



BOYS & GIRLS CLUB

OF COLLIER COUNTY



MEMBERSHIP HANDBOOK

**Parent / Member
Policies, Procedures, &
Expectations**

**7500 Davis Boulevard
Naples, FL 34104
(239) 325-1700
www.bgccc.com**



**We are a 21st Century Learning Center
(some restrictions may apply)**

GREAT FUTURES START **HERE.**

About Us

Welcome to The Boys & Girls Club of Collier County, where we are passionate about making a positive impact on our community and on our youth. As a private, non-profit organization, our mission is to empower all youth, especially those who need us most, to unlock their full potential as productive, caring, and responsible citizens.

We recognize the importance of equipping our youth with essential life skills that will set them up for success in adulthood. That's why we have meticulously crafted specific rules, policies, and codes of conduct that serve as valuable guiding principles. These guidelines are designed to impart vital life lessons and cultivate the qualities necessary for a prosperous future.

To ensure the greatest impact, we encourage Parents/Guardians to actively participate in supporting our efforts. Together, we can foster a culture of consistency, responsibility, and accountability in every aspect of our programming. By working hand in hand, we can empower our Club Members to become well-rounded individuals who will thrive and make a lasting difference in their lives and communities.

Join us on this incredible journey as we shape the next generation of leaders, thinkers, and compassionate individuals. Together, we will inspire greatness and transform lives through the power of education, mentorship, and community.

Our Team

Our incredible team of dedicated professionals, who are committed to having your experience at The Boys & Girls Club of Collier County, is truly exceptional. We are here for you, ready to assist you in any way possible. Your safety, happiness, and self-esteem are our top priorities, and we go above and beyond to ensure that every Club Member feels valued and supported.

Whether you have questions about membership, concerns that need addressing, or simply want someone to talk to, we are always available to lend an ear. Our doors are open, and our staff is eager to provide guidance, support, and a listening ear whenever you need it.

Executive Leadership

Jaime Buitrago, COO & Interim President / CEO
Jennifer Nelson-Thrash, Chief Development Officer
Shani Rodriguez, Chief Program Officer

CLUB MANAGEMENT			
Laura Santin	Club Director, Nichols	Felicia Soto-Trejo	Immokalee Area Director
Jakella Davis	Program Director, Nichols	Prizma Navarro	Program Director, Bolch
Sandra Soto	Family Services & Membership Manager, Nichols	Hilda Lopez	Family Services & Membership Manager, Bolch
Katherine Meneses	Teen Coordinator, Nichols	Yvelande Astreide	Teen Coordinator, Bolch
Nigel Smith	Director of Community Engagement	Terry Rosalez	Eden Park Elementary 21 st CCLC Site Coordinator
Yaresly Gorosquieta	Director of Teen Initiatives	TBD	Pinecrest Elementary 21 st CCLC Site Coordinator
Jaimy Lebron	Sports & Wellness Director	Camaraelle Milord	Lake Trafford Elementary 21 st CCLC Site Coordinator
Stephanie Giardinieri	21 st CCLC Program Director	Yuridia Rojas	Village Oaks Elementary 21 st CCLC Site Supervisor
TBD	Immokalee Middle & Immokalee High School 21 st CCLC Site Coordinator	Yudit Orlando	Nichols Club 21 st CCLC Site Coordinator

**All Club Members and Parents/Guardians are expected to review this packet.
Registration of a member implies acceptance of the policies and rules.**

Contained within this information packet, you will find a comprehensive overview of the policies and procedures implemented by the Boys & Girls Club of Collier County. These guidelines have been carefully crafted to ensure that our Club Members and Staff thrive within a secure and enriching environment. We prioritize the safety and well-being of everyone involved, and our policies reflect our commitment to providing a nurturing and productive space.

Club Hours - Monday through Friday

The Boys & Girls Club of Collier County closely follows the Collier County Public Schools (CCPS) Annual Academic Calendar. For the most current calendar, please contact the Family Services & Membership Office.

Regular School Days	2:30 PM – 6:00 PM
Early Dismissal Days	11:30 AM – 6:00 PM
School Break Days	7:30 AM – 6:00 PM
21 st CCLC Programs.....	Varies. See site for details

Club Closures - For the most up-to-date information on scheduled closures due to holidays and staff professional development, we ask you to reach out to our Family Services & Membership Office. They will provide you with the current listing of closures, ensuring you are well-informed and prepared.

As we are in an area prone to the challenges of hurricane season, it is crucial to address the potential impact on our operations. In general, if schools, county agencies, or businesses announce closures due to extreme or inclement weather, The Boys & Girls Club of Collier County will also follow suit in the interest of safety. We prioritize the well-being of our Club Members, Staff, and their families above all else.

