromise the reputation of the organization or the Boys & Girls Club brand.
- ☐ Any other incident deemed critical by the organization.

Written 1/2/2020
Revised 3/19/2020

BOYS & GIRLS CLUB
OF GREATER HOLLAND

## S7: Video Camera Use, Viewing and Retention Policy

• The Board authorizes the use of video cameras on Club property to ensure the health, welfare and safety of all staff, students and visitors to Club property, and to safeguard Club facilities and equipment. Video cameras may be used in locations as deemed appropriate by the Executive Director.

• The Club shall notify staff and students through student/parent and staff handbooks that video surveillance may occur on Club property.

• Students or staff in violation of Board policies, administrative regulations, building rules, or law shall be subject to appropriate disciplinary action. Others may be referred to law enforcement agencies.

• Video recordings may become a part of a member's Club record or a staff member's personnel record. The Club shall comply with all applicable state and federal laws related to record maintenance and retention. Current policy is to retain the video footage for 30 days.

In most cases, the Club will align its video release policies with the local school districts, bringing the decision to share the video to an assessment of its applicability as part of a member's educational record.

<u>If a parent requests a video due to</u>:

Club Disciplinary Issues – Member only: release after approval from Unit and Executive Director

-Other Members involved: release after approval from Unit, Executive Directors and consent of parents of all other involved members.

BOYS & GIRLS CLUB
OF GREATER HOLLAND

## S7: Video Camera Use, Viewing and Retention Policy Continued

<u>If Law Enforcement requests a video due to</u>:

Neighborhood Incident – release after approval from Executive Director

Criminal Incident – release after consent of parents of all involved members;

If Subpoenaed – release after a good-faith effort to notify parents of all involved members

<u>If other organizations (private, public) request a video</u>: Release after approval of Executive Director

<u>If Media requests a video</u>: Release after parental consent of all members is received

In all cases, 1) the Executive Director will review the request with the Club's legal counsel, and 2) upon the decision to release the video, will coordinate with the local public safety information officer and 3) notify the BGCGH Board President

Written 1/2/2020
Revised 1/2/2020

BOYS & GIRLS CLUB
OF GREATER HOLLAND

## S8: Restroom Policy

The Boys & Girls Club of Greater Holland is committed to providing a safe environment and enforces the following restroom policy for members, staff, volunteers, and other adults.

- Restrooms shall be regularly monitored by staff daily, at a schedule set by the Unit Director.
- Ensure restrooms are regularly cleaned and sanitized. Anyone observing unacceptable restroom conditions shall immediately notify Club leadership. Complete a Repair Request Form and submit to Club leadership if anything needs to be fixed or replaced.
- Club staff, volunteers and other adults shall only use designated adult restrooms. Should separate restrooms be unavailable, adults shall use restrooms at designated intervals to ensure they are not using restrooms at the same time as youth members.
- Teens will use different restrooms that all younger members.
- Staff will issue restroom passes to eliminate too many kids in restroom at one time.
- A restroom in each Club will be designated for use by any individual that does not feel comfortable using a male/female specific restroom.
- Intervene and notify Club leadership should inappropriate conduct be observed and document, in writing, restroom incidents as soon as possible.

BOYS & GIRLS CLUB
OF GREATER HOLLAND

## S9: Animal Programming

The Boys & Girls Club of Greater Holland recognizes that animals can provide a variety of productive learning experiences for youth. In order to provide these experiences, the following guidelines must be observed when providing an activity or program involving the use of animals inside the facility or on the premises of the Boys & Girls Club of Greater Holland. Staff is encouraged to contact organizations (such as the Michigan Veterinary Association, the National Wildlife Federation, and local organizations) to provide further resource materials and suggested learning activities that may help Club members increase their understanding of the animal world.

A. Members are not allowed to bring personal pets to the Boys & Girls Club of Greater Holland at any time without the approval of the Executive Director.
B. It is permissible for the Club to have one or more animals brought into the facility or on club premises as part of a program activity, if all the conditions stated below apply.
    - The animal is not venomous or vicious.
    - No one is allergic to the animal (visiting with the animals is not mandatory for members. Members will always have other program options if they have an allergy, fear or wish not to visit with the animal).

