

2024-2025 FAMILY HANDBOOK



BOYS & GIRLS CLUB OF EDEN - LAKE SHORE

Eden Site
8284 N Main St
Eden, NY 14057
716-992-2702

Lake Shore Site
W.T. Hoag Educational Center
42 Sunset Blvd
Angola, NY 14006
716-926-2119

www.bgcedenlakeshore.org

[For a complete set of our safety policies please visit our website at www.bgcedenlakeshore.org](http://www.bgcedenlakeshore.org)

Table of Contents

- About Us and Mission Statement Page 3
- Letter from the Board.....Page 4
- Youth Bill of Rights..... Page 5
- Responsibilities of the Program..... Page 6
- Responsibilities of the Parent..... Page 6
- Responsibilities of the Club Member..... Page 6-7
- Supervision Policy..... Page 7
- Parent Communication..... Page 7
- Code of Conduct..... Page 7-8
- Non-Harassment, Anti-Discrimination & Sexual Harassment Prevention Policy Page 8-9
- Major and Minor Incident Policy..... Page 10-11
- Technology Acceptable Use Policy.....11-16
- Bullying... What is it? How do I help?..... Page 16-17
- Child Safety..... Page 18
- Emergency and Evacuation Plan..... Page 19
- Program Activity and Schedule..... Page 19
- Healthcare Policies..... Page 19-20
- Child Abuse, Maltreatment and Reporting..... Page 20
- Transportation Policy and Plan..... Page 120
- Media Policy..... Page 20
- Valuables & Electronics.....Page 20
- Snack Shack....Page 21
- Parent Pick up/ Walkers....Page 21
- Additional Information and Contacts Page 21
- Parent and Child Sign Off..... Page 22

About Us and Mission Statement

Great Futures Start Here

For over 20 years the Boys & Girls Club of Eden - Lake Shore have been providing after school programming to youth ages 6-18. Our Club provides quality programming for more than 100 youth in the areas of character and leadership development, educational enhancement, career preparation, health and life skills, the arts, and sports, fitness and recreation.



Our Mission

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

A Letter from the Board

Our mission at our club houses is to inspire, enable and provide resources to all young people of Eden and Lake Shore to realize their full potential as productive, responsible and caring citizens. The Boys and Girls Club of Eden-Lake Shore is a nonprofit organization, which means we rely on generous donations as well as fundraising opportunities to cover the costs of running our clubs smoothly. In order to expand and grow in areas of programming, outdoor/ indoor activities, *we need your help!*

There are numerous ways to help. One of the most important ways is helping with our fabulous fundraisers. This year we are asking if any parents, family members or friends have the ability to give a little bit of your time to help with these fundraising events. Areas we are looking for you to help are selling tickets for events, coming to the events and volunteering your time, or any other qualities you have that would help us.

Some of our major events that we generally host throughout the year that we desperately need your help are:

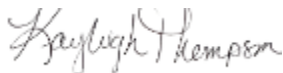
- Meat Raffles (Fall and Spring) – selling tickets, auction baskets, and volunteering during the event
- Outdoor Raffle (April) – selling tickets, volunteering during the event
- Cornfest Parking (Aug) – mowing our field, donation of parking materials (ex. cones, parking barriers), volunteering to help collect money and park cars
- Holiday Raffle (Nov/ Dec) – selling tickets, donations towards packages

This list is just a scratch of what we do, we are always looking for people to join our board committees to share any expertise they may have to help our organization. We also welcome any help fixing things around the club. If you are able, willing or have any ideas for us please let us know. I can be reached via email at kthompson@bgedenlakeshore.org.

You may also contact our Executive Michelle Wilson at 716-992-2702 X101,

We truly appreciate all the support we get from our members and their families, and we look forward to your help as we continue to grow and provide your children and our communities with as much as we can in the future.

Sincerely,



Kayleigh Thompson
President of Board of Directors

Boys & Girls Club of Eden - Lake Shore Youth Bill of Rights



I have the right....

