



Boys and Girls Club of Standing Rock

VOLUNTEER MANUAL



2023-2024

GREAT FUTURES START HERE

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Welcome

Thank you for choosing the Boys & Girls Club as your volunteer experience. We hope you will find the following information helpful during your time with us.

Who We Serve For 29 years, the Boys & Girls Club of Standing Rock's has served over 3,900 youth from the Standing Rock Reservation and surrounding communities. The Club has a Main Club facility and 27 satellite locations.

Mission Statement The Boys & Girls Club of Standing Rock's mission is to inspire and enable all young people to realize their full potential as productive, responsible, and caring citizens.

Vision Provide a world-class Club Experience that assures success is within reach of every young person who walks through our doors, with all members on track to graduate from high school with a plan for the future, demonstrating good character and citizenship, and living a healthy lifestyle.

Priority Outcomes

- Academic Success
- Good Character and Citizenship
- Healthy Lifestyles

Volunteer onboarding point of contact:

Marcella Yellow Hammer – Director of Standing Rock

Phone: (605)823-2381

Email: bgclub@westriv.com

School-based Sites: At our elementary and middle school sites, the Club needs help with helping youth to complete homework, creative arts activities, athletics, special initiatives, leadership development, and more.

Please contact the Club for more details. BGCoFSR is always in search of new opportunities to fulfill our mission.

If you have a program, workshop or project idea, feel free to talk to any BGCoFSR staff member.

Volunteer Program Safety, Policies & Procedures

1. Volunteer Requirements

****Note: One time group or individual volunteers only need to complete the volunteer application, background check and orientation.***

- A. **Volunteer Application** Adult and high school candidates for volunteer service, whose commitment involves working directly with Club members, must agree to submit a completed volunteer application and information for the completion of a background check.
- B. **Background Check** Once Adult and high school candidates have completed the volunteer application, they will receive an email from First Advantage with a link to complete the background check process. The background will cover
 - a) National Sex Offender Registry
 - b) National criminal search
 - c) Local criminal search

****Due to COVID-19, it is recommended that you call in advance to schedule an appointment time.***

Tuberculosis Test/Assessment Adult candidates whose commitment involves working directly with Club members at the school sites submit proof of a current negative TB test.

Mandatory trainings Adult and high school volunteers are required to complete online trainings, which are mandated through the Boys & Girls Club of America.

Please contact the Membership Director, Marcella Yellow Hammer at bgclub@westriv.com for instructions on how to access the trainings.

Volunteers are required to send a copy of the three certificates to the Membership Director.

Below are the required BGCA trainings.

1. **Abuse Risk Management:** This course explains how offenders operate, the devastating effects of abuse, and the specific steps you can take to prevent abuse.

Training time: 30 minutes

Organization Training – SLU Spillet Leadership University

2. **Duty to Report:** Mandated Reporter: Adults have a moral responsibility – and in many cases a legal responsibility – to report suspected child abuse or neglect. In this course you will learn: Why reporting suspected abuse and neglect is critical, What your legal responsibilities are to report suspected abuse and neglect, What types of conduct must be reported, How to report suspected abuse and neglect, How to respond if a child discloses abuse or neglect to you. ***Training time: 30 minutes***

Foundations Training (Grooming, Child Abuse Prevention, Mandated Reporting)Spillet Leadership University

1. **Keeping Your Boys & Girls Club Safe:** Find out what water, isolation, structure, absenteeism, and age have in common. This module shows you where and when abuse is more likely to occur in Boys & Girls Club programs, and the specific steps you can take to keep children safe. You will also learn how to keep yourself and your coworkers safe from false allegations of abuse. **Training time: 30 minutes**

Youth Workers Training- Spillett Leadership University

Orientation

Adult and high school volunteer candidates will need to complete an orientation by the Teen Service Coordinator or designated personnel before or on the first day of volunteering. During the orientation volunteers will need to complete:

- a. Tour of facility or area
- b. Sign in/out protocol
- c. How to track volunteer hours
- d. Review BGC Safety Policy and Procedures
- e. Review Mandated Reporter BGC Burbank Memo

Eligibility

The Boys & Girls Clubs of Standing Rock will not consider an applicant eligible for volunteer service, if such individual:

- refuses to consent to a criminal background check
- needs hours for court-ordered community service
- makes a false statement in connection with such criminal background check,
- is registered, or is required to be registered on a State or National sex offender registry,
- has been convicted of a felony consisting of murder, child abuse, a crime against children, including child pornography, spousal abuse, a crime involving rape or sexual assault, arson or, physical assault, battery
- or has been convicted of a drug related offense committed within the last five years. In order to provide a safe environment for our staff and youth, BGCA national has implemented a policy that clubs are not to hire any employee with a record, which includes misdemeanors.

Record Keeping

Volunteers need to sign in and out on our volunteer sign-in sheet when they are at the club and report to their assigned supervisor (or person in charge) upon arrival. Keeping an accurate tally of volunteer hours is very important and is the responsibility of the volunteer.

Your Volunteer Commitment

A successful volunteer experience depends, in part, upon setting realistic expectations of how much time you can give. Be honest with yourself. It is better to start out with just an hour or two a week and then add to the commitment later. Consistency in honoring your commitment is very important. If you are working one-on-one with a Club Member or helping with a specific program or activity, staff and Club Members will be counting on you to be there. Volunteers will need to present a schedule they will be committing too. They will also need to notify the appropriate person in charge if they will be absent or late.

Your Role as a Volunteer

Club personnel, as trained professionals, have the ultimate authority regarding Clubhouse policies and procedures. They officially represent the Boys & Girls Club and are held legally accountable for matters affecting the safety and welfare of Club members. If you feel that a staff member is acting, inappropriately feel free to speak to the site Unit Director, Teen Coordinator, Membership Director, or Director of Programs. However, it is important that all volunteers respect staff decisions regarding member discipline and other Clubhouse procedures at all times. As a volunteer, you can serve as a valuable role model by showing our Club members the proper way to handle conflict through non-aggressive actions. If you are experiencing issues with a Club member, please seek a staff member, to explain the situation, and a staff member will handle the disciplinary procedure.

Acknowledging good behavior can go a long way in motivating kids. Remember to let a youth know that you have noticed when the young person made the right decisions and acted appropriately.

Volunteers are never responsible for contacting parents, schools, medical professionals, or others on behalf of the Club unless specifically directed by appropriate Clubhouse personnel.

As a volunteer, you are expected to maintain appropriate boundaries with Club Members. Under no circumstances will volunteers have contact with any Club Member outside of approved club programs and activities. At no time will any volunteer be in a room, or any location, alone with a Club member without being in clear view of others.

PROTECT YOURSELF AND OUR CLUB MEMBERS! A Club member or his/her parents may misinterpret behavior that you perceive as harmless. Always be aware of what may or may not be considered appropriate with regard to physical contact with a youth.

Physical contact of any kind should not be initiated toward Club members by volunteers and is generally not permitted except in emergency situations. Volunteers are never

permitted to provide transportation to Club members in their own vehicles or in Club vehicles.

Volunteers are not approved as drivers for the Club in any capacity. Your volunteer service with BGCoSr assumes an obligation to maintain confidentiality, even after you cease volunteering.

Any violation of confidentiality seriously injures Boys & Girls Clubs' reputation and effectiveness. If you are questioned by someone outside the organization and you are concerned about the appropriateness of giving them certain information, remember that you are not required to answer, and we do not wish you to do so. Instead, as politely as possible, refer the request to your point of contact at BGC Standing Rock.

Dress Code

Volunteers are expected to wear clean clothing and dress appropriately while at the club. Pants and shorts should be properly hemmed and fit/be worn at the waistline. Girls' tops/blouses must cover any undergarments, the chest, and midriff so they remain covered even when actively participating in physical activities. Severely ripped jeans are not permitted at the Club.

Items to avoid: See through tops, low cut/crop tops, short shorts, short skirts, and low-rise pants and jeans. Boys must wear pants that fit at the waist and completely cover underwear.

Excessively baggy or saggy pants or shorts are not acceptable. Gang affiliated wear is not acceptable.

