



**BOYS & GIRLS CLUB  
OF BOONE COUNTY**

**Safety Plan**

## **SUPERVISION AND FACILITIES POLICY**

### **SUPERVISION**

BGC Boone 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 (16 or over).

To ensure appropriate supervision, staff, and volunteers:

- Must abide by the prohibition of private one-on-one interaction policy.
- Must abide by all the organization's disciplinary policies and procedures.
- Must ensure that at least one adult staff (18 and over) is present when supervising the Boys & Girls Club during regular programming hours.
- Must be trained on appropriate supervision tactics and behavior patterns.
- Must ensure that all minor 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 or other communication devices while supervising members unless for Club purposes, as defined in the Acceptable Technology Use Policy.

### **RESTROOM USAGE**

BGC Boone 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 during regular programming hours.
- 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 two youth will be escorted by one staff member, who will wait outside the main entrance of the restroom.

### **RESTROOM MONITORING**

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

- Implementing procedures to limit the number of children using restrooms at the same time with the use of walkie talkies to check with the front desk staff on whether the restrooms are occupied, before sending a member to the bathroom.
- 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 or propping open doors, while maintaining privacy with individual stalls.

Staff observing unacceptable restroom conditions or incidents shall:

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

## **ENTRANCE AND EXIT CONTROL**

All facility entries and exits shall be controlled and monitored by paid adult staff (18 or over) during all hours of operation, along with a system to monitor and track everyone who is in the facility. All exit doors shall have an audible alarm to discourage unauthorized use to exit or enter the facility. Only designated adult staff (18 or over) shall be authorized to possess keys and/or badges to open any facility. If an employee is supervising a scheduled activity, they shall be responsible for the security of their program space.

## **RESTRICT LOBBY ACCESS AND INCREASE CONTROL OF ENTRANCE AREAS**

After reevaluating security at each unit, BGC Boone has implemented the following policies to enhance our current security policies:

- Club members are not permitted to “hang-out” at the front desk.
- Membership Coordinators are not permitted to leave the front desk without securing coverage.
- Members are not permitted past the neon taped security line at the Lebanon and Zionsville Units.
- Members are not permitted to be in the lobby (unless it is their designated snack time or program rotation) at the Whitestown Unit
- All members must be picked up by an authorized adult. Authorized adults must come inside the Club to pick up members. Members may not receive a text message from their parent and check out without their authorized adult coming into the Club. Siblings may not pick up members, unless they are driving and on the authorized pick-up list. Additionally, members who are getting picked up immediately off the bus, must come inside the Club to check in and out with their authorized adult before leaving.
- All unfamiliar faces must show ID at the front desk before entering the Club. All adults picking up members must be on their authorized pick-up list. If the adult is not on the authorized pick-up list, the Membership Coordinator will contact the child’s parent or guardian to ensure the child(ren) may leave with said adult.

## **FACILITY CONDITION**

All program spaces shall have clear lines of visibility and be monitored by adult staff when in use. Areas that are not in use shall remain locked and only accessible by adult staff. All interior and exterior spaces, hallways, stairs, and stairways shall be monitored, maintained, well-lit,

clean, and free of hazards and obstructions. All storage closets and other unused spaces are to be locked during operational hours. Damages to facilities shall be repaired in a reasonable manner. Damages that pose imminent risk to the health and safety of members, staff or volunteers shall be repaired immediately. If immediate repair to damage that poses imminent risk is not possible, Club leadership shall determine whether temporary or permanent closure of the facility may be required. Any damage to a facility that results in an incident deemed critical to the organization shall be reported to the appropriate authorities as a critical incident.

## **SCREENING AND ONBOARDING POLICY**

BGC Boone County is committed to selecting and retaining effective staff and volunteers to serve our youth. As part of the selection process and in accordance with state background check regulations, background checks and screening procedures are conducted in accordance with this policy.

## **BACKGROUND CHECKS**

BGC Boone County conducts criminal background checks of all employees, including minors; board volunteers, and other volunteers who serve on a standing Board committee; and all other program 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/childsafety](http://www.bgca.net/childsafety)).
- 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 BGC Boone 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 any misdemeanor or felony against children, including child pornography
- e. Has been convicted of a felony consisting of:
  - Murder

- Child abuse
- Domestic violence
- Abduction or human trafficking
- A crime involving rape or sexual assault
- Arson
- Weapons
- Physical assault or battery
- Drug possession, use or distribution in the last five years

## **REFERENCE CHECKS**

BGC Boone 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 prior to extending an offer for employment or volunteer service. Additionally, BGC Boone 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 and 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.;
- Completion of the required Child Safety Sexual Abuse Prevention Trainings approved by BGCA via Spillett University.

