



BOYS & GIRLS CLUB
OF SOUHEGAN VALLEY

Club Member Safety Policies

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CHILD ABUSE PREVENTION POLICY

The priority of the Boys & Girls Club of Souhegan Valley is the physical and emotional safety of its members, staff and volunteers. Boys & Girls Club of Souhegan Valley maintains a zero-tolerance policy for child abuse. Boys & Girls Club of Souhegan Valley implements policies and procedures for members, employees, volunteers, visitors or any victims of sexual abuse or misconduct to report any suspicion or allegation of abuse.

DEFINITIONS

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

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

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

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

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

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

MANDATED REPORTING

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

REQUIRED TRAINING

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

Before providing services to young people, and annually thereafter:

1. BGCA-approved child abuse prevention
2. BGCA-approved mandated reporting
3. BGCA-approved grooming prevention **Annually:**

All the policies, including all safety policies, for Boys & Girls Club of Souhegan Valley.

PHYSICAL INTERACTIONS

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

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

VERBAL INTERACTIONS

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

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

ABUSE AND SAFETY RESOURCES

Boys & Girls Club of Souhegan Valley prominently displays BGCA-approved collateral that shares ethics hotline, crisis text line and safety helpline information with members, staff, volunteers and families. We also share all safety policies with parents and guardians upon receiving a youth membership application. Boys & Girls Club of Souhegan Valley is committed to providing a safe environment for members, staff and volunteers. To further ensure their safety, the organization prohibits all one-on-one interactions between Club members and staff and volunteers (including board members). All staff and volunteers must abide by the following:

- Ensure all meetings and communications between members and staff or volunteers are never private (see definition below).
- Ensure in-person meetings take place in areas where other staff and/or members are present.
- Communicate to another staff member whenever an emergency arises that necessitates an exception to this policy.
- Never initiate private or isolated one-on-one contact with a member.

- Never have a private or isolated meeting or communication with a member. This includes in-person meetings and virtual communications such as texting, video chat and social media between only a staff member or volunteer and a single member.
- Never transport one Club member at a time. This includes transportation in Club or leased vehicles.

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

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

Board Approved: 10.17.24

YOUTH ACCOMMODATION REQUEST & INFORMATION

It is the policy of the Boys & Girls Club of Souhegan Valley (“Club”) to comply with the Americans with Disabilities Act and other applicable federal, state, or local laws pertaining to the provision of services to children with disabilities. The Club will make reasonable accommodations to afford children with disabilities full and equal enjoyment of our programs and services in the most integrated setting appropriate to their needs unless the accommodation would pose an undue burden or a direct threat to the health or safety of others or would fundamentally alter the nature of the programs and services provided by the Club. The Club will make no assumptions concerning any individual’s abilities or disabilities and will make an individual assessment to determine if the Club can meet each child’s needs in our setting.

The Club must conduct an individualized needs assessment prior to acceptance of membership and/or prior to implementing an accommodation. Please complete this form so we can become more familiar with your child and determine whether we can reasonably accommodate your child’s needs.

All documentation and the assessment will be kept confidential and only viewed by persons completing the assessment and/or developing or implementing your child’s accommodation plan. The submission of an accommodation request does not guarantee approval.

Board Approved: 10.17.24

CLUB BEHAVIOR POLICY

It is very important a child's development is nurtured through caring, patience and understanding. At Boys & Girls Club of Souhegan Valley (BGCSV), we strive to teach social-emotional learning skills to all Club members; however, while caring for your child, we may have to respond to a child's inappropriate behavior. Any form of violence (hitting, kicking, spitting, or any use of physical force so as to injure, abuse, damage, or destroy) towards staff or peers, destruction of property, running away (leaving premises of building, assigned area, or site of staff), unlawful behaviors, substance misuse, bringing inappropriate things to club (weapons or illicit substances), disrespectful language, bullying, sexual activity or misconduct will not be permitted.

