



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

Employee Training Manual

Employee Training Manual

Section 1: Emergency Operations Plan (EOP)

Section 2: Policies for the Protection of Youth

Section 3: Injury & Illness Prevention Program

Section 4: Strategic Plan, 2021–2023

Section 5: Facility Management

Section 6: Supporting Materials & Brochures

Section 1

Emergency Operations Plan (EOP)

TABLE OF CONTENTS

EMERGENCY OPERATIONS PLAN (EOP)	1
EOP ANNUAL REVIEW	1
FIRST AID AND CPR TRAINING	1
KEY DEFINITIONS	1
GENERAL SAFETY POLICY	2
EMERGENCY PREPAREDNESS & PROCEDURAL GUIDELINES	3
ACTIVE SHOOTER - LOCKDOWN	5
BOMB THREATS OR SUSPICIOUS PACKAGES	6
CIVIL DISTURBANCE INCLUDING WEAPONS & VIOLENT BEHAVIOR	8
EARTHQUAKE	10
EVACUATION AND ASSEMBLY AREAS	12
FAMILY REUNIFICATION PROTOCOL	12
FIRE	13
FLOOD (OR BREAK IN WATER LINE)	14
GAS LINE	15
HAZARDOUS MATERIAL SPILL	15
MEDICAL EMERGENCY	15
MISSING CHILD	16
POWER FAILURE	17
SHELTER-IN-PLACE	17
TRANSPORTATION INCIDENT	17
TRAUMATIC EVENTS	19
UTILITY OR TECHNOLOGY FAILURE	20
VIOLENCE OR CRIME IN PROGRESS	21

EMERGENCY OPERATIONS PLAN (EOP)

EOP ANNUAL REVIEW

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

FIRST AID AND CPR TRAINING

All staff must hold valid First Aid/CPR certifications. Failure to comply may result in disciplinary action up to and including termination. New employees may be given up to thirty (30) days after their employment date to comply with this requirement.

KEY DEFINITIONS

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

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

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

GENERAL SAFETY POLICY

The Boys & Girls Clubs of Huntington Valley recognizes that the safety and health of its employees and youth are of primary importance. The organization's objective is to maintain a safety and health program that will keep the number of work-related injuries and illnesses to an absolute minimum.

Refer to Appendix # 1 for a copy of the Club's Safety brochure.

The employer accepts responsibility for leadership of the safety and health program, for its effectiveness and improvement and providing the safeguards required to ensure safe conditions. Supervisors are responsible for ensuring that all operations are performed with the utmost regard for the safety and health of all personnel involved, including themselves. Employees are responsible for complying with all rules and regulations and for continuously practicing safety while performing their duties.

Refer to the Club's Injury & Illness Prevention manual in Section 3 for specific employee safety guidelines.

- The Club has basic emergency procedures covering any major unanticipated event that would disrupt the delivery of services to members. These include child abuse/neglect, earthquake, fire, missing child, pool accident, transportation accident, weapons, and violent behavior.
- The Boys & Girls Clubs of Huntington Valley's Safety Committee shall assist the Board of Directors and the Chief Executive Officer on all matters related to child protection and Club safety. The committee shall meet on an annual basis or as needed to oversee and make recommendations on all aspects of safety affecting Club members, staff, volunteers, and visitors such as assessments, inspections, planning, cost estimating, training, and measurement. The Safety Committee shall consist of Club staff, at least three board members and shall report to the Board of Directors.
- All employees receive crisis management training.
 - In the event of an emergency requiring police, fire or medical response, staff should call 911. All branches are protected by fire-life-safety systems when facilities are closed.
 - In all emergency situations, no public statements are to be made by staff. All media questions should be referred to the CEO.
- All exit doors are to be kept free of obstructions and in operable condition.
- Outside assembly areas are designated for times when the buildings must be evacuated.
- When an accident occurs, a responsible adult staff is to remain with the victim to ensure that the injured is not disturbed and to keep the area clear for emergency personnel.
- The Unit Director or staff-in-charge should be notified immediately of all

emergencies, follow established procedures and direct staff to:

- Ensure the safety of all members, guests, and staff.
- Control existing injuries so they do not become worse.
- Notify the appropriate emergency authority.
- Limit damage (only after completing above) to the facility and equipment.
- Each Unit Director shall maintain a staff roster with phone numbers to communicate in an emergency.
- After an emergency, the decision to open a building should be based on the following criteria:
 - There is no threat to individual lives.
 - Operating conditions are safe and healthy.
 - Staff and resources are adequate for serving the anticipated clientele.
 - Official approval has been given by the appropriate authority to resume normal operations.
 - If the building cannot be occupied, Club staff and members should utilize the nearest safe public facilities.
- For all emergencies, as immediately as possible, the staff-in-charge should contact management in the following order until one is notified:
 - CEO
 - Director of Operations
 - Unit Director
- In the case of serious misconduct that endangers the physical or psychological welfare of members, the staff-in-charge is authorized to immediately suspend staff or volunteers engaged in the misconduct.
- In the case of a traumatic event or workplace trauma, assessment and group psychological debriefing is mandatory within 48 hours of the incident.
- First aid and emergency supplies shall be maintained to ensure an adequate supply.
- If an employee has any questions pertaining to the Club's general safety policy—they are to contact their supervisor immediately.
- Any employee that is arrested while on-duty or off-duty shall share that information with their supervisor before the start of their next scheduled shift.

Refer to Appendix #22 for the site-specific disaster management procedural guidelines.

EMERGENCY PREPAREDNESS & PROCEDURAL GUIDELINES

Disasters are a part of life and survival preparation is a common-sense insurance policy. When disaster strikes, you must be ready to act, and NOW is the time to gather your emergency supplies.

During an emergency, your survival may depend on how well you cope with emotional stress. You can remain calm if you know how to act. You stand a greater chance of doing the right thing if you have considered the possibilities of an emergency ahead of time and made plans.

At the Club, you should familiarize yourself with the location of the first aid kits, fire extinguishers, fire alarm pull stations, emergency telephones and exits from each program area. Know your Club's assembly area or pre-designated meeting place during emergencies. Have emergency supplies in your desk or trunk of your car.

You should discuss and develop your disaster preparedness plans. Prepare a basic survival kit to include 3-day water supply, one gallon per person per day, non-perishable 3-day food supply, first aid kit, fire extinguisher, blankets, flashlight and batteries, prescription medications, whistle, basic sanitation items like disinfecting wipes, garbage bags and toilet paper, change of clothes and sturdy shoes, a list of emergency phone numbers should your cell phone battery die and a map with alternate routes home not using freeways or bridges.

Teach staff members how to shut off utilities and have tools easily accessible. Emergencies can strike without warning. The information included is intended to cover most emergency situations but is not all inclusive.

The Club will use Facebook and Twitter to disseminate information to parents in a major disaster. When applicable, Command shall monitor the news and weather for any pertinent updated information via radio, internet, and television.

Emergency Phone Numbers

Non-Emergency [Police]:

FVPD	714-593-4485
HBPD	714-960-8843
Maintenance & Operations	714-514-6265
Director of Operations	714-374-2600
Chief Executive Officer	714-899-5900
Alarm Central Station	800-900-4564
Orange County Health Care Public Health Services	714-834-8180
Poison Control	800-876-4766
Police, Fire and Paramedics	9-1-1
Social Services Agency 24 Hour Child Abuse Reporting Hotline	800-207-4464

ACTIVE SHOOTER - LOCKDOWN

Active Shooter incidents are highly unpredictable and volatile situations in which there are no perfect solutions on how to safely react. Here is a list of actions that are recommended, however, common sense and following the instructions of Club staff are usually the best course of action.

Lockdown does not mean hunker down and become a victim. There are three basic options: run, hide, or fight. You can run away from the shooter, seek a secure place where you can hide and deny the shooter access or incapacitate the shooter to survive and protect others from harm. As the situation develops, it is possible that members and staff will need to use more than one option.

RUN Move away from danger. Don't be paralyzed by the event.

HIDE Move to a secure location. Wait for the Police.

RUN Run again if needed. Move when in danger! Lockdown does not mean hunker down and become a victim.

FIGHT Fight back as a last resort if your life is in danger. Only adult staff should be recruited to fight if the situation gets to this phase.

RUN – If there is a path to escape, attempt to evacuate

- Move away from the danger.
- Leave your belongings behind. YOU are important, not your belongings.
- Take note of nearest exits. Note both doors and windows.
- Have an escape route and plan in mind.
- Evacuate when there is clear and present danger. Get members to come with you.
- Keep moving until you are in an area you can hide safely or far enough away from the danger to provide safety.
- Help others escape if possible. Members should be encouraged to partner up once evacuation is necessary.
- Prevent others from entering the area.
- Keep hands visible to law enforcement.
- Follow instruction of law enforcement.
- Call 911 when you are safe.

HIDE – If evacuation is not possible, find a secure location to hide

- Act quickly and quietly.
- Lock and barricade the door if possible.
- Silence your cell phone. Remain silent. Limit movement.
- Remain out of view.

- Turn off sources of noise such as TVs and radios.
- Shut off lights.
- Cover windows.
- Leave a path of escape-do not trap or restrict your options if you need to move again.
- Hiding place should provide protection if shots are fired in your direction.
- Be prepared to defend yourself with anything readily available – fire extinguisher, scissors, chairs, books.
- If safe to do so, remain in place until you hear the code word signaling the end of the lockdown

FIGHT –This is a last resort measure if you cannot run or hide, and you are facing imminent injury or death from the intruder

- Attempt to incapacitate the suspect.
- Act with physical aggression.
- Have the will to survive.
- Improvise weapons.
- Commit to your actions.
- Target vulnerable parts of the intruder's body such as the eyes and face.
- Be aware of the potential for multiple intruders.
- Use any measure available to fight off the threat and continue to engage until the intruder is incapacitated.
- Fight as a group if possible. Only adults should be incorporated in a group fight.

Once a lockdown has been implemented, the Club will remain in a lockdown until the Club is safe and secure. A code-word system shall be used to make staff aware that the situation is safe, and that the lockdown has ended. Please talk to your Unit Director immediately if you do not know what your Branch's code word is.

Refer to the Appendix # 2 for full details of the Club's Lockdown Plan.

BOMB THREATS OR SUSPICIOUS PACKAGES

Bomb threats usually come by phone and are intended to create an atmosphere of anxiety or panic. All bomb threats should be assumed to pose a legitimate danger to the Club and should be reported to the Police. Schools and colleges receive bomb threats more often than other facilities.

When you receive a bomb threat, follow these simple steps:

- Remain calm and ask the following questions
 - When will the bomb explode?
 - What does the bomb look like?
 - Why was the bomb placed here?

- What kind of bomb is it?
- Who put it here? Why? Where?
- Who are you?
- Keep the caller on the phone as long as possible. Record the following information for the Police:
 - Date and time of call
 - Exact words of the person
 - Sex and estimated age of caller
 - Speech pattern, accent
 - Background noises
- The employee receiving or discovering the bomb threat should work with the Unit Director to call the Police and give the dispatcher all the information collected.
 - Do **NOT** transmit on a radio. The radio transmitter may set off the device.
 - Do **NOT** touch any unfamiliar objects
- Notify the Chief Executive Officer. Do NOT start any rumors. Club administrators will determine if an evacuation is necessary.
- If an evacuation is required, use the same procedures as for a fire drill, members will meet at the predetermined assembly area.

If a suspicious object or package is found

Significant elements to look for in a suspicious package may include: no return address, restrictive markings, stains, crystallization or oily discoloration on wrapper, strange odor, excessive tape, excessive postage, lopsided, uneven, rigid, or bulky, misspelled words or address badly typed or written.

- Do **NOT** touch the object
- Do **NOT** use a radio or cell phone
- Move everyone at least 1,000 feet away from the affected area
- Notify the Police with your Unit Director.
 - Give the following information:
 - Your name and exact location of the object
 - Description of the object
 - Prepare to evacuate the building.
 - If evacuated, do not return to the area until directed to do so.

In the event of a bomb threat, the building shall be vacated in fire drill style and 911 called. The building should not be re-entered until cleared by appropriate law enforcement officials.

CIVIL DISTURBANCE INCLUDING WEAPONS & VIOLENT BEHAVIOR

Members or guests possessing a dangerous weapon shall not be permitted in the Club. A dangerous weapon is a gun, knife, razor, karate stick, metal knuckle, or any other object which by the manner it is used or intended to be used is capable of inflicting bodily harm. In cases that clearly involve a gun, or which involve any other weapon used in a threatening manner, the Police shall be called, and the individual shall be subject to immediate disciplinary procedures including expulsion from the Club.

Members or guests who are involved in violent behavior shall be subject to immediate disciplinary action, and the Police shall be called. Such behavior includes assault, battery, theft, extortion, arson, and sexual assault. In all cases involving a weapon or violent behavior, the member's parent/guardian shall be notified.

Lockdown does not mean hunker down and become a victim. There are three basic options: run, hide, or fight. You can run away from the intruder, seek a secure place where you can hide and deny the intruder access or incapacitate the intruder to survive and protect others from harm. As the situation develops, it is possible that members and staff will need to use more than one option.

Refer to the Appendix # 2 for full details of the Club's Lockdown Plan.

PREVENTIVE ACTION

- All new staff and new members shall receive orientation regarding Club rules and procedures.
- Members shall be taught how to manage their anger, solve problems through smart choices and be sensitive to other people's feelings.
- Positive staff/member relationships and good communications shall help staff to be informed of potential problems and help resolve difficult situations.
- Staff shall be alert to conflicts between individuals and groups of individuals. Staff shall be able to identify threatening behavior and be aware of individuals who have a history of disruptive behavior.
- All complaints or concerns from community residents, parents or members shall receive an immediate response.
- Adequate security shall be provided to properly supervise Club programs and activities.
- Exterior lighting shall be provided at all branches.
- Members shall never be left at branch locations after closing. If the child has not been retrieved within one hour of the program's conclusion, staff shall drive the child to the police station for safekeeping. Staff shall leave a notice at the Club as to the location of the child.
- The "clear-concrete-words" system shall be used to make staff aware that an

emergency exists and to elicit staff support.

- Staff shall maintain visual contact and be prepared to report observations to staff-in-charge or Police if called.
- If possible, staff shall ask a disruptive individual to accompany the staff to an area away from other members.
- Staff shall not persist if the individual is not cooperative.
- Staff shall clear members from the area if a disruptive individual is unwilling to accompany staff to another area.
- Usually staff-in-charge will determine if the Police shall be called. In an emergency, any staff may make the decision to contact Police.
- Staff shall not attempt to physically disarm an armed individual. Circumstances, such as the staff person's knowledge of the individual involved, the nature of the weapon, or the need to act in self-defense, will have a bearing on whether or not a staff person intervenes. Staff members are expected to remove others and themselves from range of the weapon.
- Use of force as a response to violent behavior should be the last choice of action for Staff and should not be done except to protect oneself or others where serious bodily harm could occur without physical intervention, or to prevent harm such as individuals who are fighting. Staff members who are physically assaulted should protect themselves as appropriate. Getting free of the conflict should be the primary goal.
- If staff determines that it is necessary to forcibly remove an individual because that person refuses to leave voluntarily:
 - Staff should seek back-up immediately, including the staff-in-charge.
 - All members and others should be cleared from the area to isolate the individual.
 - Police should be notified - The Police, not staff, should remove a severely disruptive person who refuses to cooperate.
 - Staff-in-charge shall direct staff to ensure the safety of all members and staff until Police arrive. If a weapon is confiscated, it is to be turned over to the Police.
 - As soon as possible following resolution of the incident, staff-in-charge shall report the incident to the CEO by phone. If the staff-in-charge is not the Unit Director, the Unit Director shall be informed.
 - Staff shall prepare a written report of the incident and a written log/record of any follow-up to the incident that shall be submitted to the CEO.
 - Group psychological debriefing may be required, based on an assessment by the CEO

EARTHQUAKE

In the event of an earthquake, the Club's main priority shall be the safety of its members. Club facilities, equipment, food, water, and supplies shall be made available for members and staff.

PREVENTIVE ACTION

Staff and children shall be taught to "duck, cover and hold" using sturdy tables or desks as protection when possible. Staff shall conduct earthquake drills twice annually. Parents of members shall be advised of emergency procedures.

- Staff shall conduct internal and external hazard assessments of the facilities, particularly the storage of heavy, breakable items.
- Staff shall receive first aid and CPR training.
- Staff shall receive earthquake preparedness training including:
 - Safest place in each room
 - Location of all exits
 - Location of utility shut-off valves
 - Storage site for emergency supplies and equipment
 - How, where and when to evacuate

In the event of an earthquake

- Calm and reassure the children.
- Take the children to a safe place.
- Take attendance and assess the medical condition of children.
- Provide first aid as needed.
- Check for safety - gas, water, sewage, electrical and building damage.
- Clean up spills.
- Turn on the radio and listen for instructions from public safety agencies.
- Don't use the telephone, except for emergency use.
- Record the name of each child and the adult who retrieved them.
- Do not leave until all children have been retrieved by their parent/guardian
- Text messaging should be the mode of communication when reporting injuries to the Executive Director & CEO.
- The Club will use Facebook and Twitter to disseminate information to parents when possible.

If indoors

- Act immediately when the ground begins to shake. **DROP-COVER-AND HOLD ON!** Take cover under a safe spot such as a heavy desk or table or against a permanent interior wall. Cover head and neck for protection and remain in that position until the shaking stops.
- Avoid danger zones such as windows, outside walls, heavy objects that could fall, hazardous materials storage sites and building overhangs.
- Stay where you are –**DO NOT RUN OUTSIDE** until the shaking stops. Falling debris may cause injuries

After the shaking stops

- If the quake is strong enough to knock items off shelves, evacuate the building.
- Aftershocks can start within one minute so move immediately to a safe location.
- If time permits, take any emergency supplies with you.
- Do NOT use elevators.
- Assist others who may be injured. Help evacuate members and visitors.
- Do NOT call 9-1-1 unless you have an emergency. Care for minor injuries.
- Do NOT touch downed power lines; operate anything that could ignite leaking gas; and do NOT smoke.
- Evacuate to your Club's assembly area
- Report any building damage to the C.E.O. Do NOT re-enter potentially damaged buildings until they are inspected and determined safe.
- Follow the instructions of your emergency response teams.
- Phone systems may be severely impacted. Limit phone use to emergency calls only.
- Before you leave the Club, listen to the news on your car radio and find out if it is safe. Some streets and freeways may be blocked, streetlights may be out of service, fires may have been ignited and unsafe conditions may exist.

If outdoors, when the shaking starts

- Move to an open area, away from buildings, trees, fences, any falling hazard areas, and power lines or objects in contact with electrified equipment.
- **DROP-COVER AND HOLD** in a safe spot and avoid danger zones
- Move to your assembly area when it is safe to do so
- Do **NOT** enter any building if its structural integrity is in question.
- Do **NOT** touch downed power lines, operate anything that could ignite leaking gas and do not smoke.

Refer to the Appendix # 3 for a copy of the Club's Evacuation Plans.

EVACUATION AND ASSEMBLY AREAS

The purpose of any evacuation is to empty a building or area of all occupants as quickly and safely as possible.

