



# **BOYS & GIRLS CLUBS OF COLLIN COUNTY**

# **2026**

# **Parent Handbook**

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**BOYS & GIRLS CLUBS  
OF COLLIN COUNTY**

**WELCOME TO THE BOYS & GIRLS CLUBS OF COLLIN COUNTY!**

We are excited you have chosen the Club to provide your child with a positive out-of-school experience! At Boys & Girls Clubs of Collin County (BGCCC), we believe in the importance of building the values and self-esteem of our youth. Our goal is to provide the opportunity for each child to explore programs that are unique and fun, while also focusing on their academic and social development. We believe that all youth can be successful and are passionate about helping them to create great paths for their futures.

In this Parent Handbook, you will find our Club policies, procedures, and rules. This handbook was developed to serve as a guide to outline what you can expect from BGCCC, as well as what the Club can expect in return. If you have any additional questions that are not covered in this manual, please feel free to contact your Club's Branch Director directly. Contact information is listed below.

We consider it an honor to have your child with us during the upcoming year and look forward to working with you, in partnership, to ensure their safety, happiness and success.

**Bob & Joy Darling Branch**

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**OUR MISSION:**

“To enable all young people, especially those who need us the most, to reach their full potential as productive, caring and responsible citizens.”



**BOYS & GIRLS CLUBS**  
OF COLLIN COUNTY

## Culture of Safety

**Boys & Girls Clubs of Collin County is committed to keeping children safe! To achieve this, our Clubs demonstrate the following:**

### **Supervision**

Actively supervise children and ensure that they are never left alone or unsupervised. Staff position themselves so that they can observe, count, and always listen.

### **Environment**

Facility and program areas are safe and secure from hazards and maintained, by constant monitoring and assessments.

### **Transportation**

Children are transported safely by implementing and enforcing policies and procedures for drivers, children, and staff. Intensive background checks are conducted.

### **Behaviors**

Staff establish nurturing, positive relationships by demonstrating safe behaviors and encouraging children. Rules and positive messages are delivered daily during orientation as reminders.

### **Child Abuse Prevention**

Managers and staff follow mandated reporting statutes and procedures for reporting suspected child abuse and neglect.

## Operating Schedule & Fees

### **Membership Fee**

The annual BGCCC Membership Fee is \$20.00

### **School Year**

Monday – Friday

Office hours 10:00 a.m. – 2:30 p.m.

Program hours – ages 5-18 – after school until 7:00 p.m.

All Club members must be picked up by 7:00 p.m. If you are late to pick up your child, a late fee will be assessed. Please see the “late fees” section for details about late fees.

### **Monthly Fee**

The monthly supply fee for BGCCC is \$100 per child. Please note that your monthly fees are due on the 1<sup>st</sup> of each month, at the close of business on the 3<sup>rd</sup> of each month you are considered late and a late fee of \$25.00 will be charged per child. If fees are not paid by the 5<sup>th</sup> of the month the child(ren) will be dropped.

## **Summer Camp**

Monday – Friday

Program hours – 7:30 a.m. – 6:00 p.m.

If you are late to pick up your child, a late fee will be assessed. Please see the “late fees” section for details about late fees.

## **Summer Supply Fee (See Branch Director)**

The summer camp program includes:

- 10.5 hours of supervised programs per day, five days a week
- Nationally accredited Boys & Girls Clubs of America programs in the core areas of Academic success, Character & Leadership, Health & Life skills, the Arts and Physical Fitness
- Arts and crafts, activities, games and more

## **Behavioral Expectations**

Please carefully read the Boys & Girls Clubs Code of Conduct at the end of this document. It is of vital importance to Club membership and a successful summer camp program. This code of conduct is strictly enforced inside the club and on field trips.

## **Transportation (School Year Only)**

Transportation is limited and based on seat availability. Schools served are reviewed each August by administrative staff and decisions are based on optimum utilization of available vehicles. To ensure your returning bus seat please confirm with the Branch Director prior to the end of the 2022-2023 school year.

## **Scholarship Applications (School Year Only)**

Scholarship applications are available from the branch receptionist. All applications are reviewed by our administrative office. Partial or full scholarships are available for those who meet income guidelines and based on the availability of funds. The following should accompany your scholarship application:

- \$20.00 Membership Fee
  - Copy of Driver’s License (all adults in household)
  - Copy of last two pay stubs for all income earners in household
  - Proof of housing/section eight status, if applicable
  - Proof of government assistance, if applicable
- \*Completed scholarship application including all required documents and signed forms will be notified within 5 business days.