1. **To Be Here.** You have the right to be here, to grow here, to learn here, to flourish here. You have a right to be here no matter your race, gender, faith, ethnicity, country of origin, orientation, or economic status.
2. **To Feel and Be Safe, and Cared for.** You have the right to be in a safe environment, with safe and caring people, teachers, staff, and surroundings.
3. **To Dignity.** You have the right to be treated well with kindness, respect, and dignity.
4. **To Choose your Path.** You have the right to make informed, well thought out decisions about your future. You have the right to move forward always at a pace that meets you where you are and pushes you to be the best you can be.
5. **To be Curious.** You have the right to ask questions, to explore your interests and concerns, and to be supported in answer seeking.
6. **To be Free of Fear.** You have the right to be free from fear due to bullying, harassment, intimidation, aggression, violence, and discrimination.
7. **To an Education.** You have the right to an education of the body, mind, and soul, to ensure that you are prepared for your bright future. Learning comes in many forms - mentorship, lessons, practices, and integration.
8. **To have Access.** You have the right to have access to the building and grounds, to a learning experience that is conducive to your needs, relationships that nurture you, and opportunities to excel.
9. **To Transparency.** You have the right to know the policies, procedures, and reasons behind decisions and operations in all that your teachers, mentors, and advisors do.
10. **To Dream.** You have the right to dream. You have the right to realize those dreams. You have the right to work for them, ask for help in them, and to achieve them.

Responsibilities of the Program:

It is the responsibility of the Boys & Girls Club of Eden - Lake Shore that we will provide a safe and nurturing environment for all members. Daily we provide welcoming staff, healthy snacks, and purposeful program activities to our members. We implement safety measures to ensure that our members feel secure at our club locations. We will communicate efficiently with parents about the child's accomplishments, needs and any issues that arise.

We will always listen to the concerns of our families, and aim to create a learning environment for all families regardless of race, creed, religion, sexuality, gender, country of origin, disability, or citizenship.

Responsibilities of the Parent:

As a parent of a member of the Boys & Girls Club of Eden - Lake Shore, we are excited that you have joined us! We expect that you uphold our Code of Conduct and role model positive behavior in all aspects of the Club.

We expect that you communicate any needs of your child as they arise. This includes health or medical issues, changes to membership application information and any school related issues. Parents are expected to pick up their child at the appropriate program conclusion time or they could incur a late fee.

Parents must complete applications in their entirety before their children are accepted into the program.

We expect children to participate in programming

Responsibilities of the Club Member:

As a youth who is a member of the Boys & Girls Clubs of Eden-Lake Shore, we are excited that you have joined us for fun at our Lake Shore Clubhouse! We hope that a Club Member will be inspired, and enabled for brighter futures. We hope that you will reach your potential as productive, responsible and caring citizens.

We expect that you uphold our Code of Conduct in all aspects of attending the Club. We expect that you will listen and abide by the rules and regulations of the rooms, policies of the Club, and adhere to any additional policies that the organization has. We expect Club members to be positive and have good manners, show kindness, and help build a positive community.

We expect that you participate fully and often, as well as to try your hardest in everything that you do. **Regular attendance is KEY!** We expect you to be open to new experiences, meeting new people, friends, and build positive relationships. We are lucky to have you and to get to know you.

We expect you to be safe while in the Club so that you can be safe outside of the Club as well. This includes being anti-bullying, notifying staff of danger, being safe with your hands, feet, and words. We expect that if you are sick, for you to stay home.

We expect youth to have a voice about their future. We will provide you with tools to boost your confidence and ideas, but also will have an open door for you to voice your concerns appropriately.

We expect you to be accountable for yourself and your actions, just as adults are accountable for themselves and their actions.

Supervision Policy:

All youth will be supervised by our staff at all times while in the program, with the exception of in the bathrooms. No more than one youth at a time may use any of our bathroom facilities to ensure privacy.

Parent Communication:

At the Boys & Girls Club of Eden - Lake Shore we strive to keep parents involved in their children's care. If there is an issue with a member the parent will be contacted by either the Operations Manager, Site Director, or Site Manager. If you have any questions or concerns please feel free to contact the Site Director or Operations Manager.

The Boys & Girls Club of Eden - Lake Shore will generate and keep emergency contact lists to be updated annually. The parents will be notified by a designated individual such as a Site Director, or Site Manager in the case of an emergency. Phone calls could be made from the club phone, where applicable, or personal cell phones depending on the situation. Please note that all emergency contact numbers and addresses need to be kept up to date for this purpose. Contact your Site Director, or Site Manager for any updates in information.