BGCSV defines bullying as any deliberate action that inflicts physical or psychological harm. The behavior must be unwanted and pervasive, and includes:

- Verbal: Making derogatory comments, threats, teasing, or name calling.
- Physical: Hitting, kicking, punching, spitting, or shoving.
- Sexual: Humiliating someone because of their sex, gender, or sexual orientation (lesbian, gay, bisexual, transgender, questioning).
- Social: Spreading rumors, isolation, social exclusion, leaving people out, or forcing people to do things they don't want to do.
- Cyberbullying: Sending or posting hurtful or embarrassing emails, images, on the internet, via text or other electronic device or on social networks.

To ensure the safety of all the children, there may be times we have to address the issue of a child not meeting the behavior expectations of the BGCSV Club. BGCSV policy is that we will make every effort to collaborate with the family of the child (ren) to provide adequate services to the youth and family.

WHEN A CHILD IS HAVING A PROBLEM IN THE PROGRAM

- The following steps will be taken by staff:
 - make every attempt to redirect the child to understand the expectations of the program, allowing for time to regain control.
 - reassess the program environment, appropriateness of activities, or supervision.
 - always use positive methods and strength-based language while communicating with children.
 - bring the issue to the direct supervisor to determine an appropriate response; request support services if necessary (main office, co-workers, crisis management support); de-escalate, isolate the incident.
- Child's behavior will be documented and maintained confidentially; Parent/guardian will be notified.
- Parent/guardian will be given the Communication Report stating the disruptive behaviors that may lead to removal from our program.
- The Program Director, behavior support staff, parent/guardian, and child will have a conference(s) to discuss how to promote positive behaviors.
- The parent/guardian will be provided with resources regarding methods of assisting the child in improving behavior.
- Discussion of evaluation by professional consultation may be provided.
- Discussion of evaluation by local school district child study team may be provided.

SCHEDULE OF BEHAVIOR GUIDELINES

If the remedial actions above have not been effective, the child's parent/guardian will be advised verbally and in writing about the child's behavior warranting removal from the program. The removal action is intended to be short-term to allow the parent/guardian, child, and BGCSV staff to come to agreement on appropriate response to expectations of BGCSV Club Program. The parent/guardian and child will be informed regarding the length of the removal from the Club program.

The parent/guardian will be informed about the expectations of appropriate behavior that are required before the child may return to the program.

Board Approved: 5/16/2024

PROHIBITION OF PRIVATE ONE-ON-ONE INTERACTION POLICY

DEFINITION OF ONE-ON-ONE INTERACTION

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

- Private contact/communication is any communication, in person or virtual, that is between one youth member and one adult (18 or over) that takes place in a secluded area, is not in plain sight and/or is done without the knowledge of others. Private places can include but are not limited to vehicles, rooms without visibility to others, private homes and hotel rooms. Examples of private contact include but are not limited to:
 - Meeting behind closed doors (in rooms without windows or visible sightlines) or any spaces that are not visible to others.
 - One staff member transporting one member in a vehicle.
 - Electronic communications (text, video, social media, etc.) between one member and one staff member or volunteer.

Public contact/communication is any communication or meeting, in person or virtual, that is between at least three individuals, including two staff and one member, one staff and two members or variations of these combinations.

Examples of public contact include but are not limited to:

- Meeting in plain sight of others (e.g., in a quiet corner of an active games room).
- Transporting members via public transportation (bus, taxis, train, air, etc.) or transporting multiple members.
- Electronic communications (text, video, social media, etc.) between multiple members and adults (e.g., group chats).
- Public places can include but are not limited to buses, airports, shopping malls, restaurants and schools.