## **Refunds**

Boys & Girls Clubs of Collin County does not refund any fees including monthly program fees, t-shirts, athletics, after-school/summer enrollment, special events or field trips. Space is limited in the program and expenses are assessed based on your commitment to enroll/engage your child in the program. Therefore, we cannot offer refunds for any of these items.

## Club & School Holidays

Boys & Girls Clubs of Collin County will be closed on school holidays. In addition, there may be a Club holiday that is not observed by the school district. Please observe signs in the lobby and on bulletin boards regarding all Club closures.

## Weather Related Closings

If the school district is closed due to inclement weather, Boys & Girls Clubs of Collin County will also be closed. BGCCC is listed on WFAA 8, NBC 5 & Fox 4 TV stations and on the news channel websites. Please check the TV or websites for information regarding closing. This information will also be posted on our website [www.bgccc.org](http://www.bgccc.org), as well as our Facebook & Instagram pages.

On rare occasions, BGCCC may be closed for inclement weather even if school was in session. In such cases, the administrative staff of BGCCC has determined that it is not safe to have our buses and vans on the road. In the event such a closing occurs, we will post the information on TV and on the news websites. We will also contact parents and notify the schools to advise of the closing. In such cases, parents will need to provide transportation for their children. Parents should check email and voicemail during inclement weather in the event the BGCCC does not run buses or closes early.

**\*\*Please note that for the safety of the children and our staff we will not operate vehicles in hazardous conditions.**

## After-school Bus Pickup

If your child is absent from school or will not be riding the BGCCC bus, please contact the Club before 1:00 p.m. to advise the staff of your child's absence. This will ensure that BGCCC staff will not be waiting for your child. This policy provides safety for our members and ensures that no child is left at school. Failure to notify the Club can result in the loss of bus privileges for your child.

Membership in BGCCC does not guarantee pickup at a specific school. Schools are determined by the number of members at each school and by proximity to the club. School pickup is also determined by our transportation and staff resources and can be subject to change at any time.

## Parent/Member ID Cards

When your child becomes a member of the Boys & Girls Club, parents/guardians will receive two (2) barcoded membership cards. These cards should only be used by parents/guardians when dropping off and picking up your child each day from the Club. For safety reasons, this membership card should only remain in the possession of the parent/guardian(s) listed on your child's membership application. Please keep this card with you and present it to the staff when you arrive at the Club. This card is a critical safety measure to ensure that only an approved parent/guardian picks up your child from the Club. **Please do not share this card with anyone other than the parent/guardian(s) listed on the Site membership application. If you give this card to anyone else to pick up your child, the Site is not responsible for any negative ramifications of someone other than a parent picking up your child from the Site.**

If the card is lost or damaged, there is a \$5 fee to replace it.

If someone besides a parent/guardian with an ID card is picking up your child, please contact the Club prior to pick-up to notify the Branch Director. We recommend that you place a pick-up password on

file with the Club, and ensure the individual is prepared to show their state issued identification when asked.

### **Summer Only - Parent/Member Cards**

It is the parent's responsibility to use the membership card each morning to scan your child into the facility using BGCCC's KidTrax automated tracking system.

### **Emergency / Special Circumstance Pickup**

If you plan to have someone other than the parent/guardian(s) listed on the membership application pick up your child, we recommend that you include a pick-up password on your child's membership application. This password will be stored in your child's file. Please only share this password with the person(s) you trust to pick up your child. Please call the Branch Director and notify him/her that another person will be picking up your child. When the person arrives, he/she will be asked to provide identification or confirm the pick-up password.

- Any personal information, or issues / concerns surrounding youth will only be discussed with a registering parent(s).

## **Club Pick-Up (See COVID insert)**

### **BGCCC fully enforces the membership pickup policy.**

BGCCC encourages all parents to update membership information and changes regarding address, contact information and any other pertinent information.

Members can only be picked up by registered guardian(s) or those on the authorized pickup list.

A parent/guardian or the designated adult must be present to pick up a child. No child will be released to the parking lot to a waiting car. All members must be checked out by a parent/guardian/designated adult.

*Please do not call ahead to ask that your child be ready for pick-up.* These phone calls interrupt the pick-up process and create significant delays for staff and parents. Staff cannot remove a child from the program area for pick-up until the parent or guardian is in the building.