For safety reasons, closed-toe shoes must be worn and are required. Volunteers will not be allowed to partake in volunteer duties for the day if the dress code has been violated, no exceptions.

Club Closings and Changes in Hours of Operations

Please make yourself aware of flyers or posted announcements regarding any events that might excuse you from your commitment on a given day.

Clubhouse personnel make their best efforts to notify or remind volunteers of any impending dates of Club closures or changes in operating hours. More information on operating hours and Club closures is available at www.facebook.com/bgclubonstandingrock/

Protection of Youth

The priority of Boys & Girls Club of Standing Rock is the physical and emotional safety of its members, staff, and volunteers. Boys & Girls Club of Standing Rock Providence maintains a zero-tolerance policy for child abuse. Boys & Girls Club of East Providence 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 Standing Rock prohibits isolated one-on-one interaction between Club participants and staff or volunteers, including board members. This includes prohibiting one-on-one contact at any time at the Club, in vehicles or by phone, text, social media or any other means.

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

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

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

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

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

MANDATED REPORTING

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

Before providing services to young people, and annually thereafter:

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

Annually:

- All the policies, including all safety policies, for Boys & Girls Club of Standing Rock.

PHYSICAL INTERACTIONS

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

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

VERBAL INTERACTIONS

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

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

ABUSE AND SAFETY RESOURCES

Boys & Girls Club of Standing Rock 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

Boys & Girls Club of Standing Rock is committed to providing a safe environment for members, staff, and volunteers. To further ensure their safety, the organization prohibits all one-on-one interactions between Club members and staff and volunteers (including board members). All staff and volunteers must abide by the following:

- Ensure all meetings and communications between members and staff or volunteers are never private (see definition below).
- Ensure in-person meetings take place in areas where other staff and/or members are present. • Communicate to another staff member whenever an emergency arises that necessitates an exception to this policy.
- Never initiate private or isolated one-on-one contact with a member.
- Never have a private or isolated meeting or communication with a member. This includes in-person meetings and virtual communications such as texting, video chat and social media between only a staff member or volunteer and a single member.
- Never transport one Club member at a time. This includes transportation in Club or leased vehicles.

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

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

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 participant and an adult, including adult staff, minor staff, volunteers, board members and others who might encounter members during regular programming and activities.

- **Private** contact/communication is any communication, in person or virtual, that is between one youth member and one adult (18 or over) that takes place in a secluded area, is not in plain sight and/or is done without the knowledge of others. Private places can include but are not limited to vehicles, rooms without visibility to others, private homes, and hotel rooms. Examples of private contact include but are not limited to:
 - o Meeting behind closed doors (in rooms without windows or visible sightlines) or any spaces that are not visible to others.
 - o One staff member transporting one member in a vehicle.
 - o Electronic communications (text, video, social media, etc.) between one member and one staff member or volunteer.
- **Public contact/communication** is any communication or meeting, in person or virtual, that is between at least three individuals, including two staff and one member, one staff and two members or variations of these combinations. Examples of public contact include but are not limited to:
 - Meeting in plain sight of others (e.g., in a quiet corner of an active games room).
 - Transporting members via public transportation (bus, taxis, train, air, etc.) or transporting multiple members.
 - Electronic communications (text, video, social media, etc.) between multiple members and adults (e.g., group chats).
 - Public places can include but are not limited to buses, airports, shopping malls, restaurants, and schools.

Impact on mentoring programs

Mentorship is a key component of Boys & Girls Club programming and has 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 prohibition of one-on-one interaction.

External mentors are required to abide by all Club safety policies and procedures. • A written agreement should be in place to determine how and when the external organization assumes custody and responsibility of the member; these procedures should be clearly communicated to parents or guardians.

Every interaction between mentor and youth will be documented and maintained

Impact on travelling to off-site events and activities

When travelling 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 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:

- o 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. o 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 a private, one-on-one communication is deemed necessary by Club leadership.

In emergency situations that could create a safety risk, exceptions can be made (e.g., if a member is not picked up by a parent and leaving them alone at the Club could be a safety risk).

Should exceptions need to be made, the Club shall 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, disclosing the situation to another staff member before engaging in one-on-one interaction.

Discrimination and Harassment

The Club is committed to diversity in its volunteer program. We do not discriminate in volunteer opportunities on the basis of military status, marital status, disability, race, ethnicity, age, color, religion, gender, national origin, sexual orientation, or political belief.

The Club intends to provide a work environment that is pleasant, healthful, comfortable, and free from intimidation, hostility or other offenses, which might interfere with work performance. Harassment of any sort - verbal, physical, visual – will not be tolerated. Harassment can take many forms. It may be, but is not limited to words, signs, jokes, pranks, intimidation, physical contact, or violence. Sexual harassment may include unwelcome sexual advances, requests for sexual favors, and other verbal or physical contact of a sexual nature when such conduct creates an intimidating environment, prevents an individual from effectively performing the duties of their position, or when such conduct is made a condition of employment or compensation, implicitly or explicitly.

As a volunteer, you contribute to keeping our work environment free of harassment. If you become aware of an incident of harassment whether by witnessing the incident or being told of it, you must report it to your site Unit Director, Teen Coordinator, Membership Director or Director of Programs, or any administrator of the Club with whom you feel comfortable. When the Club becomes aware that harassment might exist, it is obligated by law to take prompt and appropriate action, whether or not the victim wants the organization to do so. If you feel that you have experienced harassment, report the incident immediately to your site Unit Director, Teen Coordinator, Membership Director or Director of Programs, or any administrator of the Club with whom you feel comfortable. Appropriate investigation and disciplinary action will be taken.

The Club accepts no liability for harassment of one volunteer or staff member by another volunteer or staff member. The individual who makes unwelcome advances, threatens, or in any way harasses another individual is personally liable for such actions and their consequences.

Standards of Conduct

All volunteers must adhere to certain rules of behavior and conduct. The purpose of these rules is to be certain that you understand what conduct is necessary. When each person is aware that he or she can fully depend upon fellow workers to follow the rules of conduct, then our organization will be a better place to work for everyone.

UNACCEPTABLE ACTIVITIES

Generally speaking, we expect each individual to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are below.

- Willful violation of any club rule or policy set forth in this handbook; any deliberate action that is extreme in nature and is obviously detrimental to Boys & Girls Club of Standing Rock efforts to operate.
- Willful violation of safety rules or failure to observe safety rules or Boys & Girls Club of Standing Rock safety practices; tampering Boys & Girls Club of Standing Rock equipment or safety equipment.
- Negligence or any careless action, which endangers the life or safety of another person.
- Being intoxicated or under the influence of controlled substance drugs while volunteering and/or use or possession or sale of controlled substance drugs in any quantity while on club premises except for medications prescribed by a physician that do not impair work performance.
- Possession of dangerous or illegal firearms, weapons or explosives on club property or while on duty.
- Engaging in criminal conduct (whether or not a criminal report or conviction results) or acts of violence, or making threats of violence (i.e., fighting, provoking a fight, horseplay, or negligent damage of property) toward any individual, on or off club property.
- Any felony conviction, or any conviction of a crime which involves dishonesty, lack of integrity or probity, indecency, taking or giving of bribes, unauthorized use or removal from the premises of club records or confidential information of any nature.
- Refusing to follow instructions properly issued by your supervisor pertaining to your volunteer service.
- Threatening, intimidating or coercing any individual at any time, for any purpose, on or off Club property.
- Engaging in an act of sabotage; willfully or with gross negligence causing the destruction or damage of Club property, or the property of fellow workers, members, suppliers, or visitors in any manner.
- Theft of Club property or the property of fellow workers located on Club property; unauthorized possession or removal of any Club property, including documents, from the premises; unauthorized use of Club equipment or property for personal reasons; using club equipment for any unauthorized purpose.

