Our Mission:
To inspire and enable all young people, especially those who need us most, to reach their full potential as productive, caring, and responsible citizens

UPDATED AUGUST 2019
POLICIES AND PROCEDURES

APPRECIATE DIVERSITY
Clubs are very diverse with Members of all races, socioeconomic backgrounds, and personal hardships. Club members should be treated fairly and with respect to help foster their personal, emotional, social, and academic growth.

CONFIDENTIALITY
Remember that our Members’ names and personal situations are confidential and cannot be discussed with non-Club staff.

Pictures can only be taken by BGC staff members. In turn, pictures of Club members cannot be posted to any social media sites or any other websites that are not affiliated with Boys & Girls Club.

Personal and professional information of staff members and other volunteers is considered confidential information. Please refer to your Confidentiality agreement for more details.

ALCOHOL, DRUGS, & PROFANITY
Reporting to your volunteer assignment under the influence or in the possession of alcohol or drugs is grounds for immediate termination. Boys & Girls Clubs are tobacco-, drug-, and alcohol-free environments.

Profanity of any kind is not acceptable while at Club. Racial slurs or jokes are never tolerated.

DRESS CODE
We ask that you look presentable while representing Boys & Girls Clubs. While you are serving, you can wear jeans, khakis, khaki shorts, t-shirts, gym shorts, tennis shoes, closed toe/heel sandals, or any clothes that are conducive to the activities you will be participating in while at Club. Appropriate, athletic/active-wear is generally best!

You may not wear:
- Open toed sandals
- Untidy clothes
- Sleeveless t-shirts, spaghetti straps
- Clothing with derogatory statements
- Hats (inside)

Wearing your ID tag is required at all times.
**CELL PHONES**
Help our Members feel like they matter by keeping your attention on them. Cell phones need to be kept either in your pocket (on silent or vibrate) or in the office. They are only to be used in case of an emergency.

**BE ENERGETIC**
You should always be actively engaging the Members whether it is during homework time, games, gym, etc. Your focus should always be on them and on nothing else.

**BOUNDARIES & SOCIAL MEDIA**
It is important to be mindful of boundaries at all times. Never put yourself in a position that could be deemed inappropriate or unprofessional. A volunteer should never engage in any of the following behaviors:

- Being alone with a Member.
- Inappropriate behavior such as:
  - Kissing
  - Tickling
  - Long embracing hugs (sideways hugs are preferred)
  - Backrubs
  - Holding hands with older Members
  - Picking Members up in the air
  - Members sitting on the laps of staff or other Members

Other boundary issues that are not physical in nature include:

- Exchanging cell phone numbers with Members
- Allowing Members to handle/use your personal cell phone
- Giving money or other gifts to Members
- Spending time with Members outside of Club

**Social Media**
You will build special bonds with the Members you serve. This is very understandable. **Do not engage with Members on social media.** Accepting Members as friends on Facebook, Twitter, Instagram, Snapchat, etc. is NOT ALLOWED. As staff members and volunteers, we are here to be mentors to our Members, not to be their friends.

***This is not a complete list of boundary issues and should not be thought of as such. Please refer to your Social Media and Boundaries Agreements for more details.***

If you have questions regarding boundary issues, please see your Unit Director.
GUIDANCE AND REDIRECTION
Sometimes when working with the children, conflicts will occur. To encourage and reinforce positive behavior, it may be necessary to redirect inappropriate behavior. This may include taking action by doing one or more of the following:

- Calmly ask the child to move to a quiet area so that you or a staff member may talk to them.
- Ask the child to come to where you are because you are unable to hear or understand them.
- Gather information by asking the child to describe the problem. Restate and acknowledge the problem to show that you understand.
- Acknowledge the child’s feelings. Hearing a label for what they are feeling may help them understand that they are not acting how they normally would.
- Ask for solutions and choose one together. Ask “What can we do to solve this problem?”
- Stay nearby and follow up in case the problem continues.
- Let a staff member know so that they may also address the issue if necessary.

Please avoid yelling at a child or singling them out in front of the other children as this will embarrass them and make them feel like they are being labeled as a “bad kid”.