- Evacuate when
 - A fire or life safety emergency occurs
 - The fire alarm activates (audible and/or visual)
 - Notified to do so by the staff-in-charge
- Remain calm; keep noise to a minimum and listen for and follow instructions.
- In most cases that require the evacuation of buildings, occupants should proceed to the closest exit or stairway and exit the building. Use **CAUTION** when exiting to prevent injuries. Normal exits and stairways may be damaged or blocked and an alternative exit should be used.
- Do **NOT** use elevators
- When exiting via the stairs—use the handrails and **Stay to the Right** to allow for emergency personnel access to the stairs.
- Whenever possible, assist members and clients
- If time permits, lock up or take money and important documents with you. Take your keys and purse and/or briefcase with you if time permits. Access to the building may become restricted.
- Occupants should proceed directly to assembly area and check-in.
- Assembly areas are pre-selected locations where members and employee's check-in following an evacuation. Move at least 20 feet away from all buildings. Keep streets and walkways clear for emergency vehicles and personnel.
- Notify emergency personnel if you suspect someone may be trapped in a building.
- Do not re-enter a building until cleared by authorized personnel.

Refer to the Appendix # 3 for a copy of the Club's Evacuation Plans.

FAMILY REUNIFICATION PROTOCOL

- When it is safe to do so, parents who are not with their children at the time of an evacuation will be notified of where they can be reunited with their children.
- Designated staff will join law enforcement in checking the identification of those entering the reunification area and provide them with name tags if available.
- Anyone picking up a child under the age of 18 must be a verified person on the minor's membership card authorized to pick up the child.
- When available, a mental health professional or counselor may be assigned or secured to calm those waiting at the reunification site and distribute information sheets on traumatic stress reactions.
- Reunited families should be encouraged to leave the reunification site promptly.

- Media is strictly prohibited from access to the reunification area.
- Those children who have not been picked up from the reunification site by a designated time will be taken to a secure area until an authorized person comes for each child.

FIRE

In the event of a fire, the Club's main priority shall be the safety of its members.

PREVENTIVE ACTION

Staff shall conduct fire drills on a monthly basis. Fire drills shall be treated as if there was a fire.

The Unit Director shall record the dates and time that drills are conducted. The alarm company shall be warned prior to each drill. The alarm company shall be notified of all false alarms.

- The Fire Department emergency telephone number (911) shall be posted at all phone locations. The emergency evacuation plan, including the location of emergency exits and evacuation routes, shall be posted in all rooms.
- Staff shall supervise an orderly evacuation of rooms to a pre-designated area, taking with them a class roster if it involves children.
- In licensed childcare. The Clerk/Receptionist shall call the Fire Department upon verification of any fire. The Unit Director or staff-in-charge shall manually activate the fire alarm manual pull station upon verification of any fire.
- When deemed safe and appropriate, fire extinguishers, should be utilized to extinguish the fire. The Unit Director or staff-in-charge shall check the building for occupants before exiting the building. Staff and members shall remain in the designated evacuation area until the Unit Director or staff-in-charge indicates that it is clear to enter the building.

Anyone who discovers a fire should follow these guidelines

- Ask Club staff to activate the Fire Alarm Pull Station.
- Alert all persons within the immediate danger area to evacuate the building.
- Ask the Unit Director to call 9-1-1 and ask for the Fire Department. Give the location of the fire, the size of the fire, and actions taken.
- Bring a fire extinguisher to the area if safe. Use fire extinguishers on small fires only – trash cans or smaller.
- To use a fire extinguisher, follow the P-A-S-S process making sure that you are spraying down wind.
 - Pull pin
 - Aim at base of fire
 - Squeeze handle
 - Sweep side to side

- Do NOT use elevators when exiting.
- Before opening door, feel them with the back of your hand. If the door is hot, do not open it. The fire could be just behind the door. Find another exit from the building.
- If you encounter smoke, get down on your hands and knees and crawl to an exit.
- As you leave a room, floor or building, close the door behind you.
- Do not re-enter a building until instructed to do so by authorized personnel.
- Go to your Club's assembly area with your group members and await instructions.

If you can't evacuate:

- Move to a safe location.
- Call 9-1-1 and let them know that you are trapped.
- Place wet clothing or other materials around or under doors to keep smoke out.
- Display a sign or signal in the window to alert others to your location. Heat and smoke rise, so stay as low to the floor as possible. Breathe shallowly through your nose and use clothing as a filter.
- If clothing catches fire: **Stop, Drop and Roll.**

Refer to Appendix # 3 for a copy of the Club's Evacuation Plans.

FLOOD (OR BREAK IN WATER LINE)

PREVENTIVE ACTION

- All new staff shall receive orientation regarding the Club's emergency shut-down procedures and evacuation plans.
- Tools required for emergency shutdown shall be available at all times.
- Shut-down locations shall be accessible at all times.

With advance warning, the Club should be evacuated - all members and staff moved to higher ground.

With little or no warning, all members and staff shall be evacuated to the highest ground.

- CLUBHOUSE ACADEMY – Second Floor
- GOLDEN WEST COLLEGE BRANCH – Second Floor
- HUNTINGTON BEACH BRANCH – Gymnasium
- KINGSTON BRANCH– Stage area
- LEARNING CENTER – Go to ClubHouse Academy, Second Floor
- OAK VIEW BRANCH - Gymnasium
- ROBERT MAYER – to be determined by Campus Public Safety Personnel (or Second Floor of School-age Center)

In case of a break in the water line, the Unit Director or the person in charge should:

- Ensure the safety of the members by moving them away from water.
- Instruct a designated individual to turn off the water
- Contact the appropriate source to repair the problem

GAS LINE

In case of a break in the gas line, the Unit Director or the person in charge should

- Ensure the safety of the members by moving them away from the affected area.
- Contact the Fire Department.
- Instruct a designated individual to turn off the gas.
- If deemed safe and appropriate, a designated person should ventilate the area.

HAZARDOUS MATERIAL SPILL

The Unit Director or the person in charge should

- Ensure the safety of the members by moving them away from the affected area.
(See page 12, *Evacuation and Assembly Areas*) If evacuation is necessary, the staging area must be upwind of the source.
- Contact the Fire Department if the hazard is a vapor, and it is deemed safe and appropriate to enter the area, instruct a designated individual to turn off the air conditioning/heating system.

MEDICAL EMERGENCY

In the event of a serious illness or injury

- Provide initial first aid while calling for help
- Ask Unit Director to telephone 9-1-1 and ask for the Fire Department
- Be prepared to give the dispatcher the following:
 - Type of injury or illness
 - Exact location
 - Phone number you are calling from
- While waiting for the Fire Department/Ambulance, quickly perform these steps
 - Check to see if victim is breathing, if not—begin CPR
 - Control serious bleeding by placing direct pressure and elevating the wound
 - Ask someone to bring you a first aid kit, if needed.
 - Keep the victim still and comfortable. Do not move them unless necessary.
 - Remain with the victim until professional help arrives.
 - Survey the scene for any contributing factors that may have caused the injury.
 - Brief the Fire Department/Emergency Medical Technicians when they arrive on any safety hazards and information you have learned about the victim.

For employees, all work-related injuries must be reported immediately to your supervisor prior to seeking medical treatment.

For Club members, make sure to contact the parent/legal guardian and have the child's medical release and/or membership card ready for the first responders.

MISSING CHILD

PREVENTIVE ACTION

- Notify parents of their responsibility to inform their child to stay at the Club.
- Inform members of Club procedures through New Member Orientation.
- Staff shall be trained in group supervision techniques.

On walking trips

- If there are two staff, they shall place themselves in front and behind the group.
- If there's one staff, he/she shall place them-self at the back of the group after instructing the group to stop at each intersection.
- Staff shall take roll before departing and before returning on field trips.

On bus trips:

- Staff shall take roll after members enter the bus - before departing and before returning.
- If members are allowed to leave the adult supervisor, they shall be given explicit instructions on when and where to meet.

A member shall be considered missing if he/she

- Misses taking the bus to the Club
- Leaves the Club without a parent or guardian (policy does not include walk-in members)
- Does not return to the group at the end of a field trip or outing

IN CASE A CHILD IS MISSING

- Staff shall search for the child. Remember, the members who are not missing must continue to be adequately supervised.
- On a field trip or outing, if the child is not found within one hour after the designated time of departure, notify the Club and, if applicable, notify appropriate authorities.
- At the discretion of the Unit Director or staff-in-charge, contact the parent.
 - Request the parent's assistance.
 - Encourage the parent to notify proper authorities.
 - Ask the parent to call the Club when the child is found.

POWER FAILURE

In the case of a power failure, the Unit Director or person in charge should:

- Gather members in an assembly area large enough to hold the group if the power failure is after sunset.
- Check emergency equipment, including telephone systems and emergency lighting
- Contact SCE to determine the expected length of power failure.
- Restore lighting utilizing emergency lighting available at the facility.
- Instruct staff to assist in calming and occupying members until parents arrive.

SHELTER-IN-PLACE

In the event that Club members need to be sheltered in place, you should

- Get everyone inside.
- Shelter in an interior room with the least number of windows.
- Close doors and windows.
- Close window shades draperies and stay away from windows.
- Turn on your computer, radio, or television and listen for emergency information.
- Remain in place until advised that it is safe to leave.
- When experiencing an airborne hazard, turn off air-conditioning unit.

TRANSPORTATION INCIDENT

The purpose of the transportation program is to provide safe transportation of Club members. The Club adheres to all CHP regulations regarding vehicles, drivers and safety procedures.

PREVENTIVE ACTION

- Check vehicle carefully before each trip.
- Report any problems to Transportation Director immediately.
- Strictly obey all safety laws.
- Enforce bus rules, stopping if necessary to ensure orderliness of riders.
- Drive defensively at all times.
- Do not hurry - even if late.
- Practice evacuation procedures at least twice a year in local parking lots.
- Drive in slow lane on freeway.

Always keep in mind that large vehicles such as buses are slow moving and require more response time and greater space in dealing with emergency situations.

RESPONSE TO TRANSPORTATION INCIDENTS

Minor Accident

- Pull over.
- Check for any bumps or injuries. Begin emergency first aid treatment as needed.
- Put out flares if it is necessary and safe to do so.
- Calm children by acting in calm manner yourself.
- Evacuate vehicle if necessary.
- Notify Transportation Director or the person in charge which will then call CHP and/or Police.
- Get information on other driver if another vehicle is involved.
- Drive back to Club after police investigation is complete if vehicle is operable or call Club to arrange for another vehicle to pick up passengers.

Major Accident

- Determine extent of injuries/prioritize need for treatment and begin emergency first aid as needed.
- Put older child or other adult in charge of uninjured if you need to perform CPR or other emergency medical treatment. Calm children
- Evacuate bus safely. Keep children in safe place. Seek assistance from passersby if needed.
- Seek assistance in calling proper authorities and Club, in putting out emergency flares and dealing with injured.
- Arrange for all uninjured children to be transported back to Club. Encourage parents to use their own judgment and seek medical attention if they see fit.

On Freeway

- Try to pull over to the shoulder so vehicle can be safely evacuated.
- Check for injuries and begin emergency treatment. (If any passenger is not breathing, begin CPR immediately. Apply pressure to slow bleeding from major trauma.)
- Keep everyone in seats until injured can be removed, then evacuate vehicle when safe to do so.
- Keep calm and keep feelings and voice under control. Assist in investigation of accident.
- Assist in arrangements for transporting uninjured back to Club.
- Seek assistance in contacting authorities, putting out flares, treating the injured and safely evacuating passengers to shoulder of freeway.
- Driver and riders meet with professional counselors for help in dealing with psychological effects of major accident.

Refer to the Appendix # 4 for a copy of the Club's Transportation Safety brochure.

TRAUMATIC EVENTS

The Club's goal is to provide psychological services to support members and staff who experience traumatic events.

A "traumatic" event is any occurrence that results in serious physical and/or psychological harm to a member or staff. Traumatic events would include murder, assault, serious threat with a weapon such as an armed hold-up, abduction or attempted abduction and a fatality or serious injury resulting from an accident or a natural disaster while at the Club or in connection with Club activities.

GUIDELINES

- The staff-in-charge at the trauma scene shall contact the CEO to assess the incident and to determine the Club's response.
- The CEO or his/her designee shall contact the approved counseling service to arrange for service.
- Communication to families and employees who were not involved in the incident shall be the responsibility of the CEO or his/her designee.
- The staff-in-charge shall be responsible for all communications with law enforcement personnel.
- External communication shall be the responsibility of the CEO. This includes all communication with the media, the community, the Board of Directors, staff and Boys and Girls Clubs of America.
- Workplace trauma assessment and group psychological debriefing for those people identified by the staff-in-charge and counseling service, must be conducted within 48 hours of the incident.
- Individuals shall be encouraged to seek further counseling on a voluntary basis, as needed.
- Immediate family members of any victimized individuals shall have access to the approved counseling services. Counseling resources may include police and fire department chaplains.
- The staff-in-charge shall be responsible for completing the incident report.

UTILITY OR TECHNOLOGY FAILURE

In the event of a utility failure during regular work hours, immediately notify the Chief Executive Officer and Director of Operations.

If there is potential danger to building occupants, slowly and carefully evacuate the building. Go to your assembly area and await instructions.

Evacuation Procedures:

- Follow instructions of staff-in-charge.
- Evacuate the building by walking to the nearest exit, giving instructions as you go.
- Assist the disabled in exiting the building. Do not try to use elevators.
- Once outside, move to your assembly area and wait for further instructions.
- Keep walkways free for emergency personnel.
- Do NOT return to a building or area until directed to do so.
- Assist staff-in-charge when requested to do so.

For a quick reference of how to react to failures, see below:

Power Failure – buildings are equipped with emergency lighting that will provide enough illumination in corridors and stairs for safe exiting. Follow evacuation procedures listed above.

Gas Leak

Cease all operations, vacate the area and contact the Fire Department.

Strange Odor

If you smell smoke or a strange odor, cease all operations, vacate the area and contact the Fire Department.

Plumbing/Flooding

Cease using all electrical equipment, vacate the area and call the Director of Operations.

Computer System Failure

If the Club's computer system goes down, call the Director of Operations.

VIOLENCE OR CRIME IN PROGRESS

Call Police or Call 9-1-1

Everyone is asked to assist in making the Club a safe place by being alert to suspicious situations and by reporting them.

- Always listen to co-workers, members and visitors; be empathetic and compassionate to their needs.
- Report use of drugs, alcohol or weapons on Club property. By doing so, we can all help reduce the chance of violent behavior.
- DO NOT TAKE UNNECESSARY CHANCES
- Do NOT interfere with:
 - Persons committing the crime/creating the disturbance.
 - Law enforcement personnel on the scene
- In the event a co-worker, member or visitor demonstrates unusual behavior (violent or suspicious), report the individual to the Unit Director who shall then call the Police.
- If you are a victim or witness any violation of the law such as an assault, robbery, theft, overt sexual behavior, etc., report the facts to the Unit Director who shall call the Police.
- Gather as much information as you can. Provide Law Enforcement Officers with:
 - Nature and time of incident
 - Location of incident
 - Description of person(s) involved
 - If person(s) left the scene, direction of travel
 - Get a description of the criminal if you can do it safely.
 - Note: height, weight, sex, color, approximate age, clothing, method and direction of travel and name if known.
 - If a vehicle is used, get the make, model and license number (if possible), color and any outstanding characteristics.
- Do not leave the scene. Assist Police Officers when they arrive by supplying them with any additional information.
- Staff members should report the existence of anyone loitering or soliciting on Club property. These individuals may be asked to leave if they do not have permission or lawful reason for being on Club property.
- If there is a shooting, see Active Shooter.
- If there are injuries, see Medical Emergency.

Sexual Assault

- Staff should be proactive in interjecting if they witness any signs of sexual harassment and/or sexual assault.
- Call 911 to request law enforcement and emergency medical services.
- Notify the family of the victim.
- Dissuade the victim from washing, cleaning up or using the restroom, if possible.
- Assign a staff member to protect the crime scene.
- Isolate family members who are on the campus.
- Obtain preliminary statements from the victim and provide to law enforcement upon their arrival. Remember, leave the investigation to the authorities.

After the incident, attempt to determine what security factors or lack thereof may have contributed to the assault.

Section 2

Policies for the Protection of Youth

TABLE OF CONTENTS

POLICIES FOR THE PROTECTION OF YOUTH	1
OVERVIEW	1
CHILD ABUSE PREVENTION POLICY	2
DEFINITIONS	2
MANDATED REPORTER	3
REQUIRED TRAINING	4
PHYSICAL INTERACTIONS	5
VERBAL INTERACTIONS	5
ABUSE AND SAFETY RESOURCES	6
ONE-ON-ONE INTERACTION POLICY	7
DEFINITION OF ONE-ON-ONE INTERACTION	7
IMPACTS OF MENTORING PROGRAM	8
IMPACT ON PARTNERSHIPS WITH LOCAL ORGANIZATION	8
IMPACT ON TRAVELING TO OFF-SITE EVENTS AND ACTIVITIES	9
IMPACT ON TRANSPORTATION TO AND FROM THE CLUB	9
EXCEPTIONS TO THE POLICY	9
SUPERVISION AND FACILITY POLICY	11
SUPERVISION	11
RESTROOM USAGE	12
RESTROOM MONITORING	12
ENTRANCE AND EXIT CONTROL	12
FACILITY CONDITION	13
FOOD SERVICE POLICY	13
SCREENING AND ONBOARDING POLICY	14
BACKGROUND CHECK	14
STAFF AND VOLUNTEER ONBOARDING	16
INTERVIEWING	17
REFERENCE CHECKS	17
DRUG AND ALCOHOL POLICY	18
SMOKING POLICY	19
REASONABLE SUSPICION	19
INSPECTION AND TESTING	20
PRESCRIPTION MEDICATION AND LEGAL DRUGS	20

GENERAL INCIDENT DESCRIPTION	21
ACCIDENT OR UNUSUAL INCIDENT REPORT POLICY	21
INTERNAL INCIDENT REPORTING	21
EXTERNAL INCIDENT REPORTING	22
INCIDENT INVESTIGATION	22
BGCHV CRITICAL INCIDENT REPORTING	23
TECHNOLOGY ACCEPTABLE USE POLICY	24
CLUB MEMBER USAGE	24
STAFF AND VOLUNTEER USAGE	27
TRANSPORTATION POLICY	30
DRIVERS	30
VEHICLE	30
SHARED-USE RESTROOMS ON FIELD TRIPS	31
ACCIDENT OR EMERGENCY PROTOCOL	31
RESPONSE TO TRANSPORTATION INCIDENTS	32
RISK MANAGEMENT & MEMBER SAFETY	34
BULLYING POLICY	34
CUSTODY POLICY	34
ILLNESS POLICY	34
MEDICATION POLICY	35
INFECTIOUS CONTROL POLICY	35
EMPLOYEE ILLNESS/INJURIES	36
RECORDS RETENTION & DESTRUCTION POLICY	37
CONFIDENTIAL RECORDS POLICY	37
ELECTRONIC DOCUMENTS AND RECORDS	39
EMERGENCY PLANNING	39
DOCUMENT DESTRUCTION	40
COMPLIANCE	40
MEDIA INQUIRIES	40
MEDIA GUIDELINES	40
SHARED FACILITY POLICY	41

POLICIES FOR THE PROTECTION OF YOUTH

OVERVIEW

The Boys & Girls Clubs of Huntington Valley expects all staff members to conduct themselves in a manner that exemplifies the highest standards of ethics and propriety in any endeavor or activity that could impact or reflect upon the mission, purpose, integrity, reputation, and professional and business relationships of the Boys & Girls Clubs of Huntington Valley.

Recognizing that it is not possible to address all ways in which ethical issues may arise, the following principles are intended as a guide in making sound judgments and decisions on behalf of Clubs and its mission, not as a comprehensive list of potential concerns.

Pledge of Personal and Professional Conduct:

Children & Youth First - I recognize the Club exists for the exclusive purpose of serving youth aged 6 weeks to 18 years of age and will always act in their best interests.

Excellence - I will strive to meet the highest standards of performance, quality, service, and achievement.