BOYS & GIRLS CLUB
OF GREATER HOLLAND

## S9: Animal Programming Continued

- Proper examination/immunization has been done by a qualified veterinarian or the organization providing the animal visits is licensed by the USDA.
- Arrangements have been made for transporting the animal safely, comfortably, cleanly and in a manner that does not disrupt the Club environment.
- Rules have been established and understood regarding when and how the animal is to be treated by the members.

# CORP1

## Annual Committee Schedule

In addition to use of meaningful agendas, Safety Committees can use the schedule below to prioritize meeting discussions.

| | |
|---|---|
| First Quarter (Jan-March) | Complete and submit online safety assessment.<br>Customize and review your Emergency Operations Plan.<br>Review your safety policies and update to meet new requirements. |
| Second Quarter (April-June) | Review policies (liability insurance, background check process, etc.) to ensure compliance with BGCA Membership requirements, and all local and state laws.<br>May is Building Safety Month. Check/review status of all first aid kits, fire extinguishers, smoke alarms, evacuation maps, etc.<br>June is National Safety Month. Organize an emergency drill every week to celebrate. |
| Third Quarter (July-Sept) | Review vehicle and transportation safety procedures.<br>August is Back-to-School Safety Month. Review playground safety, bus safety, after school safety.<br>September is National Preparedness Month. Review and update the Club's Emergency Operations Plan. Conduct a safety drill once a week. |
| Fourth Quarter (Oct-Dec) | October is National Fire Safety Month. Review fire safety procedures including evacuation plans. Conduct a live drill.<br>Conduct year-end data analysis of safety data (NYOI results and trends, incident reports and response times, etc.) |

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BOYS & GIRLS CLUB
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## CORP2: Background Checks Procedure

The Boys & Girls Club of Greater Holland will conduct criminal background checks of all employees, including minors, board volunteers, and others who serve on a standing committee. Conduct background checks on all volunteers, including partners and minors, who have direct, repetitive contact with children. Name-based or fingerprint-based record searches may be used in any combination but 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 which includes a national search
  provide a comprehensive local criminal search which includes either a statewide criminal search or county level criminal search, depending on your jurisdiction (current list of jurisdictions can be found at www.bgca.net)

This membership requirement must also be shared with your current background check provider. Such checks shall be conducted prior to employment and at regular intervals not to exceed twelve (12) months.

Boys & Girls Club of Greater Holland is prohibited from hiring or employing potential staff or engaging board volunteers or potential volunteers with direct, repetitive interaction with youth if such individual:

- refuses to consent to a criminal background check
- makes a false statement in connection with such criminal background check
- is registered, or required to be registered on a state or national sex offender registry
- has been convicted of a felony consisting of, but not limited to:
  - murder
  - child abuse
  - domestic violence
  - abduction or human trafficking
  - a crime involving rape or sexual assault
  - arson
  - weapons
  - physical assault or battery
  - drug possession, drug use or distribution of drugs in the last five years; or
- Has been convicted of any misdemeanor or felony against children, including child pornography.

Every member organization shall conduct reference checks on any candidate for employment or volunteer service. Should candidates for employment have previous experience with a Boys & Girls Club, a reference from the former Boys & Girls Club supervisor must be obtained prior to extending an offer for employment or volunteer service.

BOYS & GIRLS CLUB
OF GREATER HOLLAND

## CORP3: Membership Requirements for the BGCA

The Boys & Girls Club of Greater Holland is a member organization of Boys & Girls Clubs of America. This membership confers the following rights:

- The right to be identified with the Boys & Girls Club Movement.
- The right to receive services from Boys & Girls Clubs of America.
- The right to participate in and vote at annual meetings of the National Council.