Parents and/or guardians must remain in the lobby while BGCCC staff escort members from program areas. For the safety and protection of our members, only staff and approved volunteers may be in program areas. All staff and approved volunteers must have a background check on file with BGCCC.

### **Please do not call ahead to see if your child has returned from a field trip.**

These phone calls create significant delays for staff and parents during the pick-up process. While we make every attempt to maintain the field trip departure and arrival schedule, occasionally unexpected delays may occur. We ask for patience during these rare occurrences.

## **Late Fees**

***Please note: BGCCC is a non-profit agency. Each year, we must raise the millions of dollars needed to run a charitable organization that serves thousands of children. To do so effectively, we must carefully budget each dollar. Every extra minute that a child remains in the Club after closing time causes unbudgeted payroll and utilities expenses.***

Boys & Girls Club closes promptly at the end of the business day. A five-minute grace period for parents to pick up child(ren) is allotted. Beginning at six minutes after close, the following late fees are applied:

- \$10 per child for the first 5 minutes of tardiness
- \$1 per minute, per child for each additional minute beyond the first 5 minutes

All late fees are due **at the close of the next day of Club activities**. Parents should work with the Branch Director to satisfy all outstanding fees.

Please remember that the staff person requesting the late fee is fulfilling their professional obligation to the agency. It is not a personal attack; nor is the staff member responsible for the late fee. He/she is simply enforcing a Club policy, as directed by his or her supervisor.

**PLEASE NOTE THIS IMPORTANT SAFETY POLICY: If your child is not picked up from the Club within one hour after close and we have not received a phone call from a parent/guardian, BGCCC will notify the Police Department. Decisions about the child's well-being will then be at the discretion of the proper authorities.**

### **Sick Children (See COVID insert)**

Please keep your child at home if your child has a temperature, flu like symptoms, symptoms that can be reasonably defined as contagious, or if your child has an undiagnosed rash or eye infection (such as pink eye). Please keep your child at home if you believe your child's physical health will create an emotional issue for your child upon separation from his or her parents.

If your child becomes sick while at the Club, you will be called to pick up the child. In the best interest of your child and other children attending the Club, we ask that you pick up your child immediately.

If your child receives an injury while at the Club, you will be notified by Club staff. The injury will be described to you, and the determination will be made if you need to pick up your child.

Please keep your phone accessible while your child is at the Club. Please check your voice mail often. With several hundred children enrolled in the afterschool program, it is sometimes impossible to repeatedly call a parent. It is your responsibility to be available to the Club staff by phone in case of an illness, injury or emergency.

If your child is seriously injured or ill, Club staff will call 911 for emergency services. As outlined in the release of liability, the Club is not responsible for any charges associated with any emergency services. In the event you cannot be reached, and your child requires hospitalization, a Club staff member will accompany your child to the hospital. Please keep your contact information and your emergency contact information current.

### **Club Field Trips**

BGCCC policy states that four (4) requirements must be met in order for your child to attend a Club field trip:

- A signed release of liability must be on file with your child's membership application
- The signed 2023 field trip permission slip must be on file with the Club
- Your child must be wearing the assigned 2023 BGCCC t-shirt
- Your child must be at the Club at the time designated to depart for the field trip

## **Summer field trips**

- A field trip schedule is available at the front desk
- Field trips require advanced, pre-paid registration
- Field trips are limited to the first 150 paid reservations
- Field trips must be paid for by the Friday before the week of the field trip

If any of the requirements listed above are not met, your child will not be allowed to attend the field trip. It is not the responsibility of the Club staff to contact you about missing payment, permission slip or t-shirt prior to the field trip. Field trip refunds are not granted if any of these requirements are not fulfilled. Field trip refunds are not provided under any circumstances; **however, account credits are occasionally allowed at the discretion of administration and will only be considered when extreme emergencies occur.**

**PLEASE NOTE: The time listed on the field trip calendar is the time the club members ARRIVE at the field trip destination. Please confirm with the Branch Director what time the bus will DEPART from the Club. We typically ask that your child be at the Club at least 90 minutes prior to the field trip time listed on the schedule. For longer trips, that departure time may be even earlier. Please confirm the bus departure time in advance when you pay for your child's field trip.**

**Please note: Proper behavior is absolutely essential for the safety and success of a field trip.**

We ask that parents review the Club's behavioral expectations with your child prior to attendance at the Club or on field trips. If your child violates any of the Club behavioral expectations while on a field trip, he/she will have to sit out of the remainder of the field trip. Additionally, the child will not be allowed to attend any future field trips.