- Dishonesty; willful falsification or misrepresentation on your volunteer application; alteration of club records or other club documents.
 - Unauthorized dissemination of confidential or proprietary Boys & Girls Club of Standing Rock information to other organizations or to unauthorized Boys & Girls Club of Standing Rock workers
 - Engaging in conduct detrimental to the Club, including malicious gossip or spreading rumors about the club, members, fellow workers or others affiliated with the Club; interfering with a fellow worker during service; engaging in behavior designed to create discord and lack of harmony.
 - Immoral conduct or indecency on club property.
 - Any act of harassment, sexual, racial or other to any Club members, fellow workers, or others affiliated with the club, on or off club premises.
 - Smoking/vaping in or around the Boys & Girls Club properties, including parking lots or vehicles is prohibited at all times.
 - Creating or contributing to unsanitary conditions.
 - Obscene or abusive language toward any supervisor, worker or member; indifference or rudeness toward a supervisor, member, or fellow worker; any disorderly conduct on Club premises.
 - Eating food and beverages in non-designated areas.
-

Personal Safety and Injury

Please be aware of personal safety while volunteering at the Club. Use reasonable judgments when lifting heavy objects, operating machinery, or participating in any activity that may involve physical injury. In the event you are injured while volunteering, please report your injury immediately to your site Unit Director, Teen Coordinator, Membership Director, or Director of Programs. All accidents, whether or not medical attention is sought at the time of injury must be documented.

The Club is not responsible for personal items that are lost or stolen. Please do not bring valuables to the Clubhouses.

Bathroom Use

Volunteers are prohibited from using the same restroom as Club Members. If only one bathroom is at the site/facility, volunteers are not permitted to use the restroom at the same time as Members. Volunteers must ensure the main bathroom door is locked when using the restroom or place an 'occupied' sign to prevent Members from accessing the restroom while in use. If volunteering at the Main Club, volunteers are to use the bathroom in the membership lobby. If volunteering at a school site, please ask the site Unit Director which bathroom is available for staff and volunteers.

Violation of this policy will result in discipline, up to and including termination

Club member accident reports

In the event a member is hurt, volunteers should report all injuries, accidents, and medical emergencies to the nearest staff member. Staff will then take appropriate action to properly document the incident and contact the necessary personnel. Only CPR/First Aid-certified employees are authorized to attend to minor injuries.

Policy on Reporting of Child Abuse and Neglect

In accordance with the laws of the State of California, Boys & Girls Clubs of Burbank and GEV will immediately report to the proper authorities any case of suspected or confirmed child abuse or neglect. All employees of Boys & Girls Clubs of Burbank and GEV are required to immediately report to a supervisor any case of child abuse (coercion, physical, sexual, emotional, and mental) and neglect.

Any volunteer of Boys & Girls Clubs of Burbank and GEV, upon observing, hearing of, or suspecting child abuse or neglect shall make a verbal report immediately, but in no case longer than one hour, to their supervisor or to the person acting in that capacity.

Volunteering With Kids:

“As a new volunteer, you may have little or no experience working with children or youth. Don’t worry! Our Clubs are staffed by trained professionals who will be there to give you guidance and support; however, a little bit of advance knowledge never hurts. The following section is meant to give you the information that will help you walk through the doors of a Clubhouse for the first time, feeling confident and prepared. Of course, if you ever have any doubts about a situation, please don’t hesitate to speak to a staff member.”

Thank you for showing interest in volunteer at a Boys & Girls Club of Standing Rock. Your commitment and dedication to our youth is appreciated and can truly make a positive impact their lives.

Whether you help with homework, coach a game, or teach an art project, you’ll have the opportunity to build healthy relationships with our youth. In turn, you will find that spending time with these young people has a positive impact on you as well.

Transportation / Van Policy

BOYS AND GIRLS CLUB VEHICLE USE POLICY

Vehicles are essential in accomplishing job duties, are expensive, and may be difficult to replace. When using BGC vehicle(s) employees/individuals are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards and guidelines. BGC vehicle(s) shall be permanently marked as BGC property unless otherwise provided for by the board.

Employees shall notify the Executive Director if BGC vehicle(s) appear to be damaged, defective, or in need of repair. Prompt reporting of damage, defects and the need for repairs could prevent deterioration of equipment and possible injury to employees or others.

Accidents shall be reported immediately to the Executive Director for insurance purposes. Operator may be subject to an alcohol and drug test.

The improper, careless, negligent, destructive, or unsafe use or operation of vehicles, as well as excessive or avoidable traffic and parking violations, will result in disciplinary action, up and including discharge.

In certain circumstances, a BGC-owned vehicle may be provided for certain employees in order to carry out their assigned duties. BGC vehicle(s) should be housed on determined property during non-working hours and used by employees only to carry out their job duties as needed. BCG requires that no personal items other than incidentals be stored in the vehicle. The vehicle is to be locked each night with work articles stored either in the lock box or trunk during times when the vehicle is not in use. There will be no personal use of BCG owned vehicle(s) unless otherwise noted.

In instances where BGC-owned vehicle is provided to an employee on a 24-hour basis, it is BCG policy that only personal use allowed would be commuting between an employee's home and his/her work. Under IRS regulations, this commuting is considered personal use and is required to be reported as compensation subject to Federal and State taxes FICA withholding. Individuals driving BCG vehicle(s) may have occasions where incidental stop is necessary between business stops. Such a use shall not be considered to be a violation of this policy. All personal BGC-owned vehicles(s) shall be valued in accordance with IRS regulations and be included on employee's W-2.

All personnel utilizing BGC owned vehicle(s) or utilizing their personal vehicle for BGC business shall file a copy of valid State of South or North Dakota Drives License and certificate of liability insurance with the Executive Director.

Transportation Policy

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

DRIVERS:

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

VEHICLE

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

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

Use of Electronics

BGCofSR may provide computers, cellphones, phones, printers and walkie-talkies and other electronic devices to perform their job function. These devices are all related materials including software, are BGCofSR property may be used for BGCofSR business only. Only software that is authorized by BGCofSR may be used, copied, installed on BGCofSR equipment. All data contained on BGCofSR electronic devices belong to BGCofSR and cannot be altered without specific written authorization. No data stored on BGCofSR's electronic devices is to be released to any person outside organization. Employees who use computers at home for BGCofSR business are to virus check any diskettes, thumb drives, emails, etc. before using them on BGCofSR computers.

Employees are not to use BGCofSR phone for personal use. Any employee making personal calls on the company phones or calls invariable before the hours of 1:00pm and after the hours of 7:00pm CDT Monday through Sunday.

In addition, employees are not to use personal cellphones when on Club time (includes text messaging (sending or receiving), checking voicemail, etc. Unless pre-approved or directed by their supervisor.)

Outside computer services such as the Internet, e-mail, instant messaging etc... may be accessed and used for BGCofSR business only with proper authorization. BGCofSR electronic devices and/or services may not be used to solicit or create any offensive or disruptive messages. BGCofSR devices and/or services may not be sent (upload) or receive (download) copyright materials, trade secrets, proprietary financial information, or similar materials. All messages composed, sent, or received on BGCofSR's electronic devices are and remain the property of BGCofSR; they are not the private property of any employee. BGCofSR's systems for any purpose without the permission of the employee; the confidentiality of any electronic message should not be assumed.

All computer-related passwords must be disclosed to BGCofSR or they are invalid and cannot be used. Computer-related passwords and security codes assigned to employees may not be communicated to any other employee unless specifically authorized. Employees may not retrieve or read any electronic messages that are not sent to them. Employees who access electronic devices files from remote locations are governed by the terms of this Policy and must return all files and file copies to BGCofSR at the conclusion

of their employment. Any exception to this Policy must retrieve prior approval from the Executive Director.

In particular, I understand that:

The email and internet systems and all information transmitted by retrieved from, or stored in those systems are the property of the Boys and Girls Club of Standing Rock. I have no exception of privacy in connection with use of those systems or with the transmission, receipt, or storage of those systems.

I am aware that the Club reserves all and will exercise the right to review, audit, intercept access, and disclose all matters on the club's computer, e-mail, EDT, and internet systems at any one time, with or without notice to me and that such access may occur during, before, or after working hours. I am aware that the Club may purge files at any time without notice. I am not to use a password that has not been disclosed by the Club, and I am not to use a Club provided password or code does not restrict the Club's right to access any of the electronic communication systems.

I agree not to use a code, access file, or retrieve stored communication unless authorized. These systems are to be used for business purposes. While personal use is not prohibited, personal use is limited to break times or non-working hours.