Honesty - I will communicate directly – promoting a working environment that embraces the similarities and differences all people bring to the organization.

Respect - I will respect and act fairly toward all those with whom I come into contact and refuse to engage in or tolerate any form of discrimination or harassment.

Responsibility - I will take responsibility for my actions and decisions and remain a careful steward of the funds and resources entrusted to me.

Compliance - I will comply with the Club's Code of Ethics, employee handbook, policies, procedures and all laws and regulations affecting the Boys & Girls Clubs of Huntington Valley.

CHILD ABUSE PREVENTION POLICY

Boys & Girls Clubs of Huntington Valley places a primary focus on child safety and is committed to ensuring the safe futures of our Club members. As an employee of Boys & Girls Clubs of Huntington Valley, you are considered a “mandated reporter” for purposes of California’s Child Abuse and Neglect Reporting Act. All Club employees are required by law to report all suspected cases of child abuse. Child abuse is any act of omission or commission that endangers or impairs a child’s physical or emotional health and development.

Public law 93-247 defines child abuse and neglect as the physical or mental injury, sexual abuse, negligent treatment, or maltreatment of a child under the age of 18 by a person who is responsible for the child’s welfare, under circumstances which indicate that the child’s health or welfare is harmed or threatened. The act of inflicting injury or allowing injury to result, rather than the degree of injury, is the determinant for intervention.

In addition to the requirements set forth in the Act, you should immediately report any instances of suspected child abuse or neglect to your supervisor.

Sexual abuse and sexual misconduct shall be interpreted to mean any sexual interaction between a child and another person (including another child) in a position of power over a child. Specific acts may include inappropriate physical contact, viewing pornography, exposing oneself to another person, and enticing others to expose themselves, inappropriate language, or any other behavior that is a violation of the organizations Code of Conduct or Employee Handbook.

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

Boys & Girls Clubs of Huntington Valley 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-One Contact Prohibition: Boys & Girls Clubs of Huntington Valley 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.

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 REPORTER

Boys & Girls Clubs of Huntington Valley focuses on Child Safety and is committed to ensuring the safe futures of our Club Members. As an employee of Boys & Girls Clubs of Huntington Valley or Volunteer, you are considered a "mandated reporter" for purposes of California's Child Abuse and Neglect Reporting Act. The Child Abuse and Neglect Reporting Act requires mandated reporters to report any incidents of obvious or suspected child abuse or neglect, in addition to the requirements set forth in the Act, you should immediately report any instances of suspected child abuse or neglect to your supervisor.

Once abuse/neglect is suspected staff shall inform their supervisor. After informing their supervisor, staff shall have no further discussions with the child without supervisor's approval.

- Supervisor shall ask open-ended questions only to the extent necessary to confirm the suspicion.

Communications guidelines include the following

- Begin with comfortable information (where the child lives, any brothers or sisters, etc.).
- Be "up front". Explain why you wish to talk to him or her. Share with the child your concern about any visible marks, the child's health, safety, etc.

- Ask only questions which relate to your concerns and the child's condition. Use open-ended questions... "Could you tell me more?"
- Use empathetic expressions... "Gee, that must have been painful."
- Use clarifying statements... "I'm a little confused about that."
- Don't go beyond assessment. Don't judge, investigate, treat, or counsel. Keep the interview strictly confidential.
- Notify the C.E.O. of your intended plan of action.
- Call Law Enforcement or C.P.S. immediately to report the incident.
- If police or C.P.S. arrive at your facility to interview the child, check their identification, and then assist them in any way possible
- A written report must be completed. See Accident or Unusual Incident Report policy.
- If the suspected perpetrator is not a legal guardian, the supervisor shall call the parent to inform them that Law Enforcement or C.P.S. has been called.

REQUIRED TRAINING

All staff and volunteers shall have child abuse, neglect, grooming, discipline, mandated reporter, and supervision of members.

All staff and volunteers shall receive training regarding

- Abuse prevention.
- Mandated reporting.
- Grooming prevention.
- All staff shall receive training regarding appropriate discipline and supervision of members.

PHYSICAL INTERACTIONS

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

Appropriate	Inappropriate
• Side hugs • 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 Huntington Valley is required to maintain appropriate verbal interactions with minors. Appropriate and inappropriate interactions include but are not limited to the following:

Appropriate	Inappropriate
• Positive reinforcement • Child-appropriate jokes (no adult content) • Encouragement • Praise	• Name calling • 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

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.

If a member initiates a conversation about sexual matters with a staff or volunteer, the adult shall limit the conversation to the child's immediate concerns and shall provide a written incident report to the Supervisor.

All persons are prohibited from the access, display, production, possession, or distribution of pornography on Club premises or equipment.

Any suspected sexual abuse or misconduct will be treated as a serious matter and documented. See Accident or Unusual Incident Report policy.

ABUSE AND SAFETY RESOURCES

Boys & Girls Clubs of Huntington Valley 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.

BGCA Child Abuse Hotline: (866) 607-7233

or email safeclub@praesidiuminc.com

Orange County Social Services: (714)-940-1000

(Refer to Appendices # 1 and # 4)

ONE-ON-ONE INTERACTION POLICY

Boys & Girls Clubs of Huntington Valley 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).

Unless authorized in advance by the CEO, 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, or any off-site Club activity 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. In the event only one member is picked up at a school, the driver must notify (radio) Club leadership when leaving the location and notify (radio) upon arrival to the Club.
- Never initiate conversations with members about sexual matters.

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).
- Electronic communications (text, video, social media, etc.) between multiple members and adults (e.g., group chats).
- Public places can include but are not limited to buses, airports, shopping malls, restaurants, and schools.

IMPACTS OF MENTORING PROGRAM

Mentorship is a key component of Boys & Girls Clubs programming and has a tremendous positive impact on members. Prohibition of one-on-one interaction does not have to negatively affect mentor programs and/or relationship building.

Mentors can adjust their practices to include:

- Holding mentor and coaching sessions in areas where other staff and/or members are present or can see you – for example, in large rooms where meetings are visible but not heard.
- Copying parents, staff, or other members (when appropriate) on written and/or electronic communications.
- Scheduling meetings during Club hours and at the Club site.
- Documenting interactions between mentors and youth.

IMPACT ON PARTNERSHIPS WITH LOCAL ORGANIZATION

- 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 TRAVELING TO OFF-SITE EVENTS AND ACTIVITIES

- When traveling to external events such as Keystone, Youth of the Year or other off-site events, the one-on-one policy shall continue to be followed.
- Should the Club take responsibility for transporting members to and/or from an event, one staff member should not transport one single child at any time in a vehicle. 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.
- 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.
- 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 routes so single children are not picked up first or dropped off last.
 - Use a bus aide if available.
 - Pick up and drop off children in groups.
 - Modify staff schedules to ensure multiple staff are present.
 - In the event only one member is picked up at a school, the driver must notify (radio) Club leadership when leaving the location and notify (radio) upon arrival to the Club.

EXCEPTIONS TO THE POLICY

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

- 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 FACILITY POLICY

SUPERVISION

Boys and Girls Clubs of Huntington Valley 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 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.
- Appropriate staff to member ratios are maintained for all activities
- Staff and volunteers are persons of high character with the capacity to supervise
- Selection based on candidate meeting objective criteria.

Club activities should be under continuous supervision by an appropriate ratio of adult staff/instructor/volunteer to member. Staff members shall communicate to the Unit Director when the need for additional support is required in the rare event that the following guidelines are exceeded:

- Drop-In: 1 to 20
- Field Trips: 1 to 10
- Group Clubs: 1 to 15
- Teams: 1 to 15
- Instructional: 1 to 20
- Overnight: 1 to 6 with a minimum of 2 adults present
- Swimming: Lifeguards must be provided by the swimming facility.

Staff members should be actively engaged with Club members in each program area and should have a command presence of the space they are supervising. No staff /instructor/ volunteer should be isolated with a single Club member.

Staff members shall serve as supervisors and not as participants during all excursions and/or activities, including aquatic-related activities.

Refer to Appendix # 5 for a copy of the Club's Child Safety Checklist.

Refer to Appendix # 6 for a copy of the Club's Seven (7) Layers of Security guidelines.

RESTROOM USAGE

Boys & Girls Clubs of Huntington Valley 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 Club staff and leadership.

Monitoring includes walk-throughs, inspections and/or any (but not necessarily all) of the best practices outlined below:

- Limit the number of children using restrooms at the same time.
- Discourage younger children and teens from sharing a restroom.

Staff observing unacceptable restroom conditions or incidents shall:

- Stop inappropriate behavior immediately and bring children to leadership.
- 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 staff during all hours of operation.

Only designated staff 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.

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.

See the following Appendix for more information

Appendix 5: Child Safety Checklist

Appendix 6: Seven Layers of Security

Appendix 12: Quality Assurance Guidelines

FOOD SERVICE POLICY

The Club will utilize employees or volunteers having sufficient training, expertise, or experience in evaluating, handling, preparation, and distribution of food items in order to do so in a safe and proper manner. At a minimum, staff members shall wash their hands and wear gloves in handling unwrapped foods for consumption.

The Club will distribute food that is “apparently wholesome”, which is hereinafter defined as food that meets the quality standards of local, county, state, and federal agricultural and health laws and rules. Canned goods that are leaking, swollen, or dented on the seam or no longer airtight shall be discarded. If in doubt – throw it out.

SCREENING AND ONBOARDING POLICY

Boys and Girls Clubs of Huntington Valley 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 CHECK

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

- Verify the person's identity and legal aliases through verification of a social security number.
- Provide a national Sex Offender Registry search.
- Provide a comprehensive criminal search that includes a national search.
- Provide a comprehensive local criminal search that includes either a statewide or county level criminal search.
- 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 are only conducted after a conditional offer employment

Background check findings shall be reviewed in a fair, impartial and confidential manner. Because Boys & Girls Clubs of Huntington Valley's priority is the safety of the members, staff, volunteers, and guests, certain actions and convictions for certain crimes serve to automatically disqualify applicants for employment or volunteer service at Boys & Girls Clubs of Huntington Valley in any position that involves working with children. An individual may be ineligible for employment or volunteer if that person:

- a. Refuses to consent to a criminal background check.
- b. Makes a false statement in connection with a criminal background check.
- c. Is registered, or is required to be registered, on a state or national sex offender registry.
- d. The following may make you ineligible as an employee or volunteer:
 1. Murder
 2. Child abuse
 3. Domestic violence
 4. Abduction or human trafficking
 5. A crime involving rape or sexual assault
 6. Arson
 7. Weapons

8. Physical assault or battery
9. Drug possession, use or distribution in the last five years
- e. Has been convicted of any misdemeanor or felony against children, including:
 1. Physical assault or battery
 2. Drugs or controlled substance
 3. Cruelty to animals
 4. Child abuse or child endangerment
 5. Child Pornography
 6. Solicitation of prostitution

A criminal conviction does not result in an automatic disqualification for employment and is considered only as it relates to the position or assignment in question. Where applicable, Boys & Girls Clubs of Huntington Valley shall alert the applicant to the possibility of his or her exclusion due to past criminal conduct and provide the applicant an opportunity to submit an explanation. All personal data and background check data shall be treated as confidential and maintained in a secure location.

To ensure that employees of the Company continue to be qualified and continue to have a strong potential to be productive and successful, to further ensure that the Company maintains a safe and productive work environment free of any form of violence, harassment, or misconduct, and to determine eligibility for promotion, re-assignment or retention, the Company reserves the right to conduct background screening on all its employees. Should you have any questions regarding the Company's background screening policy, please contact the Human Resource Manager.

Background checks shall be conducted prior to employment or volunteer service and renewed each twelve months for volunteers. The Department of Justice alerts the Club of any subsequent arrests of staff members for the duration of their employment.

If a subsequent arrest notification is triggered—the Club shall contact the appropriate law enforcement agency to confirm the arrest and then proceed to contact the Club's labor attorney to seek appropriate guidance.

STAFF AND VOLUNTEER ONBOARDING

Upon offer of a position, each new Club employee shall receive and confirm in writing receipt of an up-to-date Employee Training Manual that 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 shall be given an orientation that includes an overview of the following:

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

Every Club professional and volunteer is charged with keeping Club members safe. Providing training helps staff and volunteers develop the skills they need to carry out the organization's mission. Training also develops the leadership skills needed to prepare them for future roles in the organization.

Training is not a one-time event, but an ongoing program to ensure the organization's policies and procedures continue to be consistently applied.

Here are some general areas in which staff and volunteers should be trained:

- Appropriate interactions
 - Understanding the organization's policies regarding sexual misconduct, physical discipline or injuries inflicted on Club members
 - Appropriate interactions between adults and Club members
 - Appropriate use of communications technology between adults and Club members
 - Displays of affection that could be interpreted as "sexual grooming"
 - Avoiding situations where they are alone with a member
 - Prohibiting after-hours or off-site contact with members

- Supervision of activities
 - Understanding the intended outcomes of working with youth
 - How to run a program and keep it under control
 - Spotting and responding to behavioral problems
 - Handling Club members with special conditions
- Reporting accidents and incidents
 - Completing written accident or incident reports
 - Awareness of their legal duty to recognize the signs of abusive behavior and report actual or suspected child abuse to their supervisor
- Emergency response procedures
 - Know your organization's procedures for emergency scenarios
 - Natural disasters, fire, severe injuries, and drowning
 - Vehicular accidents
 - Detected weapons, violence, and intruders
 - Missing or abducted children
 - Critical Incident drill participation and knowing your role during an emergency
 - First aid and CPR training

INTERVIEWING

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

REFERENCE CHECKS

Boys & Girls Clubs of Huntington Valley conducts reference checks on any candidate for employment or volunteer with direct repetitive contact with young people. Boys & Girls Clubs of Huntington Valley will inquire with any potential candidate for employment or a potential volunteer as to previous Boys & Girls Club experience. Should candidates for employment have previous experience with a Boys & Girls Club, information on the candidate's eligibility for rehire/volunteering will be requested from all previous Boys & Girls Clubs for which the candidate worked prior to extending an offer for employment or volunteer service.

Reference checks verify employment, addresses, skills, experience, and character. They should include references provided by the candidate, as well as those requested by the organization based on the demands of the position. When possible, reference checks should include past supervisors, direct reports, and board members.

DRUG AND ALCOHOL POLICY

Boys & Girls Clubs of Huntington Valley 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 Huntington Valley 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 Huntington Valley will comply with all applicable federal, state, and local regulations regarding non-smoking in the workplace in order 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 not permitted within any facility building, parking lot or ground owned or operated by the company. This policy specifically extends to electronic cigarettes (“e-cigarettes”) or any other personal vaporizing devices. Smoking is also prohibited in all Company vehicles. Smoking must be confined to designated outdoor areas. Of course, smoking is prohibited in all areas where paint and flammable materials are present. Employees who smoke in non-smoking areas may be subject to disciplinary action up to and including termination

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.

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

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

- Unusual patterns of behavior that may suggest drug or alcohol misuse include but are not limited to:
 - Repeatedly calling in sick.
 - Being absent directly before or after holidays and weekends.
 - Repeatedly damaging inventory or failing to meet reasonable work schedules; and
 - Being involved in frequent accidents that can be related to the use of drugs or other substances.

INSPECTION AND TESTING

Boys & Girls Clubs of Huntington Valley 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.

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

GENERAL INCIDENT DESCRIPTION

Safety incidents can include but are not limited to:

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

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

ACCIDENT OR UNUSUAL INCIDENT REPORT POLICY

Within the first 24 hours of any accident or unusual incident, the employee in charge shall notify by phone, fax and/or email description of the incident to the CEO, HR Manager, and the Director of Operations. In all emergency situations, no public statements are to be made by staff. All questions should be referred to the CEO. Unusual incidents would be any unanticipated event that would disrupt the delivery of services to members such as child abuse, neglect, earthquake, fire, missing, injury, weapons, and violent behavior.

Refer to Appendix # 7-Club's Accident and Incident Forms

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

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

Within the first 24 hours of any accident or unusual incident, the employee in charge shall notify by phone, fax and/or e-mail, a description of the incident to the Director of Operations and the Chief Executive Officer. In all emergency situations, no public statements are to be made by staff. All questions should be referred to the CEO. Unusual incidents would be any unanticipated event that would disrupt the delivery of services to members such as child abuse, neglect, earthquake, fire, missing child, injury, weapons, and violent behavior.

Refer to Appendix # 7 for a copy of the Club's Accident and Incident Report forms.

INCIDENT INVESTIGATION

Boys & Girls Clubs of Huntington Valley 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.

In the event that 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.

BGCHV 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.

TECHNOLOGY ACCEPTABLE USE POLICY

Boys & Girls Clubs of Huntington Valley 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 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 Huntington Valley 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; 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 Huntington Valley reserves the right to monitor, inspect, copy, and review files stored on Club-owned devices or networks. In addition, Boys & Girls Clubs of Huntington Valley 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 and are not permitted to directly connect to the internet through a phone network or other content service provider. Boys & Girls Clubs of Huntington Valley 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 keeping the personal device with them at all times. 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 Huntington Valley 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 Huntington Valley 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 Huntington Valley 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 Clubs of Huntington Valley 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: 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 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.

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.

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 Huntington Valley 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: Boys & Girls Clubs of Huntington Valley 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 password of at least six characters or numbers, though some devices utilize fingerprint or other biometric technologies

Disallowed apps and/or websites: This organization does not allow staff to access sites that:

- Contain nudity, sex, violence, or hate speech
- Are clearly inappropriate within Boys & Girls Clubs of Huntington Valley environment

Refer to Appendix #20 for a copy of the Club's Technology Acceptable Use Agreement.

TRANSPORTATION POLICY

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

DRIVERS

- Must allow for CHP background check and be cleared to transport youth per the barrier crime policy of the organization.
- 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 (including driver) are present when transporting members.
 - In the event only one member is picked up at a school, the driver must notify (radio) Club leadership when leaving the location and notify (radio) upon arrival to the Club.
- Must never transport Club members in personal vehicles.
- Must never use cell phones, PDAs or other personal devices while driving 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 CHP by staff before every trip for which youth are being transported; any problems with the vehicle must be addressed promptly.
- Regular maintenance should be performed on vehicles and documents/records reflecting that maintenance should be maintained.
- Each vehicle must 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) 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 FIELD TRIPS

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

ACCIDENT OR EMERGENCY PROTOCOL

- Drivers 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 cases, the organization will take appropriate disciplinary action, up to and including termination.

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

The purpose of the transportation program is to provide safe transportation of Club members. The Club adheres to all C.H.P. regulations regarding vehicles, driver certification and safety. At a minimum, the Transportation Director shall ensure that the following best practices are implemented and sustained within their department:

- Vehicle Proficiency Testing
- Random Drug & Alcohol Testing
- DMV Pull Notice communications
- Daily pre and post trip inspections
- Documenting trips and routes

- 45 Day vehicle safety inspection by independent mechanic
- Monthly Safety Trainings should include safety components such as:
 - Loading and unloading passengers
 - Bus evacuation
 - Bus safety zones--backing up as a last resort
 - Globally Harmonized Hazards identification and communication system
- Annual California Highway Patrol reporting shall include:
 - Total fleet mileage report
 - Fleet maintenance report
 - Terminal inspection
- Prevention Action
 - Check the vehicle carefully before each trip.
 - Report any problems to the Transportation Director immediately.
 - Strictly obey all safety laws.
 - Enforce bus rules, stopping if necessary to ensure orderliness of riders.
 - Drive defensively at all times.
 - Do not hurry - even if running late.
 - Practice evacuation procedures at least twice a year in local parking lots.
 - Drive in the slow lane on the freeway.