As a result of obtaining these rights, our organization assumes the following obligations:

- To fully comply with all requirements for membership and operating standards adopted by the National Council.
- To act in accordance with the Constitution of Boys & Girls Clubs of America and any policies or procedures adopted by the National Council. Boys & Girls Clubs of America, the national organization, assumes the following responsibilities to its Member Organizations:
- To uphold the articles and provisions of the Constitution.
- To assist with the establishment of new Boys & Girls Clubs.
- To provide services to further the purposes of the Boys & Girls Club Movement.

To maintain these rights & privileges, the Boys & Girls Club of Greater Holland commits to maintaining the Eligibility Requirements (shown in the attached under Article 1) and the Membership Requirements (Article 2) along with any & all subsequent revisions that apply to our organization.

Written 12/30/19
Revised 12/30/19

# REQUIREMENTS FOR MEMBERSHIP

## RIGHTS AND RESPONSIBILITIES

When an organization is accepted as a Member Organization of Boys & Girls Clubs of America the following rights and privileges of membership are conferred:

- The right to be identified with the Boys & Girls Club Movement.
- The right to receive services from Boys & Girls Clubs of America.
- The right to participate in and vote at annual meetings of the National Council.

Member Organizations assume the following obligations:

- To fully comply with all requirements for membership and operating standards adopted by the National Council.
- To act in accordance with the Constitution of Boys & Girls Clubs of America and any policies or procedures adopted by the National Council.

Boys & Girls Clubs of America, the national organization, assumes the following responsibilities to its Member Organizations:

- To uphold the articles and provisions of the Constitution.
- To assist with the establishment of new Boys & Girls Clubs.
- To provide services to further the purposes of the Boys & Girls Club Movement.

## Article I – Eligibility Requirements*

***(The National Council passed a resolution at the August 25, 2010 meeting to allow organizations under the auspices of an umbrella organization to apply for an exemption from certain membership requirements.)***

Any corporation, association, or administrative committee or otherwise named governing body of responsible citizens, selected irrespective of race, color, creed, sex, age, religion, disability, or national origin may be elected to membership by the Board of Governors or Executive Committee of Boys & Girls Clubs of America if it meets the following requirements:

### Section 1 – Definitions (Revision effective January 1, 2016)

**A.** "Member Organization" shall mean a corporation, association, administrative committee or otherwise named governing body which operates one or more Clubs in accordance with requirements and operating standards herein, and which has been admitted to membership in Boys & Girls Clubs of America.

**B.** "Site" shall mean a Unit, Extension or Community Impact Program which meets the requirements and operating standards established herein and has been chartered by Boys & Girls Clubs of America.

### Section 2 – Name

It shall have as the first words in its title "Boys & Girls Club(s) of..."

## Section 3 - Purpose

It shall include in its purpose the health, social, educational, vocational, character development and guidance of the members of the Clubs it operates.

## Section 4 – Organization

**A.** It shall have a board of directors, executive committee, administrative committee, or otherwise named governing body of responsible citizens and shall designate one member of such a governing body who is not an employee of such Member Organization or of the Clubs it operates as the Chief Volunteer Officer[**]. Such governing body shall have complete authority and control over all aspects of the Member Organization's operations, programs, finances, facilities and personnel. Boys & Girls Clubs of America shall have no authority whatsoever with respect to any such control or authority of any such governing body.
[**] [Also known as "Board Chair"]

**B.** No more than two of the members of such governing body may be employees of such Member Organization or of the Club(s) it operates.

**C.** It shall operate one or more Clubs which meet the requirements for membership and operating standards.

## Section 5 – Constitution, By-laws, Rules

It shall be governed by a Constitution, by-laws or rules which are not inconsistent with the requirements for membership.

## Section 6 – Chief Professional Officer[*]

It shall employ a full time paid professional (the "Chief Professional Officer"[*]) who shall be responsible directly to the aforesaid governing body and shall have executive and administrative control of the activities and personnel of the Member Organization in accordance with policies and procedures established by said governing body. Each newly appointed Chief Professional Officer[*] who has not been a Chief Professional Officer[*] of another Member Organization shall attend a new Chief Professional Officer[*] orientation sponsored by Boys & Girls Clubs of America within the first eight (8) months of such appointment.
[*] [Also known as "Chief Executive Officer"]

## Section 7 – Funding

It shall have funds in hand or pledged for the first year of operation, and there shall be a financial plan of funds for operation in future years.