IMPACT ON MENTORING PROGRAMS

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

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

IMPACT ON PARTNERSHIPS WITH LOCAL MENTORING ORGANIZATIONS

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

IMPACT ON TRAVELING TO OFF-SITE EVENTS AND ACTIVITIES

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

IMPACT ON TRANSPORTATION TO AND FROM THE CLUB

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

EXCEPTIONS TO POLICY

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

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

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

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

SUPERVISION & FACILITIES POLICY

SUPERVISION

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

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

Club activities are under continuous supervision by an appropriate adult and will maintain the following ratios when supervising youth:

Type	Adults	Youth
Drop-In	1	18
Group Clubs	1	20
Day camp	1	18
Day Trips	1	8
Overnight	1 (minimum of 2 unrelated adults present)	6
Swimming	1 Spotter	10 Swimmers

Disclaimer: When attending the City of Milford pool, the Boys & Girls Club of Souhegan Valley are also under the supervision of the lifeguards and staff at the Town of Milford pool and abide by their supervisory policy for lifeguards.

RESTROOM USAGE

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

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

RESTROOM MONITORING

It is our Club practice to regularly monitor restrooms in accordance with a schedule set by Club leadership. Monitoring includes walk-throughs, inspections and/or any (but not necessarily all) of the best practices outlined below:

- Implementing procedures to limit the number of children using restrooms at the same time. Each program area will have a bathroom pass to limit the number of members out of an area at a time. The lanyard will be monitored by staff to maintain who has left the room and that the pass is returned.
- Prohibiting younger children and teens from sharing a restroom.
- Positioning staff near restroom entries to maintain auditory supervision of space.
- Designing or renovating multi-user restrooms to eliminate outer doors, while maintaining privacy with individual stalls.

Staff observing unacceptable restroom conditions or incidents shall:

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

SHARED-USE RESTROOMS

- On a field trip or when using a public restroom, youth shall never enter the restroom alone unless it is a single-stall restroom that is empty.
- Youth shall follow the "rule of three" in using public restrooms, with at least two youth and an adult walking to the restrooms and three youth entering a multi-stall facility together. The adult will remain outside the restroom door to provide auditory surveillance.
- Whenever possible, staff/volunteers will monitor and clear public restrooms before use by members to ensure that the facility is free of adults – and clear of youth not involved in the Club program – before allowing youth to use the facilities. Alternatively, staff members will stand in the restroom doorway and/or hold the door at least partially open when supervising member use of public restrooms. Staff may position themselves inside the restroom near the sinks if positioning at the door is not feasible or is deemed ineffective.
- In a shared-use facility, Boys & Girls Clubs will utilize the best practice of shutting the exterior door to the restroom and using an "Occupied" sign outside of the door to alert others that they must wait until Club members have exited the restroom before they can enter.

ENTRANCE AND EXIT CONTROL

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

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

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

FACILITY CONDITION

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

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

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

FOOD AND DRINK

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

Board Approved: 11/21/2024

ADMINISTERING MEDICATION TO MEMBERS

The Boys & Girls Club of Souhegan Valley or designee shall be responsible for administering medication. Medication will be administered only after receiving and filing in the member's health record the following:

1. A written statement from the licensed prescriber detailing the method of taking the medication, dosage, and the time schedule of the medication.
2. A written authorization from the parent/guardian indicating the desire that the Club assist the member in taking the prescribed medication.

Prior to administering prescription and over-the-counter medication to any child, childcare staff shall complete and document training on medication administration, as required by He-C 4002.33(b)(4), Appendix A. The online training approved by Boys & Girls Club of Souhegan Valley can be found on the NH DHHS website or accessing the below link:

<https://www.prosolutionstraining.com/resources/articles/medication-administration-in-early-childhood-care.cfm>

All medication should be delivered to appropriate Club personnel by the parent/guardian. All prescription medication must be delivered and contained in its original pharmacy container. The Club is directed to keeping such medications in a locked cabinet or refrigerator. No more than a 30-day supply will be kept and maintained by the Club. The Club will contact the parent/guardian regarding any unused medication. Such medication shall be picked up by the parent/guardian within ten days after its use is discontinued. If the parent/guardian does not pick up the medication within ten days, the Club may dispose of the unused medication.