Always keep in mind that large vehicles such as buses are slow moving and require more response time and greater space in dealing with emergency situations.

RESPONSE TO TRANSPORTATION INCIDENTS

- Minor Accident
 - Pull over.
 - Check for any bumps or injuries. Begin emergency first aid treatment as needed.
 - Put out flares if it is necessary and safe to do so.
 - Calm children by acting in a calm manner yourself.
 - Evacuate vehicle if necessary.
 - Notify the Transportation Director or the person in charge which will then call CHP and/or police.
 - Get information from the other driver if another vehicle is involved.
 - Drive back to Club after police investigation is complete if vehicle is operable or call Club to arrange for another vehicle to pick up passengers.
- Major Accident
 - Determine extent of injuries/prioritize need for treatment and begin emergency first aid as needed.
 - Put an older child or other adult in charge of uninjured if you need to perform

- CPR or other emergency medical treatment. Calm children
- Evacuate the bus safely. Keep children in a safe place. Seek assistance from passersby if needed.
- Seek assistance in calling proper authorities and Club, in putting out emergency flares and dealing with injured.
- Arrange for all uninjured children to be transported back to Club. Encourage parents to use their own judgment and seek medical attention if they see fit
- On Freeway
 - Try to pull over to the shoulder so the vehicle can be safely evacuated.
 - Check for injuries and begin emergency treatment. (If any passenger is not breathing, begin CPR immediately. Apply pressure to slow bleeding from major trauma.)
 - Keep everyone in seats until injured can be removed, then evacuate the vehicle when safe to do so.
 - Keep calm and keep feelings and voice under control. Assist in investigation of accidents.
 - Assist in arrangements for transporting uninjured back to Club.
 - Seek assistance in contacting authorities, putting out flares, treating the injured and safely evacuating passengers to the shoulder of the freeway.
 - Drivers and riders meet with professional counselors for help in dealing with psychological effects of major accidents.

Refer to Appendix # 4 for a copy of the Club's Transportation Safety brochure.

Refer to Boys & Girls Clubs of Huntington Valley Employee Handbook: Company Vehicles & Safe Driving

RISK MANAGEMENT & MEMBER SAFETY

BULLYING POLICY

The Boys & Girls Clubs of Huntington Valley is committed to providing all members with a safe and civil environment and will not tolerate any form of bullying at any Club activity on or off Club property.

Bullying shall mean any written, electronic, verbal, or physical act that willfully harms another. Aggravated bullying shall mean willful harm motivated race, color, religion, ancestry, national origin, gender, sexual orientation, gender identity, mental disability, physical disability, and appearance or socioeconomic status.

Staff and volunteers who observe an act of bullying are expected to take immediate, appropriate steps to intervene. If the staff member or volunteer believes his/her intervention has not resolved the matter, they shall report it to his/her supervisor for assistance.

The Club Director or appropriate staff member will inform the parent or guardian of any member who was observed as a victim or perpetrator of bullying if the issue has not been appropriately resolved. Depending on the frequency and severity of the conduct, intervention, counseling, correction, discipline and/or referral to law enforcement will be used to remedy the impact on the victim.

CUSTODY POLICY

The Club recognizes that in most situations both parents have a legal right to be a part of their child's life. The Club complies with all the laws of the court and shall deny a non-custodial parent access to their child or child's records only if there is a certified copy with the original signature and certified seal of the current court order which states the rights or restraints ordered. The appropriate authority shall be called to intervene and resolve any parental custody disputes.

For pre-school age participants, the Club shall adhere to the State's Title 22 guidelines. ***Refer to the preschool parent handbook for full details.***

All school-age recreation program members must check in at the front desk and shall comply with their parents' instructions to stay at the Club.

ILLNESS POLICY

Children who become ill may not remain at the facility. The Club does not have facilities for sick children. Parents will be called to pick up the child within the hour. At the Director's discretion, a doctor's note may be required for re-admission. In such cases, the parent is responsible for scheduling the doctor's visit and cost associated with the doctor's visit. Children absent with an illness will be readmitted based on state and county guidelines

MEDICATION POLICY

All prescription medicines will be given for well-child maintenance following an illness, providing the following conditions are met

- A “Medication Administration Form” must be completed before medication will be disbursed
- Prescription medication must be administered in accordance with the physician’s current orders. It must be prescribed for the child who is to receive the medication. Medication must be in its original container. Exact time and dosage must be written, and parent must “log in” the number of doses to be dispensed for the week/month.
- Non-Prescription medication will not be administered without written instruction from a physician. Medication must be in its original container
- For safety reasons, medicine **MUST** be kept in the front office. Parents may not leave any medication in child’s care.
- It is the child’s responsibility to request and administer their own medication as needed
- For Preschool Age members, Club staff shall administer the medication as outlined by the medication form on file

Refer to Appendix # 11-Club Medication Form

INFECTIOUS CONTROL POLICY

Controlling communicable diseases at the Club is of utmost importance. Providing a safe, comfortable, and healthy environment encourages social development and facilitates the educational process. Hand washing is the single most important way to prevent the spread of communicable diseases. Wash your hands frequently and teach children to wash hands too.

State and local health departments are required by law to control certain communicable diseases. Early recognition, reporting and intervention will reduce the spread of infection in the Club. Club staff should notify their supervisor of any observed outbreaks. Supervisors shall contact the local health department as soon as an outbreak is suspected. The Orange County Public Health Official’s emergency number is: (714) 628-7008.

When a communicable disease of public health importance or an outbreak of illness in the Club is reported to the local or state health department, the health department will investigate the situation. Specific prevention and control measures will be recommended to reduce the spread to others. These measures require the cooperation of the parents/guardians, Club staff, healthcare providers, childcare health consultants and environmental health inspectors. In these situations, recommendations will be made by the health department regarding:

- Notification to parents/guardians, childcare providers, school health staff, and healthcare providers of the problem
- Appropriate preventive measures

- Exclusion of infected children and/or staff
- Interviews of parents/guardians and staff regarding onset date and type of symptoms
- Collection of specimens if necessary
- Administration of antibiotics, vaccine, or immune globulin
- Review of cleaning, sanitizing, disinfecting, and hand-washing procedures
- Review of food preparation or storage procedures

Club staff should be aware that these situations can be very stressful for everyone concerned. Cooperation and good communication help relieve some of this stress.

For more information about communicable diseases, please go to: ochealthinfo.com

EMPLOYEE ILLNESS/INJURIES

Avoiding employee injuries is our priority. If there is a life-threatening situation, call 911.

The Boys and Girls Clubs of Huntington Valley recognizes that the safety and health of its employees and youth are of primary importance. The organization's objective is to maintain a safety and health program that will keep a number of work-related injuries and illnesses to an absolute minimum. To help guide, inform and train employees, please consult the following prevention program guidelines:

Refer to Section #3 Injury & Illness Prevention Program & COVID-19 Prevention Program

Refer to Appendix # 9: Steps to take to addressing Employee Injuries

RECORDS RETENTION & DESTRUCTION POLICY

The Boys & Girls Clubs of Huntington Valley (“Club”) takes seriously its obligations to preserve information relating to confidentiality, litigation, audits, and investigations.

CONFIDENTIAL RECORDS POLICY

Employees will not, except as required in the conduct of the Company’s business or as authorized in writing by the Company, disclose or use during their term of employment or subsequent thereto any Trade Secrets/Confidential Information. Furthermore, all records, files, plans, documents, and the like relating to the business of the Company which employees prepare, use, or come in contact with shall be and shall remain the sole property of the Company and shall not be copied without written permission of the Company and shall be returned to the Company on termination or cessation of employment, or at the Company’s request at any time.

Refer to Appendix # 8 Employee Handbook for details on the full policy

Documents and records, in whatever form, shall be retained by the Club in accordance with the following plan. Documents or records may be retained for longer periods of time upon approval of the Chief Executive Officer or as required by court order. Nothing herein shall be construed to prevent retention of documents or records for longer periods of time for historical purposes. The information listed in the retention schedule below is intended as a guideline and may need to be updated periodically. Questions regarding the retention of documents not listed in this chart should be directed to the CEO.

From time to time, the CEO may issue a notice, known as a “legal hold,” suspending the destruction of records due to pending, threatened, or otherwise reasonably foreseeable litigation, audits, government investigations, or similar proceedings. No records specified in any legal hold may be destroyed, even if the scheduled destruction date has passed, until the legal hold is withdrawn in writing by the CEO.

File Category	Item	Retention Period
Corporate Records	Bylaws and Articles of Incorporation	Permanent
	Corporate resolutions	Permanent

	Board and committee meeting agendas and minutes	10 years
	Trademark Registrations, Patents & Copyrights	Permanently
Finance and Admin.	Accounts payable ledgers & schedules	6 years
	Auditor Reports, Work Sheets & Tax Returns	6 years
	Payroll records	6 years
	Expense analysis/expense distribution	6 years
	Bank statements & reconciliations	3 years
	Chart of accounts	6 years
	Investment performance reports	6 years
	Contracts & Bills of sale	5 years from last payment and after all obligations end
	Correspondence — Important	2 years
	Federal, State, County and City grant documentation including agreements, letters of understanding, reports, and underlying grants	6 years from end of grant period, unless additional time is stipulated by grantor
	Inventories of materials and supplies	3 years
Insurance Records	Policies	Permanent
	Accident/Incident reports	3 years

	Safety (OSHA) reports	5 years
	Claims (after settlement)	7 years
Real Estate	Mortgages, Deeds & Leases	5 years from last payment and after all obligations end
Tax	IRS exemption determination and related correspondence	6 years
Human Resources	Employee personnel files (terminated)	7 years
	Retirement Plan benefits (plan descriptions, plan documents)	Permanent
	Employee handbooks	Permanent
	Employee orientation and training materials	7 years
	Employment applications	3 years
	Timecards	5 years
Membership Records	Membership Cards	5 years
	Contracts	5 years

ELECTRONIC DOCUMENTS AND RECORDS

Electronic documents will be retained as if they were paper documents. Therefore, any electronic files that fall into one of the document types on the above schedule will be maintained for the appropriate amount of time.

EMERGENCY PLANNING

The Club's records will be stored in a safe, secure, and accessible manner. Documents and financial files that are essential to keeping the Club operating in an emergency will be duplicated or backed up nightly.

DOCUMENT DESTRUCTION

The Director of Operations is responsible for the ongoing process of identifying its records, which have met the required retention period, and overseeing their destruction. Destruction of financial and personnel-related documents will be accomplished by shredding. Documentation of all record destruction will be maintained with the Director of Finance and Director of Operations.

COMPLIANCE

Intentional neglect on the part of employees to follow this policy can result in possible civil and criminal sanctions against the Club and its employees and possible disciplinary action against responsible individuals. The CEO and Board Chair will periodically review these procedures with Legal Counsel and the Club's Certified Public Accountant to ensure that they are in compliance with new or revised regulations.

MEDIA INQUIRIES

Under ALL circumstances, the CEO shall be the primary spokesperson for the Club. Others may be given the opportunity when the CEO determines them to be the most appropriate spokesman. They, too, should be notified well in advance.

Under normal circumstances, the CEO shall inform the Unit Director regarding media visits well in advance. The Unit Director then should inform program staff

MEDIA GUIDELINES

- There may be cases when due to a police report, accident, or some other issue/related news story, the media shall show up unannounced. The following procedures apply in these cases.
- Keep the media outside the door of the Club. Remain as polite and composed as possible. Do not under any circumstances open the doors.
- Report the media's presence to the Unit Director or staff person in charge.
- Call the CEO. They shall then personally handle the media situation or instruct you in how to proceed.
- If you are the person in charge, determine why they are there, the story they are covering, who they want to speak with. "Before I can cooperate with you, I need to know..."
- Do not, under any circumstances, make any comments or provide any staff or member information. There is no such thing as "off the record." Everything and anything you say to a reporter is fair game for news quotations.

- When the situation calls for an immediate response to accidents, police reports, or emergencies, never say anything that accepts responsibility or blame for the situation. A safe way to respond would be, “Our ultimate concern is for the welfare of our member(s), and we are investigating the incident. We have no further comments at this time.”
- If the incident involves the police, respond - “We will cooperate fully with the police investigation...”
- The person in charge should stay with the reporter at all times and take notes about who they talk to and what areas they visit. If you have a camera, take photos of the reporter in action. This will remind the reporter of his responsibility to be fair and provide the Club a means for recourse.
- Ask the reporter when the coverage will air or be published and on what channel or in what newspaper.
- Immediately after the incident, document the visit in as much detail as possible and deliver or fax it to the Administrative Office. Note the date and approximate time of the visit and the air date and time, or publication and date.
- Call/notify the parents of any members involved in the event.

SHARED FACILITY POLICY

Club facilities shall be used exclusively for its members - facility rental is strictly prohibited unless authorized by the Chief Executive Officer. Outside groups may be allowed to use the Club's facility only when:

- The facilities are not required for use in serving our clients
- The group agrees to pay for all costs associated with the use of the space, including set-up, staffing, repair, and clean-up costs
- Proper care is assured
- Staff supervision is available
- Behavior of the participants can be controlled by the group
- 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.
- The outside group shall name the Club as additional insured on their general liability coverage and provide a certificate of insurance with commercial coverage for no less than \$1 million.

Section 3

Injury & Illness Prevention Program

INJURY & ILLNESS PREVENTION PROGRAM

Adopted May 2004, Revised June 2015

Any questions or concerns regarding safety please contact Human Resources at 714-531-2582 or hr@bgchv.com

Table of Contents

Policy Statement	1
The Injury & Illness Prevention Program Includes	1
Committee and Staff Responsible for Injury/Illness Prevention Program	2
Communication System and Procedures	2
System for Assuring Compliance by Staff	3
Posting Requirements	3
Inspections and Identification of Potential Hazards	3
Procedures for Correcting Hazardous Conditions or Unsafe Practices	4
Training of Employees	5
Records	5
Safety Practices	5

Policy Statement

The Boys and Girls Clubs of Huntington Valley recognizes that the safety and health of its employees and youth are of primary importance. The organization's objective is to maintain a safety and health program that will keep a number of work-related injuries and illnesses to an absolute minimum.

The employer accepts responsibility for leadership of the safety and health program, for its effectiveness and improvement and providing the safeguards required to ensure safe conditions. Supervisors are responsible for ensuring that all operations are performed with the utmost regard for the safety and health of all personnel involved, including themselves. Employees are responsible for complying with all rules and regulations and for continuously practicing safety while performing their duties.

The Injury & Illness Prevention Program Includes

- Conducting a program of health and safety inspections to identify and correct any unsafe working conditions or practices.
- Training all employees in good safety and health practices.
- Designating a committee of Board of Directors and a staff person who are responsible for developing safety and health standards for every job, for conducting periodic inspections, for correcting deficiencies and providing safeguards to the maximum extent possible.
- Investigating, promptly and thoroughly, every accident to determine why it occurred and to correct the cause so it won't happen again.
- Requiring all employees to comply with safety and health rules as a condition to employment.
- Initiating and continuing a system of recognition for excellence in safety service or performance.

Committee and Staff Responsible for the Injury/Illness Prevention Program

The Health And Safety Committee of the Board of Directors is responsible for the Injury/Illness Prevention Program. This committee meets as needed. The Committee reviews the components of the Injury/Illness Prevention Program annually and takes action to correct any deficiencies and to strengthen the effectiveness of the program. The committee develops action plans when improvements or changes are needed.

Minutes of the committee are maintained; they are distributed to appropriate employees and they are available to review by Cal/OSHA. The committee reviews all accidents and makes recommendations to the Board of Directors for the prevention of future incidents. When a change in practices must be made immediately, the action is reported at the next meeting.

The committee reviews investigations of alleged hazardous conditions that are brought to the attention of any committee member and it verifies abatement action as specified in a Cal/OSHA citation when Cal/OSHA requests this verification.

The committee encourages and evaluates employee safety suggestion and submits recommendations to the Board, if implementation requiring a policy change is suggested.

The Director of Operations is responsible and has authority from the Board of Directors to manage the Injury Prevention Program. The Director of Operations attends all meetings of the board committee that is responsible for the program.

Communication System and Procedures

The Boys & Girls Clubs of Huntington Valley have a system of communication with its employees which includes information and training related to occupational health and safety matters. The system includes:

- Training sessions for all employees
- Discussion of health and safety practices at staff meetings
- Written Communications—memorandums
- Posters
- Personnel policies including a provision for disciplinary actions
- A System of incentives and recognition which encourages employees to comply with safe practices and to suggest methods of improving health and safety practices.
- Recognition of the right of employees to inform the employer about hazards with out fear of reprisal or other discrimination.

The communication system is reviewed at least annually by the committee of the Board of Directors that is responsible for the implementation of the Injury/Illness Prevention Program.

System for Assuring Compliance By Staff

Employees are expected to comply fully with all injury and illness prevention procedures adopted by the organization to ensure the safety of employees, children and volunteers. Written general safe practices and job specific practices are given to employees when they are hired.

Posting Requirements

This organization posts the following in prominent and appropriate locations:

- No Smoking Signs
- Safety and health protection on the Job-Cal/OSHA
- Log and Summary of Occupational Injuries and Illness during the month of February-Cal/OSHA
- Emergency numbers on or by each telephone
- Fire prevention plan
- Emergency Evacuation and Exit Procedures
- Exit signs at all exits
- Room capacity and floor load limit signs, as required
- Discrimination in Employment Poster
- Order regulating Wages, Hours and Working Conditions Poster
- Notice to employees of Unemployment and disability insurance
- Payday notice

Inspections and Identification of Potential Hazard

All Employees are expected to report any hazardous or potential hazards immediately to Director of Operations or designated representative. Report forms are available in the administrative office.

Fire

An annual inspection of the facility(ies) is made annually by the Fire Department. Any Violation is noted by the Fire Department. The committee of the Board of directors and the Director of Operations are responsible for assuring compliance with all fire prevention requirements.

The Director of Operations or designated representative inspects the smoke alarms and fire extinguishers on a monthly basis. All fire extinguishers are inspected and recharged annually, or more often if needed, and noted on the inspection tag attached to each extinguisher. Record of all fire extinguisher inspections are kept in the administrative office.

The Boys and Girls Clubs of Huntington Valley has less than five gallons of combustible liquids in the facility at any time; all combustible liquids are kept in closed containers and in a place not assessable to the children. Any other combustible materials are removed immediately from the building(s).

The Boys and Girls Clubs of Huntington Valley has a NO SMOKING policy in all areas. No smoking signs are posted as appropriate.

Exits are clearly marked and illuminated by a reliable light source, as required by the Fire Department. All exits are kept free of any obstruction.

Electrical

Employees are required to report, as soon as possible, any obvious hazard to life or property observed in connection with electrical equipment or lines. All electrical appliances and extension cords must have a grounding conductor.

Environmental

All restrooms and kitchens are inspected daily to ensure that they are clean and sanitary. If there are any hazardous substances or chemical within the center or its grounds, this information is communicated to employees immediately.

Employee Readiness

All employees receive instruction in basic first aid and emergency procedures. Fire drills for staff and youth are conducted at least monthly and earthquakes drills are held every six months or more often, if required by a licensing agency. Evacuation plans and routes are posted by each work area. First aid kits are readily accessible to all work areas. They are inspected monthly by the Director of Operations or designate and replenished as needed.

Infection

All employees receive instruction prior to beginning employment regarding procedures to follow when exposed to body fluids and/or blood occurs. Vinyl gloves, equipment for mouth-to-mouth resuscitation and soap/disinfectants are provided.

Grounds and Play Areas

The grounds and play areas are inspected daily for any potential hazards to staff or children. The Director of Operations is responsible for determining the person who will conduct these inspections.