## **Meals**

### **Lunch (Summer Only)**

Lunch and snack will be provided by the Club **(Please read the Allergies and Medical Conditions section carefully).**

### **Dinner (School Year Only)**

Dinner will be provided by the Club **(Please read the Allergies and Medical Conditions section carefully).**

## **Allergies and Medical Conditions**

Please notify the Branch Director of any serious or life-threatening allergies or medical conditions **in all three of the following ways:**

- On your child's membership application
- Through a personal conversation with the Branch Director
- In writing via email

Please note that, while we do make every effort to accommodate a child with severe food allergies, the Club cannot guarantee the contents of the food served in the meal plan. Additionally, Club staff cannot guarantee that your child will not share food with another Club member. Please discuss this with the

Branch Director before continuing your child's enrollment in the Club. Our highest priorities are your child's safety and well-being.

## Medications

The Club staff is not authorized to administer medications.

## Personal Electronics and Valuable Items

BGCCC requests that all personal electronics and valuable items (including but not limited to video games, cell phones, and personal internet devices) be left at home. BGCCC is not responsible for loss of, damage to or theft of these devices. If your child brings an electronic device to the Club and it is lost or stolen, BGCCC will not launch an investigation into the loss. Such investigations are time consuming and distracting from our mission. Again, it is our highest recommendation that these devices remain at home.

Use of personal electronics during Club programs is prohibited. It is impossible to maintain order and program implementation when children are free to place calls/text messages or play video games during programs. Such behavior is distracting to your child and to other children. If a child is using an electronic device during programs, the child will be given one verbal warning. If such use continues, the electronic device will be collected by Club staff and returned to the parent at the end of the day. Excessive use of personal electronics will result in the child being prohibited from bringing devices to the Club, and possible suspension from the afterschool program.

If your child needs to speak with a parent for an urgent reason, he/she will be allowed to use the Club phone. If parents need to speak to a child for an urgent reason, they may call the Club (see Handbook cover for contact information).

## Communication

*Email:* Please note that we distribute notification about club updates, issues, policies, emergencies, and all other pertinent information to our parents via email. We must have your current email address in order for you to receive this information. Please be sure to keep your email address current with the Club and check your email daily. Also, check your junk/spam folders to ensure you aren't missing any of our messages and add any email from bgccc.org to your safe sender list.

For parents who do not have email addresses, please be sure to check parent club bulletin board and front counter for information.

**Club Phones: During peak hours, please limit calls to the branch to emergencies only.**

**The branch peak hours are as follows:**

**School year** 5:30 p.m. – 7:00 p.m.

**Summer** 7:30 a.m. – 9:00 a.m. & 4:00 p.m. – 6:00 p.m.

The only calls placed to the Club during this time should be urgent in nature. For example, if there is a problem picking up your child or if your family experiences an emergency, you may call the Club during this time. For any other calls that are not urgent in nature, we ask that you call during the hours of 10:30 a.m. and 2:00 p.m. If you call with a non-urgent issue during peak hours, you will immediately be asked to leave a message. The staff member will not be able to engage in a conversation with you at that time. Your call will be returned by the close of the next business day.

*Questions or Concerns:* Please direct your questions or concerns to the Branch Directors, contact information is located on the cover. If you are unable to resolve concerns with Branch Directors, you may contact any members of our operations administrative team listed on page 2 of this handbook.


## Parent Requests/Concerns

We would love to be able to address every issue and concern immediately; however, we cannot do so effectively during program hours. To ensure that every issue or concern can be addressed effectively, all parents are asked to use the Parent Request Box located on the front counter for all non-emergencies such as parent questions, member issues at the club, minor accidents, questions about program, etc...

Please notify Club staff you would like to submit a parent request/concern card; fill out the request card and insert in the box. All requests will be answered with 24 hours.

Major accidents or emergencies will require special circumstances.

### **Copy of Request:**

 <p>BOYS &amp; GIRLS CLUBS OF COLLIN COUNTY</p> <p>Parent Request Card</p> <p>Parent Name: _____ Child: _____</p> <p>Type of Request: <input type="checkbox"/> Phone <input type="checkbox"/> Meeting</p> <p>Phone Number: _____</p> <p>Available Dates: _____ Time: _____</p> <p>Brief Description of Reason for Request: _____ _____ _____</p> <p><b><u>All Request are addressed within 24 hours</u></b></p>
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## Code of Conduct

It is our goal that every child attending the Boys & Girls Club will have fun, learn, and make new friends in a safe and positive environment. We expect each child to act in a manner that is safe, respectful, and considerate of all other children and staff.