I am aware that my personal e-mail use of the electronic communications systems including email, and the internet, is subject to the same review, audit, interception, access, and disclosure provisions described above.

I will presume that when I am on the line that every statement I make and every website or Internet location I visit will be attributed to the Club.

I am aware of the potential copyright violations for downloading and printing from the Internet and I will not violate the law by unauthorized use of such material.

I am aware that the use of electronic communication systems for the procurement of distribution, including printing and reading all messages, entering, and leaving, or stored in these systems. I am aware that the violations of this policy may subject me to Corrective Actions, up to and including separation of my employment.

I understand that my use of the Club electronic communication system constitutes my consent to all terms and conditions of the electronic system policy.

STAFF AND VOLUNTEER USAGE

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

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

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

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

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

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

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

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

Any inappropriate or unauthorized use of a personally owned device, as determined by a supervisor, can lead to disciplinary action including but not limited to confiscation of the device, immediate suspension from the Club, termination of employment or volunteer assignment or other

disciplinary actions determined to be appropriate to the Club's existing disciplinary policies, including, if applicable, referral to local law enforcement.

Inappropriate communication includes but is not limited to:

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

If a staff member is told to stop sending communications, he/she must cease the activity immediately.

Staff 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.

Staff may not use any technology to harass, threaten, demean, humiliate, intimidate, embarrass, or annoy others. This behavior is cyberbullying, which is defined as bullying that takes place using existing or emerging technologies and devices. Any cyberbullying that is determined to disrupt the safety and/or well-being of the Club, Club staff, Club members 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.
- Use of embarrassing pictures, videos, websites, or fake profiles.

Communication with Club members: Staff may never use personal devices to communicate directly with a single Club member. Proper protocol dictates that all communication between staff and Club members must include an additional staff member and at least two Club members. This also includes overnight events such as Keystone Conferences and Youth of the Year events.

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

Internet access: Personally owned devices used at the Club must access the internet via the Club's content filtered wireless network and are not permitted to directly connect to the internet through a phone network or other content service provider. Boys & Girls Club of East Providence reserves the right to monitor communication

and internet traffic and to manage, open or close access to specific online websites, portals, networks, or other services. Staff must follow Club procedures to access the Club's internet service.

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

Password and access: To prevent unauthorized access, devices must lock themselves and require authentication using the strongest features available on the device. A minimum standard would require a typed password of at least six characters or numbers, though some devices utilize fingerprint or other biometric technologies.

Signature of Employee_____ **Date**_____

Confidentiality Policy

During their employment, Club employees have access to confidential information related to the club and, particularly, its members. Except with the express permission of the Executive Director employees may not at any time during or after their employment, use, duplicate or disclose by any means any such information to any unauthorized person or Club entity. Moreover, the very fact that an individual is served by the Club must be kept private and confidential; disclosure can be made only under specific conditions described below for reasons relating to law enforcement and fulfilling the Club's mission. As such, employees shall not disclose any information about a person fulfilling BGCoFSR's mission. As such, employees shall not disclose any information about a person, including the fact that he or she is, or not served by BGCoFSR outside of BGCoFSR unless authorized by the programs, departments, functions, and activities. Employees of BGCoFSR or use information for speculation or personal gain.

- No information requested by someone outside of BGCoFSR maybe given over the telephone.
- No information about individuals or records maybe released to state, federal or other agencies that enable the identification of any person by name, address, Social Security number or other coding procedures. If records are inspected by an outside agency, the individual(s) who inspects the records must be specifically authorized to do so by the Executive Director. The taking of notes or removal is specifically prohibited in such cases.
- Staff may not disclose confidential information about members.
- Staff may not discuss any individual's record with unauthorized individuals, whether on or off duty

COMMUNICATION TOOLS

CRISIS COMMUNICATIONS PLAN

A crisis can strike at any time, without notice. A child may suffer a serious injury, a Club professional could be arrested, or the organization could be named in a lawsuit. In each of these instances, it would not be uncommon for the media to contact the Club for a quote or for additional information. Every organization should have a board approved Crisis Communications Plan in place to help manage these situations, no matter how minor. When developing a Crisis Communications Plan, organizations should consider the following actions:

- Identify a spokesperson for parents or media inquiries (i.e., Board Chair, CEO, VP of Operations, etc.).
- Identify protocols for responding to parents, donors, and relevant stakeholders.
- Identify protocols for drafting statements for the public.
- Implement protocols to ensure personnel, volunteers, and board members do not speak to media or anyone outside of the organization and refer all inquiries to the designated spokesperson.
- Review your website, social media, and any additional online presence to assess if there are any photos or content that should be removed considering the crisis.
- Coordinate the tracking of related media, including social media.

HOLDING STATEMENT PRINCIPLES

A holding statement is designed to help control the message the public receives immediately following an incident. The media may look for additional details regarding the incident, and the holding statement can help position your organization as their primary source. It is the one opportunity Clubs have to shape the message - don't miss it by not being prepared. Holding statements also allow your Club time to investigate the incident and gather additional information before the next communication. Holding statements are best used in response to a media inquiry, rather than proactively sent to the media. It is recommended that Clubs have a holding statement available, however, Clubs should not share unless asked.

Tips for drafting a holding statement:

- First, reassure the public that child and Club safety is your top priority.

- Keep your statement short and simple; non-emotional and fact-based statements are generally more
- effective.
- Confirm that an incident has been reported, but do not offer details.
- Explain your priorities and the action you are taking at that point in time.
- Explain that the appropriate authorities are involved, and you are working with them.
- Assure the media you will continue to keep them updated as more information becomes available and

identify when and where the next briefing will occur.

Below is a sample generic holding statement for a local Boys & Girls Club:

Paragraph One – Lead with the priority of safety, then briefly state the allegation or issue. *“The safety and protection of the children we serve is always our number one priority, and we take any (allegation/situation) that impacts the well-being of the young people entrusted to our care very seriously. The Boys & Girls Clubs of Any Town is aware of the alleged inappropriate conduct between two Club members. The organization is deeply concerned about these allegations and is cooperating fully with local authorities in the investigation of this serious matter.”* IF THERE IS A KNOWN VICTIM, SHOW EMPATHY, i.e., Our hearts go out to the victim and their family.

Paragraph Two -- State any relevant action the Club has taken. *“Upon learning of this allegation, the Club took immediate action by suspending the Club member and notifying the local authorities and the member’s parents or guardian.”*

Paragraph Three -- State the Club’s strong position of care and concern for children. *“Our organization is committed to the highest standards of ethical behavior and integrity and does not tolerate inappropriate or illegal activity on the part of any Club staff, volunteer or youth member. All and employees and volunteers must undergo a thorough criminal background check. All supervisory policies are designed to ensure the maximum safety and protection of Club members and staff.”*

Paragraph Four -- Summarize next steps. *“The organization will continue its full cooperation with the authorities and withhold further comment on this incident pending the completion of the investigation.”*

TIPS FOR WORKING WITH MEDIA

Designate a single spokesperson to deal with the media. This is the best way to ensure continuity and control

your message.

- Prepare a holding statement that can be shared with the media upon request. It is recommended that
- Clubs do not proactively share statements with media, which could invite a story and potentially pave
- the wave for additional questions.
- Refrain from saying “no comment.” Lack of a response may drive the reporter to seek information
- from other sources that might not be reliable. Here are some alternatives:
- “I don’t have an answer for you at the moment but let me look into that and get back to you.”
- “I would like to give you that answer, but we have not been able to confirm facts in that area. We
- will issue a statement once the details are available.”
- “This situation is still under investigation. We are fully cooperating with the authorities and will
- wait until all the facts are gathered and verified before releasing information.”
- It is recommended that you do not attempt to talk “off the record.” Always assume that everything you
- say will be documented.
- Try not to repeat negative questions or misleading words. They may end up in print as part of your
- quote.
- Avoid arguing with a reporter, even when provoked. Any of your statements may end up imprinted.
- Refrain from ad lib or impromptu statements. Stick to the prepared statements.
- Don’t expect an opportunity to review for approval. It’s not likely that the reporter will clear his/her
- story with you before it runs.
- Always listen very carefully to what the reporter says. Respond ONLY to what is specifically asked,
- unless it’s a point you have thought out very carefully in advance. Don’t expand.