Each medication order shall legibly display: (1) The child's name; (2) The medication name, strength, the prescribed dose, and method of administration; (3) The frequency of administration.

The Club is responsible for keeping accurate records regarding the administration of medication to members. Medications prescribed for the treatment of diabetes, including but not limited to pens or pumps, shall be administered under the supervision of the Club if the appropriate permission forms are on record. Members may possess and self-administer an epinephrine auto-injector if the member suffers from potentially life-threatening allergies only if both the member's parent/guardian and physician authorize such self-possession and self-administration. If a member finds it necessary to use his/her auto-injector, he/she shall immediately report to the nearest supervising adult. The Club may maintain at least one epinephrine auto-injector, provided by the member, in the locked medicine cabinet.

Additionally, members may possess and self-administer a metered dose inhaler or a dry powder inhaler to alleviate or prevent asthmatic symptoms. Both the member's parent/guardian and physician must authorize such self-possession and self-administration.

Members shall not share any prescription or over-the-counter medication with another member. Members acting in violation of this prohibition will be subject to discipline consistent with applicable Board policies. This policy shall extend to any Club-sponsored activity, event, or program.

Board approved: 5.20.24

APPENDIX A

He-C 4002 NH CHILDCARE PROGRAM LICENSING RULES

He-C 4002.21 Administration and Storage of Medication.

(a) Programs shall administer any medication, treatment, or other remedy to any child, as provided by the child's parents and in accordance with this section.

(b) For the purposes of this section, "administer" means an act whereby a single dose of a medication is instilled into the body of, applied to the body of, or otherwise given to a child for immediate consumption or use.

(c) Only authorized staff, a registered nurse (RN), licensed practical nurse (LPN), or licensed practitioner shall administer prescription and over-the-counter medications to children, in accordance with the child's medication order.

(d) Authorized staff shall administer only those medications for which there is a medication order provided by a licensed practitioner, and written permission from the parent.

(e) Programs shall not accept any prescription medications that do not include a prescription label or medication order from a licensed professional.

(f) Each medication order shall legibly display: (1) The child's name; (2) The medication name, strength, the prescribed dose and method of administration; (3) The frequency of administration; (4) The indications for usage of all medications to be used pro re nata (PRN); and (5) The dated signature of the licensed practitioner for orders other than the prescription label.

(g) Medication orders for PRN medication shall include: (1) The indications and any special precautions or limitations regarding administration of the medication; (2) The maximum dosage allowed in a 24-hour period; (3) The dated signature of the parent for topical substances or over-the-counter medication; and (4) For other than the prescription label, the dated signature of the licensed health care practitioner for prescription medication.

(h) In the event of a medication error in the administration of medication, the family child care provider, center director, site director, or designee shall notify the child's parents immediately.

(i) In the event of a medication error in the documentation of the administration of medication, the family child care provider, center director, or designee shall notify the child's parents by the end of the day in which the error occurred.

(j) Prior to administering prescription and over-the-counter medication to any child, child care staff shall complete and document training on medication administration, as required by He-C 4002.33(b)(4), delivered by the department, a physician, RN, or LPN practicing under the direction of an APRN, RN, or physician, or online training approved by the department.

(k) Authorized staff shall complete training in medication safety and administration every 3 years.

(l) Documentation of training in medication safety and administration shall be maintained on file at the child care program and be available for review by the department. Page 40 He-C 4002.21 Administration and Storage of Medication Return to Table of Contents

(m) For each child receiving medication, child care staff shall maintain medication information on file and available for review by the department, including medication orders, parental authorization to administer medication, and information regarding a child's allergies, if applicable.

(n) Child care staff shall maintain a written record for each dose of medication administered to each child, which shall: (1) Be maintained on file in the program, available for review by the department; (2) Be completed by the authorized staff who administered the medication immediately after the medication is administered; and (3) For each administered medication, include at a minimum: a. The name of the child; b. The date and time the medication was taken; c. A notation of any medication error or the reason why any medication was not taken as ordered or approved; d. The dated signature of the authorized staff who administered the medication to the child; and e. For administration of a PRN, documentation shall also include the reason for administration.