## **TRANSPORTATION POLICY**

BGC Boone County is committed to providing a safe environment and enforces the following transportation policy for members, staff, volunteers, and other adults. BGC Boone 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).
- Must maintain vehicle roster of designated members being transported to ensure that all members are picked up, dropped off, or transported to and from field trips 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 staff (16 or over) must be present in vehicle. If two staff are not present on the vehicle, the driver must video call the Clubhouse front desk or Unit Director, explain the situation, and leave the video call open during the drive to the Clubhouse.
- 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 before every trip for which youth are being transported; any problems with the vehicle must be addressed promptly. The inspection should consist of outside walk around and check of fire extinguishers, safety triangles, and first aid kit.
- Regular maintenance should be performed on vehicles and documents/records reflecting that maintenance should be maintained.
- Each van and shuttle 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 member use of public restrooms. Staff may position themselves inside the restroom near the sinks if positioning at the door is not feasible or is deemed ineffective.

## **ACCIDENT OR EMERGENCY PROTOCOL**

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

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

## **CRISIS/RISK PREVENTION**

The following are guidelines for ensuring the protection of not only our youth participants, but is inclusive of staff, parents, volunteers, and our Board of Directors.

## **MEDICAL EMERGENCY PROCEDURES:**

In case of a medical emergency involving the member:

1. Assess the condition of the child. If the youth is unconscious, **Do Not Move the Child**. Be sure the child is breathing. Move all children away from the child and area.
2. Call 911 and administer first aid or CPR.
3. Immediately attempt to contact the child's parent. Inform the parent of the condition of the child and have the parent come to the site if possible. Only the Unit Director or the designated staff is to call the parent when there is an accident.
4. Stay with the child until the parent or the fire department arrives. Assist as needed with information.
5. After the situation has been handled, update staff and members as appropriate.
6. Complete the accident/incident report as soon as possible for administrative records.
7. Follow up with parent on child's condition and update accident report.

## **ACCIDENT PROCEDURES:**

1. All major accidents and incidents must be reported directly to the Unit Director and/or the CEO.
2. An accident/incident report must be completed and sent to the Unit Director and/or CEO as soon as possible after caring for the injured person, no longer than 24 hours after the incident.
3. Minor cuts and bruises only require first aid treatment from staff and an accident report is completed.
4. Fill in all requested information.
5. If the incident is serious, call the Unit Director or CEO immediately. If the media comes to your Club, direct them to the CEO for a statement.

## **INTRUDERS/RESTRICTED GUEST**

1. Staff try to assess what the unknown intruder or guest wants.
2. The Unit Director or designated staff is to attempt to redirect the intruder or guest away from the kids and/or defuse the situation as best they can.
3. If their attempts are not successful, staff are to use the Club's code word/phrase to activate the need for emergency backup.
  - Code Blue – Staff needs assistance
  - Code 9 - Lockdown
4. Other staffs are to immediately direct youth into another area for their protection.

5. Designated staff are to call 911 and wait for the police to arrive. Once the police arrive, staff are to update the officer of the situation and lead them to the area where the intruder is.

### **PHYSICAL HANDLING OF MEMBERS**

1. Use of physical restraint as a response to violent behavior should be the last choice of action for staff and only to be utilized to protect oneself of other situations where serious bodily harm would occur without physical intervention.
2. Physical restraint can be used to separate individuals who are fighting or to prevent harm, but should be avoided or minimized if at all possible.
3. Staff who are physically assaulted should protect themselves.
4. Staff fighting, physical or verbal assault on another person is a violation of their employee handbook agreement.
5. In any situation where a physical response is used, the Unit Director is to be notified and shall meet with all persons involved to review what happened and fully document the incident using the proper form.

### **FIRE EMERGENCIES**

- As part of new members tours, the members are to be informed of the Club's evacuation procedures.
- Staff shall conduct fire drills, at a minimum, during the fall, spring, and summer program sessions. The Unit Director shall record the dates and times the drills are conducted and initialed by another staff.
- The emergency evacuation plan, including the location of all emergency exits and evacuation routes, shall be posted in all rooms and reviewed with members monthly by all staff.
- Staff shall treat all fire drills/alarms as if there was a fire.
- The Front Desk staff is to be ready to print at the first indication of an alarm and account for all youth participants on the day of the drill or actual fire outside.
- All staff are to be trained on emergency evaluation procedures during orientation or as part of on-going staff development at the club.
- Staff are to have designated areas they are to check to verify that no one is left behind.