Emails - Emails will be sent for the purpose of communicating information about the Club. It is our intent to keep these emails brief and informative and not to clutter your inbox. Please read them as they provide important information .

Code of Conduct

At the Boys & Girls Club of Eden - Lake Shore, the safety of our members is our primary concern and therefore we have no tolerance for fighting or bullying. Acting in an aggressive manner with the intent of harm to another child they will be suspended. We understand each altercation is different and some incidents are more severe than others; therefore, our discipline may vary depending on each individual incident.

Code of Conduct:

1. Positive Attitude! Be honest and respectful to other members, staff and all club equipment.
2. Respect each other by not doing harm to another person or object verbally or physically
3. Keep hands and feet to yourself at all times.
4. Use positive language at all times.

5. Remember to pick up after yourself and to leave spaces cleaner than when you arrived.
6. Both the Eden and Lake Shore sites are Bully Free Zones. Instances of bullying can result in a suspension at the discretion of the Clubhouse
7. Resolve disagreements in a positive way. Reach out to a staff member if you need help in resolving conflict. Come to a mutual agreement that is beneficial for both parties.
8. **Cell phones are NOT allowed except under explicit permission from the director** - If necessary any member needing to use a phone will be permitted to use the front desk landline.
9. Topics deemed as inappropriate by staff will not be disclosed unless in organized settings. (Drugs/alcohol, sexual and physical health, etc.)
10. Display empathy! Try to understand how others feel.

Non-Harassment Anti-Discrimination and Sexual Harassment Prevention Policy:

All Parents, Members, and Staff are expected to follow this policy as written in the Employee Handbook duplicated in its entirety below.

Boys and Girls Club is committed to providing a work environment in which employees are treated with respect, fairness and dignity, and that is pleasant, healthful, comfortable and free from intimidation, hostility, harassment (including sexual harassment), discrimination or other offenses which might interfere with work performance. Harassment, including sexual harassment, is against the law and will not be tolerated. Harassment is offensive, is a violation of our policies and subjects Boys and Girls Club to liability for harm to victims of harassment. Harassers may also be subject to liability. Failure to comply with this policy will result in disciplinary action, up to and including termination. The use of organization facilities, property or equipment (including email and voicemail) to send, distribute, duplicate, store or display discriminatory or harassing materials is prohibited. This Policy applies to all employees, applicants for employment, interns, whether paid or unpaid, contractors and persons conducting business with Boys and Girls Club.

What Is Harassment?

Harassment can take many forms. It may include, but is not limited to, words, signs, offensive jokes, cartoons, pictures, posters, e-mail jokes or statements, pranks, intimidation, physical assaults or contact, or violence. Please review our Policy below and address any questions to your manager, any other member of management. Our Policy We believe that all employees are entitled to a work environment free from discrimination or harassment, including sexual harassment. We strictly prohibit any conduct which constitutes harassment based on race, color, citizenship status, religion, creed, age, weight, sex, disability, marital or familial status, parental status, pregnancy, military or veteran status, political affiliation, ancestry, national origin, gender, gender identity, gender expression, transgender status, sexual orientation, or any other factor protected by law. Disciplinary actions will be taken against any employee guilty of committing such conduct. This policy is based on Title VII of the Civil Rights Act, as amended, and other federal, state and any applicable local laws, as well as court decisions. Harassment is defined as any unwelcome verbal or physical conduct, which is based on an employee's personal characteristics when:

- Submission to the harassment is made either explicitly or implicitly a term or condition of employment;
- Submission to or rejection of the harassment is used as a basis for employment decisions affecting an individual's employment;
- The harassment has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment, even if the complaining individual is not the target of the harassment. Sexual Harassment includes harassment on the basis of sex, sexual orientation, gender identity, and transgender status. Examples that are strictly prohibited include, but are not limited to: • Sexually-oriented language, verbal abuse or "kidding", "teasing", or "joking"; verbal comments about an individual's body or their appearance;

sexuality or sexual experience • Using sexually oriented, degrading or demeaning words to describe an individual • Unwanted sexual advances, propositions, molestation or attempts to commit assaults • Unwelcome or repeated requests for dates or other social engagements • Unwanted, offensive, abusive touching, pinching, grabbing or other physical contact • Unwelcome requests or demands for sexual favors accompanied by promises or threats • Displaying sexually suggestive, demeaning or pornographic objects or pictures in the workplace • Sexually oriented looks, noises or gestures, whistles, cat calls, etc. • Interference with another individual's work performance through any type of sexually-oriented activity • Creating a work environment that is hostile or offensive because of sexually- oriented or other conduct that interferes with another person's ability to do the job