## Section 8 – Service Mark

It shall display the current service mark of Boys & Girls Clubs of America on the outside of its buildings and on all appropriate printed matter and comply with approved graphic standards.

## Article II – Operating Standards for Member Organizations

Each Member Organization shall:

**Section 1 – Safety*** (Revision effective February 1, 2018)

The safety in Club facilities and during all Club activities shall be maintained and operated in a reasonable and prudent manner to protect children, employees, volunteers and visitors. Each Club facility shall comply with all applicable federal, state and local laws for protection and safety.

Every Member Organization shall complete and submit an annual online safety assessment to its board, administered by Boys & Girls Clubs of America and available through www.bgca.net, that identifies safety needs and areas of improvement for every site within the organization.

Every Member Organization shall maintain a board-led committee that meets at least quarterly, leads the Organizational safety agenda, and identifies areas of improvement and implements solutions to ensure the safety of all members, staff, and volunteers (this can be a standalone committee or a stated responsibility of an existing committee). The committee chair name and contact information must be submitted annually to BGCA.

Every Member Organization shall adapt and implement the Boys & Girls Club Movement's national emergency response plan and protocol and annually train staff, volunteers, and members on how to react in an emergency situation.

**Section 2 - Audit**
Cause an audit of its financial accounts to be made and reported upon annually by an independent certified public accountant and cause a copy of such audit and SAS 112 letter, if issued, thereof to be sent to Boys & Girls Clubs of America within nine (9) months of the close of its fiscal year and shall maintain its financial records in accordance with generally accepted accounting principles for non-profit organizations. Member Organizations with annual revenues totaling less than $250,000 may submit a review of financial statements by an independent certified public accountant in lieu of such audit.

**Section 3 – Compliance**
Comply with all applicable federal, state and local laws and reporting requirements and conduct its business with high ethical standards.

**Section 4 – Records**
Keep satisfactory records of the youth served by the Clubs it operates, their activities, programs and attendance.

**Section 5 – Dues** Pay to Boys & Girls Clubs of America annual membership dues as determined by the National Council.

## Section 6 – Employee Benefits, Compensation and Policies (Revision effective January 1, 2017)

**A.** Benefit Plans. Each Member Organization must provide the following plans to all eligible employees. Each Member Organization shall ensure compliance with all federal, state, and local laws and regulations.

I. Retirement Plan: Provide and pay the administrative costs of a retirement program, qualified under the Internal Revenue Service (IRS) regulations, available to all eligible employees and contribute a minimum percentage of compensation or offer a set match contribution on behalf of eligible employees.

II. Comprehensive Medical Insurance: Provide a comprehensive medical insurance plan available to all eligible employees and pay at least 50 percent of the cost for employee only coverage.

III. Group Term Life Insurance: Provide a group term life insurance plan available to all eligible employees and pay at least 50 percent of the cost for employee only coverage.

IV. Long Term Disability Insurance: Provide a long term disability insurance plan available to all eligible employees and pay at least 50 percent of the cost for employee only coverage.

**B.** Compensation. Establish and maintain a comprehensive employee compensation program to pay wages and salaries that are non-discriminatory and competitive with rates being paid for like jobs by other employers in the relevant market. The compensation program shall be administered in accordance with federal, state and local requirements.

**C.** Policies. Develop employment policies that provide the framework by which employees are expected to behave in the workplace. The policies should include all areas of employment, including safety, recruitment, compensation, termination, benefits, employee relations and leaves of absence. Employment policies should also ensure that the Member Organization complies with relevant legislation (federal, state, local) and should be reviewed at least annually to ensure compliance.