To ensure efficient communication and prompt action, Parents/Guardians must maintain accurate emergency contact information with us. This allows us to promptly reach out to you in

the event of immediate closure or any other urgent matters that may arise.

K-8 After-School Enrichment Programs

The After-School Enrichment Programs at The Boys & Girls Club of Collier County is designed to provide engaging and educational activities for children aged 6 to 8th grade. These programs not only offer fun-filled experiences but also serve as a valuable opportunity for personal growth and development during after-school hours and specific holiday breaks when school is not in session.

The Club offers a diverse range of opportunities tailored to the interests and needs of our Club Members. From exciting science experiments and creative art projects to immersive technology exploration and recreational activities, our program covers a wide spectrum of enriching experiences. Additionally, we provide homework help, leadership development, conflict resolution skills, character-building activities, and much more.

The Club creates a supportive environment where Club Members can discover their passions and develop important life skills.

K-8 Full-Day, Spring Break & Summer Camps

Full Day Camps at The Boys & Girls Club of Collier County are open to children aged 6 through 8th grade. We offer a range of operating dates and programs, ensuring that there's something for everyone.

For specific details about the programs available and their corresponding dates, we encourage you to reach out to our dedicated Family Services & Membership Office.

Our operating hours are designed to accommodate busy schedules. We are open from 7:00 AM to 6:00 PM, providing a safe and supportive environment for Club Members throughout the day. As part of our commitment to their well-being, we serve breakfast, lunch, and a snack daily, ensuring they have the nourishment they need to thrive.

In addition to our regular activities, we offer specialty mini-camps, such as sports clinics and

other engaging programs. These opportunities allow Club Members to explore their interests, develop new skills, and have a blast while doing so. We also organize field trips to exciting destinations, adding an extra element of adventure to their experience at the Club.

Teen Programs – High School

\$35.00/annually, August through July. Our Teen Programs at The Boys & Girls Club of Collier County are designed to provide continuous support and engagement for our Club Members throughout the year. Whether your teenager is joining us at the beginning of the school year or in the middle of a semester, they can enroll at any time.

As part of our Teen Programs, Club Members have access to a wide range of enriching activities and opportunities. They will benefit from all the programs offered through our After-School Enrichment Program and Camps, allowing them to explore various interests and develop valuable skills. In addition, we provide specialized programs focused on College & Career Readiness, Leadership, and Advocacy.

These experiences are designed to empower teenagers, equipping them with the tools and knowledge needed to succeed in their future endeavors.

Membership Registration

Thank you for your enthusiasm in registering your child as a Club Member at The Boys & Girls Club of Collier County! We look forward to welcoming them into our inclusive and supportive environment, where they can thrive, learn, and build lifelong friendships.

To ensure the highest quality experience for each Club Member, we have limited capacity per group. As a result, registration operates on a first-come, first-served basis. We encourage you to secure your child's enrollment promptly to guarantee their spot in our program.

Upon registration, we request that you submit the first month's program fee or a pre-established deposit. This payment serves as confirmation of your child's enrollment and secures their place in our Club.

Membership Fees

We understand that affordability is important, and we strive to make our programs accessible to all families. Scholarships and discounts are available—please contact our Family Services & Membership Office for details.

All fees must be paid in full prior to the delivery of services. Services will not be provided until payment has been received. To ensure a smooth enrollment process:

- **After-School Program fees** are due by the **1st of each month**
 - For members enrolling after the 15th of the month, fees will be **prorated to half the regular monthly rate**.
- **Camp fees** are due on the **first Club Day of each week**

To maintain consistency and avoid disruptions in participation:

- A **\$10 late fee** applies to payments made after the 5th of the month
- A **\$25 fee** applies to any returned checks
- **Members with unpaid balances after the 6th will be unenrolled**

We accept payments by **check or money order**, made payable to *The Boys & Girls Club of Collier County*.

Please note that **all fees are non-refundable and non-transferable**.

Fee Schedule — See Below:

Full-Time Afterschool Program

Grades: K–8

Schedule: Monday–Friday, 2:30–6:00 PM

Cost:

- Elementary: **\$75/month**
- Middle School: **\$45/month**

Includes:

- 4–5 days/week of academic support, enrichment, and recreation
 - Nutritious meal included
 - Extended hours on CCPS Early Dismissal Days at no extra cost
 - Optional full-day care (7:00 AM–6:00 PM) on non-school days for an additional fee
-

Part-Time Afterschool Program

Grades: K–8

Schedule: Choose 2–3 set weekdays, 2:30–6:00 PM

Cost:

- Elementary: **\$45/month**
- Middle School: **\$27/month**

Includes:

- Flexible care for busy or split-custody schedules
 - Nutritious meal included
 - Extended hours on Early Dismissal Days (if it falls on selected days)
 - Optional full-day care (7:00 AM–6:00 PM) on non-school days for an additional fee
-