Procedures for Correcting Hazardous Conditions Or Unsafe Practices

Hazardous conditions or unsafe practices are corrected as soon as possible, depending on the severity of the situation. If the problem endangers any employee, client, volunteer or property, they are evacuated from the area until the situation has been corrected.

The Director of Operations or designate is authorized to correct any hazardous condition or unsafe practice and report the action to the committee of the Board of Directors that is responsible for the Injury/Illness Prevention Program.

Conditions identified during a periodic inspection are recorded in the Action Plan Form and corrected accordingly.

Training of Employees

Meetings are held periodically during the year which training in general safe practices is conducted. When a newly identified hazard identified by the employer, a training session for employees and a written communication to employees is conducted/distributed immediately.

General and job specific safe practices are given to each new employee prior to the first day of work. At that time, the supervisor explains that the organization has written Injury/Illness Prevention Program and tells the employees where it is maintained for reference. In addition, the Supervisor goes over the forms that an employee may use and explains that the organization welcomes suggestions for improving the health and safety practices. All employees are assured that no adverse consequences will result from informing the employer of a hazard.

Records

All occupational injuries or illnesses are reported on Cal/OSHA Form 200. The report is posted from February 1-28 each year in addition, all occupational injuries or illnesses are reported on an accident report form. A copy of the form is maintained in the employee's personnel file. The report of the review of any accident by the committee of the Board of Directors is maintained with the minutes of the committee; these reports are kept as long as the organization remains in business.

Records of scheduled and periodic inspections are kept for at least three (3) years and these records include the following: (1) Name of person conducting the inspection: (2) Any unsafe condition or work practice; (3) Action taken to correct unsafe condition or work practice.

Records of safety and health training of employees are maintained for a minimum of three (3) years in the employees personnel file. Documentation of training and communication regarding health and safe practices for each employee is maintained in his/her personnel file. This documentation includes: (1) Name of employee (2) Type of training (3) Date of training and (4) Provider of the training.

Safety Practices

1. Immediately report all unsafe conditions to your supervisor.
2. Report all accidents, injuries and illnesses to your supervisor. Complete an accident report.
3. In the event of a fire, evacuate your area. Sound fire alarm located in the office.
4. When the fire alarm sounds, follow the emergency evacuation plan and route your location.
5. In the event of an accident that requires a degree of first aid that you are unable to render, report it immediately to office administrative staff. They will follow emergency procedures required.
6. When an accident involves bodily fluids, rubber gloves are available in the office and in all program areas. You are expected to use these as a sanitary means of protected yourself against transmittable diseases.
7. All areas around fire extinguishers, the hallways and exit routes must be kept clear at all times.
8. Put any combustible substances in the metal trash dumpster.



COVID-19 Prevention Program

Addendum to
Boys & Girls Clubs of Huntington Valley's
Injury and Illness Prevention Program

Policy Statement

Boys & Girls Clubs of Huntington Valley (“BGCHV”) is committed to ensuring that our worksites, employees, subcontractors, and vendors are prepared for and in compliance with the Centers for Disease Control and Prevention (CDC), the California Division of Occupational Safety and Health (Cal/OSHA), the California Department of Public Health (CDPH) and local, state, and federal guidance regarding COVID-19. Our leadership team fully supports this global effort. The health and safety of our employees is the paramount concern for our Company.

This plan is developed in accordance with the guidelines outlined by the CDC, CDPH and Cal/OSHA, as well as the BGCHV Safety Manual, in addition to other state and local guidelines and best practices.

COVID-19 Overview

COVID-19 is an infectious disease that can be spread through the air when an infectious person talks or vocalizes, sneezes, coughs, or exhales. Particles containing the virus can travel more than six feet, especially indoors. COVID-19 may also be transmitted when a person touches a contaminated object and then touches their eyes, nose, or mouth, although this is less common.

An infectious person may have no symptoms.

Employees must familiarize themselves with the symptoms of COVID-19, which include the following:

- Cough
- Fever of 100.4 Fahrenheit or higher or Chills
- New Loss of Smell or Taste
- Muscle or Body Aches
- Headache
- Fatigue
- Congestion or Runny Nose
- Sore Throat
- Nausea or Vomiting
- Diarrhea
- Shortness of Breath or Difficulty Breathing.

Evaluation of COVID-19 Hazards

BGCHV will conduct an evaluation of the workplace to identify and evaluate COVID-19 hazards. Employees and authorized employee representatives shall be allowed to participate in this evaluation.

This evaluation will include identification of all interactions, areas, activities, processes, equipment, and materials that could potentially expose employees to COVID-19 hazards. Further, this evaluation will include identification of all places and times when employees may congregate or come in contact with one another.

BGCHV will conduct periodic inspections as needed to identify unhealthy conditions, work practices, and work procedures related to COVID-19 and to ensure compliance with BGCHV's policies and procedures.

Roles & Responsibilities

BGCHV's team members all share unique roles and responsibilities within our company, many of these responsibilities are outlined in the BGCHV's Safety Manual. COVID-19 presents a need for these roles and responsibilities to grow to enact both our safety protocols and our business continuity response plan.

Below is a general guideline of Roles and Responsibilities. BGCHV will train all employees on their roles and responsibility with regards to this plan. Managers and supervisors are familiar with this plan and are prepared to answer any questions.

Managers/Supervisors

- Responsible for overall implementation and enforcement of this plan.
- Responsible for job site compliance and work health and safety.
- Ensuring proper required signage is current and properly posted.
- Enforcing face covering requirements as applicable.
- Enforcing social distancing requirements as applicable.
- Coordinating among BGCHV's team, subcontractors, customers, etc. with regards to facility operations and COVID-19 response.
- Responsible for ensuring proper training of BGCHV's employees.
- Enforcing rules including re-training and potential discipline for safety policy violations.
- Ensuring tenants and subcontractors incorporate COVID-19 safety protocols.
- Ensuring daily changes are communicated to the team and trade partners.

Team Members

- Help minimize the spread of COVID-19.
- Participate in and understand Response Plan.
- Practice good hygiene.
- Immediately report sickness or potential sickness to supervision.
- Immediately report possible COVID-19 hazards at the workplace.

- Support and emphasize social distancing practices.
- Employees with medical or other conditions that put them at increased risk of severe COVID-19 illness should notify Human Resources Manager at hr@bgchv.com of such condition and BGCHV will work with the employee to attempt to accommodate the employee.

Operation Best Practices

1. Employees or guests should wash hands or use hand sanitizer upon arrival at facility.
2. Gates or doors that require PIN code or card reader should remain open during normal business hours.
3. Avoid shared use of phones, desks, radios, tools, etc.
4. Leave windows, where safe and secure to do so, open to increase ventilation.
5. Encourage payment via credit/debit card.
6. Common areas will be sanitized regularly (restrooms, etc.).
7. Employees will be provided disinfectant or sanitizing wipes to clean their workspace, equipment, and tools daily.

Employee Screening

Employees should evaluate their own symptoms before reporting to work each day.

BGCHV will utilize worksite entry temperature screening guidelines in accordance to any and all applicable local, state, or federally mandated procedures. Care will be taken to keep workers personal information private and to avoid evaluation/classification of illness by those who are not qualified.

BGCHV has implemented a program that allows for and encourages proper physical distancing, and protection of those performing the scanning. Any individual tasked with performing scanning operations will be properly trained and will be required to wear a face covering while performing the screening and non-contact thermometers will be used.

Employees will be required to wear a face covering in accordance with applicable federal, state and local law.

The safety and health of employees requires participation of all employees. Without fear of reprisal, BGCHV asks employees to report COVID-19 symptoms, possible COVID-19 exposures, and possible COVID-19 hazards at the workplace.

COVID-19 Case Response Investigation

BGCHV will follow this four-step plan when addressing a confirmed or probable case of COVID-19 case in the workplace:

- 1. Isolate/Quarantine Confirmed Employees**

The employee should remain out of the workplace until cleared to return to work in accordance with applicable return to work criteria.

- 2. Contact Tracing and Exclusion of Close Contacts as Required**

When engaging in contact tracing, the employee will be asked to identify all individuals who worked in close proximity (within **six** feet for a cumulative total of **15** minutes or greater) with them from the **48**-hour period before the onset of symptoms or first positive test until the employee is cleared to discontinue self-isolation.

Unless an exemption applies, employees who had close contact with the COVID-19 case will be sent home for the required quarantine period in accordance with applicable law from the date of the last exposure to ensure the infection does not spread. While quarantined, employees should self-monitor for symptoms/emergency warning signs (check temperature twice a day, watch for fever, cough, or shortness of breath), avoid contact with high-risk individuals, and follow CDC guidance if symptoms develop. An employee may return to work when the return to work requirements in accordance with applicable law are met.

Employees will not be considered to have had a close contact if they were properly wearing a respirator that was required by BGCHV, whenever they were within six feet of the COVID-19 case during the high-risk exposure period.

All individuals, regardless of vaccination status, who exhibit COVID-19 symptoms will be required to isolate after exposure.

Any employee quarantined will be informed by BGCHV on the terms and conditions of the employee's return to work, in accordance with applicable law. BGCHV will continue to rely on CDC, CDPH, local, state and federal health guidelines on employees returning to work and such guidance and requirements are subject to change.

- 3. Clean and Disinfect the Workplace**

After a confirmed COVID-19 case, BGCHV will follow CDC and California guidelines for cleaning and disinfecting the workplace. These guidelines include:

- Closing off areas where the person who is a probable or confirmed case of COVID-19 worked, and if possible, opening outside doors and windows and using ventilation fans to increase air circulation in the area.
- Waiting as long as practical, a minimum of 24 hours, whenever possible, before beginning cleaning and disinfection.
- Cleaning staff shall clean and disinfect all areas such as offices, bathrooms, and common areas used by the employee.

4. Notice to Employees

Following a confirmed COVID-19 case, BGCHV will notify all employees, and their authorized representatives, independent contractors, and other employers who were on the premises at the same worksite as the COVID-19 case during the high-risk exposure period within one business day. BGCHV will do so without revealing any confidential medical information such as the name of the employee, unless the employee has signed an authorization to disclose their diagnosis. The notice will be communicated in the manner in which BGCHV normally uses to communicate employment-related information and may include, but not be limited to, personal service, email or text message. BGCHV will inform employees of the actions it has taken, including requiring employees who had close contact with the worker and were not fully vaccinated to go home. BGCHV will let employees know about its sanitizing and cleaning efforts and remind employees to seek medical attention if they exhibit symptoms/emergency warning signs.

COVID-19 testing will be offered at no cost during working hours to all employees who had a close contact in the workplace, except for employees who had COVID-19, met the return to work criteria, and have remained symptom free for 90 days after symptom onset or 90 days after their first positive test for those that never developed symptoms. Employees will be paid for the time spent testing.

For employees excluded from work because of exposure to COVID-19/close contact in the workplace, BGCHV will continue and maintain the employee's earnings, seniority, and all other employee rights and benefits, including the employee's right to their former job status, as if the employee had not been removed from their job. Any leave, whether paid or unpaid, will run concurrently with all other leave provided under BGCHV's policy or provided by local, state or federal law.

After a positive workplace case, BGCHV will investigate whether workplace conditions could have contributed to the risk of COVID-19 exposure and what could have been done to reduce exposure to COVID-19 hazards.

Collecting Information Regarding Employee Vaccination Status

BGCHV encourages, but does not mandate, that its employees get vaccinated and boosted, if eligible against COVID-19. To fulfill its obligations under Cal/OSHA and local requirements, BGCHV will ask employees to inform BGCHV whether they have been fully vaccinated against COVID-19 as defined above. This information will be kept confidential by BGCHV.

An employee is considered "fully vaccinated" if the employer has documented:

- A person's status two weeks after completing primary vaccination with a COVID-19 vaccine with, if applicable, at least the minimum recommended interval between doses for a vaccine that is (1) approved or authorized for emergency use by the FDA, (2) listed for emergency use by the WHO, or (3) administered as part of a clinical trial at a U.S. site and meets additional criteria set forth by Cal/OSHA.

- A person's status two weeks after receiving the second dose of any combination of two doses of a COVID-19 vaccine that is approved or authorized by the FDA or listed as a two-dose series by the WHO. The second dose of the series must not be received earlier than 17 days (21 days with a 4-day grace period) after the first dose.

Exclusion and Return to Work Criteria

Under all scenarios, including if exempt from exclusion but identified as a close contact, employees must **wear a well-fitting mask around others for 10 days, especially in indoor settings.**

Exclusion and Isolation: COVID-19 Cases

Shorter Isolation for Testing Protocol: Regardless of vaccination status, booster, previous infection or lack of symptoms, a **COVID-19 case** may not return to work until all the following criteria has been met:

- At least 5 days have passed since collection of first positive specimen or healthcare provider diagnosis;
- Symptoms are not present, or symptoms are resolving; and
- There is a diagnostic specimen collected on Day 5 or later and the test is negative (antigen test preferred).

Longer Isolation When No Testing is Conducted: Regardless of vaccination status, booster, previous infection or lack of symptoms, a **COVID-19 case** may not return to work until all the following criteria has been met:

- At least 10 days have passed since collection of first positive specimen or healthcare provider diagnosis;
- Symptoms are not present, or symptoms are resolving; and
- The employee is unable to test or does not test on Day 5 or later.

If fever is present, isolation must continue and employee may not return to work until fever resolves. If symptoms other than fever are not resolving, isolation must continue and employee may not return to work until symptoms are resolving or until after Day 10 from the positive test. If an employee tests positive on Day 5 or later, they must continue isolation and may not return to work until at least after Day 10 from the first positive test.

Exclusion and Quarantine: Close Contact Exposures

No Quarantine Required for Testing Protocol: Employees who are **boosted or fully vaccinated but not yet booster-eligible** do not need to be excluded after a **close contact exposure** if all the following criteria has been met:

- A diagnostic specimen is collected on Day 5 or later after the last the close contact exposure and the test is negative (antigen test preferred); and
- Symptoms are not present.

If the employee cannot be tested on Day 5, they must wear a face covering and maintain a six feet distance for 14 days after the close contact.

No Quarantine Required for Testing Protocol: Employees who are **fully vaccinated and booster-eligible but have not yet received their booster dose** do not need to be excluded after a **close contact exposure** if all the following criteria has been met:

- A diagnostic specimen is collected within Days 3-5 after the last the close contact exposure and the test is negative (antigen test preferred); and
- Symptoms are not present.

If the employee cannot be tested on Days 3- 5, they must wear a face covering and maintain a six feet distance for 14 days after the close contact.

Shorter Quarantine for Testing Protocol: Employees who are unvaccinated, including persons with natural immunity, must be excluded after a **close contact exposure** until all the following criteria has been met:

- At least 5 days have passed since the last close contact to the COVID-19 case;
- A diagnostic specimen collected is on Day 5 or later after the last the close contact exposure and the test is negative (antigen test preferred); and
- Symptoms are not present.

Longer Quarantine When No Testing is Conducted: Employees who are unvaccinated, including persons with natural immunity, who do not test must be excluded after a **close contact exposure** until all the following criteria has been met:

- At least 10 days have passed since the last close contact to the COVID-19 case; and
- Symptoms are not present.

If the employee tests positive after a close contact exposure, they must follow the Isolation COVID-19 case requirements above. If symptoms develop after the close contact exposure, they must be excluded, test, and stay home follow the Isolation COVID-19 case requirements above.

If an order to isolate, quarantine, or exclude an employee is issued by a local or state health official, the employee must be excluded and/or must not return to work until the specified period of isolation or quarantine is completed or the order is lifted. If not specified, the period will be in accordance with the applicable return-to-work period above.

All employees subject to the exclusion and return to work criteria set forth above, must complete and return the **Exclusion and Return to Work Attestation Form**.

If an order to isolate, quarantine, or exclude an employee is issued by a local or state health official, the employee will not return to work until the specified period of isolation or quarantine is

completed or the order is lifted. If no period was specified, then the period will be in accordance with the applicable return to work period stated above.

Training Requirements

BGCHV will train employees on the potential hazards of COVID-19 and will utilize CDC and CDPH guidelines as a baseline for meeting this training requirement.

Employees will be trained and provided instruction on BGCHV's COVID-19 policies and procedures to protect employees from COVID-19 hazards and how to participate in the identification and evaluation of COVID-19 hazards in the workplace.

Employees will be trained and provided instruction on COVID-19-related benefits to which the employee may be entitled under applicable federal, state, or local laws.

Employees will be provided information on how to access COVID-19 testing and vaccination and about the effectiveness of vaccination at preventing COVID-19 transmission, serious illness, or death.

All training shall be performed by a competent person and documented.

BGCHV's employees and those working on Company property must be properly trained in the following categories when required based on exposure assessment, Cal/OSHA regulation, and/or CDC guidelines:

- Respiratory protection
- Bloodborne pathogens
- Hygiene (i.e. proper handwashing)
- Sanitation
- SDS sheets and product data
- Emergency procedures
- PPE
- Cough and sneeze etiquette
- Hand hygiene
- Avoiding close contact with sick persons
- Avoiding touching eyes, nose and mouth with unwashed hands
- Avoiding sharing personal items with coworkers

Face Coverings

Unless otherwise required by CDPH, Cal/OSHA, federal, state or local mandate or BGCHV policy, face coverings in the workplace will not be required regardless of vaccination status. However, BGCHV recommends that unvaccinated employees wear face coverings indoors. Face shields are not a replacement for face coverings but may be worn together for additional protections.

When face coverings are required, the following are exceptions to the requirement:

1. When alone in a room or vehicle.
2. While eating or drinking at the workplace, provided employees are at least six feet apart and outside air supply to the area, if indoors, has been maximized to the extent feasible.
3. Employees wearing respirators required by BGCHV.

4. Employees who cannot wear face coverings due to a medical or mental health condition or disability, or who are hearing-impaired or communicating with a hearing-impaired person.
5. Specific tasks which cannot feasibly be performed with a face covering.
 - a. This exception is limited to the time period in which such tasks are actually being performed.

When face coverings are required, employees exempted from wearing face coverings due to a medical condition, mental health condition, or disability shall wear an effective non-restrictive alternative, such as a face shield with a drape on the bottom, if their condition or disability permits it. If the employee's condition or disability does not permit a non-restrictive alternative, the employee shall be at least six feet apart from all other persons and either fully vaccinated or tested at least weekly for COVID-19 during paid time and at no cost to the employee.

When face coverings are required, any employees not wearing a face covering pursuant to exception number 5 above shall be at least six feet apart from all other persons unless the unmasked employee is either (1) fully vaccinated or (2) tested weekly for COVID-19. BGCHV will inform any employees exempted under this section whether they will be tested weekly. Any testing will be during paid time and at no cost to the employee. Employees are free to wear face coverings, unless it would create a safety hazard such as interfering with the safe operation of equipment.

Employees will be provided with a face covering upon request regardless of vaccination status.

Personal Protective Equipment

Teams have reviewed required and necessary PPE for each task and will ensure that workers are properly trained to utilize PPE. OSHA's standard on PPE shall be followed in addition to the respiratory protection program.

Upon request, BGCHV will provide respirators for voluntary use to all employees who are not fully vaccinated and are working indoors or in vehicles with more than one person.

Whenever respirators are provided for voluntary use, BGCHV will train employees on:

1. How to properly wear the respirator provided; and
2. How to perform a seal check according to the manufacturer's instructions each time the respirator is worn, and the fact that facial hair interferes with a seal.

Eye Protection:

Employees must use appropriate eye or face protection when exposed to eye or face hazards from airborne COVID-19 particles, liquid chemicals, acids, or caustic liquids or chemical gases or vapors.