## Section 7 – Liability Insurance*

(Revision effective October 1, 2014; Revision effective May 1, 2018 or the renewal date immediately following)

Maintain comprehensive, General Liability and Sexual Misconduct insurance from a highly rated carrier, each with a minimum policy limit of $1 million per occurrence/$3 million aggregate. Member Organizations agree Boys & Girls Clubs of America must be named as an additional insured with primary coverage under the general liability and sexual misconduct policy, and the certificate of insurance and declarations page must be filed with Boys & Girls Clubs of America annually. Organizations will have a third party review the sufficiency of coverage amounts every two years to reflect their size, location, and range of services.

Maintain comprehensive Directors & Officers Liability insurance coverage and Employment Practices Liability insurance coverage, each with a minimum policy limit of $1 million.

*Military organizations are exempt from this requirement and will abide by regulations set forth by the Department of Defense

## Section 8 – Organizational Assessment and Continuous Improvement Plan*
(Revision effective January 1, 2017)

Each Member Organization annually conducts an organizational assessment utilizing Key Performance Indicator (KPI) and National Youth Outcomes Initiative (NYOI) data and, in conjunction with Boys & Girls Clubs of America staff, develops an annual improvement plan.
*Military organizations are exempt from this requirement.

## Section 9 – Communication* (Revision effective April 1, 2014; Revision effective February 1, 2018)

Maintain at least one computer capable of electronic communication with BGCA

Report potential criminal matters to law enforcement immediately and no later than 24 hours to BGCA if there has been a critical incident related to your organization involving:

1. A major medical emergency with a child, staff or volunteer at a Club site or Club sponsored activity leading to extended hospitalization, permanent injury or death or a mental health crisis with a child requiring outside care.
2. A child who may be abducted or missing from a Club site or Club sponsored activity.
3. An instance or allegation of child abuse, including physical, emotional or sexual abuse; sexual misconduct or exploitation against any child (Club-related or not) by a current employee or volunteer or any Club-related instance by a former employee or volunteer.
4. An instance or allegation of child abuse, including physical, emotional or sexual abuse; sexual misconduct or exploitation by a youth towards another youth at a Club site or Club sponsored activity.
5. A known or suspected felony-level criminal act committed at a Club site or Club sponsored activity.
6. The misappropriation of organizational funds in the amount of $25,000 or greater or any amount of federal funds.
7. A felony criminal action or civil legal action that would be reportable to an insurance carrier involving the organization, its employees or volunteers.
    i. For an open organization-related court case, report within 24 hours any change in the status of the case.
8. Negative media that could compromise the reputation of the organization or the Boys & Girls Club brand.
9. Any other incident deemed critical by the organization.

*Military organizations are exempt from this requirement and will abide by regulations set forth by the Department of Defense

## Section 10 – Background Checks (Revision effective January 1, 2016; Revision effective May 1, 2018)

Conduct criminal background checks of all employees, including minors, board volunteers, and others who serve on a standing committee. Conduct background checks on all volunteers, including partners and minors, who have direct, repetitive contact with children. Name-based or fingerprint-based record searches may be used in any combination but shall, at a minimum, (a) verify the person's identity and legal aliases through verification of a social security number, (b) provide a national Sex Offender Registry search, (c) provide a comprehensive criminal search which includes a national search and (d) provide a comprehensive local criminal search which includes either a statewide criminal search or county level criminal search, depending on your jurisdiction (a current list of jurisdictions can be found at www.bgca.net/childsafety). This membership requirement must also be shared with your current background check provider. Such checks shall be conducted prior to employment and at regular intervals not to exceed twelve (12) months.

All background check findings shall be considered when making employment or volunteer decisions and each Club shall have a policy defining eligibility for employment or volunteer service, 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. a crime against children, including child pornography,
    4. domestic violence,
    5. abduction or human trafficking,
    6. a crime involving rape or sexual assault,
    7. arson,
    8. weapons, or
    9. physical assault or battery
(e) has been convicted of a drug-related offense committed within the last five years.

Every member organization shall conduct reference checks on any candidate for employment or volunteer service. Should candidates for employment have previous experience with a Boys & Girls Club, a reference from the former Boys & Girls Club supervisor must be obtained prior to extending an offer for employment or volunteer service.