**BGCCC has a zero tolerance for physical violence or bullying of any kind. Physical violence or bullying toward a Club member or a staff member can be grounds for immediate dismissal.**

BGCCC's behavioral modification strategy is to encourage/reward positive behavior and discourage negative behavior. Negative behavior results in loss of privileges (such as sitting out of a group activity or suspension from a field trip). To ensure the best possible Club experience for all of our members, severe or continued negative behavior can result in suspension or removal from the Club.

The following behaviors will not be tolerated and may be cause for immediate suspension or dismissal from the Club. *Please note that the BGCCC Code of Conduct also applies to behavior while your child is being transported by a BGCCC bus. Violation of the Code of Conduct or failure to follow the directions of BGCCC staff while in transit from a school to the branch facility, could result in the lost of transportation privileges.*

- Physical violence or threat of violence toward another child or staff member
- Verbal abuse of another child or staff member
- Damage to any property, equipment, or another child's belongings
- Theft of any kind
- Disruption of activities
- Bullying or belittling
- Disruptive behavior on the bus/van

In addition to the behaviors listed above, there are other violations that may result in a loss of privileges inside the Club, temporary suspension from the Club, or permanent removal from the Club. These decisions are made on an individual basis and are at the discretion of the Branch Director and the BGCCC Administrative Staff. If your child is suspended or removed from the Club for behavioral problems, a refund is not provided.

These violations include (but are not limited to):

### **Minor Violations**

*(First offense will typically result in a verbal warning. Second offense will typically result in a loss of privileges. Third offense will typically result in a suspension from the Club. Fourth offense may result in removal from the Club.)*

- Improper dress- to include sagging, head covers of any kind, or inappropriate clothes that reveal too many personal attributes
- Minor teasing or crude language (not including profanity)
- Failure to follow the verbal instructions of Club staff
- Littering or failure to pick up after oneself
- Minor harassment/disrespect of Club members or staff
- Disrespect of the Club rules or guidelines
- Rough housing/horse play

### **Major Violations**

*(Consequences for these offenses will be determined on an individual basis. Any of these offenses can result in a significant loss of privileges, a suspension from the Club, or removal from the Club.)*

- Physical violence
- Fighting
- Bullying
- Excessive arguing
- Profanity
- Vandalism or abuse to building, property or equipment
- Theft
- Smoking
- Use of alcohol or narcotics
- Possession of weapons
- Disruptive behavior on Club vans or buses
- Major harassment of other Club members or staff

- Being in unauthorized area of building



**BOYS & GIRLS CLUBS**  
OF COLLIN COUNTY

## Policies for Protection of Youth



### Overview

The Boys & Girls Clubs of Collin County's priority is to ensure that every member is safe and protected. We do this by providing policies that will be the foundation for club safety and operations. The following policies listed below are designed to ensure the physical and emotional safety of club's members, staff, and volunteers.

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# Child Abuse Prevention Policy (Page 1 of 2)

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

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

## *DEFINITIONS*

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

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

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

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

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

## *REQUIRED TRAINING*

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

Before providing services to young people, and annually thereafter:

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

# Child Abuse Prevention Policy (Page 2 of 2)

Annually:

- All the policies, including all safety policies, for Boys & Girls Clubs of Collin County.

## *PHYSICAL INTERACTIONS*

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

<b>Appropriate</b>	<b>Inappropriate</b>
Side hugs Handshakes High-fives and hand slapping Holding hands (with young children in escorting situations)	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 Clubs of Collin County is required to maintain appropriate verbal interactions with minors. Appropriate and inappropriate interactions include but are not limited to the following:

<b>Appropriate</b>	<b>Inappropriate</b>
Positive reinforcement Child-appropriate jokes (no adult content) Encouragement Praise	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 Clubs of Collin County prominently displays BGCA-approved collateral that shares ethics hotline, crisis text line and safety helpline information with members, staff, volunteers, and families. We also share all safety policies with parents and guardians upon receiving a youth membership application.