Unlawful sexual harassment is not limited to the physical workplace itself. It can occur while employees are traveling for business or at employer sponsored events. Calls, texts, emails and social media usage by employees can constitute unlawful workplace harassment, even if they occur away from the workplace or not during work hours. Other types of harassment include but are not limited to: • Verbal abuse or kidding that speaks about another person's personal characteristics • Using derogatory words, phrases or epithets regarding another's personal characteristics • Non-verbal actions such as the use of gestures, eye-rolling, disrespectful or dismissive body language • Making threats to another person in words, gestures or pictures • Interfering with, destroying or damaging a person's workstation, tools or equipment or otherwise interfering with another's ability to perform their job • Comments about an individual's skin color or other racial/ethnic characteristics • Unwelcome comments about an employee's religious beliefs • Unwelcome comments regarding an employee's birthplace or ancestry • Unwelcome comments about an employee's age • Unwelcome comments about an employee's mental or physical abilities • Unwelcome comments about an employee's sexual orientation or gender identity • Other conduct, even if acceptable to some employees, which creates a working environment that may be considered by others to be offensive or hostile

Supervisory Responsibilities In fulfilling their obligation to maintain a positive and productive work environment, supervisors are expected to halt any harassment of which they become aware. They are required to report any complaint they receive, or any harassment they observe to any member of senior management. Any supervisor who fails to report suspected harassment or knowingly allows harassment to continue will be subject to disciplinary action.

Reporting Harassment Any employee who believes they have been harassed by a coworker, supervisor, customer or vendor should bring the matter to the attention of their supervisor or any member of management. Boys and Girls Club has developed a complaint form for employees to report harassment. It can be found on the organization intranet, or obtained from Boys and Girls Club. If an employee is not comfortable completing a complaint form, a verbal report can also be made to any supervisor or any member of management.

Investigations All complaints of harassment will be investigated promptly, fully and fairly, ensuring due process for all parties whenever management receives a complaint. Witnesses who may have observed any harassment will be interviewed and the results of any investigation will be shared with the employee who made the complaint. Appropriate corrective action up to and including termination will be taken whenever harassment is found to have occurred after the completion of an investigation. All employees are required to cooperate with any internal investigation of harassment. Confidentiality will be maintained to the maximum extent possible. If there is a legitimate business need, you may be directed to maintain confidentiality of the investigation.

Retaliation We will also ensure a no retaliation policy against an employee who, in good faith, reports harassment, provides information, or assists in any investigation of any harassment complaint. If an employee believes retaliation has taken place, they need to notify their supervisor or any member of management so appropriate action may be taken.

Recourse Employees have the legal right to a workplace free from harassment, including sexual harassment. Employees can enforce that right by filing a complaint internally, or with a government agency such as the Federal EEOC, or NYS Division of Human Rights (DHR), or in court under federal, state or local anti-harassment and discrimination laws.

Major and Minor Incident Policies:

Incidents are classified as the following:

Minor Incidents	Major Incidents	Extreme Incidents	Special Circumstances
<ul style="list-style-type: none"> ● Inappropriate language or yelling ● Attention seeking behaviors ● Misuse of club equipment ● Being out of assigned area ● Not keeping hands to self 	<ul style="list-style-type: none"> ● Bullying ● Disrespecting club staff or other members ● Defiant behavior ● Horseplay ● Repairable vandalism ● Confrontation without harm ● Harassment 	<ul style="list-style-type: none"> ● Vandalism ● Violent behavior ● Theft ● Threatening other members or staff ● Drug possession ● Weapon possession ● Encouraging or instigating a fight ● Sexual Harassment and assault 	<ul style="list-style-type: none"> ● Unable to succeed in a 20:1 environment
<p>All behaviors and classifications are at the discretion of staff members and the Site Director and/ or Manager. Every situation will be reviewed by the Site Director and/ or Manager to ensure fairness of all members involved. Safety of members is our number one priority and any member who displays unsafe behaviors will be removed.</p>			

If one or more of the above mentioned rules or incidents occur the member is subject to the following consequences:

First offense: The member will receive a verbal warning as a reminder of the rule they broke.