(o) All medication shall be: (1) Inaccessible to children; (2) Stored at the temperature and conditions recommended by the manufacturer or as directed on the prescription label; (3) Stored in a secondary container separate from food if in a refrigerator; and (4) Labeled with the child's name to ensure correct identification of each child's medication.

(p) Medications such as insulin, inhalers, and epi pens shall be readily accessible to child care staff caring for children requiring such medications, to assure timely administration when needed and in accordance with parental instructions in He-C 4002.20(g)(2)a.

(q) Medications described in (p) above shall be permitted to be in the possession of a school-age child as long as the following are on file at the program: (1) Written authorization from the prescribing health care practitioner; and (2) Written permission from the child's parents.

(r) The only exception to (q) above shall be when a school-age child is with children younger than 6 years of age, Insulin, inhalers, and epi-pens shall not be in the school-age child's possession, but shall be readily accessible to staff.

(s) All medications belonging to staff shall be stored separate from children's medications in a locked area, or otherwise inaccessible to children.

(t) All prescription or over-the-counter medication and topical substances shall be kept in the original containers or pharmacy packaging and properly closed after each use.

(u) Any contaminated, expired, or discontinued medication, whether prescription or over-the-counter, and topical substances shall be returned to the child's parents or, if belonging to the program, disposed of properly by authorized staff. Page 41 He-C 4002.21 Administration and Storage of Medication Return to Table of Contents

(v) Child care staff shall administer over-the-counter medications in accordance with the manufacturer's instructions or written instructions from the child's health care pract

INCIDENT MANAGEMENT POLICY

GENERAL INCIDENT DESCRIPTION

Safety incidents can include but are not limited to:

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

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

INTERNAL INCIDENT REPORTING

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

The following information shall be included on an Incident Report:

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

EXTERNAL INCIDENT REPORTING

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

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

INCIDENT INVESTIGATION

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

Federal, state and local criminal and or mandated child abuse reporting laws must be complied with before any consideration of an internal investigation. The internal investigation should never be viewed as a substitute for a required criminal or child protective services investigation. If an incident involves an allegation against a staff member, volunteer or Club member, the Club shall suspend that individual immediately (employees with pay) and maintain the suspension throughout the course of the investigation.

BGCA CRITICAL INCIDENT REPORTING

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

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

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

Board Approved: 10.17.24

TECHNOLOGY ACCEPTABLE USE POLICY

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

CLUB MEMBER USAGE

Before a member is allowed to use Club technology equipment or their personal device, both the member and his/her parent/guardian will need to read and sign the Technology Acceptable Use policy and return it to the Club. Under the Technology Acceptable Use policy, the following relevant principles shall apply:

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

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

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

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

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

Monitoring and inspection: Boys & Girls Club of Souhegan Valley reserves the right to monitor, inspect, copy and review any personally owned device that is brought to the Club. Parents/guardians will be notified before such an inspection takes place and may be present, at their choice, during the inspection. Parents/guardians may refuse to allow such inspections. If so, the member may be barred from bringing personally owned devices to the Club in the future.

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

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

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

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

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

Cyberbullying

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

Examples of cyberbullying include, but are not limited to:

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

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

Monitoring and inspection: Boys & Girls Club of Souhegan Valley reserves the right to monitor, inspect, copy and review files stored on Club-owned devices or networks. In addition, Boys & Girls Club of Souhegan Valley reserves the right to inspect and/or review personally owned devices that are brought to the Club. Parents/guardians will be notified before such an inspection takes place and may be present, at their choice, during the inspection. Parents/guardians may refuse to allow such inspections, but the members may be barred from bringing personally owned devices to the Club in the future.