Hand Protection:

- Gloves are required to be worn when performing work which may potentially expose the hands' surfaces to COVID-19 or chemicals.
- Chemical Impervious (chemical resistant) gloves shall be worn when handling chemicals that specify that PPE gloves should be used.
- BGCHV will issue those employees working with chemicals their own individual gloves for hygiene purposes, or employees should use a new pair of disposable gloves with each job task.

Cleaning Procedures

BGCHV will implement increased cleaning and sanitation efforts on all project sites. In the event employees are performing cleaning methods, proper training and protective equipment will be available and must be utilized. Supervisors will review product data (SDS sheets) and train all workers on the product that is being utilized. SDS sheets must always be made available to workers.

It is BGCHV's expectation that job sites are cleaned on a frequent and consistent basis in a manner appropriate with its exposure. Bathrooms, doors, high use areas, etc. shall be cleaned daily. Workstations shall be cleaned daily or as needed.

High use or communal areas shall be given special attention and identified in site specific programs. Logs shall be kept ensuring the program is being executed, these logs shall be reviewed as part of the job site inspection process on a regular basis. If cleaning procedures or practices are found to be inadequate, site supervision shall make immediate adjustments to meet CDC guidelines and/or close the area to workers until it can be properly cleaned.

- Restrooms and break/lunchrooms must be cleaned at least once per day
- Trash cans and debris bins shall be cleaned, sanitized, and emptied as needed but at least daily
- Company vehicles, tools, and equipment shall be cleaned at least daily and before any new user.

Teams shall take steps to obtain emergency cleaning services and/or obtain emergency cleaning products in adequate supply to perform site cleaning if a positive COVID-19 case is confirmed at a project site. Extreme care shall be taken to ensure that the products being utilized to disinfect and sanitize an area are designed for COVID-19 and that workers performing the cleaning are adequately protected.

When selecting cleaning products, teams shall reference the approved EPA/CDC list of products prior to utilizing, ensuring that the product is appropriate for the intended surface.

Site Sanitation

BGCHV has implemented a site sanitation program consistent with Cal/OSHA and CDC requirements, with an increased focus on worker hygiene and sanitation. Teams shall consider the availability of equipment and cleaning products such as hand sanitizer and soap that is essential to workers maintaining proper hygiene.

If proper sanitation cannot be maintained or if essential products are not available, BGCHV's supervision may reduce, limit, or stagger work activities to ensure sanitation can be obtained.

Workers are encouraged to continuously wash their hands to prevent the potential spread of COVID-19.

Engineering Controls

Engineering controls help reduce exposure to hazards by isolating employees from the hazards. BGCHV has implemented the following engineering controls to increase employee safety, which may include but are not limited to:

- To the extent feasible, increased ventilation in the work environment.
- Installing clear plastic barriers, for example, between employees when performing temperature taking.
- Limiting interactions between employees and customers.

Administrative Controls

Administrative controls require action by both the employee and BGCHV. These are changes in work policies and procedures to reduce or minimize exposure to COVID-19 in the workplace. These changes are discussed in further detail in this Plan and include, but are not limited to:

- Requiring sick employees to stay at home (or to go home).
- Providing employees with up-to-date education and training on COVID-19 and protective behaviors (e.g., proper hygiene, PPE, and cough etiquette).
- Providing employees with and training employees on proper use of personal protective equipment.
- Requiring regular hand washing and use of hand sanitizer.

Testing of Symptomatic Employees

In addition to the testing set forth herein, BGCHV will make COVID-19 testing available at no cost to employees with COVID-19 symptoms who are not fully vaccinated, during employees' paid time.

Testing resources may be found on the California Department of Public Health website: <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/Testing.aspx> or contact Human Resources hr@bgchv.com and via phone (714) 531-2582, ext. 112.

Confidentiality/Privacy

Except for circumstances in which BGCHV is legally required to report workplace occurrences of communicable disease, and/or the individual provides a written authorization to disclose his or her diagnosis to coworkers, the confidentiality of all medical conditions will be maintained in accordance with applicable law and to the extent practical under the circumstances. When it is required, the number of persons who will be informed that an unnamed employee has tested positive will be kept to the minimum needed to comply with reporting requirements and to limit the potential for transmission to others. BGCHV reserves the right to inform other employees that an unnamed co-worker has been diagnosed with COVID-19 if the other employees might have been exposed to the disease so the employees may take measures to protect their own health. BGCHV also reserves the right to inform subcontractors, vendors/suppliers or visitors that an unnamed employee has been diagnosed with COVID-19 if they might have been exposed to the disease so those individuals may take measures to protect their own health.

Reporting, Recordkeeping, and Access

This COVID-19 Prevention Program will be available at the workplace to employees, authorized employee representatives, and to representatives of Cal/OSHA immediately upon request.

BGCHV will keep a record of and track all COVID-19 cases with the employee's name, contact information, occupation, location where the employee worked, the date of the last day at the workplace, and the date of a positive COVID-19 test. BGCHV will report information about COVID-19 cases at the workplace whenever required by law. Medical information will be kept confidential as required by law.

**EMPLOYEE ACKNOWLEDGMENT OF BOYS AND GIRLS CLUBS OF HUNTINGTON
VALLEY'S COVID-19 PREVENTION PROGRAM**

1. If an employee tests positive for COVID-19, the employee will not be permitted to enter the workplace and must seek immediate medical attention. An employee testing positive must stay away from the workplace and should self-quarantine for the appropriate period required by public health officials. The results of the test will be kept confidential to the greatest degree possible, except that the results will be provided to appropriate officials or managers of Boys and Girls Clubs of Huntington Valley ("BGCHV") who have a need to know this information and, if legally required, to appropriate public health officials.
2. Coronavirus is spread through close contact.
3. Employees should frequently (at least every hour) wash their hands throughout the day for at least 20 seconds each time.
4. BGCHV will provide hand sanitizer throughout the building. Employees should use hand sanitizer after touching surfaces that may have been touched by others, such as doorknobs, handles and countertops.
5. Employees should report to management if they have been in close contact with someone who has been diagnosed with COVID-19 or who is exhibiting symptoms consistent with the virus.
6. Employees should frequently clean and sanitize the workplace. Disinfectants and cleaning supplies will be available.
7. For the protection of all employees, all visitors will be required to follow these safety procedures to the greatest extent possible.

EMPLOYEE ACKNOWLEDGMENT

I understand that BGCHV is providing the personal protective equipment and other safety measures described above and agree to use it and follow them as required. I also understand and agree to follow the above procedures to protect my health and the health of others. I understand that failure to do so may result in discipline, up to and including termination of employment. If, at any time, I have any concerns regarding how to work safely and protect my health or the health of others, I will contact a supervisor.

Signature

Employee name (PLEASE PRINT)

Date: _____

Appendix A: Multiple COVID-19 Infections and COVID-19 Outbreaks

This Appendix will be implemented if three or more COVID-19 cases within an exposed group visit the workplace during their high-risk exposure period at any time during a 14-day period. This Appendix will stay in effect until there are no new COVID-19 cases detected in the exposed group for a 14-day period.

COVID-19 testing

- BGCHV will make COVID-19 testing available to all employees in an exposed group except:
 - Employees who were not present during the relevant 14-day period;
 - Employees who had COVID-19 and have met the return to work criteria will not need testing for 90 days after the initial onset of COVID-19 symptoms or, for those who never developed symptoms, 90 days after the first positive test.
- COVID-19 testing will be made available at no cost to employees during employees' working hours.
- COVID-19 testing consists of the following:
 - Testing will immediately be made available to all employees in an exposed group and then again one week later. Negative COVID-19 test results of employees with COVID-19 exposure will not impact the duration of any quarantine, isolation, or exclusion period required by, or orders issued by, the local health department.
 - After the first two COVID-19 tests, BGCHV will continue to make COVID-19 testing available once a week to all employees in the exposed group who remain at the workplace, or more frequently if recommended by the local health department, until there are no new COVID-19 cases detected in the workplace for a 14-day period.
 - BGCHV will make additional testing available when deemed necessary by Cal/OSHA.

The following will also apply:

- Employees in the exposed group will wear face coverings when in doors, or when outdoors and less than six feet from another person, unless an exception to the face covering requirements applies;
- Employees in the exposed group may request a respirator for voluntary use if they are not fully vaccinated;
- BGCHV will evaluate whether to implement physical distancing of at least six feet between persons, or, where six feet physical distancing is not feasible, the use of cleanable solid partitions of sufficient size to reduce COVID-19 transmission.

Investigation of workplace COVID-19 illness

BGCHV will immediately investigate and determine possible workplace-related factors that contributed to the COVID-19 outbreak in accordance with the COVID-19 Case Investigation.

COVID-19 investigation, review and hazard correction

In addition to the identification and evaluation of COVID-19 hazards and correction of COVID-19 hazards, BGCHV will immediately perform a review of potentially relevant COVID-19 policies, procedures, and controls and implement changes as needed to prevent further spread of COVID-19.

The investigation and review will be documented and include:

- Investigation of new or unabated COVID-19 hazards including:
 - Leave policies and practices and whether employees are discouraged from remaining home when sick.
 - COVID-19 testing policies.
 - Insufficient outdoor air.
 - Insufficient air filtration.
 - Lack of physical distancing.
- Updating the review:
 - Every thirty days that the outbreak continues.
 - In response to new information or to new or previously unrecognized COVID-19 hazards.
 - When otherwise necessary.
- Implementing changes to reduce the transmission of COVID-19 based on the investigation and review. BGCHV will consider:
 - Moving indoor tasks outdoors or having them performed remotely.
 - Increasing outdoor air supply when work is done indoors.
 - Improving air filtration.
 - Increasing physical distancing as much as possible.
 - Requiring respiratory protection.
 - In buildings or structures with mechanical ventilation, BGCHV will filter recirculated air with Minimum Efficiency Reporting Value (MERV) 13 or higher efficiency filters if compatible with the ventilation system. If MERV-13 or higher filters are not compatible with the ventilation system, BGCHV will use filters with the highest compatible filtering efficiency. BGCHV will also evaluate whether portable or

mounted High Efficiency Particulate Air (HEPA) filtration units, or other air cleaning systems would reduce the risk of transmission and implement their use to the degree feasible.

Appendix B: Major COVID-19 Outbreaks

This Appendix will be implemented if 20 or more COVID-19 cases in an exposed group visit the workplace during their high-risk exposure period within a 30-day period. If implemented, this Appendix will stay in effect until there are fewer than three COVID-19 cases detected in the exposed group for a 14-day period.

All of the requirements set forth in Appendix A will be in place during a major outbreak, with the following additional actions:

- **COVID-19 testing:** BGCHV will make COVID-19 testing available twice a week, or more frequently if recommended by the local health department, to all employees in the exposed group regardless of vaccination status. COVID-19 testing will be provided at no cost to employees during paid time.
- BGCHV will provide a respirator for voluntary use to employees in the exposed group and will determine the need for a respiratory protection program or changes to an existing respiratory protection program to address COVID-19 hazards.
- Any employees in the exposed group who are not wearing respirators required by BGCHV will be separated from other persons by at least six feet, except where BGCHV can demonstrate that six feet of separation is not feasible, and except for momentary exposure while persons are in movement. Methods of physical distancing include: telework or other remote work arrangements; reducing the number of persons in an area at one time, including visitors; visual cues such as signs and floor markings to indicate where employees and others should be located or their direction and path of travel; staggered arrival, departure, work, and break times; and adjusted work processes or procedures, such as reducing production speed, to allow greater distance between employees. When it is not feasible to maintain a distance of at least six feet, employees will be as far apart as feasible.
- At work stations where an employee in the exposed group is assigned to work for an extended period of time, such as cash registers, desks, and production line stations, and where the physical distancing requirement is not maintained at all times, BGCHV will install cleanable solid partitions that effectively reduce transmission between the employee and other persons.
- BGCHV will evaluate whether to halt some or all operations at the workplace until COVID-19 hazards have been corrected.
- Any other control measures deemed necessary by Cal/OSHA.

Section 4

Strategic Plan, 2021 – 2023



Boys & Girls Clubs of Huntington Valley Strategic Plan, 2021 – 2023

Our Mission

To inspire and enable the healthy development of all young people, especially those that need us the most, to realize their full potential as productive, responsible, and caring members of our community.

Our Vision

To be the leading provider of services to children and families in Huntington Beach, Fountain Valley and surrounding communities.

- Be the premier youth development organization addressing the needs of children from infancy through high school.
- Strategically expand services to more youth and their families through community awareness, world-class club experiences and community partnerships.

Our Organizational Values

As an organization, we value

- The children and families we serve.
- Staff and volunteers as our most valuable resources.
- Academic support, character building, integrity and life-enhancing programs.
- Diversity equity, and inclusion.
- Collaboration, partnerships, evaluation and fiscal responsibility.
- Our financial supporters.

Our Organizational Behaviors

As an organization, we

- Focus on the mission making sure our children always come first.
- Pursue excellence and measure results.
- Create fun learning environments based on programs that are relevant to the children we serve.
- Provide excellent care to families, taking time to understand every situation.
- Recognize primary importance in safety, security and health of our youth and employees, while supporting their social and emotional well-being.

- Actively recruit, engage, and develop talented individuals as board members, staff and volunteers, while fostering a positive team spirit.
- Create a culture that embraces and drives positive change and adaptability.
- Actively seek community engagement and partnerships that support and enhance our mission.
- Build long-term, trusting relationships in all interactions based on transparent communication.
- Understand the importance of long-term sustainability of the organization and environment.

Strategic Goals

- 1. Increase the organization's footprint by serving more youth, parents and families with the highest quality program experiences that inspire all who participate to become engaged, caring, and contributing members of our community.**
- 2. Diversify and broaden organizational resources and sustainability.**
- 3. Increase organizational capabilities by developing strong, engaged board leaders, professional staff, and program volunteers.**
- 4. Build the collective brand and fundraising capacity through expanding relationships and community awareness.**

Strategic Goal 1

Increase the organization's footprint by serving more youth, parents and families with the highest quality program experiences that inspire all who participate to become engaged, caring, and contributing members of our community.

Objectives

- By December 31, 2022, the organization will increase its average year-round attendance to 1,200 youth per day.
- By December 31, 2022, the organization will increase its annual membership to 8,500 registered members.
- By December 31, 2022, the organization will increase services to families by expanding our network and activities to provide 25% more programs that benefit families.
- By December 31, 2023, the organization will increase its footprint by cultivating collaborations, and forming alliances with organizations that provide like services.
- In 2021 and beyond, increase the professional development for Youth Development Professionals and Leadership Team focusing on the understanding of BGCHV's mission, goals and provide high impact programming to all youth by strengthening mentor relationships with members.

Strategies

- Conduct annual youth, parents, and staff surveys to assess the needs and interests/wants of children and families.
- Increase frequency of attendance and membership retention through Club programs and activities to maximize facility capacity at all sites.
- Standardize outcome-driven Club experiences throughout the organization.
- Develop and implement a comprehensive member recruitment strategy by implementing in-person and virtual programming that meets the community needs for educational trends, academic success, healthy lifestyles, good character and citizenship.
- Create a marketing campaign on recruiting and retaining youth members.
- Enhance our culture of emotional, physical and fire-life safety throughout the organization with training utilizing tools such as BGCHV Employee Training Manual, BGCA's Child & Club Safety Assessment & Survey, etc.
- Develop relationships with community stakeholders and identify collaborative opportunities to support strategic growth and drive positive outcomes.
- Invest in improving and expanding current infrastructure to support growth.
- Convene, when the opportunity presents itself, Boys & Girls Club organizations in Orange County to discuss best practices and possible mergers to drive more resources towards the mission.
- Provide opportunities for professional development for Youth Development Professionals and the Leadership Team by utilizing all available training opportunities.
- Empower leaders to recognize individual and team accomplishments, by creating opportunities that bring our team together to express gratitude and thanks.
- Build relationships and advocate for the importance of out-of-school time and the need for youth development programs.

Strategic Goal 2

Diversify and broaden organizational resources and sustainability.

Objectives

- Throughout the 2021 year and beyond, the organization will seek out, identify, and explore all funding opportunities related to COVID-19 recovery.
- By December 31, 2022, the organization will operate in a manner that is sustainable and efficient while always managing the “double bottom line” as an organizational culture to achieve the mission within financial means.
- By December 31, 2023, the organization will establish baselines and targets to measure and grow financial sustainability designed to ensure long-term solvency.

Strategies

- Manage finances with integrity and transparency.
- Operate within financial means and guidelines focusing on creating and building on a sustainable business model.
- Diversify and innovate new funding streams dedicated to support critical organizational needs including infrastructure repairs, school bus replacements, innovative cutting-edge programming, cash reserves, etc.
- Create a comprehensive strategy to cultivate and maintain resource development opportunities, cultivation strategies, and donor stewardship.
- Engage all levels of professional staff in becoming a data driven organization through ongoing learning experiences and clarity of expectations.
- Embrace that in times of great change there is also great opportunity to realize a bold vision for transformation and growth on a scale never before imagined.

Strategic Goal 3

Increase organizational capabilities by developing strong engaged board leaders, professional staff, and program volunteers.

Objectives

- By December 31, 2021, the organization will have highly engaged Board of Directors that utilize their passion for the mission, intellectual capital, and networks in stewarding, cultivating, and acquiring resources for the Boys & Girls Clubs of Huntington Valley.
- By December 31, 2021, the organization will establish a committee to put together a plan and strategy toward creating a Junior Board.
- By December 31, 2021, the organization will create a development plan process for staff.
- By December 31, 2022, the organization will ensure development plans are in place for Unit Directors and above.

Board Strategies

- Develop and sustain a high profile, diversified, expertise driven, engaged Board of Directors that is recognized as the top nonprofit board in the community.
- Board Chair and Board Development Committee meet one-on one with each Board member to review Board re-commitment and expectations and confirm high level of engagement with the organization.
- Develop and implement high energy Board meetings that actively engage the intellectual capital of all Board members.
- Create an interactive structure of Board and professional staff committees to develop, implement, and evaluate key processes relevant to the organization, including the strategic plan.
- Review and update the organization's Strategic Plan annually to celebrate achievements and make course-corrections based on changes in the internal and external environment.
- Staff to present monthly "Club Moments" at board meetings designed to deepen board members understanding and commitment to the organization.

Professional/Staff Strategies

- Invest in human resources, consistently evaluate professional staff performance, enhance and support individual development plans, and recruit and retain high potential and promotable professional staff.
- Benchmark similar non-profit and for-profit organizational structures for opportunities to support future growth and development.
- Invest in learning experiences (training, coaching, staff development days, and mentoring) that support professional development at all levels.
- Create and implement a talent development program that identifies future leaders for the organization and engages them in a high level of leadership development opportunities.
- Identify opportunities for volunteers to assist staff with fund raising, food distribution, etc.
- Human Resource Committee, along with the CEO, will develop and implement a Leadership Development Plan that prepares professional staff for leadership positions.
- Ensure Job Classification and Compensation Management Program contain a compensation philosophy that attracts and retains the very best employees.

Strategic Goal 4

Build the collective brand and fundraising capacity through expanding relationships and community awareness.

Objectives

- By December 31, 2021, the organization will increase its annual operating revenue to \$7.3 million.
- By December 31, 2024, the Endowment Program will have 15 new members.
- By December 31, 2021, 100% of Board members will make a personal contribution in an amount significant to them, whether by a personal monetary or endowment contribution; as well as obtaining donations, funding or in-kind contributions from others.
- By December 31, 2022, the organization will update its written marketing strategy using multiple strategies including publications, websites, social media, signage, and other tactics to build a compelling case for support for the organization. Increase participation by community members able to contribute in-kind resources to support the Boys & Girls Club mission, including in the area of marketing.