*Military organizations are exempt from this requirement and will abide by regulations set forth by the Department of Defense.

## Section 11 – Code of Ethics

Establish and maintain a Code of Ethics that addresses, at minimum, conflicts of interest, records retention and whistleblower protection in accordance with best practices for non-profit organizations. All staff and board members will sign the Code of Ethics each year.

### Section 12 – Annual Report

Render to Boys & Girls Clubs of America an annual report of its organization, membership, activities, attendance, finances and cause the Chief Professional Officer[*] and Chief Volunteer Officer[**] to attest to compliance with the requirements for membership and operating standards.
[*] [Also known as "Chief Executive Officer"]
[**] [Also known as "Board Chair"]

### Section 13 – Safety Policies* (Effective February 1, 2018)

Every Member Organization shall have safety policies in place that will protect youth. These policies include, but are not limited to:

- drug use;
- bathroom usage;
- supervision;
- transportation;
- incident reporting policies that focus on preventing and protection against inappropriate interactions with youth between staff, volunteers, including board members and other youth;
- and prohibition of one-on-one interaction between youth and staff and volunteers, including board members. Exceptions may only be made when delivering medical or counseling services by a licensed, trained therapist or similar professional.

Every staff member and volunteer shall be trained on these policies annually.
*Military organizations are exempt from this requirement and will abide by regulations set forth by the Department of Defense.

## Article III - Operating Standards for Youth Serving Sites
(Revisions effective January 1, 2016)

Each youth serving site which meets the following operating standards shall be chartered by the Board of Governors or Executive Committee of Boys & Girls Clubs of America.

### Section 1 – Facilities

It shall have a Clubhouse or separate Club quarters which can be identified as a Club for its members. Use by any others shall not substantially limit the use of rooms, facilities and equipment by the members.

It shall have sufficient floor area and room spaces, suitably equipped for carrying on a diversified and constructive program of activities.

### Section 2 - Unit Director

Each Member Organization shall employ a Director for each separate site it operates for at least as many hours per week as such site is in operation. The Chief Professional Officer[*] of the Member Organization may, however, act as a Director of one of such sites.
[*] [Also known as "Chief Executive Officer"]

### Section 3 - Staffing

Each site shall have and maintain sufficient paid and volunteer staff qualified in personality, character, experience, education and training for the leadership and guidance of its members. Each activity of each such site shall be supervised by staff qualified to supervise

such activity.

**Section 4 – Site designation and extent of operations**

Each operating site which provides ongoing service to youth within a calendar year shall be registered and chartered with Boys & Girls Clubs of America.
There are three categories of operating sites:

- Each site operating at the Unit level shall be open and make activities available to at least 100 members at least ten months per year, five days per week, and four hours per day.
- Each site operating at the Extension level shall be open and make activities available to at least 50 members at least eight months per year, three days per week, and 3 hours per day. A waiver for minimum hours per day may be considered as part of a partnership with local school entities.
- Each site operating at the Community Impact Program level must be open and make available activities to its members at least 26 weeks in a calendar year. Program must be conducted in accordance with all other organizational operating standards.
- Each Military-Affiliated Outreach (National Youth Challenge Program, etc.) must be open and make available activities available to at least 20 members at least nine months per year, and 3 hours per day for at least 3 days per week. Programs must be conducted in compliance with the applicable branch of service operating policies and procedures.

Each operating site shall meet the following requirements:

- Perform criminal background checks on staff and volunteers (once every 12 months), including minors.
- At minimum, one paid professional is to be present during operating hours.
- At minimum, two adults must be involved with the program during operating hours (while serving youth).
- Annual membership information must be collected on all youth/teens participating in the program.
- Membership Dues and Fees shall be within the means of its members and shall not be so large as to exclude any individual from membership and participation.
- Military-affiliated organizations must comply with the assigned branch of service rules and regulations.

**Section 5 – Activity Access**

Each site shall be available for use by any and all members in all the days and hours such site is open, to the extent feasible in light of the available facility and activity schedules which are subject to reasonable age and individual restrictions.