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

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

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

Digital citizenship: Club members shall conduct themselves online in a manner that is aligned with the Boys & Girls Club of Souhegan Valley Code of Conduct. The same rules and guidelines members are expected to follow offline (i.e., in the real world) shall also be followed when online. Should a member behave online in a manner that violates the Boys & Girls Club of Souhegan Valley's Code of Conduct, that member shall face the same discipline policy and actions they would if their behavior had happened within the physical Club environment.

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

Digital citizenship and technology safety training: All members who wish to use a Boys & Girls Clubs device or equipment will be required to successfully complete a BGCA-provided digital citizenship and technology safety training. This training is required for all members annually.

STAFF AND VOLUNTEER USAGE

Before a staff member can use Club technology equipment or a personal device, he/she shall read and sign the Technology Acceptable Use policy and return it to the Club. Under the Technology Acceptable Use policy, the following relevant principles shall apply:

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

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

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

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

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

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

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

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

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

Inappropriate communication includes but is not limited to:

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

Board Approved: 11/21/2024

TRANSPORTATION POLICY

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

DRIVERS

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

VEHICLE

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

The vehicle must be clean and well maintained and exterior physical damage must be repaired promptly.

ACCIDENT OR EMERGENCY PROTOCOL

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

Board Approved: 10.17.24

USE OF VIDEO SURVEILLANCE

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

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

PLACEMENT AND NOTIFICATION

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

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

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

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

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

ACCESS TO VIDEO IMAGES

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

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

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

UNAUTHORIZED ACCESS AND/OR DISCLOSURE

Confidentiality and privacy concerns limit the public, including parents and relatives of Club members, from viewing video recording footage and/or data involving Club members, staff, and volunteers. Only the authorized personnel provided above can view and/or export video recording data. No unauthorized recordings are permitted of video recording data through cell phones, portable devices, or any other means. Any Club personnel who become aware of unauthorized disclosure of video recording data from the Club and/or a potential privacy breach must immediately inform the Executive Officer.

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

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

RETENTION OF DIGITAL IMAGES

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

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

CLUB MEMBER PRIVACY

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

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

Board Approved: 10.17.24

EMERGENCY OPERATIONS PLAN POLICY

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

EMERGENCY OPERATIONS PLAN (EOP)

Boys & Girls Clubs shall create and maintain an Emergency Operations Plan (EOP). At minimum, the plan shall encompass the following elements:

- Mitigation, preparedness, response and recovery for the following types of emergencies:
 - Fire
 - Weather (tornado, flooding, hurricane, etc.)
 - Lockdown (for interior or exterior threat)
 - Bomb threat
 - Suspicious package
- Training/drill schedule and reporting procedures for staff, volunteers and members.
- Developed and shared with local first responders, such as fire department and law enforcement agencies.

EOP ANNUAL REVIEW

Boys & Girls Club of Souhegan Valley will maintain a board-led safety committee that regularly focuses on safety and will have oversight and responsibility for the emergency operations plan. The board- ed safety committee will be responsible for reviewing and updating the emergency operations plan annually.

FIRST AID AND CPR TRAINING

Boys & Girls Club of Souhegan Valley always maintains a minimum of one CPR- or first-aid-trained staff on site during all operating hours when members are being served.

KEY DEFINITIONS

Emergency: An emergency is any event, natural or man-made, whether expected or unexpected, that places life or significant Club assets in danger or threatens the ability to conduct normal business operations and usually involves abnormal time constraints and resource responses.

Mitigation: Mitigation is the effort to reduce loss of life and property by lessening the impact of disasters or emergencies. For mitigation to be effective, we need to take action now — before the next emergency occurs — to reduce human and financial consequences later.

Preparedness: Preparedness helps everyone act quickly and decisively in the face of a disaster or emergency and can minimize loss of property and prevent death and injury. An effective emergency plan should include steps to ensure that those with disabilities or special needs are provided with a proper evacuation strategy.