## Prohibition of Private One-on-One Interaction Policy (Page 1 of 3)

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

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

Exceptions may only be made when delivering medical or counseling services by a licensed, trained therapist or similar professional. All exceptions shall be documented and provided 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:
  - Meeting behind closed doors (in rooms without windows or visible sightlines) or any spaces that are not visible to others.
  - One staff member transporting one member in a vehicle.
  - Electronic communications (text, video, social media, etc.) between one member and one staff member or volunteer.
- **Public contact/communication** is any communication or meeting, in person or virtual, that is between at least three individuals, including two staff and one member, one staff and two members or variations of these combinations. Examples of public contact include but are not limited to:
  - Meeting in plain sight of others (e.g., in a quiet corner of an active games room).
  - Transporting members via public transportation (bus, taxis, train, air, etc.) or transporting multiple members.
  - Electronic communications (text, video, social media, etc.) between multiple members and adults (e.g., group chats).

## Prohibition of Private One-on-One Interaction Policy (Page 2 of 3)

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

### *Impact on transportation to and from the Club*

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

## Prohibition of Private One-on-One Interaction Policy (Page 3 of 3)

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



# Supervision and Facilities Policy (Page 1 of 2)

## *SUPERVISION*

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

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

## *RESTROOM USAGE*

Boys & Girls Clubs of Collin 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.
- Club will either have single-user restrooms or multi-user restrooms with single stalls that can be secured from the inside.
- When using restrooms at public facilities during field trips, a minimum of three youth will be escorted by one staff member, who will wait outside the main entrance of the restroom.

## *RESTROOM MONITORING*

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.
- Prohibiting younger children and teens from sharing a restroom.
- Positioning staff near restroom entries to maintain auditory supervision of space.
- Designing or renovating multi-user restrooms to eliminate outer doors, while maintaining privacy with individual stalls.

Staff observing unacceptable restroom conditions or incidents shall:

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

## *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.

## Supervision and Facilities Policy (Page 2 of 2)

### *FACILITY CONDITION*

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

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

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

### *FOOD AND DRINK*

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



# Screening and Onboarding Policy (Page 1 of 2)

Boys & Girls Clubs of Collin 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*

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

Fingerprint-based record searches is used with criminal background checks:

- 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.
- 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 are considered when making employment or volunteer decisions, and Boys & Girls Clubs of Collin County will not employ potential staff or engage potential volunteers if such individual:

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

## *INTERVIEWING*

Boys & Girls Clubs of Collin County will conduct in-person behavioral-based interviews with every candidate for employment or program volunteer service.

## Screening and Onboarding Policy (Page 2 of 2)

### *REFERENCE CHECKS*

Boys & Girls Clubs of Collin 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, Boys & Girls Clubs of Collin County provides reference materials when asked by other Member Organizations.

### *STAFF AND VOLUNTEER ONBOARDING*

Upon offer of a position, each new Club employee receives 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
- Any other important employment-related information.

Before working with any Club members, all staff and volunteers at a minimum is 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 Abuse Prevention Trainings** approved by BGCA.



# Drug and Alcohol-Free Workplace Policy (Page 1 of 2)

## *DRUG AND ALCOHOL POLICY*

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

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

Boys & Girls Clubs of Collin County further reserves the right to take any and all appropriate and lawful actions necessary to enforce this drug- and alcohol-free workplace policy, including but not limited to the inspection of organization-issued lockers, desks, or other suspected areas of concealment, as well as an employee's personal property when the organization has reasonable suspicion to believe that the employee has violated this policy.

## *SMOKING POLICY*

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

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

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

## *REASONABLE SUSPICION*

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

## Drug- and Alcohol-Free Workplace Policy (Page 2 of 2)

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

- Odors (smell of alcohol, body odor or urine)
- Movements (unsteady, fidgety, dizzy)
- Eyes (dilated, constricted or watery eyes or involuntary eye movements)
- Face (flushed, sweating, confused or blank look)
- Speech (slurred, slow, distracted mid-thought, inability to verbalize thoughts)
- Emotions (argumentative, agitated, irritable, drowsy)
- Actions (yawning, twitching)
- Inactions (sleeping, unconscious, no reaction to questions)

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

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

### *INSPECTION AND TESTING*

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

Screening, testing and security measures may be used as methods of enforcement, as permitted by applicable state law. It is a violation of this policy to refuse to submit to testing. Tests that are paid for by the organization are the property of the organization, and the examination records will be treated as confidential and held in separate medical files. However, records of specific examinations will be made available, if required by law or regulation, to the employee, persons designated and authorized by the employee, public agencies, relevant insurance companies and/or the employee's doctor.