Second offense: The member will be removed from the activity and will discuss with a staff member the rule they broke and why we enforce that rule.

Third offense: The member will be removed from the activity. A staff member will contact the parent/guardian and ask them to pick up their child.

Fourth offense: The member will serve a suspension from the Club. The number of days will be determined by the severity of the member's actions.

Extreme behavior: The Boys & Girls Club of Eden - Lake Shore reserves the right to contact local law enforcement in any situation that warrants such action. The member will serve a suspension from the Club. The number of days will be determined by the severity of the member's actions. Repeat offenders or extreme scenarios can and will result in expulsion from the program. Extreme Behaviors can be cause for immediate termination of membership, without warnings.

Technology Acceptable Use Policy

The Boys & Girls Club of Eden-Lake Shore 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.

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 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 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 Club Eden-Lake Shore 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 keeping devices with them at all times. 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 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 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.

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 Eden-Lake Shore 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.

Parental notification and responsibility: While the Boys & Girls Club of Eden-Lake Shore 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 Club of Eden-Lake Shore to monitor and enforce a wide range of social values in student use of the internet. If parents/guardians do not want members to access information beyond the scope of the Technology Acceptable Use Policy, they should instruct members not to access such materials.

Digital citizenship: Club members shall conduct themselves online in a manner that is aligned with the Boys & Girls Club of Eden-Lake Shore 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 that violates the Boys & Girls Club of Eden-Lake Shore 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 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: 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 aren't 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 Eden-Lake Shore 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 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 wellbeing 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 Eden-Lake Shore 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 (local name) 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.

Bullying - What is it? What should I do?

Taken from StopBullying.gov:

Definition:

Bullying is unwanted, aggressive behavior among school aged children that involves a real or perceived power imbalance. The behavior is repeated, or has the potential to be repeated, over time. Both kids who are bullied and who bully others may have serious, lasting problems.

In order to be considered bullying, the behavior must be aggressive and include:

An Imbalance of Power: Youth who bully use their power—such as physical strength, access to embarrassing information, or popularity—to control or harm others. Power imbalances can change over time and in different situations, even if they involve the same people. **Repetition:** Bullying behaviors happen more than once or have the potential to happen more than once.

Bullying includes actions such as making threats, spreading rumors, attacking someone physically or verbally, and excluding someone from a group on purpose.

There are four types of bullying:

- Verbal bullying is saying or writing mean things. Verbal bullying includes:
 - Teasing
 - Name-calling
 - Inappropriate sexual comments
 - Taunting
 - Threatening to cause harm

- Social bullying, sometimes referred to as relational bullying, involves hurting someone's reputation or relationships. Social bullying includes:
 - Leaving someone out on purpose
 - Telling other children not to be friends with someone
 - Spreading rumors about someone
 - Embarrassing someone in public

- Physical bullying involves hurting a person's body or possessions. Physical bullying includes:
 - Hitting/kicking/pinching
 - Spitting
 - Tripping/pushing
 - Taking or breaking someone's things
 - Making mean or rude hand gestures

- Cyber bullying - Cyberbullying is bullying that takes place over digital devices like cell phones, computers, and tablets. Cyberbullying can occur through SMS, Text, and apps, or online in social media, forums, or gaming where people can view, participate in, or share content. Cyberbullying includes sending, posting, or sharing negative, harmful, false, or mean content about someone else. It can include sharing personal or private information about someone else causing embarrassment or humiliation. Some cyberbullying crosses the line into unlawful or criminal behavior.

What happens if I am being bullied?

1. Tell the person to stop immediately.
2. Notify your Youth Development Professional, a staff member, Prevention Specialist, or the Director of the Program.

Child Safety

Culture of Safety: Boys & Girls Club of Eden-Lake Shore continually updates robust safety policies, programs and training for staff and volunteers to promote child safety and protect young people from threats in our society.