INCIDENT RESPONSE CHECKLISTS

OVERVIEW

The safety of our members is our number one priority. In the event of an incident, Club staff should take

steps to first ensure the immediate safety of members.

The following pages include guidance to assist with response to allegations and reported incidents. These

resources are samples and can be modified as organizations see fit. Used in conjunction with already existing response procedures, this guidance can help ensure consistent response and follow-up.

Allegation of Child Abuse	
RESPONSE ACTIONS	
1 INITIAL ACTIONS	
<input type="checkbox"/> Secure the immediate safety of members	<input type="checkbox"/> Call 911 (or emergency line)
<input type="checkbox"/> State mandatory child abuse report	<input type="checkbox"/> Initiate Crisis Communication Plan
2 NOTIFICATIONS	
<input type="checkbox"/> Police, Fire, EMS	<input type="checkbox"/> Parent or Guardian(s)
<input type="checkbox"/> Child Protective Services	<input type="checkbox"/> Liability Insurance Provider
<input type="checkbox"/> CEO	<input type="checkbox"/> Property Owners (shared-use facilities)
<input type="checkbox"/> Board Chair	<input type="checkbox"/> BGCA Critical Incident Report System
<input type="checkbox"/> Attorney for Club organization	
3 PUBLIC RELATIONS	
<input type="checkbox"/> Develop holding statement	<input type="checkbox"/> Provide media holding statement
<input type="checkbox"/> Develop letter to constituents, if necessary	<i>(if asked for comment by media)</i>
4 POSSIBLE REFERRALS	
<input type="checkbox"/> Child Safety Hotline (866-607-7233)	<input type="checkbox"/> ChildHelp National Child Abuse Hotline
<input type="checkbox"/> 501C HR Services Hotline (800-358-2163)	<input type="checkbox"/> National Child Traumatic Stress Network
<input type="checkbox"/> Local Trauma Counseling Services	

HOLDING STATEMENT SAMPLE

The safety and protection of the children we serve is our number one priority, and we take any allegation that impacts the well-being of the young people entrusted to our care very seriously. Boys & Girls Club of Standing Rock is aware of the alleged inappropriate conduct of a (staff member or volunteer or between Club members). The organization is deeply concerned about these allegations and is cooperating fully with local authorities in the investigation of this serious matter.

IF CONFIRMED VICTIM ADD: Our hearts go out to the victim and their family. Upon learning of this allegation, the Club took immediate action by notifying the local authorities, as well as the member's parents or guardian, and suspending the (staff member or volunteer).

Our organization is committed to the highest standards of ethical behavior and integrity and does not tolerate inappropriate or illegal activity on the part of any Club staff, volunteer or youth member. All employees and volunteers must undergo a thorough criminal background check. All supervisory policies are designed to ensure the maximum safety and protection of Club members and staff. To protect the safety and privacy of those involved, Boys & Girls Club of Standing Rock will continue its full cooperation with the authorities and withhold further comment on this incident pending the completion of the investigation.

ADDITIONAL RESOURCES

Child Helpline (800-422-4453)

<https://www.childhelpline.org/>

Name

Club

Name

Name

Print

Major Medical and/or Mental Health Emergencies

RESPONSE ACTIONS

1 INITIAL ACTIONS

- ☐ Provide Basic First Aid
- ☐ Call 911 (or emergency line)

- ☐ Initiate Emergency Operations Plan
- ☐ Initiate Crisis Communication Plan

2 NOTIFICATIONS

- ☐ Police, Fire, EMS
- ☐ CEO
- ☐ Board Chair
- ☐ Attorney for Club organization

- ☐ Parent or Guardian(s)
- ☐ Liability Insurance Provider
- ☐ Property Owners (shared-use facilities)
- ☐ BGCA Critical Incident Report

3 PUBLIC RELATIONS

- ☐ Develop holding statement
- ☐ Develop letter to constituents, if necessary

- ☐ Provide holding statement to media
(if asked for comment by media)

4 POSSIBLE REFERRALS

- ☐ Local Hospital or Treatment Program
- ☐ 501C HR Services Hotline (800-358-2163)

- ☐ Local Trauma Counseling Services
- ☐ National Child Traumatic Stress Network

HOLDING STATEMENT SAMPLE

The safety and protection of the children we serve is always our number one priority, and we take any situation that impacts the well-being of the young people entrusted to our care very seriously. Boys & Girls Club of Standing Rock is aware of a recent medical emergency at one of our locations involving a Club member. Our hearts are with the child and their family.

Upon learning of this incident, the Club took immediate action by providing basic first aid and calling 911, as well as contacting the member's parent or guardian(s). EMS transported the Club member to a local hospital. Our organization is committed to the highest standards of ethical behavior and integrity and does not tolerate inappropriate or illegal activity on the part of any Club staff, volunteer or youth member.

All and employees and volunteers must undergo a thorough criminal background check. All supervisory policies are designed to ensure the maximum safety and protection of Club members and staff.

To protect the safety and privacy of those involved, Boys & Girls Club of Standing Rock will continue its full cooperation with the authorities and withhold further comment on this incident pending the completion of the investigation.

ADDITIONAL RESOURCES

"Be There" Toolkit

<https://www.bgca.net/BeThere>

Abduction or Missing Child

Possible Abduction or Missing Child

RESPONSE ACTIONS

1 INITIAL ACTIONS

- ☐ Call 911 (or emergency line)
- ☐ Search the facility (inside and out)
- ☐ Initiate Crisis Communication Plan
- ☐ Initiate Emergency Operations Plan

2 NOTIFICATIONS

- ☐ Police, Fire, EMS
- ☐ CEO
- ☐ Board Chair
- ☐ Attorney for Club organization
- ☐ Parent or Guardian(s)
- ☐ Liability Insurance Provider
- ☐ Property Owners (shared-use facilities)
- ☐ BGCA Critical Incident Report

3 PUBLIC RELATIONS

- ☐ Develop holding statement
- ☐ Develop letter to constituents, if necessary
- ☐ Provide holding statement to media
(if asked for comment by media)

4 POSSIBLE REFERRALS

- ☐ Child Safety Hotline (866-607-7233)
- ☐ Local Trauma Counseling Services
- ☐ National Center for Missing & Exploited Children

HOLDING STATEMENT SAMPLE

The safety and protection of the children we serve is always our number one priority, and we take any situation that impacts the well-being of the young people entrusted to our care very seriously. Boys & Girls Club of Standing Rock is aware of the recent report of a missing child.

We are cooperating fully with local authorities in the investigation of this serious matter and the search for the child. *(Or: we cooperated fully with local authorities in the investigation of this matter and are thankful he/she was found safe.)* Our hearts are with the child and their family. Upon learning of this situation, the Club took immediate action to alert the police, as well as the members' parents or guardian(s). The organization is working with the police to fully support the search process.

Our organization is committed to the highest standards of ethical behavior and integrity and does not tolerate inappropriate or illegal activity on the part of any Club staff, volunteer or youth member.

All and employees and volunteers must undergo a thorough criminal background check. All supervisory policies are designed to ensure the maximum safety and protection of Club members and staff. Boys & Girls Club of Standing Rock will continue its full cooperation with the authorities and share further information as the search proceeds and when the investigation is complete.

ADDITIONAL RESOURCES

National Center for Missing & Exploited Children <http://www.missingkids.com/> (800-843-5678)
FBI Resources for Parents <https://www.fbi.gov/resources/parents/>

Felony Criminal Act

Felony Criminal Act Related to the Club

RESPONSE ACTIONS

1 INITIAL ACTIONS

☐ Call 911 (or emergency line)

☐ Initiate Crisis Communication Plan

2 NOTIFICATIONS

☐ Police, Fire, EMS

☐ CEO

☐ Board Chair

☐ Attorney for Club organization

☐ Parent or Guardian(s)

☐ Liability Insurance Provider

☐ Property Owners (shared-use facilities)

☐ BGCA Critical Incident Report

3 PUBLIC RELATIONS

☐ Develop holding statement

☐ Develop letter to constituents, if necessary

☐ Provide holding statement to media
(if asked for comment by media)

4 POSSIBLE REFERRALS

☐ Child Safety Hotline (866-607-7233)

☐ 501C HR Services Hotline (800-358-2163)

☐ Local Victim Support Services

HOLDING STATEMENT SAMPLE

The safety and protection of the children we serve is always our number one priority, and we take any situation that impacts the well-being of the young people entrusted to our care very seriously. Boys & Girls Club of Standing Rock has learned that a shooting occurred near the Boys & Girls Club of Standing Rock.