### *PRESCRIPTION MEDICATION AND LEGAL DRUGS*

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

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

# Incident Management Policy (Page 1 of 2)

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

## *GENERAL INCIDENT DESCRIPTION*

Safety incidents can include but are not limited to:

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

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

## *INTERNAL INCIDENT REPORTING*

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

The following information shall be included on an Incident Report:

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

## *EXTERNAL INCIDENT REPORTING*

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

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

# Incident Management Policy (Page 2 of 2)

## *INCIDENT INVESTIGATION*

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

Federal, state, and local criminal and or mandated child abuse reporting laws must be complied with before any consideration of an internal investigation. The internal investigation should never be viewed as a substitute for a required criminal or child protective services investigation.

If an incident involves an allegation against a staff member, volunteer or Club member, the Club shall suspend that individual immediately (employees with pay) and maintain the suspension throughout the course of the investigation.

## *BGCA CRITICAL INCIDENT REPORTING*

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

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

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

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

# Technology Acceptable Use Policy (Page 1 of 5)

## *CLUB MEMBER USAGE*

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

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

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

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

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

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

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

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

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

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

- Obscene, profane, lewd, vulgar, rude, inflammatory, threatening, or disrespectful language or images typed, posted, or spoken by members
- Information that could cause damage to an individual or the Club community or create the danger of disruption of the Club environment
- Personal attacks, including prejudicial or discriminatory attacks
- Harassment (persistently acting in a manner that distresses or annoys another person) or stalking of

## Technology Acceptable Use Policy (Page 2 of 5)

others

- Knowingly or recklessly posting false or defamatory information about a person or organization; or
- Communication that promotes the destruction of property, including the acquisition or creation of weapons or other destructive devices.

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

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

Examples of cyberbullying include, but are not limited to:

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

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

**Monitoring and inspection:** Boys & Girls Clubs of Collin County reserves the right to monitor, inspect, copy, and review files stored on Club-owned devices or networks. In addition, Boys & Girls Clubs of Collin County reserves the right to inspect and/or review personally owned devices that are brought to the Club.

Parents/guardians will be notified before such an inspection takes place and may be present, at their choice, during the inspection. Parents/guardians may refuse to allow such inspections, but the member may be barred from bringing personally owned devices to the Club in the future.

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

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

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

**Digital citizenship:** Club members shall conduct themselves online in a manner that is aligned with the Boys & Girls Clubs of Collin County Code of Conduct. The same rules and guidelines members are expected to follow offline (i.e., in the real world) shall also be followed when online. Should a member behave online in a manner

## Technology Acceptable Use Policy (Page 3 of 5)

that violates the Boys & Girls Clubs of Collin County Code of Conduct, that member shall face the same discipline policy and actions they would if their behavior had happened within the physical Club environment.

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

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

### *STAFF AND VOLUNTEER USAGE*

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

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

**Personally owned devices:** Shall include all 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 Clubs of Collin County reserves the right to monitor, inspect, copy, and review a personally owned device that is brought to the Club. Staff may refuse to allow such inspections. If so, the staff member may disciplinary action up to and including termination

**Loss and damage:** Staff are responsible for always keeping devices with them. 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.

# Technology Acceptable Use Policy (Page 4 of 5)

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 Clubs of Collin County 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 Clubs of Collin County 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 always keeping devices with them. 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

## Technology Acceptable Use Policy (Page 5 of 5)

password of at least six characters or numbers, though some devices utilize fingerprint or other biometric technologies.



## Transportation Policy (Page 1 of 2)

Boys & Girls Clubs of Collin County is committed to providing a safe environment and enforces the following transportation policy for members, staff, volunteers, and other adults. Boys & Girls Clubs of Collin County only provides transportation to club from school and to and from various approved off-site locations, such as field trips. 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 is being operated 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.

## Transportation Policy (Page 2 of 2)

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

### *ACCIDENT OR EMERGENCY PROTOCOL*

- 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.



# Emergency Operations Plan Policy (Page 1 of 1)

## EMERGENCY OPERATIONS PLAN (EOP)

Boys & Girls Clubs Emergency Operations Plan is included in its Safety and Crisis Manual. The plan encompasses the following elements:

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

## EOP ANNUAL REVIEW

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

## FIRST AID AND CPR TRAINING

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

## KEY DEFINITIONS

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

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

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



**BOYS & GIRLS CLUBS  
OF COLLIN COUNTY**

**Covid-19 Insert**

**Dear Boys & Girls Clubs Families and Friends,**

The Boys & Girls Clubs of Collin County will continue to prioritize the safety of our staff and members through this difficult time. Each of us has been affected by this widespread virus. While we are optimistic and, dare we say, excited, about the ability to remain open, we will proceed with extreme caution.