One-Day Afterschool Program

Grades: K–8

Schedule: Choose 1 set weekday, 2:30–6:00 PM

Cost:

- Elementary: **\$27/month**
- Middle School: **\$16/month**

Includes:

- Affordable weekly enrichment
- Nutritious meal included
- Extended hours on Early Dismissal Days (if it falls on selected day)
- Optional full-day care (7:00 AM–6:00 PM) on non-school days for an additional fee

21st Century Community Learning Centers (21st CCLC)

Grades: K–12

Cost: FREE

Eligibility:

- Students who scored Level 1 or 2 on FSA, or have a D/F in a core class
- Must attend 4–5 days/week with at least 95% attendance

Locations & Grades Served:

Naples (Nichols Campus): Grades K–5 (Calusa Park, Shadowlawn, Parkside, Avalon Elementary)

Immokalee: Grades 3–5 (Pinecrest, Highlands, Village Oaks, Lake Trafford, Eden Park). Middle School (Immokalee Middle). High School (Immokalee High)

Program calendars vary by location. See the 21st CCLC calendar for details. Full-day programming is separate and available for a fee.

Full-Day Programs (Non-School Camp Days)

Schedule: 7:00 AM – 6:00 PM

Cost:

- **\$10/day** for current after-school members
- **\$20/day** for non-members

Pre-registration and payment are required prior to attending.

Specialty Club or Programs

Schedule: 1 hour per session; 1 day per week for 8 weeks (unless otherwise specified). See Specialty Club Calendar for more information.

Cost:

- **No additional cost** for current after-school members (if it falls on a selected day)
- **\$45/Club** for non-members

Pre-registration and payment are required prior to attending.

Member Check In

The Club typically opens for Club Members at 2:30 PM unless otherwise noted. Club Members are provided with a Boys & Girls Club of Collier County Membership Card to use at check-in. Replacement cards are available for a \$2.00 fee.

CCPS Buses/After-School Pickup

The Club has a contract agreement with CCPS Transportation to assist in providing transportation from many of the public schools to the Club sites. Club Members are expected to follow the rules of CCPS or lose the privilege to ride the bus to The Club.

Club Members are responsible for knowing which bus to use and for arriving on the bus on time. If a Club Member misses the bus, just as with a regular school bus route, it is the responsibility of the Parent/Guardian to go to the school and pick up their child. The Club cannot pick up the Club Members if they miss the bus.

Further, it is the Parent/Guardian's responsibility to notify the school that their child will be riding the bus to The Club.

Member Check Out

Parents/Guardians and authorized adults are to follow the specified Check-Out procedures for their Club. All Parents/Guardians or authorized adults must present a **photo ID** at Member Check-Out. **No exceptions.**

To help us maintain a calm and respectful environment during dismissal:

- **Please be patient** as your child is called and makes their way to the front. Members are expected to **clean their area and collect their belongings** before dismissal.
- Our programs run in **one-hour time blocks** (e.g., 3:00 PM – 4:00 PM, 4:00 PM – 5:00 PM). Picking up your child at the natural break in programming helps reduce disruptions, especially for **specialty clubs** that take attendance as part of their program requirements.

- To ensure your child receives the full benefit of **homework help and academic enrichment**, we kindly ask that children be picked up **after 5:00 PM** whenever possible.

Visitor Parking (Nichols Campus Only)

Visitor parking is available at the **rear of the building**. Parking in the **front Check-In area** or the **reserved spaces on the side** of the building is not permitted and may result in a parking violation and/or loss of membership.

Teen Club Members (16 Years & Older)

Parents/Guardians may authorize, **in writing**, their Teen Club Member to **walk, drive, or ride their bicycle home**. If permission is granted, the Teen Member is responsible for leaving The Club **on time**.

Additionally, Parents/Guardians may authorize their Teen Club Members to **check out younger siblings**.

CCPS Buses/Neighborhood Drop-Off

The Boys & Girls Club of Collier County has a contractual agreement with **CCPS Transportation** to assist in providing transportation from our Club sites to select neighborhoods throughout our service area.

Club Members are expected to follow the rules of CCPS or risk losing the privilege of riding the bus from the Club. Please contact the **Family Services & Membership Office** for details.

Membership Expectations

Registration for membership implies acceptance and agreement with these policies by the Club Member and Parent/Guardian. Failure to follow policies during the Club may result in a disciplinary referral. The consequences for referrals depend on the severity, age of the Club Member, and number of referrals received session-to-date.

Major referrals, such as repeated disruptive behavior, theft, fighting, and bringing drugs or weapons into The Club, will receive an Out-Of-Club Suspension of up to 5 days, followed by a Parent/Guardian meeting to determine continued membership.