Strategies

- Enhance and advocate for youth to increase brand/image of organization by updating a strategic marketing plan that uses multiple channels to reach donors and parents.
- Create BGCHV Club videos, including BGCA produced videos to promote successful accomplishments of past alumni and traditional and social media to educate and explain the positive aspects of the Boys & Girls Clubs to all stakeholders.
- Update and implement marketing materials and resources using current staff and area professional volunteers.
- Develop and implement an internal communications strategy to ensure all professional staff, Board leaders, and program volunteers are informed on the mission-critical initiatives of the organization.
- Create a culture of philanthropy that cultivates and engages all internal stakeholders in cultivating, stewarding, and acquiring investors.
- Invest in resource development through people, systems, and education.
- Expand and implement a cultivation strategy by identifying retail businesses; professions-legal, accountants, medical, financial advisors, etc.; corporate-and other places of employment where parents of our youth members work to position them for a possible gift to the organization.
- Implement a tiered endowment program and develop promotional material for marketing and outreach efforts.

Section 5

Facility Management

Section 5: Facility Management

Facility Policy	1
Good Facilities = GREATER IMPACT	2
Housekeeping	3
Role of the Operations Manager	4
Role of the Unit Director	6
Role of the Property Committee	7
Facility Inspections	8
Facility Service/Maintenance Contracts	14
Facility Maintenance System (Facility Dude)	18
Annual Inventory and Budget	22

Facility Management

Facility Policy

All facilities operated by the Boys & Girls Clubs of Huntington Valley shall convey a safe, clean and attractive environment conducive to a youth development strategy that is both functional and efficient. Each location will provide, at a minimum, space to accommodate programs that are appropriate for the population served. The condition of Club facilities, along with relationships and programs, make up the three fundamental ingredients for a successful Boys & Girls Club. The facility philosophy includes:

- Buy high quality equipment, building components and supplies.
- Set and maintain high standards housekeeping, maintenance and safety.
- Ensure maintenance and repairs are done in a timely and safe manner

BGCHV is able to maintain high standards by asking everyone to take ownership in the housekeeping, maintenance and safety of the buildings and equipment as follows:

- Leadership sets high standards, holds team accountable and trains staff.
- Operations Manager maintains records and repairs in timely manner.
- Staff notices discrepancies and brings them to leadership attention.
- Members and parents are encouraged to bring concerns to staffs' attention.

Facility management is about the art and science of problem solving. Virtually all facility management issues can be addressed by improving our knowledge of safety, housekeeping and maintenance. Knowing how to develop a plan and implement it is key.

Staff members should know how to respond to problems to protect the people who use the Club, to protect the investment made in the facility and to protect the reputation and image of the organization. Accidents can be tied to the condition of the grounds, buildings, equipment and vehicles. Staff members must become experts at identifying the symptoms of facility problems, knowing negative outcomes if these symptoms are left uncorrected and understanding the steps required to address the problems.

Good Facilities = GREATER IMPACT

The relationships we develop with youth and the programs that are delivered all take place in our facilities. Their success depends on the condition of our facilities.

One way that a staff member makes themselves valuable to the organization is by knowing how the condition of our facilities help create greater impact on members. Staff members should understand how the facility attracts more youth and changes the lives of youth that participate in the program.

How do good facilities lead to greater impact?

- **Good facilities draw more members, donors, and volunteers.**

The condition of our facilities can impact members, parents, staff, board members and a donor's first impressions and ongoing perceptions of the Club. The facility should be a bright, clean, fun space that makes parents feel confident about trusting the Club to take great care of their children. It should inspire community members to learn more or invest in the Club. A staff member's role in keeping facilities in top shape is one of the keys to drawing and keeping members, donors, volunteers, and even staff, happy and proud to be a part of the Boys & Girls Club. Ultimately, this helps the organization have a greater impact on by reaching more youth, keeping them involved with the program over time, and bringing in enough financial and volunteer support to keep the organization healthy.

- **Good facilities shape good behavior.**

Facilities with an attractive appearance and pleasant atmosphere stimulate good behavior. Clean and neat grounds, buildings, equipment and vehicles instill a sense of pride in young people. Room set up has the power to shape behavior. For example, the furniture you place in the Activities Room can help create smaller, more manageable groups. Facilities also have the power to affect attitudes. The appearance of the space that you supervise helps to set a tone that everyone is welcome, that this is a cheerful place, and that achievements are recognized.

- **Good facilities create a safe environment.**

Providing a safe environment for youth is at the core of what the Boys & Girls Club is about. The foundation of a safety standard of care is full compliance with applicable local, state or national laws, as they pertain to protecting the public from injury or harm. If someone is injured as a direct result of your failing to comply with safety laws, you might be considered negligent in a court of law. If the negligence were considered bad enough, or "gross negligence," you might be charged with criminal negligence. This is very serious business. Beyond maintaining our legal responsibilities, good housekeeping helps protect the people in the Club from many dangers. With clean, safe facilities, members, staff, and volunteers are protected from communicable diseases, infections, common injuries and even criminal activity.

Refer to the Appendix 14 for a copy of the Club's Quality Assurance Guidelines.

Housekeeping

Successful housekeeping requires that staff members are trained to notice and record details, know what problems the details will create, and have a systemic way to correct the details so they don't become problems. Housekeeping must be a team effort. It is a misconception that only the cleaning staff are responsible for keeping the building "looking great". The cleaning staff does the deep cleaning i.e. floors, restrooms, kitchen, etc. Everyone in the organization is responsible for neatness and order. It is, after all, everyone's Club!

There are four key elements to successful housekeeping.

- Create the standards

- Define the cleaning routine

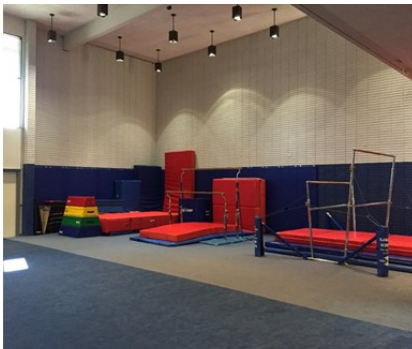
- Allocate Staff

- Monitor performance.

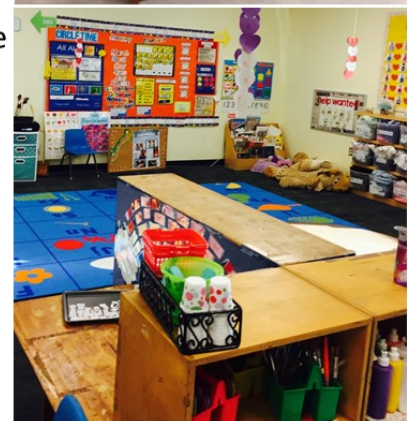
Refer to the Appendix 15 for a copy of the Cleaning Routine

To support these elements, the Club has developed a specific schedule for routine housekeeping tasks which identifies all of the key tasks to be performed in and outside the facility. This includes a specific scope-of-work for housekeeping including frequency of task and specific areas of concern. Posted in each facility are housekeeping checklists calling out specific work response necessary to meet these standards.

Refer to the Appendix 16 for a copy of the Facility & Room Housekeeping Checklists.



Housekeeping Standards – Visual Guide



Role of the Facilities & Operations Director

The Facilities & Operations Director is part of the Executive Leadership Team and will interface with staff members at all levels from the CEO to line staff in order to implement policies and strategies that are aligned with the operational goals of the Club.

The Facilities & Operations Director shall be accountable for:

The Facilities & Operations Director will provide the Boys & Girls Clubs of Huntington Valley Unit Directors support in the following areas: Facility Management, Facility Maintenance, Program Development Training and Safety Compliance.

Facility Management

- Responsible for all administrative access and accuracy of the BGCHV Facility Management System
- Responsible for the timely repair and/or replacement of all Club facilities, equipment, buildings and property using the Facility Management System Work Order, Repair and Preventive Maintenance Management systems.
- Maintain and revise the “Facility Management” chapter and appendices of the Club’s Operations Training Manual as needed
- Build an operating budget and gain approval for the annual repair, replacement and upgrade of assets
- Maintain and update all equipment, vehicle and building component asset records
- Maintain the safety and operational efficiency of all Club transportation equipment by working in concert with the Transportation Director to ensure that all regulatory, training, and required maintenance outlined by the manufacturer is completed on time
- Oversees the facilities asset forecast and replacement forecasting and develops 1, 5 and 10 year forecasts using the tools in the Facility Management System for use in the annual budgeting process.

Maintenance & Contracts

- Consolidates requirements for supplies from all Club locations and maintains adequate inventory of items such as cleaning chemicals, paper products, etc.
- Monitors all service providers and maintenance contracts for the Club; secures bids, negotiates rates, complies with audits and site visits and recommends changes with renewals as appropriate. Coordinates the implementation of changes in service providers including, but not limited to work comp and general liability insurance, copier services, utilities, landscape, internet/cable, rents, HVAC, maintenance services, safety inspections, painting, FMS, lock & key, insect & pest control, backflow devices, janitorial, fire & security monitoring.

Program Training and Development

- Participates in and helps coordinate the Club organizational training programs, services and solutions (Summer Staff, OJP Grant compliance, First Aid/CPR, etc.) as required to perform its mission in concert with other Executive Leadership Team members.
- Assists as needed to support organization-wide special events, donations and special projects.

Safety Compliance

- Responsible to resolve all emergency and/or safety issues urgently and communicate efficiently to the Club's CEO and Safety Committee chairperson.
- Maintains and updates the Club's Operations Training Manual.
- Provides the Club's Property Committee and Safety Committee with detailed quarterly status reports to ensure compliance and improvements are implemented.
- Annually – Leads the organization wide Safety Audit & Asset Inventory Review and reports results to the respective committees.
- Coordinates, conducts and oversees the background check process for all staff, volunteers, board members and outside contractors.
- Prepares, submits and maintains required Boys & Girls Clubs of America reports, Government reporting and compliance documents in concert with other Executive Leadership Team members.
- Monitors and directs all organization-wide records retention and destruction in compliance with the Records Retention & Destruction Plan.
- Maintains and updates all equipment, vehicle and building component asset records.
- Maintains the safety and operational efficiency of all Club vehicles and transportation equipment and ensures all regulatory, training and manufacturer required maintenance is completed on- time in concert with the Transportation Director.

Role of the Unit Directors

The Unit Directors are the most knowledgeable members of the Club's executive team in terms of knowing the daily operational status and condition of the equipment, vehicles, building components and real estate at their respective locations. They must review and report all discrepancies in a timely manner. Unit Directors are responsible for training and supporting staff personnel in adhering to facility policies and standards.

In their commitment to quality, Unit Directors should take the following steps:

- Train staff.
- Input into the Facility Management System any required repairs.
- Post and enforce the Housekeeping Checklists.
- Monitor site buildings and assets for safety and proper working condition.
- Create Work Orders in the Facility Management System for required repairs.
- Ensure all completed Work Order requests are completed satisfactorily.
- Conduct an annual review of assets, inventory and upcoming requirements.
- Submit pre-approved invoices and receipts to the Director of Facilities & Operations when purchasing or repairing assets.
- Call and request needed maintenance when needed for crafts which have Maintenance Contracts (Pest Control, Fire Inspections, etc.)
- Monitor and adhere to the Daily Cleaning Routine.
- Post and adhere to Room Specific Beginning and End of Shift Checklists.
- Notify the Director of Facilities & Operations of any asset addition, move or disposal
- Participate with the Director of Facilities & Operations in the annual asset inventory audit
- Host the Property Management Committee for required audits and reviews

Role of the Property Committee

The Property Management Committee should act as an agent of the Board in overseeing all Facility Policies and Standards. The Property Committee shall consist of at least three persons. The chairperson shall be a member of the Board of Directors. Successful acquisition, housekeeping and repair of BGCHV property consisting of equipment, vehicles, building components, real estate and buildings are the responsibility of the BGCHV executive leadership team. The Property Management Committee oversees the deployment of this activity to ensure that standards are met, funds are used efficiently overall, and there is adequate staffing for overall safety. The Property Committee should meet regularly to make certain that this is being successfully carried out, and when necessary, appraise the Board of critical property needs. Consider at least five segments of the construction/real estate industry for membership on the Property Committee:

- Facilities designers, such as architects, engineers and landscape architects can be invaluable to assess emergencies.
- Operations people, such as facility managers, operation supervisors or directors of operation
- Construction trades, including general contractors, construction managers and any of the specialty trades (e.g. electric, plumbing, heating, ventilating and air conditioning trades).
- Real Estate professionals, including developers, insurance professionals and owners of large facilities.
- Banking and finance professionals, including bankers, public accountants, business people or anyone familiar with construction financing.

Property Management Committee Responsibilities

- Conducts yearly inspections of all facilities, grounds and vehicles.
- Reviews and approves the Property Management standards and action plans consistent with the organization's Long Range Plan directives.
- Oversees the yearly and ten-year maintenance budget, including determining the priority for spending maintenance dollars by providing accrual recommendations to the Finance Committee.
- Reviews and approves vehicle use reports and recommendations on replacements.
- Ensures efficient use of vehicles.
- Ensures the facility in compliance with all building, health and safety codes.
- Approves the Risk Management and Loss Prevention program.
- Provides assistance and oversees property trouble-shooting problems.
- When needed, helps estimate repair and replacement work.
- Establishes and nurtures favorable relationships with qualified contractors and design professionals.
- Represents Property Management needs of the organization at Board planning meetings and during the budgetary process.
- Reviews and approves an energy management plan
- Reviews and approves effective usage and obsolescence plan.

- Reviews and approves maintenance procedures and cleaning schedules for facilities, grounds and vehicles.
- Reviews and approves changing space needs and develops a strategy for the most effective utilization of available space.
- Provide the Operations Manager major construction and modifications oversight
- Provides the Club's Board with facility related insights for growth/merger inquiries
- Protects the Club brand by ensuring that signage is attractive and properly located

Facility Inspections

What gets inspected gets done. Club leaders shall conduct inspections on a regular basis in order to ensure that all facilities, grounds and vehicles meet minimum standards. The 5 key primary types of inspections are:

1. Regulatory Safety Inspections Mandated on Specific Equipment
2. Daily Staff Operations Inspections (Room Checklists)
3. Ongoing Unit Director Safety Inspections
4. Annual Property Management Committee Inspection
5. Annual Safety Committee Inspection

1. Regulatory Safety Inspections Mandated on Specific Equipment

- State, county and city regulations and laws require certain equipment items within each club location be inspected by specialized professionals on specified period schedules. These equipment items include items such as Emergency Lighting, Emergency Exit Signs, Fire Extinguishers, Smoke Exhaust Fans, Fire Partition Doors, Elevators, Sprinkler Controls Values, Back Flow Devices, and more.
- It is the responsibility of the BGCHV Operations and Facility Manager to ensure that all equipment requiring regulatory periodic professional inspections are inventoried as an Equipment Asset within the BGCHV Facility Management System (FMS) and have the corresponding Planned Maintenance schedule implemented within FMS to automatically generate PM Work Orders in a timely manner to keep all equipment current.
- BGCHV Leadership shall continuously review the FMS Aging report weekly to ensure these PM Work Orders are completed on-time.

2. Daily Staff Operations Inspections (Room Checklists)

- Posted in each room of the facility are housekeeping checklists. Unit Directors will ensure that staff members perform the specific inspections and cleaning routine outlined every day without exception.
- Please refer to Appendix 16 for a comprehensive set of all room and facility housekeeping checklists.

3. Ongoing Unit Director Safety Inspections

- Sidewalk, Asphalt & Landscaping
- Graffiti & Exterior Lighting
- Playground
- Fire Extinguisher
- Riser/Sprinkler System
- Emergency Lighting
- Daily Vehicle Assessments
- Roof
- Doors & Windows
- Signage

4. Ongoing Operations Inspections

- Inspect all sidewalks and walkways for cracks, breaks and unevenness. If sidewalk has shifted, identify why the ground has settled. Have underground pipes collapsed? Have tree roots pushed upward? Inspect asphalt parking areas for cracks at the same time.
- Lawn, shrubbery, flowers and trees all demand constant care and attention. Remove any trees or shrubs that have wilted and died.
- Graffiti is unsightly, destructive and disrespectful. Timely removal of graffiti may be the most effective way to prevent new graffiti from appearing. Good exterior illumination, such as metal halide lighting or LED bulbs will discourage graffiti “artists” and enhance the overall security and safety of the facility. Parking lot lights should be inspected in early fall to ensure that there is adequate night lighting.
- It is important to maintain outdoor playground equipment on the Club's property. Break fall zones should be inspected for safety hazards such as glass or nails. Woodchips should be raked from the perimeter of the playground and formed into a mound directly underneath break fall areas i.e. the area directly underneath monkey bars.
- Fire extinguishers, emergency back-up lighting, backflow pressure tests, smoke fans and fire suppression hardware sprinklers/risers should be inspected annually by fire-life-safety professionals.
- A careful inspection of the roof should be conducted at least once a year, preferably in early summer. Inspect the entire roof membrane for splits, blisters or soft spots. Minor failings like these need not lead to major problems as long as they are quickly identified and repaired. Because serious complications arise when water enters through these areas for an extended period of time, the team should carefully inspect drains and gutters to make certain they remain uncluttered and that filter screens are in place and free of debris.
- An annual inspection and maintenance of the windows and doors should be done in early fall. Each window and door should be inspected according to three criteria: operation, weather tightness and appearance. All moving parts should be lubricated with a dry lubricant such as silicone. Locks and latches should be lubricated more frequently, particularly in the winter where the weather is cold and wet.

- Club signage should be inspected constantly to ensure that letters are not missing and that hardware supporting the sign does not need to be replaced. The principle influences in the degrading of building signage are moisture, temperature, wind, and vandalism.

5. Annual Property Committee Inspections

- The Property Committee will meet in early August to inspect all Club facilities including the BGCHV vehicles. The purpose of the site visit is to ensure that housekeeping standards are met, Regulatory Inspections are current, and Facility Management System (FMS) records are accurate in addition to identifying areas in need of repair. The exterior grounds, interior housekeeping, fire-life systems, club vehicles and building components shall be assessed during the walk-through.
- A random audit of each Club's inventory, completed repairs and planned maintenance work status shall be conducted.
- Unit Directors will be given an inspection summary and out briefing. Please see below for a sample of the inspection form:

Unit Location:	Date:		PropCom Members:
Unit Director:	Time:		BGCHV Participants:
	Very Good	Good	Help Needed
			Comments:
Exterior Grounds:			
Entrance appeal			
BGCHV Signage			
Playground Appeal			
Properly working irrigation systems			
Interior Housekeeping:			
BGCHV Room Checklists in use			
Neatness of rooms			
Closets organized			
Recycling program deployed			
Office neatness			
Cords neatly coiled and stowed			
Doors/cabinets and locks in working order			
Flooring in good condition			
Bulletin board postings current			
Safety:			
Safety inspections/stamps in place			
Exits marked/exit lights work			
Exterior doors locked			
Playground condition			
No sharp edges/corners			
No fall/tip over hazards			
No water/electrical hazards			
Building Components:			
Roof condition			
Exterior walls			
Interior walls			
No indication of water intrusions			
No indication of plumbing leaks			
Facility Management System:			
Audit 5 assets randomly			
Audit 5 Repair WO's randomly			
Audit 5 PM's randomly			
OVERALL ASSESSMENT:			

Upon the successful completion of the Annual Property Committee Inspection of each BGCHV location, a summary of all the scores shall be completed (as shown below) and reviewed by the Club's CEO. Once this briefing is complete, the chair of the Property Committee shall review the annual results with

the BGCHV Board of Directors at a regular monthly meeting.