### **BOMB THREATS**

- All staffs are to be trained on what to do in the event of a bomb threat.
- The Unit Director is to pre-determine an evacuation location to take the members to.
- The Unit Director will have the Front Desk Staff assemble an emergency kit, which would include a printout of the day's participant's and emergency contact information, a cell phone, and a first aid kit.

## **WEAPONS AND VIOLENT BEHAVIOR**

Members or guests possessing a dangerous weapon shall not be permitted in the club. A dangerous weapon is a gun, knife, razor, karate stick, metal knuckle, or any other object, which by the manner it is used or intended to be used is capable of inflicting bodily harm.

- All new staff and new members shall receive orientation by designated staff regarding club rules and procedures.
- Members shall be taught how to manage their anger, solve problems through smart choices and be sensitive to other people's feelings.
- Positive staff/member relationships and good communications shall help staff to be informed of potential problems and help resolve difficult situations.
- Staff shall be alert to conflicts between individuals and groups of individuals. Staff shall be able to identify threatening behavior and be aware of individuals who have a history of disruptive behavior.
- All complaints or concerns from community residents, parents and members shall receive an immediate written response.
- Adequate security shall be provided to properly supervise club programs and activities.
- Exterior lighting shall be provided at all times around the club.

## **SEVERE WEATHER**

### **TORNADO WATCH/WARNINGS**

- Staff shall conduct tornado drills, at a minimum, during the fall, spring, and summer program sessions. The Unit Director shall record the dates and times of the drills are conducted.
- Tornado emergency plans shall be posted in all rooms and reviewed, at a minimum, during the fall, spring, and summer program sessions with members by all staff.
- The Unit Director is to determine whether the locker room, bathroom or an inner meeting room away from windows as the designated shelter point.
- The Unit Director should prepare the Front Desk staff to have the emergency kit, which would include a printout of the day's participant's and emergency contact information, a cell phone, and a first aid kit.

### **HAZARDOUS SNOWY/ICY CONDITIONS**

- Staff shall be aware of the weather forecast.

- In the event that there is a severe weather watch, the Unit Director shall consult with the CEO for directions.
- Unit Director may verify that Club members and their families will be safe from the storm.
- Staff may check with members who maybe homeless or have unstable housing to ensure they will have shelter from the storm.
- Club could be prepared to use as a shelter during severe weather.

## **MISSING CHILD**

A member shall be considered missing if he/she:

- Does not return to the group at the end of a field trip or outing; or cannot be located in the Clubhouse.

## **PREVENTIVE ACTION**

- Notify parents/members during registration of their responsibility to inform their child to stay at the Club.
- Staff shall be trained by CEO/ Unit Director, or staff he/she designates, in-group supervision.

## **ON WALKING TRIPS:**

- With two staff, they shall place themselves in front and in back, of the group.
- Staff shall place him/herself at the front of the group to stop the group at each intersection.

## **ON VAN TRIPS:**

- Staff shall take roll after members enter the van before departing and before returning.
- Two adults (2 staff, 1 staff & 1 volunteer), shall always be present to operate the Club vehicle on field trips or club outings.
- If members are allowed to leave the adult supervisor, they shall be given explicit instructions on when and where to meet.

## **CHILD ABUSE/NEGLECT**

Child abuse is any act of omission or commission that endangers or impairs a child's physical or emotional health and development. The act of inflicting injury or allowing injury to result, rather than the degree of injury, is the determinant for intervention.

### **PREVENTIVE ACTION**

- All staff shall receive training regarding child abuse/neglect indicators.
- All staff shall receive training regarding appropriate discipline and supervision of members.
- Failure to report known abuse/neglect use shall put the staff person in the dissiliency track.

Child Protective Services requires the following procedures and information be reported: What to Report: You should try to provide information that will be helpful in investigating the report. At a minimum, you must provide enough information for the worker to be able to find the child. That would include: (a) Name of the child and caretaker; (b) Clear directions about the location of the home; (c) Clear description of why you are making the report. If you can provide more information than the listed above, it would be helpful to the investigation. Caution: Don't delay reporting a child abuse situation while you gather information that is needed to initiate the investigation. Also, information about a child's school, doctor, etc. can be helpful.

### **TRANSPORTATION**

The purpose of the transportation program is to provide safe transportation of club members to/from school and Club sponsored field trips. The Club adheres to all Indiana Department of Motor Vehicles regulations regarding vehicles, drivers and safety procedures.

### **WITH REGARDS TO TRANSPORTATION VEHICLES**

#### **STAFF WILL:**

- Staff are to cover the behavioral expectation prior to departure.