**Section 6 – Program**

Each site shall maintain a high quality program of varied and diversified activities and shall conduct an annual program assessment using standards adopted by the National Council. There shall be no instruction in or promotion of any sectarian or political belief.

# Boys & Girls Club of Greater Holland
# COVID-19 Safety Procedures

BOYS & GIRLS CLUB
OF GREATER HOLLAND

# BGCH Compliance with Executive Order 2020-91

In order to provide the safest environment for our members, families, and staff, the Club will follow the procedures outlined below. This protocol has been established to abide by Executive Order 2020-91.

# General Guidelines Overview

- Develop a COVID-19 preparedness and response plan consistent with OSHA guidelines
- The Unit Director has the responsibility to implement, monitor and report on the plan developed as a result of the above requirement
- We will provide COVID-19 training to employees addressing infection control practices,proper use of personal protective equipment (PPE), the steps required to notify the employer of a positive test or symptoms, and how to report unsafe work conditions
- Club related travel is restricted to essential travel only
- Remote work is permitted when agreed to by the Employee's supervis
- Additional reasonable infection control measures will be implemente work performed at the location and the infection rate in the comm

# Screening, PPE, and Social Distancing Best Practice

**Each day all persons entering the building will be required to self-screen utilizing the screening questions below:**

- In the past 10 days have you had a fever of 100.4d or higher?
- In the past 10 days have you had an atypical cough?
- In the past 10 days have you had atypical shortness of breath?
- In the past 10 days have you had atypical loss of taste or smell?
- Have you had contact with someone that has been diagnosed with COVID19 or has had contact with someone that has had the above?
- Have you had contact with someone who is an essential worker who may have had contact with someone who has been diagnosed with COVID19?

# Screening, PPE, and Social Distancing Best Practice

**Personal Protective Equipment (PPE) use and provision:**

- Non-medical grade face masks will be provided to all staff and members, with enough masks to ensure that clean masks are available each day.
- Face coverings must be worn when staff cannot consistently maintain 6' of distance from each other
- Adults are responsible for making sure members wear masks within the building program areas. (only exempt areas include the green space and gym)

**Social Distancing:**

- Whenever possible, a distance of 6' between all people must be maintained.
- Floor markings of six feet should indicated near all offices
- Staff should not gather in groups, more than ten, unless appropriate 6 ft. space between persons is achievable.
- Parents of members should avoid entering the building, but if required to do so, follow all expectations of adult staff (hand washing, temperature, mask, covid questionnai
- Any other adult entering the building for a meeting (i.e. board members, donor receive a temperature check, fill-in covid questionnaire, and wear a mask.

# Cleanliness

- Cleaning supplies and hand sanitizer are available to staff in all program areas and expected to use them frequently throughout the program day.
- Staff are responsible for completing hourly/daily cleaning tasks as assigned by the cleaning committee. (Use provided hand washing & cleaning task checklists)
- Staff are expected to clean/sanitize materials required to run programs as needed, especially between program sessions and at the end of the day.
- Staff are expected to oversee members washing hands before and after program sessions.
- Small toys/games in program areas that are not easily cleaned should be put away for the current season.
- Program areas should be organized and clean prior to program every day. (This may be done at the end of the previous day and pre-set for the next day).

# COVID-19 Positive Test and Response Plan

**The following protocol will be utilized if there is a <u>positive</u> test at the Club location:**

- All Employees & Members will be asked to exit the building and go to assigned program locations. The Unit Director will determine whether to send all staff & members home for the day.
- The Clean-up team will utilize designated cleaning materials to disinfect affected areas. If necessary, a professional cleaning crew will be utilized.
- After inspection, employees & members will be allowed to re-enter the building
- Within 24 hours of having an employee test positive, we will notify the local health dept. and co-workers, contractors, or suppliers who may have come into contact with the person.
- The Club will not retaliate against employees who stay home or leave work when they are at particular risk of infecting others (following EO2020-36).
- The Club's response to a confirmed infection will be to send employees ho[illegible] a temporary closure until contact tracing, site disinfectant, and an "all-clear [illegible] Department is obtained.