Safety Policies: The Boys & Girls Club of Eden-Lake Shore maintains comprehensive safety policies that protect youth, including but not limited to policies on supervision, transportation, communication and prohibition of one-on-one contact. A full set of our safety policies can be found on our website, www.bgcedenlakeshore.org

24-hour Toll-free Child Safety Hotline: We encourage all staff, members and families to report any incident or situation they feel is unsafe. Through our national partnership with [Praesidium](http://Praesidium.com), one of the nation's leading safety experts Boys & Girls Club of Eden-Lake Shore members and staff have access to a confidential 24-hour toll-free Child Safety Hotline at [866-607-SAFE \(7233\)](tel:866-607-SAFE) or SafeClub@Praesidiuminc.com.

Mandatory Background Checks: Mandatory criminal background checks are required upon hire and annually for every staff and board member at Boys & Girls Club of Eden-Lake Shore. In addition, criminal background checks are required for any volunteer who has direct, repetitive contact with children. All potential employees and volunteers are run through Veriscreen.

Required Immediate Reporting: The Boys & Girls Club of Eden-Lake Shore staff and volunteers are all mandated reporters and are required to report any critical incident/safety concern to local authorities immediately. We are also required to report any critical incident to Boys & Girls Clubs of America within 24 hours.

Mandatory Annual Safety Assessments: We employ a multi-tiered safety assessment approach to ensure we continually make improvements to safety at our Club(s).

Safety Training: Ongoing training and supervision of staff are critical. We participate in a wide variety of child safety training through online courses, seminars, and webinars. We also engage leading third-party safety experts to provide guidance for our policies and approaches, including Praesidium, the National Center for Missing & Exploited Children and the National Children's Advocacy Center.

Safety Committee: The Boys & Girls Club of Eden-Lake Shore has a dedicated Board-led Safety Committee to provide input and guidance on local policies and safety strategies.

Mandatory Employee Reference: Any employee interested in moving to another Boys & Girls Club is required to have a reference from their previous Club, even if the Clubs are within the same community.

State and Local Laws: We comply with federal, state and local safety laws, including those impacting facilities and vehicles.

Emergency and Evacuation Plan:

Evacuation Plan	
In the event of an emergency an alarm/whistle will notify the children to evacuate the building. They will be brought to their designated safe location outside. Local authorities will be notified to come and clear the building. If determined that the building is unsafe, children will be relocated to the sites noted below. The children will be walked to the primary or secondary sites as they are a short walking distance. Parents will be contacted by the designated staff members to inform of the relocation.	
Primary Relocation Site	Secondary Relocation Site
Eden - Behind basketball court	Eden - Eden Elementary
Lake Shore - Front Flag Pole	Lake Shore - JT Waugh

All program locations have been prepped to shelter-in-place in the event of an emergency that leaves your child in our care longer than expected program time. Boys and Girls Club of Eden - Lake Shore has a plan in place to keep the children safe and occupied if they are unable to leave the building. We have a food supply, program materials and a safe clean resting space for all of our children. Parents will be notified and updated as necessary if we are sheltering-in-place.

Program Activities and Schedule:

Activities are subject to change depending on season and staffing.

Daily:

Arts & Crafts - Programs that foster creativity and skill building.

Recreational Activities - Programs that are Club Member generated and supported to focus on individual interests.

Health Care Policies:

The Boys and Girls Club of Eden - Lake Shore offers well and mildly ill care only. We do not have the facilities to care for sick children. If your child is sick before school or gets sick in school, please do not send them to the Club. If your child is sick upon entering the Club, we will contact parents immediately and require them to be picked up within a half hour. If your child becomes sick while in the care of the Boys & Girls Club, you will be called and you must make arrangements to pick up your sick child as soon as possible. If you will not be able to leave work another responsible adult must be available to take your child. We will not release to anyone that is not on the Child Pick up list, so therefore, please either designate in writing (email or written) the name and phone number of the new contact, or only send those that are on the list. Please prepare all approved adults to arrive with a picture ID. We will ask for it upon pick up and will not release the member to someone that is not on the approved list.