- **Clothing & Attire** - All Club Members must wear appropriate clothing to the program that will not be harmed by recreational play. At no time will Club Members be allowed to enter The Club wearing inappropriate clothing, displaying inflammatory or divisive words or images. Additionally, baggy pants without a belt, short shorts or skirts, spaghetti strap tank tops, midriff tops, open-toed shoes, or sandals are not to be worn while at The Club. Hats/head coverings are allowable only for outdoor sports.

- **Membership Card** – Club Members are required to always have their membership card with them while at The Club. Replacement cards are available for a \$2.00 fee. Club Members must present their membership card at Member Check-in and Check-out each day.

- **Program Attendance** – Club Members are encouraged to take advantage of the programs and benefits offered. Specific attendance requirements may be imposed if the Club Member receives scholarship assistance. 21st CCLC recipients must attend a minimum of 12 hours per week or risk losing participation in this program.

- **Illness/Absence from School** - Club Members who did not attend school or who were picked up from school due to illness are not permitted to attend The Club for that day. In special cases such as lice, pink eye, or personal injury, Club Members must have a doctor's note to return to The Club.

- **Suspension from School** – Club Members suspended from school for any reason may not attend The Club.

- **Use of Cell Phones** – Club Members are not permitted to use cell phones while at The Club. If a Club Member has a cell phone, it must stay in the Club Member's backpack. If communication between the Parent/Guardian and Club Member is urgent, Parents/Guardians must contact the Family Services & Membership Office to reply to the message. Further, cell phones shall not be used by Club Members to photograph and video record themselves and/or others while at The Club.

The Club reserves the right to confiscate cell phones until pick-up if Club Members fail to follow expectations.

- **Personal Items** - Personal items such as blankets, stuffed animals, games, toys, collectors' cards/notebooks, silly bands, CD/MP3 players, video games, and other electronic devices are not permitted at The Club and will be confiscated until Check Out. The Club is not responsible for any items that are lost or stolen. The Club reserves the right to confiscate items until pick up if Club Members fail to follow expectations.

- **Assigned Areas** – Club Members are expected to stay with their assigned groups and program areas. Unauthorized roaming through staff offices, kitchens, storage areas, hallways, restrooms, or outside play areas is unsafe and not permitted.

- **Member Conduct** – Club Members are expected to comply with reasonable requests made by Club Staff and show respect for others.

- a. **Harassment & Bullying**, whether verbal or physical, is not permitted at The Club. It is critical that Club Members immediately notify the Club Staff regarding any uncomfortable situation. If a Club Member does not tell Club Staff or waits several days before telling the Parent/Guardian, it is impossible to rectify the situation. Accordingly, all Club Members understand that they cannot harass or bully other Club Members.

- **Parent/Guardian Agreement** - As a partner in The Club's efforts to maintain a safe and engaging experience for all Club Members, Parents/Guardians agree to ensure their child follows all expectations outlined in this manual. The Boys & Girls Club of Collier County reserves the right to revoke membership permanently if Parents/Guardians display abusive, combative, disrespectful, or aggressive behavior toward Club Staff for any reason.

- **Medications** - As we do not have a nurse on staff, legally, The Club is unable to dispense or store any medication. Should your child require medication, it is the responsibility of the Parent/Guardian to see that they take the medicine in its proper dosage at the proper time. If any Club Member has asthma or allergies that require medication or an inhaler, the Parent/Guardian must provide The Club with a signed medical authorization indicating the Club Member may carry medication.

- **Fire / Lockdown Drills** - Emergency drills are held several times a year. During a Fire Drill, all Club Members will evacuate the building and report to designated areas with their

assigned group. During the Lockdown, all Club Members will follow the policies put in place by The Club to ensure safety. Member check-out is paused during emergency drills.

- **Foods & Snack items** - Club Members enrolled in After-School Enrichment Programs enjoy a nutritious dinner served every day. During school/holiday breaks and camps, and The Club is open all day, and breakfast, lunch, and a snack is provided. Any food brought from home must be properly packed in a lunchbox or cooler. We cannot heat up or refrigerate any lunch items. Club Members may not share food.

- Bolch Campus - To reduce allergen contamination, items containing nuts are not permitted.

- **Homework Help** - Providing homework assistance is a very important component of the After-School Enrichment Program. To ensure that Club Members get the assistance they need with their homework, we ask that Parents/Guardians pick them up after 5:00 PM.

- **Injury During Recreational & Active Play** - Club Members will be exposed to a variety of social, recreational, and sports-related activities at The Club. Club Members may fall or be struck by a ball in normal active play. Such instances are common while growing up and are not a result of neglect. The Boys & Girls Club of Collier County is not responsible for any injury that is a direct result of appropriate active “play” or caused by the Club Member disobeying a rule.