Thankfully, the incident did not involve Club staff or members, however, we are cooperating fully with law enforcement in the investigation of this disturbing incident. Our thoughts are with the victim and their family during this difficult time. Upon learning of this incident, the Club took immediate action by placing the Club on lockdown until the police arrived to ensure the safety of all members and staff.

Our organization is committed to the highest standards of ethical behavior and integrity and does not tolerate inappropriate or illegal activity on the part of any Club staff, volunteer or youth member. All employees and volunteers must undergo a thorough criminal background check.

ADDITIONAL RESOURCES

Victim Connect
Directory of Crime Victim Services

<https://victimconnect.org/>
<https://ovc.ncjrs.gov/findvictimservices/>

Misappropriation of Funds - \$25K+

RESPONSE ACTIONS

1 INITIAL ACTIONS

☐ Contact Police

☐ Initiate Crisis Communication Plan

2 NOTIFICATIONS

☐ Police, Fire, EMS

☐ Liability Insurance Provider

☐ CEO

☐ Property Owners (shared-use facilities)

☐ Board Chair

☐ BGCA Critical Incident Report

☐ Attorney for Club organization

3 PUBLIC RELATIONS

☐ Develop holding statement

☐ Provide holding statement to media
(if asked for comment by media)

☐ Develop letter to constituents, if necessary

4 POSSIBLE REFERRALS

☐ 501C HR Services Hotline (800-358-2163)

☐ Local Auditor or CPA Support

HOLDING STATEMENT SAMPLE

During the XX years that the organization has served the community, the most important priorities of the Boys & Girls Club of Standing Rock have been the safety and protection of the children we serve and the responsible stewardship of the resources entrusted to us by donors. The Board of Directors of Boys & Girls Club of Standing Rock recently learned of allegations of potential financial impropriety within the organization, in direct violation of Club policies and procedures.

The board has initiated an investigation into these allegations in conjunction with local law enforcement authorities. The Board is committed to the highest standards of ethical behavior and integrity and does not tolerate inappropriate or illegal activity on the part of any Club staff, volunteer or youth member.

All employees and volunteers must undergo a thorough criminal background check. All policies and practices are designed to ensure the maximum safety and protection of Club members and staff and full accountability and transparency in all financial matters. As part of this investigation, the Board of Directors has initiated an immediate and rigorous evaluation of all management

policies and procedures to further strengthen and safeguard the organization's finances and operations.

ADDITIONAL RESOURCES

Felony Criminal/Civil action Reportable to Insurance Carrier

RESPONSE ACTIONS

1 INITIAL ACTIONS

☐ Contact Police

☐ Initiate Crisis Communication Plan

2 NOTIFICATIONS

☐ Police, Fire, EMS

☐ Parent or Guardian(s)

☐ CEO

☐ Liability Insurance Provider

☐ Board Chair

☐ Property Owners (shared-use facilities)

☐ Attorney for Club organization

☐ BGCA Critical Incident Report

3 PUBLIC RELATIONS

☐ Develop holding statement

☐ Provide holding statement to media
(if asked for comment by media)

☐ Develop letter to constituents, if necessary

4 POSSIBLE REFERRALS

☐ 501C HR Services Hotline (800-358-2163)

☐ Local Victim Support Services

Felony Criminal / Civil Action

HOLDING STATEMENT SAMPLE

The safety and protection of the children we serve is always our number one priority, and we take any allegation that might affect the well-being of the young people entrusted to our care very seriously. Boys & Girls Club of Standing Rock has learned that an employee of the organization has been arrested for (crime). We are deeply concerned and alarmed by this allegation and are cooperating fully with law enforcement in the investigation of this serious matter.

IF NOT RELATED TO THE CLUB ADD: The alleged victim is not associated with the organization, and the alleged incident did not occur at the Club or a Club-sponsored event. Upon learning of this incident, the Club suspended/terminated this employee and barred them from all access to Club facilities and property. Our organization is committed to the highest standards of ethical behavior and integrity and does not tolerate inappropriate or illegal activity on the part of any Club staff, volunteer or youth member. All employees and volunteers must undergo a thorough criminal background check. All supervisory policies are designed to ensure the maximum safety and protection of Club members and staff. Boys & Girls Club of Standing Rock will continue its full cooperation with the authorities and withhold further comment on this incident pending the completion of the investigation and judicial process.

ADDITIONAL RESOURCES

Victim Connect
Directory of Crime Victim Services

<https://victimconnect.org/>
<https://ovc.ncjrs.gov/findvictimservices/>

Negative Media Affecting Club

RESPONSE ACTIONS

1 INITIAL ACTIONS

- ☐ Initiate Crisis Communication Plan

2 NOTIFICATIONS

- | | |
|---|--|
| <input type="checkbox"/> CEO | <input type="checkbox"/> Liability Insurance Provider |
| <input type="checkbox"/> Board Chair | <input type="checkbox"/> Property Owners (shared-use facilities) |
| <input type="checkbox"/> Parent or Guardian(s) | <input type="checkbox"/> BGCA Critical Incident Report System |
| <input type="checkbox"/> Attorney for Club organization | |

3 PUBLIC RELATIONS

- | | |
|---|---|
| <input type="checkbox"/> Develop holding statement | <input type="checkbox"/> Provide holding statement to media |
| <input type="checkbox"/> Develop letter to constituents, if necessary | <i>(if asked for comment by media)</i> |

4 POSSIBLE REFERRALS

- | | |
|--|---|
| <input type="checkbox"/> 501C HR Services Hotline (800-358-2163) | <input type="checkbox"/> Local Media Coaching Support |
|--|---|

HOLDING STATEMENT SAMPLE

For (x number) of years, Boys & Girls Clubs of (Name) has served the youth of the (name) community, and the safety and protection of the children we serve is always our number one priority. Recently, we learned of the (incident).

IF NOT CLUB RELATED ADD: While these allegations do not involve the Club or any of our youth members, we are deeply concerned by these allegations. GIVE DETAILS ON PERSON INVOLVED SUCH AS: This individual has not been associated with Boys & Girls Club of Standing Rock since (year).

Our organization is committed to the highest standards of ethical behavior and integrity and does not tolerate inappropriate or illegal activity on the part of any Club staff, volunteer or youth member. All employees and volunteers, including board members, must undergo a thorough criminal background check.

ADDITIONAL RESOURCES

Crisis Plan Fundamentals: <http://www.resource-media.org/wp-content/uploads/2016/03/CrisisComms.pdf>

Other Incident Club Deems Critical

RESPONSE ACTIONS

1 INITIAL ACTIONS

- ☐ Call 911 (or emergency line)
- ☐ Secure the facility

- ☐ Initiate Crisis Communication Plan
- ☐ Initiate Emergency Operations Plan

2 NOTIFICATIONS

- ☐ Police, Fire, EMS
- ☐ CEO
- ☐ Board Chair
- ☐ Attorney for Club organization

- ☐ Parent or Guardian(s)
- ☐ Liability Insurance Provider
- ☐ Property Owners (shared-use facilities)
- ☐ BGCA Critical Incident Report

3 PUBLIC RELATIONS

- ☐ Develop holding statement
- ☐ Develop letter to constituents, if necessary

- ☐ Provide holding statement to media
(if asked for comment by media)

4 POSSIBLE REFERRALS

- ☐ 501C HR Services Hotline (800-358-2163)

- ☐ Local Media Coaching Support

HOLDING STATEMENT SAMPLE

The safety and protection of the children we serve is always our number one priority, and we take any (situation/allegation) that impacts the well-being of young people entrusted to our care very seriously. Boys & Girls Club of Standing Rock is aware of the incident that occurred at one of our locations involving (brief description). We are deeply alarmed and concerned by this incident and are cooperating fully with law enforcement in the investigation of this serious matter. Upon learning of the incident, the Club acted immediately by (list any actions taken).