Please do not send your child to program if they fit in the following criteria:

- The child is too ill to participate in program activities.
- The illness results in a need for care that is greater than the staff can provide without compromising the health and safety of other children
- An acute change in behavior – this could include lethargy/lack of responsiveness, irritability, persistent crying, difficult breathing, or having a quickly spreading rash
- **Fever:**
 - Temperature above 101° F [38.3° C] orally, or 100° F [37.8° C] or higher taken axillary (armpit) or measured by an equivalent method AND accompanied by behavior change or other signs and symptoms (e.g., sore throat, rash, vomiting, diarrhea, breathing difficulty or cough)
 - Please keep children home for 24 hours after the fever ends or they have completed 24 hours of medication if prescribed by your healthcare provider.
- **Diarrhea:**
 - If the diarrhea is causing soiled pants or clothing.
 - Blood or mucous in the stools not explained by dietary change, medication, or hard stools.
 - Confirmed medical diagnosis of salmonella, E. coli, or Shigella infection, until cleared by the child's health care provider to return to the program.
- Vomiting more than two times in the previous 24 hours unless the vomiting is determined to be caused by a non-infectious condition and the child remains adequately hydrated.
- Abdominal pain that continues for more than two hours or intermittent pain associated with fever or other signs or symptoms of illness.
- Mouth sores with drooling, unless the child's health care provider states that the child is not infectious.
- Streptococcal pharyngitis (strep throat or other streptococcal infection), until 24 hours after treatment has started.
- Head lice, until after the first treatment

Actions taken if child is not picked up:

If a child is not picked up at the appropriate time the designated emergency contacts will be notified. There may be a late fee associated with leaving your child in care longer than the program time as we need to then keep staff longer than their designated hours. If no one is reachable within a reasonable amount of time the local authorities may be contacted to take the child from our care.

Child Abuse, Maltreatment, and Reporting:

The abuse or maltreatment of children is against the law. The purpose of the Child Protective Services Act of 1973 is to encourage more complete reporting of child abuse

and maltreatment. The law established a Child Protective Service in each county in New York. Each Child Protective Service is required to investigate child abuse and maltreatment reports, to protect children (under 18 years old) from further abuse or maltreatment, and to provide rehabilitative services to children, parents, and other family members involved.

The New York State Office of Children and Family Services (NYS OCFS) maintains a Statewide Central Register of Child Abuse and Maltreatment (SCR) for reports made pursuant to the Social Services Law. The Boys & Girls of Eden-Lake Shore staff members are background checked through the Statewide Central Registrar of Child Abuse and Maltreatment before they are cleared to work for our agency. As staff members of this agency we are **Mandated Reporters** and will be reporting any suspect of child abuse we see in our club locations. Parents are reminded that they should report any child abuse they suspect by calling the statewide toll free number at **1-800-342-3720**.

Transportation Policy and Plans:

It is the policy of the Boys & Girls Club of Eden - Lake Shore that any member may be transported to a club location. We are not responsible for the transport from a school location to a club site, and have no jurisdiction on the bus or before. Any complaints about school busing must be made to the Lake Shore Central School District Or Eden Central School District Transportation Department and the individual school must be notified.

Media Policy:

On occasion, the Boys & Girls Club of Eden - Lake Shore will photograph events and activities for public relations and promotion on the website, media outlets, and social networking. Please notify the Site Director or Site Manager if you do not want your child to be photographed. This agreement is found within the membership application.

Valuables & Electronics:

The Club is NOT liable for any items lost or stolen at the Club. It is recommended that members do not bring valuables to the Club; you will NOT be able to lock up your valuable items you bring. They will be your responsibility. Any items left at the end of the day will be placed in the Lost and Found.

Snack Shack:

Our Snack Shack is open once a day at 4pm. We have snacks, drinks, and hot food available. All of our snacks cost \$3.00 and under.

Parent Pickup/ Walkers:

Eden Clubhouse - Please help our children stay safe and pull in and out of the parking lot slowly. Please do not pull around the building as our members may be playing in the back field. Park into a parking space and come into the building to get your member.

Lake Shore Clubhouse - Please do not pull into the circle before 4pm, as that is where the buses pull into the circle. Park in a parking spot and ring the bell. After 4pm, pull along the circle and come to the door to ring the bell.

Walking Home - Parent/Guardian must call the clubhouse and advise to staff that they are releasing the child and allowing them to walk home. A note may also be sent with the child. The note must include the time you would like your child to start walking. Phone calls and/ or notes from Emergency Contacts will not be accepted.

Additional Contacts:

Michelle Wilson

Anna Ippolito
Lake Shore Site Director
anna@bgcedenlakeshore.org
(716) 926-2119

Kelly Sterner
WRAP/ SACC Director
Lake Shore Site
kelly@bgcedenlakeshore.org
(716) 926-2475