BEHAVIORAL POLICY (MEMBERS)
In the event that redirection is not successful and a behavior escalates, a staff member (Team leader or Unit Director) will enforce our behavior policy. A volunteer is never responsible for discipline. If a Member is having difficulty, please let a staff member know so that they may address the issue. The discipline process is at the discretion of the Unit Director depending on the severity of the offense.

*** Boys & Girls staff members are the only individuals who can enforce the Club’s Behavioral Policy. However, if you witness any Member engaging in inappropriate behavior, please inform a staff member as soon as possible.
**RISK MANAGEMENT**
We strive to provide a positive and safe environment for our Members, so we always need to be on the lookout for ANY potentially hazardous situation that could jeopardize this environment. Be aware of the following:
- Spills on the floor
- Sharp objects
- Broken ceiling tiles
- Misplaced items

**Risk Management in the Gym/Outside**
If you have identified a potential safety risk in the gym or outside, address it with a staff member immediately. Some risks could include:
- Tables/chairs/nets set up in the gym
- Broken equipment
- Wet floors
- Icy grounds

Do not begin your activity until you feel it is safe to do so. Even a small amount of risk is too much. Member safety is our top priority.

**Playing Sports with Members**
You are encouraged to play sports with Club members, but please use your discretion. Do not engage in any activity if you feel that there is a high probability of you sustaining an injury, especially if you have a pre-existing condition that may make you more susceptible to an injury. The Volunteer Coordinator will go through the “do’s and don’ts” of playing sports with you during your orientation.

**ACCIDENT/INCIDENT/CPS REPORTS**
The reports listed below are only to be filled out by a staff member. However, if you witness an incident that warrants making any type of report, you may be asked to give certain information regarding the incident.

**Accident Reports**
Fill these out when the aid given is at least more than a Band-Aid.
*** All head injuries (no matter how minor) need to have an accident report filled out. An emergency contact also needs to be notified.

**Incident Report**
For all non-injury related issues that may harm/affect our Members.

**CPS Reports**
To be filled out if a Member ever reports a case of abuse or a staff member suspects abuse.

If an accident/incident occurs please inform a staff member know so that they can address it.
SICK/HURT MEMBERS
If a Member is sick or is hurt, inform the most senior staff member on duty so that the child can be evaluated in a timely manner. In some cases aid will need to be administered at your location. If so, this should be done by a staff member.

BATHROOM PROCEDURES
Only one Member is allowed in the bathroom at a time. Please speak with the staff to find out about bathroom passes. Volunteers should never be in the bathroom with a Member. If you need to use the restroom, please ask to use a designated staff restroom.

SNACKS
Club members receive a snack every day during Club. This snack is only for Club members and not for staff/volunteers. Please do not eat or drink in front of the Members.

DRIVING/WALKING MEMBERS HOME
Volunteers are not allowed to drive or walk Members home. All Members need to be picked up by their parents/guardians or be able to walk home themselves.

SCHOOL STAFF/CUSTODIANS
Remember to always be friendly and courteous to the school staff and custodians. We are guests within their schools, and we are committed to creating a positive working relationship with them.

CLEANING
All staff/volunteers are expected to clean the areas that they have used during the day. Please make sure you do the following:

- Clean and disinfect equipment
- Pick up equipment
- Pick up trash
- Clean storage room/cabinets
- Clean tables
- Sweep/mop

Please be mindful of the fact that we are often in borrowed space. In order to maintain a positive relationship with the schools who share their space with us, please be respectful by staying clean and picking up after yourselves.

CONTROVERSIAL ISSUES
If you ever feel that a topic is too controversial to discuss around our Members, please do not discuss the topic. Refer the Member(s) to their parents/guardians for more information about the topic. If you are unsure if a topic is appropriate, please err on the side of caution.
DISAGREEMENTS WITH PARENTS/GUARDIANS
If, for any reason, a disagreement or argument occurs with a parent or guardian inside the Club, you should do the following:
• Contact a staff member and your Unit Director immediately
• Wait for a staff member to arrive to address the issue
• Always be as kind as possible

DISAGREEMENTS WITH OTHER EMPLOYEES/VOLUNTEERS
If, for any reason, a disagreement or argument occurs with a staff member or another volunteer, it should never take place in front of our Members, parents, or school staff members. If you need assistance resolving the problem contact your Unit Director.