Our organization is committed to the highest standards of ethical behavior and integrity and does not tolerate inappropriate or illegal activity on the part of any Club staff, volunteer or youth member. All policies are designed to ensure the maximum safety and protection of Club members and staff. To protect the safety and privacy of those involved, Boys & Girls Club of Standing Rock will continue its full cooperation with the authorities and withhold further comment on this incident pending the completion of the investigation.

Historical Allegation of Child Abuse Child

sexual abuse is a health crisis across the country. Approximately 1 in 10 children will be sexually abused before they turn 18, and less than one-third of survivors disclose the abuse during their childhood. Society is rightfully intolerant of child sexual abuse and other forms of sexual assault. This intolerance is manifesting itself in changes to survivors' ability to pursue legal action. Many states are expanding criminal and civil statutes of limitations to allow lawsuits relating to child sexual abuse to be brought many years after the abuse occurred. As part of our unwavering commitment to safety, we have zero tolerance for any safety violation or abuse and support any updates to legislation that promote abuse survivors' rights and access to justice. No child should ever experience this type of trauma, and our hearts go out to any survivors and their families. As the largest youth-serving organization with a more than 150-year legacy, it's imperative that we prepare for these changes and potential claims. Please use these response actions and resources to ensure your organization is fully equipped to address the concerns of a potential victim, communicate regarding the situation and effectively address any issues that may arise.

RESPONSE ACTIONS

1 INITIAL ACTIONS

- ☐ Listen to the victim empathetically
- ☐ State mandatory child abuse reporting
- ☐ Document conversation, noting important dates and names
- ☐ Report to law enforcement
- ☐ Initiate Crisis Communication Plan

2 NOTIFICATIONS

- ☐ Police, Fire, EMS
- ☐ Child Protective Services
- ☐ CEO
- ☐ Board Chair
- ☐ Attorney for Club organization
- ☐ Parent or Guardian(s) (if applicable)
- ☐ Liability Insurance Provider
- ☐ Board Executive Committee
- ☐ BGCA Critical Incident Report System
- ☐ Safety Committee

3 PUBLIC RELATIONS

- ☐ Develop holding statement
- ☐ Develop letter to constituents, if necessary
- ☐ Provide media holding statement
- ☐ Engage External Public Relations Firm

4 POSSIBLE REFERRALS

- ☐ Child Safety Hotline (866-607-7233)
- ☐ 501C HR Services Hotline (800-358-2163)
- ☐ Local Trauma Counseling Services
- ☐ ChildHelp National Child Abuse Hotline
- ☐ National Child Traumatic Stress Network

HOLDING STATEMENT SAMPLE

The safety and protection of young people is the number one priority of Boys & Girls Club of Standing Rock and we take any allegation that impacts their well-being very seriously. We are aware of the allegations from a former Club member of inappropriate conduct by a (staff/volunteer) in (year). While the alleged incidents took place a long time ago, we understand that time does not take away any pain inflicted on victim(s) and their family(ies) and our hearts go out to them. We respect those who have brought forward these extremely serious concerns.

IF THERE IS A LAWSUIT ADD: It is our aim to have the lawsuit resolved in a manner that provides support and comfort to the victim(s) and their family(ies). Our organization will continue to be transparent and do everything in our power to protect the safety of young people entrusted to our care. To learn more about our safety practices and policies, go to (org safety site).

ADDITIONAL RESOURCES

Child Help (800-422-4453)	https://www.childhelp.org/
National Child Traumatic Stress Network	http://www.nctsn.org/
Child Welfare Information Gateway	https://www.childwelfare.gov/
National Children's Advocacy Network	http://www.nationalcac.org/
National Children's Alliance	http://www.nationalchildrensalliance.org/
Prevent Child Abuse	http://preventchildabuse.org/resources/

SAMPLE PARENT OR CONSTITUENT LETTER

For some incidents, your Club may wish to communicate directly to the parents of members, donors or other supporters. Below is a template of a parent letter. The wording will vary depending upon the incident and/or the severity of the allegation.

Overall, it is recommended that the tone of a parent letter be more conversational and personal than the holding statement, as the purpose is to make the parents aware of the incident and reassured that it is being addressed.

Dear (Parent, Supporter, etc.),

As you may have heard, (Club name) recently learned of allegations of (incident) involving (staff/Club/volunteer). (Club action taken). We are deeply concerned about these allegations and are cooperating fully with law enforcement in their investigation. I wanted to take this opportunity, however, to update you on the situation and address any concerns you may have. (INSERT RELEVANT DETAILS).

First and foremost, the safety and protection of your children is our top priority, and I remain confident that (Club name) is the safest place for youth in our community.

Our organization is committed to the highest standards of ethical behavior and integrity and does not tolerate inappropriate or illegal activity on the part of any Club staff, volunteer or youth member. All employees and volunteers must undergo a thorough criminal background check. All policies are designed to ensure the maximum safety and protection of Club members and staff.

(Club name) will continue our full cooperation with authorities and share any further information when the investigation and judicial process are complete. Again, I assure you that our Club remains the safest place for young people in our community. Please feel free to contact me at any time with questions, concerns or suggestions that you or your child may have about this situation, as we are always here for you and your children.

Sincerely,

INCIDENT RECOVERY

Recovering from an incident is a key consideration in the incident response process. This is a time to determine if trauma support should and can be engaged for victims, Club members, Club professionals, volunteers and/or families. It is also a time to debrief the incident to determine if the organization's safety can be strengthened through additional policies, procedures, training, or technology.

TRAUMA What Is a Traumatic Event?

Almost everyone has been through a stressful event in his or her life. When the event, or series of events, causes a lot of stress, it is called a traumatic event. Traumatic events are marked by a sense of horror, helplessness, serious injury, or the threat of serious injury or death. Traumatic events affect survivors, rescue workers, and the friends and relatives of victims who have been involved. They may also have an impact on people who have seen or been involved with the event either firsthand or as a witness.

What Are Some Common Responses? *A person's response to a traumatic event may vary. Responses include feelings of fear, grief, and depression. Physical and behavioral responses include nausea, dizziness, and changes in appetite and sleep pattern as well as withdrawal from daily activities. Responses to trauma can last for weeks to months before people start to feel normal again. Most people report feeling better within three months after a traumatic event. If the problems become worse or last longer than one month after the event, the person may be suffering from post-traumatic stress disorder (PTSD).*

What Is PTSD? *Post-traumatic stress disorder (PTSD) is an intense physical and emotional response to thoughts and reminders of the event that last for many weeks or months after the traumatic event. The symptoms of PTSD fall into three broad types: re-living, avoidance, and increased arousal.*

- Symptoms of re-living include flashbacks, nightmares, and extreme emotional and physical reactions to reminders of the event. Emotional reactions can include feeling guilty, extreme fear of harm, and numbing of emotions. Physical reactions can include uncontrollable shaking, chills, or heart palpitations, and tension headaches.
- Symptoms of avoidance include staying away from activities, places, thoughts, or feelings related to the trauma or feeling detached or estranged from others.
- Symptoms of increased arousal include being overly alert or easily startled, difficulty sleeping, irritability or outbursts of anger, and lack of concentration.

Other symptoms linked with PTSD include panic attacks, depression, suicidal thoughts and feelings, drug abuse, feelings of being estranged and isolated, and inability to complete daily tasks.

Trauma Resources The key for your Club organization is to understand that trauma or secondary trauma can impact victims, Club members, Club professionals, volunteers, and families. This is a time to engage the appropriate local "response partners" to assist.

The online resources below may also be helpful for guidance and materials.