- **Field Trips/Special Events** - Field Trips and special events will be posted on the door and at the Member Check In and Check Out areas. Flyers will be sent home announcing the events. At times, a special permission slip must be signed for off-site trips. In compliance with our insurance, Club Members are not permitted to be dropped off or picked up at off-site special events, unless prior arrangements have been made with the Club Director.

Participation will be according to grade level and in some instances may involve a cost for the Club Member. This information will be clearly stated in flyers that are sent home in advance. Club Members are responsible for all money or important personal belongings while participating in special events.

Club Members who sign up to participate in such events commit to participating, being on time, and following all rules while representing The Club. Cancellations must be made no later than 72 hours from the event date. Failure to follow through with these guidelines may result in a loss of opportunity to participate in future events.

- **Computer/Electronics Use** - Club Members will have an opportunity to participate in activities in the Computer Lab during the After-School Enrichment Program. Club Members may log in to approved websites only. Club Members are not permitted to use chat rooms, access personal email, or download any information from the internet for any reason. Club Members may use CCPS Student Laptops for the completion of school assignments only. The use of portable storage devices such as diskettes, and travel/jump drives of any kind is not allowed without prior approval.
- **Equipment, Furniture, and Facilities Care** - Parents/Guardians may be responsible for the costs associated with the loss or misuse of any games, equipment, etc. Further Parents/Guardians are responsible for any form of defacement or destruction such as graffiti or marring furniture.
- **Photo/Video Disclaimer** - The Boys & Girls Club of Collier County regularly takes photos and/or videos of Club Members participating in programs for various fundraising and publicity opportunities such as brochures, marketing materials, and articles for various local newspapers and magazines.

Safety Policies for the Protection of Club Members, Staff, and Volunteers

We are Committed to Keeping Children Safe

- Comprehensive background screenings for all staff and volunteers
- Ongoing education and training
- Annual safety assessment
- Rigorous safety policies and standards
- Active, engaged board-led safety committees
- Annual safety improvement planning and other accountability systems

CHILD ABUSE PREVENTION POLICY

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

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

DEFINITIONS

One-on-Contact Prohibition: Boys & Girls Club of Collier County 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

Grooming is when someone builds an emotional connection with a child to gain their trust for 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 the Boys & Girls Club of Collier County 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 Collier County 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 the Boys & Girls Club of Collier County.

PHYSICAL INTERACTIONS

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

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

VERBAL INTERACTIONS

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

Appropriate	Inappropriate
Positive reinforcement Child-appropriate jokes (no adult content), Encouragement Praise	Name-calling, derogatory remarks, or profanity Inappropriate jokes (adult-only content), and/or discussing sexual encounters or personal issues A harsh language that may frighten, threaten, or humiliate youth

ABUSE AND SAFETY RESOURCES

Boys & Girls Club of Collier County 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.

PROHIBITION OF PRIVATE ONE-ON-ONE INTERACTION POLICY

The Boys & Girls Club of Collier County 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 with 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.

ONE-ON-ONE INTERACTION POLICY GUIDANCE

The following guidance should be used when implementing related policies and procedures.

DEFINITION OF ONE-ON-ONE INTERACTION

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

regular programming.

☐ **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 the Boys & Girls Club of Collier County's 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 background check requirements and the 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 communicated to parents or guardians.
- ☐ Every interaction between mentor and youth will be documented and maintained.

IMPACT ON TRAVELLING TO OFF-SITE EVENTS AND ACTIVITIES

- ☐ When 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. Accommodation shall be made to ensure at least three people (two staff members and one member or one staff and two members) are together when traveling. As an alternative, public transportation may be used (e.g., taxi, Uber, public transport).
- ☐ If this arrangement presents staffing or budget challenges, consider the following:
 - Inviting parents or guardians to attend and/or chaperone their child.
 - Including additional youth (e.g., Junior Youth of the Year) and/or staff in travel plans.
 - Coordinating with other Clubhouses or nearby organizations to travel together.
 - Travelling with additional staff or members.
- ☐ Parents and guardians should also provide written consent in each instance in which a member travels to any off-site event. NOTE: Parents or guardians are never allowed to provide consent for one-on-one interaction.
- ☐ Similar practices should be in place when coordinating field trips.

IMPACT ON TRANSPORTATION TO AND FROM THE CLUB

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

EXCEPTIONS TO POLICY

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

- ☐ When delivering medical or counseling services by a licensed, trained therapist or similar professional (e.g., counselors, social workers).
- ☐ When the emotional or physical safety of a member is at risk and private, one-on-one communication is deemed necessary by Club leadership.
- ☐ In emergencies 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 members and adults 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, disclose the situation to another staff member before engaging in one-on-one interaction.