- Check vehicle carefully before each trip. Complete inspection form before each trip. The inspection should consist of outside walk around and check of fire extinguishers, safety triangles, and first aid kit.
- Report any problems to the CEO or supervisor immediately.
- Strictly obey all safety laws.
- Enforce vehicle rules, stopping if necessary to ensure orderliness of riders.
- Drive defensively at all times.
- Do not hurry - even if late.
- Drive in slow lane in freeway.
- Always keep in mind that large vehicles such as buses and vans are slow moving and require more response time and greater space in dealing with emergency situations.
- Check vehicle for first aid kit and fire extinguisher before leaving.

#### **FOR FIELD TRIPS:**

- All members must have signed permission slips returned before they can be transported in Boys & Girls Club vehicles. The permission slip should include the parent's signature, phone number and an emergency medical release.
- Permission slips are taken on field trips so staff have emergency contact information.
- A master roster for each field trip needs to be left at the Club, and another one taken in the vehicle by the trip supervisor.
- Vehicle maximum capacity is to be followed at all times.
- All van and shuttle passengers and the driver must be seat belted.
- If riding a school bus, youth are to sit two to a seat. Seat belts are not required.
- A staff/member ration of 1 to 10 should be maintained. Two adults must accompany any field trip.
- Staff should count the number of kids in the vehicle before leaving from the Club or field trip destination. Names should be checked before leaving the Club to ensure that all passengers have turned in permission slips and are accurately registered on the master roster.
- All staff on field trips need to have a staff telephone directory in their possession or in the vehicle.
- Drivers must have their driver's license on file. A DMV check will be conducted on every driver before they are able to be trained to drive.
- With prior CEO approval multiple permission slips can be waived for specific on-going Club programs that involve transporting the same members to and from the Club on a weekly or daily basis. In these cases, one permission slip will be initially filed for each participant and it will be valid for the rest of the program. The permission slip would need to specify this fact to the parents.

## **FOOD AND DRINK**

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

## **COMMUNICATION PLAN**

The first 24 to 48 hours are critical to the successful management of a crisis. This document provides a backdrop – who, what, where, when, why, and how – to help Boys & Girls Club of Boone County respond quickly and appropriately to the initial stages of a crisis situation.

### Principles

- When communicating during a crisis, we will:
  - Be truthful, timely, and comprehensive
  - Accept responsibility when responsible
  - Speak with one voice

The BGC Boone County's plan for managing crises situations appears below:

1. The CEO will contact legal counsel for advice concerning any legal implications. This information will be shared immediately with the Board President or V.P./President-Elect if the Board President is unavailable.
2. The CEO will notify staff and other Board members not to talk to reporters and to refer all media to the CEO, Board President or the President's designee.
3. The CEO will notify insurance carrier.
4. Legal counsel will brief the designated spokesperson about the situation.
5. The CEO will inform all Board members and staff regarding the situation.
6. The CEO will inform the Boys & Girls Clubs of America Regional office if necessary.
7. The CEO will keep a log of all happenings related to the event.
8. The Board President, CEO, and the Chief Development Officer will plan a press conference, so the media can speak with the designated spokesperson, if necessary.

**THE CRISIS TEAM**

| <b>Name</b>    | <b>Title</b>              | <b>Cell</b>  | <b>Email</b>              | <b>Key Internal Role</b>       | <b>Alternate Contact</b> |
|----------------|---------------------------|--------------|---------------------------|--------------------------------|--------------------------|
| Mark Branch    | CEO                       | 317-383-7701 | mbranch@bgcboone.org      | Spokesperson                   | Adam Krupp               |
| Adam Krupp     | President                 |              | adamjosephkrupp@gmail.com | Board President                |                          |
| Sarah Grimm    | Senior Unit Director      | 317-769-2222 | sgrimm@bgcboone.org       | Club oversight                 |                          |
| Katie Reasoner | Chief Development Officer | 317-873-6670 | kreasoner@bgcboone.org    | Marketing Counsel              | Susie McKenna            |
| Rob Schein     | Board Member              |              | rschein@kdlegal.com       | Internal Subject Matter Expert |                          |

In the event of a crisis the CEO will respond immediately. A holding statement will be released to establish that we realize something has happened and we are taking all the necessary steps to acquire information and make decisions. (We have activated our crisis team to determine the extent of the situation. The safety of our Club members and employees are our top priority. We will be updating staff through email and will be posting info as we acquire it through our social media outlets and website.) BGCA will be notified within 24 hours of said crisis.