We are monitoring the current state of Covid-19 diligently and will continue to operate with limitations in place as long as we are able to provide a safe environment for young people. As always, we place the safety of our club members and staff at the highest level.

To ensure their safety, BGCCC has implemented the following protocols and procedures in accordance with the recommendations of the Centers for Disease Control & Prevention (CDC) and the guidance of Boys & Girls Clubs of America (BGCA).

**Precautions at Home**

- Any club member who has a parent / guardian that is self-quarantining cannot visit the club for 14 days.
- Stay home as much as possible, especially if you or your child feels sick or have a serious underlying health condition.
- Cover your nose and mouth with a cloth cover when you're around others.
- Wash your hands often throughout the day and avoid touching your face.
- Clean and disinfect frequently touched surfaces.

**Precautions at Boys & Girls Clubs**

- All club members are asked to provide and wear a face covering while in attendance. Club members will need to supply face covering and wear each day to the club.
  - In the event of medical conditions please discuss with Branch Director prior to registration.
- Based on guidelines from the CDC Parents / Guardians will not be allowed access to enter the facility upon drop-off or pick-up.
- All club members are asked to bring their own water bottles. As drinking fountains will be closed.
- Per CDC guidelines please advise your child if he/she is bringing any electronic devices they are not allowed to share with other club members. Please reinforce.
- BGCCC will be providing dinner following social distancing & CDC guidelines.
- Club members that are sick or exhibiting symptoms are required to stay home and won't be permitted into the program.
- Club members who become sick during Club time will be immediately isolated / separated and parent / guardian will be contacted for immediate pickup.

- Club members may not return to the BGCCC until they are symptom and fever free for 48 hours.
- All staff members are required to wear masks based on CDC recommendations.
- Program spaces and materials will be disinfected after each activity and before closing for the evening. Staff will perform daily, routine cleanings
- In addition to daily cleaning the BGCC has hired a professional company to complete a thorough cleaning and sanitizing of the facility.
- Social distancing practices will be followed. Club members and staff members will be asked to remain 3-feet apart and in the following spaces: bathrooms, cafeteria, classrooms, and playgrounds.
- To help enforce BGCCC safety efforts we ask that all Parents / Guardians review all above information with club members prior to attending BGCCC.
- Screening for signs and symptoms will be conducted for all BGCCC club members and staff before entering the building.
- If any of the following is exhibited parents will be contacted to pickup child:
  - fever greater than 100.4 degrees (F)
  - cough
  - shortness of breath/difficulty breathing
  - sudden loss of smell or taste
  - other signs of illness (headache, sore throat, general aches/pains, fatigue/weakness/extreme exhaustion)

### **Pick-Up Precaution**

- Designated Staff will greet parent at outside table for pickup and drop off
- Parents must adhere to social distancing.
- Parents must wear mask at pick-up.
- Parents and guardians are limited to one person per family during pick-up. Ideally, this should be the same individual each day.
- During high traffic pick-up times, parents and guardians must be patient and remain in line according to arrival.
- Club Members with parents/guardians who are self-quarantining due to close contact with COVID-19 cannot attend the club
- Outside visitors will be strictly limited and subject to same procedures for staff and members

In the event of a positive COVID-19 case at a Boys & Girls Clubs of Collin County the BGCCC will follow CDC guidelines.

### **Facility Tours**

Due to Covid-19 the Boys & Girls Clubs of Collin County will not be conducting tours during program hours. All tours must be scheduled and confirmed with Branch Director during business office hours 10:30 a.m. -2:00 p.m. Mon-Fri or via special request confirmation for weekends.

If you have any additional questions, please contact your Branch Director directly for further assistance.

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**BOYS & GIRLS CLUBS**  
OF COLLIN COUNTY

**Receipt and Acceptance of Parent Handbook**

I have received a copy of the 2025 Boys and Girls Clubs of Collin County Parent Handbook and acknowledge that I am responsible for reading and understanding the policies and practices described within it.

\_\_\_\_\_  
Parent Signature

\_\_\_\_\_  
Parent **Printed** Name

\_\_\_\_\_  
Date

Please **print** child (children's) name(s) below:

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_