SUPERVISION

The Boys & Girls Club of Collier County 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 member of staff (18 and over) is present when supervising members.
- ☐ Must always maintain a proper supervision ratio of maximum 1:20, field trips 1:10, and water trips 1:8.
- ☐ Must be trained in 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.

RESTROOM USAGE

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

- ☐ There will be either a designated adult restroom or procedures to ensure adults and minors never utilize a restroom at the same time.
- ☐ The 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 youths will be escorted by one staff member, who will wait outside the main entrance of the restroom.

RESTROOM MONITORING

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

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

Staff observing unacceptable restroom conditions or incidents shall:

- ☐ Immediately notify the 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.

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 should have an audible alarm to discourage unauthorized use of exiting or entering 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 the program space.

FACILITY CONDITION

All program spaces should 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.

Damage to facilities shall be covered reasonably. Damage that poses an imminent risk to the health and safety of members, staff, or volunteers should be repaired immediately. If the immediate repair of damage that poses an 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, the required city or county health department inspection certificates shall be posted. Any dangerous kitchen utensils, including knives, shall be properly and securely stored.

EMPLOYEE SCREENING AND ONBOARDING POLICY

The Boys & Girls Club of Collier County is committed to selecting and retaining effective staff and volunteers to serve our youth. As part of the selection process and per state background check regulations, background checks and screening procedures are conducted per this policy.

BACKGROUND CHECKS

The Boys & Girls Club of Collier County conducts criminal background checks of all employees, including minors; board volunteers and others who serve on a standing committee; and all other volunteers, including partners and minors, who have direct repetitive contact with minors.

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

- ☐ Verify the person's identity and legal aliases through verification of a social security number.

- ☐ Provide a national Sex Offender Registry search.
- ☐ Provide a comprehensive criminal search that includes a national search.
- ☐ Provide a comprehensive local criminal search that includes either a statewide or county level criminal search, depending on jurisdiction (*a current list of [jurisdictions can be found at www.bgca.net/ child safety](http://www.bgca.net/child_safety)*).

☐ Include any additional background check criteria required by organizational policies, funding or licensing agencies or required in the applicable jurisdiction, such as motor vehicle records, child abuse registry or credit checks.

Such checks will be conducted prior to employment and at regular intervals not to exceed twelve months. All background check findings shall be considered when making employment or volunteer decisions, and Boys & Girls Club of Collier County will not employ potential staff or engage potential volunteers if such individual:

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

INTERVIEWING

The Boys & Girls Club of Collier County will conduct in-person behavioral-based interviews with every candidate for employment or program volunteer service. BGCA will provide

behavioral-based interview questions for local use.

REFERENCE CHECKS

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

STAFF AND VOLUNTEER ONBOARDING

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

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

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

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

DRUG- AND ALCOHOL- FREE WORKPLACE POLICY

DRUG AND ALCOHOL POLICY

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

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

policy, including but not limited to the inspection of organization-issued lockers, desks, or other suspected areas of concealment, as well as an employee's personal property when the organization has reasonable suspicion to believe that the employee has violated this policy.

SMOKING POLICY

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

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

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

REASONABLE SUSPICION

Staff and or volunteers shall immediately notify Club leadership of any action by an employee or volunteer who demonstrates an unusual pattern of behavior suggesting that they are under the influence of drugs or alcohol. Club leadership will determine whether the employee should be examined by a physician or clinic and/or tested for drugs or alcohol following the Club's drug-testing policies. Employees and volunteers believed to be under the influence of drugs or alcohol will be required to leave the premises. Any illegal drugs or drug paraphernalia will be turned over to the appropriate law enforcement agency and may result in criminal prosecution.

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

- ☐ Odors (smell of alcohol, body odor, or urine);
- ☐ Movements (unsteady, fidgety, dizzy);
- ☐ Eyes (dilated, constricted, or watery eyes or involuntary eye movements);
- ☐ Face (flushed, sweating, confused or blank look);

- ☐ Speech (slurred, slow, distracted mid-thought, inability to verbalize thoughts);
- ☐ Emotions (argumentative, agitated, irritable, drowsy);
- ☐ Actions (yawning, twitching); or
- ☐ Inactions (sleeping, unconscious, no reaction to questions).

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

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

INSPECTION AND TESTING

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

Screening, testing, and security measures may be used as methods of enforcement, as permitted by applicable state law. It is a violation of this policy to refuse to submit testing. Tests that are paid for by the organization are the property of the organization, and the examination records will be treated as confidential and held in separate medical files.

However, records of specific examinations will be made available, if required by law or regulation, to the employee, persons designated and authorized by the employee, public agencies, relevant insurance companies, and/or the employee's doctor.

PRESCRIPTION MEDICATION AND LEGAL DRUGS

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

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

INCIDENT MANAGEMENT POLICY

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

GENERAL INCIDENT DESCRIPTION

Safety incidents can include but are not limited to:

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

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

INTERNAL INCIDENT REPORTING

Any employee or volunteer who becomes aware of an incident, as defined in this policy, shall

immediately complete an incident report, and submit the incident to Club leadership.