The Internal Crisis Communication Team will meet immediately to gather facts. The organization will act as quickly as possible and remain transparent. The communication team will collaborate with the organization’s legal team to explore next steps of apology/demonstrating concern without admitting liability. Additionally, they will determine the most important stakeholders and communicate to them first.

| Who                       | When to Communicate | Who is Communicating  | Channel of Communication | More |
|---------------------------|---------------------|---|--------------------------|------|
| Parents of Youth Involved | Immediately         | Unit Director or CEO (If UD communicates, CEO to follow up) | Phone                    |      |
| Board                     | Within 3 hours      | CEO   | Phone                    |      |
| BGCA                      | Within 24 hours     | CEO   | Phone                    |      |
| Club Staff                | Within 1 day        | CEO   | Phone or in-person       |      |
| Club Parents              | Within 1 day        | CEO   | Email                    |      |
| Additional Stakeholders   | 1-2 days            | CEO   | Email                    |      |

After said crisis has been communicated to the public and while it is still fresh, the Internal Crisis Communication Team will meet to debrief. What went well? What did not go well? What should we do differently in the future?

### **CRISIS TEAM RESPONSIBILITIES**

Every crisis will differ in some way and therefore must be handled according to the situation. With proper planning and training, we should be able to adapt to any situation.

First Crisis Team member notified of the crisis should:

- Assess the situation
  - Call emergency services (if not already completed)
  - Contact Crisis Team members
  - Confirm the facts
  - Investigate rumors
  - Identify and locate witnesses
  - Analyze expert information
  - Obtain necessary copies of members' files and trip permission slips
- It will save valuable time if, while he/she is collecting all the facts, front desk staff is contacting all the Crisis Team members. It is the CEO's responsibility to identify which team member will report to the location of the incident.
  - After Crisis Team meeting, the CEO should remain at office. It is his/her job to make decisions and oversee the actions being taken. He/she should keep a chronological report of steps taken. In the case of a fatality, the assigned authority should notify next-of-kin.

- After a press statement has been prepared and cleared through legal counsel, the Board President will remain at scene or return to the club offices until the crisis is under control and all press inquiries have been answered.
- If the CEO cannot be reached, the Unit Director will deliver the press statement and communicate positive actions and concerns on behalf of the Club.
- Unit Director is to remain at the unit to take care of injuries, minimize damage, and keep everyone calm and everything under control, and contact the Crisis Team (using the Emergency Card). A chronological report of steps taken must be kept.
- Membership records are maintained electronically and trip permission slips must be kept in a clearly identified and easily accessible place at the front desk or office.

Resources (Should be with Crisis Management Plan)

- Building floor plans
- Local emergency responders: **P olice, Fire, Ambulance – 911**
- Emergency card
- Fact Sheet

## **DEBRIEFING**

### **STAFF WITH CLUB MEMBERS**

Depending on the severity of the crisis, club members may experience countless emotions that can be associated with stress. Club staff must be aware of the signs and common symptoms of stress i.e. emotional, behavioral, and physical reactions. The symptoms may last a few days or a few weeks. Club staff may want to follow these basic guidelines during the first 24 to 48 hours after a crisis:

- Structure Club members and staff time with productive processing time. Help staff and Club members adjust to the crisis.
- Maintain as normal a schedule as possible. Alter periods of physical exercise with periods of relaxation.
- Reassure those affected by the crisis. Help victims re-enter the Club environment as uneventful as possible.
- Talk openly with Club members and staff members about the crisis.
- Arrange for counseling if symptoms of Post-Traumatic Stress Disorder might be a possibility for club members, staff members or parents.
- Provide parents with information on the signs and symptoms to help them understand what their children might be going through. Provide parents with referrals to agencies that can provide support.

## **CRISIS TEAM WITH CLUB MEMBERS**

After addressing the immediate impact of the crisis and arranging for follow-up support for all individuals involved, it is important to conduct a debriefing. The crisis team should be involved to talk with the individuals directly involved to hear their version of the events that occurred. The debriefing can be done in a large group, but individuals should be interviewed separately out of respect. The primary purposes of the debriefing:

- a. Make sure all individuals involved have an opportunity to be heard and process their feelings and responses to the crisis.
- b. Inquire about ways the organization can help.
- c. Obtain details and information that might not have emerged immediately following the incident.
- d. Understand how the crisis might have been avoided.

## **SAFETY PLAN SHARED WITH PARENTS**

The Boys & Girls Club of Boone County will make the Safety Plan available for parents of members by posting the plan on the organization's website. Staff phone numbers will be redacted from the plan and the Clubhouse numbers will be provided.