ADDITIONAL RESOURCES

Coping with a Traumatic Event – CDC	https://emergency.cdc.gov/coping/index.asp
National Child Traumatic Stress Network	http://www.nctsn.org/
MentalHealth.Gov	https://www.mentalhealth.gov/
National Alliance on Mental Illness	https://www.nami.org/#
The Vicarious Trauma Toolkit	https://vtt.ovc.ojp.gov/

DEBRIEFING

Debriefing is usually carried out within three to seven days of the incident when all those involved have had enough time to process the experience, however, these discussions should not impede the investigative process. Debriefing is a structured discussion aimed at evaluating the response process, seeking safety improvements, and putting an abnormal event into perspective.

Discussion items to consider:

- Review sequence of events, possible causes, and each person's experience during the response.
- Determine if all policies and procedures were effectively implemented during the response.
- Consider if there were any deviations from the standard operating procedures or practices.
- Determine if there were any unusual situations, positive or negative, and how were they handled.
- Consider what revised policies, procedures, or training could possibly improve response outcomes.
- Consider what revised policies, procedures, or training could possibly prevent incident reoccurrence.

Finally, if the debrief does result in recommendations to revise or develop additional policies, procedures and or training, then CEO should immediately begin working with the board-led Safety Committee for consideration of those recommendations and eventual board approval of the safety enhancements.

ADDITIONAL RESOURCES BGCA RESOURCES

- **“Be There” Bereavement Toolkit** <https://www.bgca.net/BeThere>
- **Native Services “Be There” Toolkit** <https://www.bgca.net/NativePrograms> Positive Club Climate
- <https://www.bgca.net/ClubClimate>
- **Serving LGBTQ Youth** <https://www.bgca.net/LGBTQ>
- **Bullying Prevention Program** <https://www.bgca.net/BeAStar> Cyber Safety <https://www.bgca.net/Cybersafety>
- **Disaster Relief** <https://www.bgca.net/DisasterRelief>

SEXUAL ASSAULT AND DOMESTIC VIOLENCE

- **National Dating Abuse Hotline** (866-331-9474) <http://www.loveisrespect.org>
- **National Sexual Assault Hotline** (800-656-4673) <https://www.rainn.org/>

- **National Sexual Violence Resource Center** <https://www.nsvrc.org/> National Domestic Violence Hotline <http://www.thehotline.org/>
- **SUICIDE PREVENTION Suicide Prevention Lifeline** (800-273-8255) <https://suicidepreventionlifeline.org/help-yourself/youth/> Youth.Gov Suicide Prevention <https://youth.gov/youth-topics/youth-suicide-prevention>
- **Society for Prevention of Teen Suicide** <http://www.sptsusa.org/> Crisis Text Line <https://www.crisistextline.org/> or Text “CLUB” to 741741
- **RUNAWAY OR HOMELESS YOUTH National Runaway Safeline** (800-786-2929) <https://www.1800runaway.org/> HHS Family and Youth Services <https://www.acf.hhs.gov/fysb/help>
- **National Center for Missing & Exploited Children** <http://www.missingkids.org/> or 800-843-5678

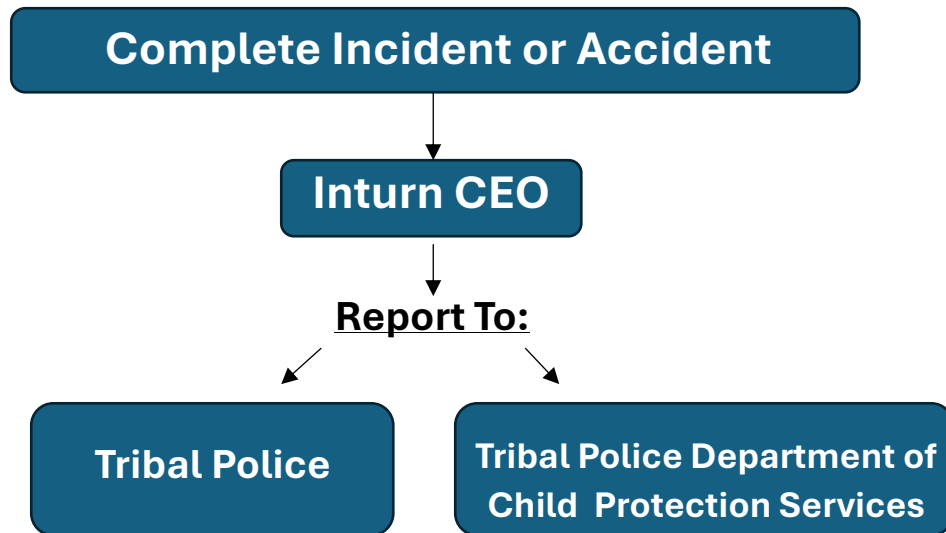
HATE CRIMES

- **National Coalition of Anti-Violence Programs** <https://avp.org/ncavp> Page 20 of 20 SUBSTANCE ABUSE SAMHSA (800-662-4357) <https://www.samhsa.gov/find-help/national-helpline>
- **Partnership for Drug Free Kids** <https://drugfree.org/> Alcoholic Anonymous <https://www.aa.org/> Al-Anon <https://al-anon.org/>
- **National Institute on Drug Abuse for Teens** <https://teens.drugabuse.gov/> CRIME VICTIMIZATION Victim Connect Hotline (855-484-2846) <https://victimconnect.org/>
- **Office of Victims of Crime** <https://ovc.gov/> FBI Victim Assistance <https://www.fbi.gov/resources/victim-assistance>

GENERAL SAFETY AND PLANNING

- **Nonprofit Risk Management Center** <https://www.nonprofitrisk.org/resource-library/>
 - **Site Assess** <https://rems.ed.gov/SITEASSESS.aspx> Safety Smart <http://www.ulsafetysmart.com/>
-

**Figure: Day-to-Day Operations Emergency Coordination Structure
(Example)**



**If Critical Report to Boys and Girls Club of America within
24**

To report a critical incident or safety concern to the Boys & Girls Clubs of America, you can call the **24-hour toll-free Child Safety Hotline** at **(866) 607-SAFE (7233)**. You can also email **SafeClub@Praesidiuminc.com**

HR Department: 501 (c) HR Services

Phone: (800)258-2163

South Dakota Department of Labor and Regulation

Phone: 605.773.3681

Division of Labor and Management
123 W. Missouri Ave.
Pierre, SD 57501

CONFIDENTIAL HELP

National Child Abuse Hotline

(Call or Text): 800-422-4453

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

Child Safety Helpline

866-607-SAFE (7233)

Praesidium provides employees, volunteers, parents, and youth with confidential or anonymous guidance and support for addressing, suspicious or inappropriate behaviors regarding children.

IHS Child/Sexual Abuse Hotline

855-SAFE-HIS (855-723-3447)

Provides the opportunity to report a child abuse and sexual abuse to Indian Health Service.

Ethics Point Hotline

866-295-3701 | ethicspoint.com

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

Crisis Text Line

Text CLUB to 741741

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

Report to Child Protection Services

Standing Rock Sioux Tribe Child Protection Services

(605)823-2311

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

ACKNOWLEDGEMENT OF VOLUNTEER HANDBOOK AND POLICIES

Name of Employee: _____

Department: _____

I hereby acknowledge that I have been made aware that the Boys and Girls Club of Standing Rock has an Employee Handbook and that a copy of the Handbook, in electronic and/or paper form, has been made available to me for review. I hereby acknowledge that I understand that it is my responsibility to read the Handbook and familiarize myself with the policies contained therein. I agree to comply with all of the policies and procedures applicable to my position. Questions about the Handbook may be directed to my Department Head, Human Resource Supervisor, the Law Department, and/or Union representative as appropriate.

I further understand that this Employee Handbook is not an employment contract and that changes may occur to the Handbook. I agree to comply with the policies contained in the Handbook as well as any updates or changes to the policies and procedures contained in the Handbook.

Signature of Employee

Date

Signature of Employee

Date

**THIS FORM MUST BE COMPLETED AND SIGNED AT THE TIME OF
INNUANCE/ACCESSABILITY OF THE EMPLOYEE HANDBOOK. A
COPY OF THIS ACKNOWLEDGEMENT IS TO BE PLACED IN EACH
EMPLOYEE'S PERSONNEL FILE.**