The following information shall be included on an Incident Report:

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

EXTERNAL INCIDENT REPORTING

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

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

INCIDENT INVESTIGATION

The Boys & Girls Club of Collier County takes all incidents seriously and is committed to supporting external investigations into 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 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:

- ☐ 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.
- ☐ 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 child who might have been abducted or reported missing from a Club site or Club-sponsored activity.
- ☐ 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.
- ☐ 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.
- ☐ Any failure to comply with requirements set forth by childcare licensing agencies or organizations.
- ☐ Any known or suspected felony-level criminal act committed at a Club site or during a Club-sponsored activity.
- ☐ Any misappropriation of organizational funds for \$10,000 or greater, or any amount of federal funds.
- ☐ 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.
- ☐ Negative media attention that could compromise the reputation of the Member Organization or the Boys & Girls Clubs of America brand.
- ☐ Any other incident deemed critical by the Member Organization.

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

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

TECHNOLOGY ACCEPTABLE USE POLICY

CLUB MEMBER USAGE

Before a member is allowed to use Club technology equipment, 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 are not permitted for use while at the Club.

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 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 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: The Boys & Girls Club of Collier County 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 members may be barred from bringing personally owned devices to the Club in the future.

Loss and damage: Members are responsible for personal items with them at all times. Staff are not responsible for the security and condition of the members' items. 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.

Parental notification and responsibility: While the Boys & Girls Club of Collier County's Technology Acceptable Use Policy restricts access to inappropriate material, supervision of internet usage might not always be possible. Due to the wide range of material available on the internet, some materials might not fit the particular values of members and/or their families. Because of this, it is not considered practical for the Boys & Girls Club of Collier County 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 Collier County 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 contrary to the Boys & Girls

Club of Collier County 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 Club of Collier County device or equipment will be required to complete a BGCA-provided digital citizenship and technology safety training. This training is required for all members annually.

TRANSPORTATION POLICY

Boys & Girls Club of Collier County is committed to providing a safe environment and enforces the following transportation policy for members, staff, volunteers, and other adults. Boys & Girls Club of Collier County 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 by staff as outlined by DMV before every trip for which youth are being transported; any problems with the vehicle must be addressed promptly.
- ☐ Regular maintenance should be performed on vehicles and documents/records reflecting that maintenance should be maintained.
- ☐ Each vehicle must provide a seat belt for every passenger and fully comply with state and federal seat belt regulations.
- ☐ Each vehicle must have a complete first-aid kit that satisfies state licensing requirements.
- ☐ Each vehicle must have a working and current fire extinguisher that satisfies state licensing requirements.
- ☐ Each vehicle must have reflective traffic warning signs (e.g., triangles or flares) that are stored securely during transport.
- ☐ The vehicle must be clean and well maintained and exterior physical damage must be repaired promptly.

SHARED-USE RESTROOMS

- ☐ On a field trip or when using a public restroom, youth shall never enter the restroom alone unless it is a single-stall restroom that is empty.
- ☐ Youth shall follow the “rule of three” in using public restrooms, with at least two youth and an adult walking to the restrooms and three youth entering a multi-stall facility together. The adult will remain outside the restroom door to provide auditory surveillance.
- ☐ Whenever possible, staff/volunteers will monitor and clear public restrooms before use by members to ensure that the facility is free of adults – and clear of youth not involved in the Club program – before allowing youth to use the facilities. Alternatively, staff members will stand in the restroom doorway and/or hold the door at least partially open when

supervising members' use of public restrooms. Staff may position themselves inside the restroom near the sinks if positioning at the door is not feasible or is deemed ineffective.

☐ In a shared-use facility, Boys & Girls Clubs will utilize the best practice of shutting the exterior door to the restroom and using an "Occupied" sign outside of the door to alert others that they must wait until Club members have exited the restroom before they can enter.

ACCIDENT OR EMERGENCY PROTOCOL

☐ Drivers should immediately notify the 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 a case, the organization will take appropriate disciplinary action, up to and including termination.

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

EMERGENCY OPERATIONS PLAN POLICY

EMERGENCY OPERATIONS PLAN (EOP)

The Boys & Girls Club of Collier County shall create and maintain an Emergency Operations Plan (EOP). At a 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 departments and law enforcement agencies.

EOP ANNUAL REVIEW

The Boys & Girls Club of Collier County leadership 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-led safety committee will be responsible for reviewing and updating the emergency operations plan annually.

FIRST AID AND CPR TRAINING

The Boys & Girls Club of Collier County 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 act 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.