HARASSMENT & DISCIPLINE
Harassment in any form will not be tolerated. Any form of harassment including, but not limited to, sexual harassment or harassment based on race, color, religion, gender, sexual orientation, national origin, disability, or any other protected class, should be reported to your Unit Director or the Volunteer Coordinator. Appropriate protocols will be followed.

BEHAVIORAL POLICY (VOLUNTEERS)
We are grateful for your service to Boys & Girls Club and hope that this will be a positive experience for all volunteers, staff, and Members. However if inappropriate behavior occurs that threatens the safety of our Members/staff or reflects poorly on Boys & Girls Club, we reserve the right to terminate the volunteer relationship. Failing to follow BGC rules may result in actions up to and including:

• Verbal Warning
• Written Warning
• Suspension/Probation
• Termination

You are a role model to our Club members at all sites. Please keep this in mind when interacting with Members and staff. We want to conduct ourselves in a manner that we would be proud to see our Members imitate.

Please note that the discipline process does NOT have to follow these steps in any particular order. The discipline process is at the discretion of the Unit Director and Volunteer Coordinator depending on the severity of the offense.
MANDATORY REPORTING: SUSPECTED CHILD ABUSE

Boys & Girls Clubs of St. Joseph County mandates that, under the guidance of appropriate laws, any staff person or volunteer having reasonable cause to believe that any child is experiencing abuse, exploitation or neglect shall immediately, verbally report the information to the Unit Director (or Team Leader in charge), and in conjunction with that staff member, report the incident through the Child Abuse Hotline or a local law enforcement agency. The BGC Executive Director shall also be notified with immediacy.

Criteria for Identifying Possible Abuse

Please note that while these indicators represent common potential signs that abuse or neglect may be occurring, an individual’s sense that something may be awry is often as or more accurate, and worth reporting. Caution is best.

The following are warning signs to identify possible abuse:

◊ Frequent or unexplained bruises or injuries
◊ Nervousness around adults
◊ Aggression toward adults or other children
◊ Inability to stay awake or concentrate for extended periods
◊ Sudden, dramatic change in activities or personality
◊ Acting out sexually or showing interest in sex that is inappropriate for that age
◊ Low self-esteem
◊ Poor hygiene

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**CLUB CLOSINGS**

If Club is closed for any reason, you will be contacted by the Volunteer Coordinator. Club will be closed on Holidays and any break that the schools are closed (Winter Break, Spring Break, etc.) In case of inclement weather, the Harrison Primary and O.C. Carmichael sites close with South Bend Community School Corporation. Likewise, the LaSalle Elementary and Compass Club sites will close with the School City of Mishawaka.

If you are unsure whether or not club will be open contact the Volunteer Coordinator to confirm.

**WHEN YOUR UNIT DIRECTOR IS AWAY**

In the absence of the Unit Director, a Team Leader will be responsible for the operation of the Club. All decisions, accidents, and incidents go through that person. However, in case of an emergency, it is recommended that you contact your Unit Director by phone.

**CALLING IN SICK/ARRIVING LATE**

We value your time spent at Boys & Girls Clubs. In the event that you cannot volunteer during your scheduled time due to illness or other conflict, please let us know as soon as possible so that your Unit Director has time to plan accordingly.

**SITE ADDRESSES**

<table>
<thead>
<tr>
<th>Club</th>
<th>Address</th>
<th>Unit Director</th>
</tr>
</thead>
<tbody>
<tr>
<td>O.C. Carmichael</td>
<td>502 E. Sample St.</td>
<td>Unit Director</td>
</tr>
<tr>
<td>South Bend, IN 46601</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LaSalle Elementary</td>
<td>1511 Millburn Blvd.</td>
<td>Unit Director: Malisa White</td>
</tr>
<tr>
<td>Mishawaka, IN 46544</td>
<td></td>
<td><a href="mailto:mwhite@bgcsjc.org">mwhite@bgcsjc.org</a></td>
</tr>
<tr>
<td>Harrison Primary</td>
<td>3302 W. Western Ave.</td>
<td>Unit Director: Ashley Murray</td>
</tr>
<tr>
<td>South Bend, IN 46619</td>
<td></td>
<td><a href="mailto:asalyer@bgcsjc.org">asalyer@bgcsjc.org</a></td>
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**Compass Clubs Director:** Maurice Walker mwalker@bgcsjc.org

**CONTACTS**

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