# South Side Entry/Exit Best Practice

Entrance: **Car drop-offs**

- Vehicles are required to enter one direction and stop at the designated location (marked by a sign).
- Parents are required to remain in the car at all times, while staff performs the following task (2 staff members).
- **Members are directed to wait at the designated point until cleared.**
- Staff A
  a. ask recommended questions provided by CDC & Boys & Girls of America.
  b. Remind parents of pick up time and provide any extra information (pamphlets, upcoming programs, in case of shutdown etc.).
- Staff B

a. Check members temperature (wrist, back of neck, temple after cool down if walker) Temp 100.4
   - Average temp: member is told to head to the next staff member.
   - Above temp: members may not enter the building and parents are informed.

   b. Remind member home items must be left behind. This includes bags, toys, games, ect. (exclude lunch, medication, & cell phones.)
   c. Inform/remind masks must be worn at all times.

# South Side Entry/Exit Best Practice

## Entrance: **Walkers**

**Staff & Jr. Staff waiting at the door are to keep a lookout for any members walking toward the building.These members will have their own designated place to stop and cool down before entering the building. (family members may stand/ wait together, while those walking alone must remain at least 6 feet apart).**

**Staff are to check these members between car drop offs when possible with enough time for members to cool down after walking.**

**Members are directed to wait at the next mark for Jr. staff directions if cleared.**

1. Temperature check / questionnaire
   a. Average temp: member may continue to the next phase.
      i. If a member has brought an item from home (excluding phone, lunch or medication) the item must be placed in a plastic bag and handed to the front desk to be held until the member is ready to leave.
   b. Above temp: member must return home.
      i. Phone call to parents
      ii. If a member has no one to enter the home or must be picked up the member must wait at designated location.

# South Side Entry/Exit Best Practice

## Step 2: Entering Building

-Jr. Staff member will be located at the door.
-Members are required to wash hands before entering building and must be wearing a mask at all times
-Members wait at designated location until their turn to enter

-One at a time members are directed to approach the washing station and wash hands for 20 secs.

-If the member brought a lunch Jr. Staff are to wipe it down with a disposable disinfectant rag, while the member washes hands (require to wear gloves for their own safety). Once their hands are washed their item will be handed back to the member to enter the building for the next step.

## Step 3: JR STAFF DESK

There will be a designated spot marked on the floor for students to stand at till it is their turn to check in their items(if they brought some) to the junior staff desk.

IF NO items need to be checked in the student will head straight to their program area. They will be escorted there by their program staff member or a JR. staff member.

# South Side Entry/Exit Best Practice

## EXITING :

1.) Students will be dismissed to get their items from junior staff desk (if they had any) in a staggered manner. If not they will remain in their program area.

2.) Once back to their program room, staff will take their program group outside through the doors that face Van Raalte to their designated spot on the lawn in between Van Raalte/ 19th street.

3.) Staff will check off students as they get picked up or walk home and turn in that form at the end of the day.

# South Side Cleaning Team & Task Assignments

*Boys and Girls Club Greater Holland: Planned and Daily Maintenance*

| [redacted] | Area: | Person(s) Responsible: | Completed Date/Time: | Initials: |
|---|---|---|---|---|
| [redacted] | | | | |
| [redacted] | | | | |
| [redacted] | | | | |
| [redacted] | | | | |
| [redacted] | | | | |
| [redacted] | | | | |
| [redacted] | | | | |
| [redacted] | | | | |
| **Weekly Tasks:** | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

# South Side Hand-washing Chart...33

*Boys and Girls Club Greater Holland: Hourly Hand Washing Chart*

Date: _____

| | Elementary | Junior | Teens | |
|---|---|---|---|---|
| 9am | | | | |
| 10am | | | | |
| 11am | | | | |
| Noon | | | | |
| 1pm | | | | |
| 2pm | | | | |
| 3pm | | | | |