VIDEO SURVEILLANCE POLICY

USE OF VIDEO SURVEILLANCE

The Boys & Girls Club of Collier County 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, with or without audio recording capabilities, may be utilized in and around the Club facility, on Club property, and in Club 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 is activated and records when motion is detected 24/7.

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 at its discretion.

Video monitors should 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 and operations teams. The actual recording equipment will be maintained in an area or room that is locked and secure only to 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: Vice President of Administration and Director of Facility. 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 Vice President of Administration or Director of Facilities.

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 is not limited to, written reprimand, suspension, demotion, or termination of employment.

Video recording data will remain the property of the Boys & Girls Club of Collier County and may be reproduced only per applicable law and board policy.

RETENTION OF DIGITAL IMAGES

Video recording data shall be kept for at least 30 days. Still-shots or selected portions of the recorded data relating to any incidents under investigation by authorities will be retained for one year after the incident or until any legal matters of 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 be used directly or indirectly to identify the activities of individual Club members except as viewed concerning 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.

YOUTH WORKER POLICY

A youth worker is used as an umbrella term to describe all minors – generally defined as being under the age of 18 – who work in Clubs, non-member youth volunteers, or work-based learning participants. Each classification is defined below with a corresponding policy.

MINOR EMPLOYEES

Definition: Official employee of the Club; not participating in a job-readiness program through the Club.

Policy: Boys & Girls Clubs of Collier County **will** hire any staff who are under the age of 18.

WORK-BASED LEARNING PROGRAM PARTICIPANT

Definition: Participant in a job-readiness program that occurs in the Club workplace to develop employability skills, knowledge, and work experience.

Policy: Boys & Girls Clubs of Collier County **will** implement a work-based learning program for members.

NON-MEMBER YOUTH VOLUNTEER

Definition: Other youth who complete volunteer services in the Club on a repetitive basis, but not through the work-based learning program.

Policy: Boys & Girls Clubs of Collier County **will not** allow non-Club member teens to volunteer at the Club on a repetitive basis.

SEARCH, THEFT AND AUDIT POLICY

To ensure its ability to conduct business efficiently and effectively and to protect itself against the unauthorized use and removal of Club property, BGCCC will from time to time conduct internal investigations including inspections, searches, and audits on Club premises.

BGCCC may conduct a routine inspection, search, or audit at any time for Club property or related information. BGCCC may inspect the following items, including but not limited to personal property brought onto or taken from the premises; any work, rest, or storage areas; all BGCCC vehicles, desks, cabinets, lockers, computers, satchels, etc., that are within the employee's possession or control.

A routine search or inspection may result in the discovery of personal possessions or those of others. Employees are discouraged from bringing into the workplace items of personal property they do not want to be revealed to BGCCC management. There should be no expectation of privacy concerning any personal property brought on BGCCC premises, and by bringing personal property onto BGCCC premises you consent to its inspection. Although BGCCC will often conduct any inspection in the presence of and with notice to the subject employee, it reserves the right not to do so.

If an employee becomes aware of any theft, misuse, or unauthorized removal of Club property, s/he is directed to notify their supervisor immediately.

Additional Member Information & Resources

Boys & Girls Club of Collier County Online Safety Portal

Provides online access to current safety policies and procedures, and access to report any concerns

<https://bgccc.com/about-us/child-safety/report-bullying-abuse-concerns/>

Confidential Help

National Child Abuse Hotline 800-422-4453

Provides free 24/7 access for adults and youth to professional child abuse crisis counselors who offer crisis prevention and confidential referrals.

Child Safety Helpline **866-607-7233**

Praesidium provides employees, volunteers, parents, and youth with an anonymous helpline for reporting suspicious or inappropriate behaviors regarding children.

Ethics Point Hotline **866-295-3701**

Provides employees, volunteers, and parents anonymous reporting of any unethical or illegal workplace activities.

Crisis TextLine **Text CLUB to 741741**

Provides free 24/7 access for adults and youth to confidential support with professional crisis counselors.

Report to Child Protective Services # 800-962-2873

Provides 24/7 access for adults and youth to local anonymous reporting of child abuse and/or neglect.

Registration for membership implies acceptance and agreement with these policies by the Club Member and Parent/Guardian.

Membership Handbook Acknowledgment and Agreement

By signing below, we confirm that we have reviewed the **Boys & Girls Club of Collier County Membership Handbook** in its entirety. We understand and agree to abide by the policies, procedures, and expectations outlined within.

We acknowledge that it is our responsibility to ask questions about anything we do not understand and to follow all Club guidelines to ensure a safe, respectful, and positive environment for all members.

Member Name (Print): _____

Member Signature: _____

Date: _____

Parent/Guardian Name (Print): _____

Parent/Guardian Signature: _____

Date: _____

*Front Office – Tear out this page from handbook and affix to enrollment application.