BGCHV Annual Property Committee Inspection Summary:							
City	Location	Inspection Date	Very Good	Good	Help Needed	OVERALL ASSESSMENT	Comments:
HB	Haynes		100	3	3		
HB	Oak View		0	0	0		
HB	Mayer		0	0	0		
HB	Pacific Life		0	0	0		
FV	Kingston		0	0	0		
FV	Cibhouse Academy		0	0	0		
FV	Learning Center		0	0	0		
HB & FV	Transportation Department		0	0	0		
BGCHV TOTAL:			100	3	3		

5 - Annual Safety Committee Inspection

- As deemed required by the BGCHV Safety Committee, a comprehensive organization wide facility safety inspection with Unit Directors shall be conducted in order to identify any potential unsafe condition and/or practices.
- In order to help prevent injuries and illnesses, the Safety Committee will assign a priority level to any hazards observed to indicate the urgency of the corrective action required:
 - A = Major – requires immediate action
 - B = Serious – requires short term action
 - C = Minor – requires long term action

Please see below for a sample of the Safety Committee Site Inspection Report:

Facility Service & Maintenance Contracts

Facility service and maintenance contracts shall be implemented and managed by the BGCHV Operations Manager and reviewed in each of the Property Committee meetings. These contracts are typically entered when the work scope is outside the core competencies of the BGCHV organization such as: janitorial service, copier service, safety inspections, insurance, landscaping, pest control, utilities and security. In addition, the Operations Manager shall review and select in advance key “craft” skill providers for ongoing use with predetermined and agreed upon labor rates. These include plumbers, HVAC technicians, electricians, roofing and information technology support among others.

The BGCHV will use a 6 step bidding process that is credible, fair, objective and simple when selecting service providers and maintenance contractors.

The 6 steps in the bidding process are:

1. Specifications (Statement of Work – SOW)
2. Request for Bids
3. Bidding
4. Reviewing the Bids / Awarding the Contract
5. Performance Feedback
6. Tracking

1 – Specifications

The first step in the bidding process is coming up with the specifications for the job. The purpose of this step is to ensure that the BGCHV management agrees on what they would like accomplished and to ensure that all the potential service providers bid on the same work scope. All of the details for the work to be performed shall be outlined in the Statement of Work (SOW). The SOW shall be approved by the CEO prior to disseminating the information to each service provider bidder. Below is a copy of the Club's Statement of Work template:

BGCHV Statement of Work Bid Instructions

Date:			
SOW of Title:			
BGCHV Point of Contact for Bid:			
BGCHV Point of Contact Phone/Email:			
1 - Description of Work to Be Performed:			
2 - Period of Performance and Schedule:			
SOW Start Date:			
SOW End Date:			
Description of Periodic or Repeating Performance:			
3 - Locations Included in SOW:		Yes	No
HB Haynes - 2309 Deleware Street, Huntington Beach			
HB Oak View - 17261 Oak View Lane, Huntington Beach CA			
HB Mayer Pre-School - 15645 Gothard Street, Huntington Beach CA			
HB Pacific Life - 15645 Gothard Street, Huntington Beach CA			
HB Boand Gym - 15645 Gothard Street, Huntington Beach CA			
FV Kingston - 16582 Brookhurst, Fountain Valley CA			
FV Clubhouse Academy - 10200 Slater Avenue, Fountain Valley CA			
FV Learning Center - 17565 Los Alamos Lane, Fountain Valley CA			
4 - Vendor Bid to Include:			
Material specifications and detailed costs			
Labor hours and cost - per service (and annual if periodic maintenance)			
Contractor's performance schedule commitment			
Expected Payment Schedule			
No indication of plumbing leaks			
Name of Vendor Point of Contact for this project			
List of References and/or Past Work Performed for BGCHV			
5 - Bidder Assurances Required:			
Proof of CA Contractor's License/Number/Certification			
Proof of Worker's Compensation and Insurance (Upon contract award)			
Proof of Service Individual's LiveScan Background Check (Upon contract award)			
6 - BGCHV Equipment/Building Component List from FMS - Number/Description/Location/Etc. (if applicable)			
1			
2			
3			
4			
Attach FMS Equipment/Building Component List if too Long			
7 - BGCHV Assurances:			
Contractor will have full access to work area with minimal obstructions			
Contractor will be selected based on recommendations, available start date, quality, price and ability to pass a LiveScan background check			

2 – Request for Bids

As the Statement of Work is being approved, the Operations Manager will work to develop a list of three to five viable service providers to bid on the available work. This will involve sending out invitations to qualified vendors. When appropriate, the Operations Manager shall tour the potential bidders to see the sites and/or specific equipment to be maintained. Bidders must be able to provide a valid contractor's license, certificates of insurance outlining the limits of liability as well as worker's compensation coverage and be able to pass a Live-Scan background check.

3 – Bidding

After the Statement of Work and site tour (if needed) about the project is distributed to contractors, the contractors begin the assessment process in order to prepare their bid. Vendor bids shall include all the information stated in sections 4 and 5 of the Statement of Work. The due date for the bids will be clearly stated by the Operations Manager and late bids will not be considered. If it is necessary to revise the SOW during the bidding cycle, the Operations Manager shall provide all the active bidders the same updates.

4 – Reviewing the Bids

The BGCHV Operations Manager will set a deadline on when bids will be accepted. Once that deadline is reached, the process of reviewing the bids will begin. The length of time that it takes to review bids could vary, depending on the number of bids received. Below is a copy of the Club's Selection Summary form:

Date:				Service Start Date:			
Service Being Bid:				Service End Date:			
Unit Locations:				Annual Value:			
Was There a Written SOW?				SOW Approved By:			
Was There an Equipment List?							
		Vendor 1 Name Here	Vendor 2 Name Here	Vendor 3 Name Here	Vendor 4 Name Here	Vendor 5 Name Here	Comments:
Price:							
Per Service							
Annual Cost							
Past Performance of Vendor							
Proof of Worker's Compensation							
Proof of Contractor's License							
Proof of LiveScan							
?							
Any Special Considerations?							
OVERALL ORDER OF PREFERENCE							

After the bids are thoroughly reviewed, the BGCHV Operations Manager will award the contract to the bidder providing the “best value” to the BGCHV using the specific criteria stated in the Bidder Selection Comparison Matrix above. If the Operations Manager would like to modify this criteria, this must be accomplished and approved prior to the arrival of the bids to ensure a fair and just process of selection.

5 – Performance Feedback

It is the responsibility of the BGCHV Operations Manager to maintain oversight of all current and future service and maintenance contract requirements and performance. Service providers should be given feedback on their performance whether good or otherwise. Recognizing good service providers is an important element.

5 – Tracking

It is also the responsibility of the BGCHV Operations Manager to track the status of current and ongoing service contracts to ensure they do not expire and to make sure they are rebid periodically to maintain competitiveness on an ongoing basis. The matrix below shall be maintained by the Operations Manager and reviewed in each Property Committee meeting.

Craft / Description	Last Bid Month/Year	Good Until Month/Year	Basic Fee Amount	Cancellation Provision	Next Bid Plan	BGCHV Overall Incumbent Provider	Haynes Huntington Beach	Kingston Fountain Valley	Learning Center CDC	Robert Mayer CDC	Clubhouse Academy	Oak View Branch	Pacific LF Branch	Boand Family Gymnasium
EXISTING MAINTENANCE CONTRACTS:														
Insect & Pest Abatement	1/1/2014	No End			Upon price increase	Sea Shore Pest Control	Sea Shore Pest Control	Sea Shore Pest Control	Sea Shore Pest Control	Sea Shore Pest Control	Sea Shore Pest Control	Children's Bureau	Sea Shore Pest Control	Sea Shore Pest Control
Janitorial	1/1/2016	Dec-18			Nov-18	Lee's Maintenance	Lee's Maintenance	Lee's Maintenance	Lee's Maintenance	Lee's Maintenance	Lee's Maintenance	Lee's Maintenance	Lee's Maintenance	Lee's Maintenance
Fire & Security Systems	1/1/2016	No End			None	JMG Security Systems	JMG Security Systems	JMG Security Systems	JMG Fire Systems	GWC Public Safety	JMG Security Systems	JMG Security Systems	GWC Public Safety	GWC Public Safety
Copy Services	1/1/2016	Jan-18			Dec-17	Advanced Copier Services	Advanced Copier Services	Advanced Copier Services	Advanced Copier Services	Advanced Copier Services	Advanced Copier Services	NA	Advanced Copier Services	NA
Cleaning Supplies	1/1/2015	Dec-18			Nov-18	Royal Paper Company	Royal Paper Company	Royal Paper Company	Royal Paper Company	Royal Paper Company	Royal Paper Company	Royal Paper Company	Royal Paper Company	NA
Cleaning Chemicals	2015	No End			None - Free - Donation!	Simple Green	Simple Green	Simple Green	Simple Green	Simple Green	Simple Green	Simple Green	Simple Green	Simple Green
Landscaping	4/1/2016	No End			Upon price increase	Quick Landscaping	Quick Landscaping	Quick Landscaping	Quick Landscaping	Quick Landscaping	Quick Landscaping	NA	Quick Landscaping	Quick Landscaping
Phone	1/1/2016	Dec-18			Nov-18	Dennis Jenkins Co	Dennis Jenkins Co	Dennis Jenkins Co	Dennis Jenkins Co	Dennis Jenkins Co	Dennis Jenkins Co	Children's Bureau	Dennis Jenkins Co	Dennis Jenkins Co
Electrical/Lock & Key					Dec-17	Howard Sharpe	Howard Sharpe	Howard Sharpe	Howard Sharpe	Howard Sharpe	Howard Sharpe	Children's Bureau	Howard Sharpe	Howard Sharpe
Fire Extinguisher Inspections	12/1/2016	12/1/2018			Upon price increase	Orange County	Orange County	Orange County	Orange County	Orange County	Orange County	NA	Orange County	GWC
Riser Valve Inspection	12/1/2016	12/1/2018			Upon price increase	Orange County	Orange County	Orange County	Orange County	Orange County	NA	NA	Orange County	GWC
Backflow Device Maintenance	12/1/2016	12/1/2018			Upon price increase	Orange County	Orange County	Orange County	NA	NA	NA	NA	NA	GWC
Facility Management System (FMS)	2015	No End			None	Facility Dude	Facility Dude	Facility Dude	Facility Dude	Facility Dude	Facility Dude	Facility Dude	Facility Dude	Facility Dude
HVAC	2016	Dec-16			Dec-17	Best Air Condition	Best Air Condition	Best Air Condition	Best Air Condition	Best Air Condition	Best Air Condition	NA	Best Air Condition	GWC
Plumbing Repairs	2016	12/1/2018			Nov-18	Crandle Plumbing	Crandle Plumbing	Crandle Plumbing	Crandle Plumbing	Crandle Plumbing	Crandle Plumbing	NA	Crandle Plumbing	GWC
Office Supplies/Paper Products	2016	No End			Dec-17	Staples Advantage	Staples Advantage	Staples Advantage	Staples Advantage	Staples Advantage	Staples Advantage	Staples Advantage	Staples Advantage	NA
Internet/Cable	2016	2019			Nov-17	NA	Frontier	Spectrum	Spectrum	Frontier	Spectrum	Children's Bureau	Frontier	Frontier
Employee Benefits	2016	2017			Nov-17	Blue Shield, UCP Dental & Vision, Lincoln Financial Life Insurance, Mass Mutual Retirement								
REQUIRED MAINTENANCE CONTRACTS:														
Painting														
OTHER ANNUAL CONTRACTS:														
Utilities - Electricity/Gas					None									
Insurance	2016	2017			2017									
		Required Terms & Conditions:												
		Background screening of vendor employees												
		Proof of Worker's Compensation Insurance												

Facility Management System (FacilityDude.com)

In order to properly manage the oversight of hundreds of pieces of equipment, building components and site locations, the BGCHV must deploy a robust Facility Management System (FMS). It is insufficient to attempt to manage this complexity based on hand notes, calls and word of mouth.

The BGCHV has deployed three modules of FacilityDude.com as our FMS solution:

1. Work Order – Creation, tracking and closure of required BGCHV repairs.
2. Capital Forecast – Asset, vehicle and building component inventory management and needs forecasting.
3. Planned Maintenance – Create, deploy and track completion of periodic, planned and preventive maintenance, inspections and registrations.

FacilityDude.com provides strong customer support and training at:

- Phone = 1-877-655-3833
- Email = support@facilitydude.com

FacilityDude.com will email BGCHV leaders repair and planned maintenance Work Orders when appropriate – BGCHV MUST set their email to accept email from: “**FacilityDude Message Center** <message.center@facilitydude.com>” and ensure they do not go to the spam folder.

The BGCHV FMS shall be the primary tool for club leadership to use for:

1. Tracking appropriate repair and planned maintenance completions.
2. Equipment and building component asset inventory and anticipated replacements.
3. Vehicle usage.
4. Annual Budgeting.
5. Repository for Future Volunteer/Group Wish-List Projects
6. Tracking Land/Building Lease Expiration Dates

All BGCHV personnel are required to use the FMS tools to ensure the ability of executive leadership to monitor and track the proper management of equipment, vehicles, building components and real estate. This requires a common set of definitions:

As a cloud based software application, the Operations Manager shall be the primary administrator of the FacilityDude.com for BGCHV. In this role, the Operations Manager shall:

- Initiate new user accounts and login credentials
- Define user roles, site and craft access and hourly rates.
- Ensure all completed work orders have associated costs assigned.
- Disable FMS access upon role change or when exiting BGCHV employment

Typical FacilityDude.com (FMS) Roles include:

- “Administrator” – Operations Manager, CEO, Key Property Committee Members
- “Supervisor II” – Site Directors, Transportation Manager
- “Technician” – Craft Service Providers

Roles and Responsibilities within FMS:

- Site Directors – Create repair work orders, approve completed repairs, work and complete PM work orders assigned to them, inform Operations Manager of all equipment inventory changes, complete annual inventory review.
- CEO – Review and assist Operations Manager based on scope and aging of work orders, oversee annual inventory review, approve periodic PM schedules,
- Property Committee – Oversee overall FMS implementation and usage.

- Technician – Accomplish work orders assigned and complete in FMS
- Transportation Manager – Mandatory monthly vehicle mileage input, complete all PM work orders, create and complete all vehicle repair work orders, ensure all cost records are input and correct.

Key FMS Definitions:

- The Term “**Asset**” for FMS inventory - All assets owned by the BGCHV or under the BGCHV responsibility that meet one or more of the following categories:
 - 1) Assets valued over \$2500.
 - 2) Assets with model and serial numbers that are typically replaced.
 - 3) Assets requiring regular periodic maintenance and/or inspection.
 - 4) Asset categories listed on the BGCHV Equipment Code Matrix (See in Appendix 18).
- The term “**Repairs**” is to be used for unplanned repair and replacement of BGCHV assets and equipment. It will align with account “634300 – Repairs”.
- The term “**Equipment Need**” refers to the replacement of an equipment or building component that has reached its useful life (ex: Refrigerator, PCs, Audio/Visual, etc.).
- The term “**Planned Maintenance**” is to be used for planned, periodic and preventive maintenance and replacement of BGCHV assets and equipment. Key word here is “planned”. This used to be called “634100 - Deferred Maintenance”. The term “Planned Maintenance” refers to larger upgrades/reconditioning that restore asset to useable form (ex: Gym Floor Refinish, Painting, Slurry, etc.).
 - o The term “**Periodic Maintenance**” is a subset of PM and refers to simple ongoing upkeep/inspections conducted whether needed or not (ex: HVAC, Fire Extinguisher inspection, pest, etc.).

Key FMS Work Order Priority Definitions:

- “Emergency” – Items of immediate safety or ongoing damage. These should be called to the Operations Manager and CEO also.
- “High” – Important repairs requiring fast attention.
- “Medium” – Normal repairs requests. 90% of WO's will go here.
- “Low” – Required repairs but not impacting current operations.

Key FMS Work Order Status Definitions:

FMS has ten (10) Work Order “status” categories to help users manage “live” Work Orders. All ten (10) of these categories will maintain open Work Order traceability and can be used by the Operation Manager.

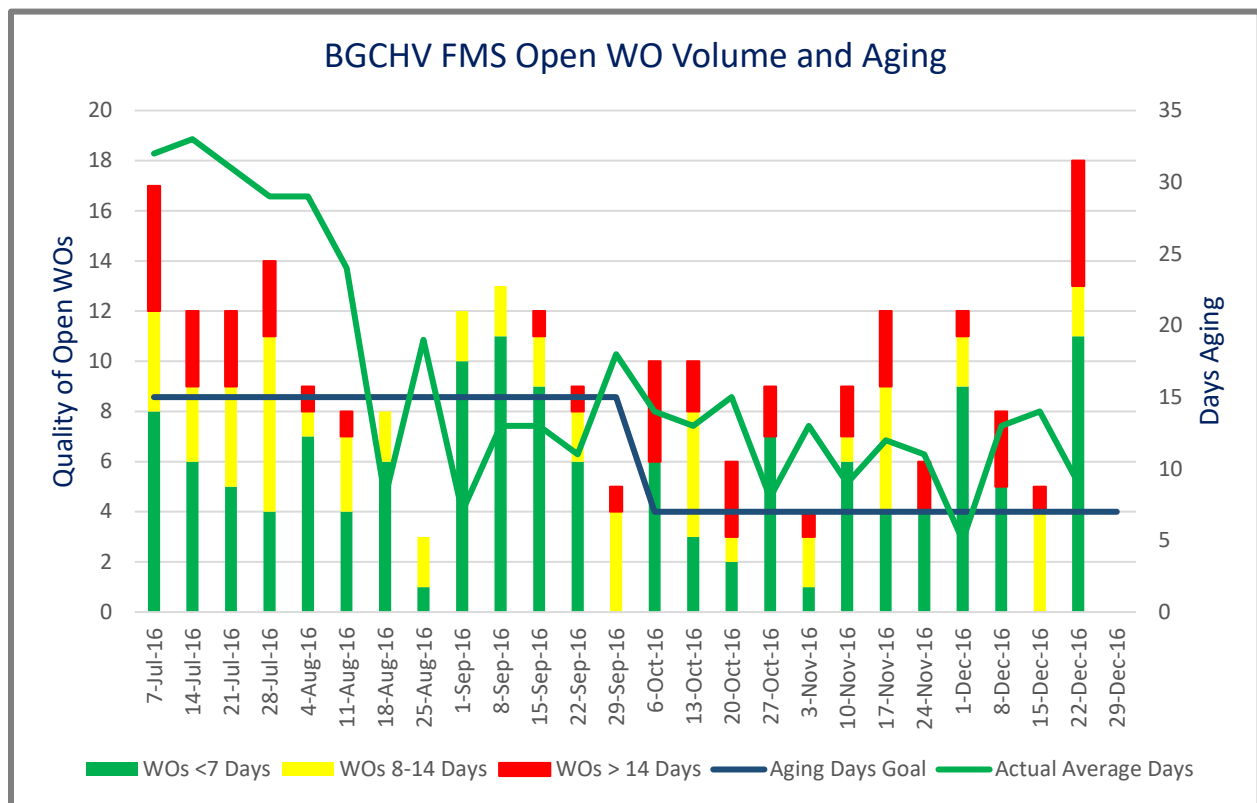
- “New Request”
- “Work In Progress”
- “On Hold”
- “Waiting More Information”
- “Open Extended”
- “Parts On Order”
- “Pending”
- “Waiting Funding”
- “Deferred” - BGCHV is not using this status designation at this time.
- “Forwarded” - BGCHV is not using this status designation at this time.
- These all can be used at the discretion of the person assigned the Work Order, but they remain responsible to finish the task at hand and “Complete” the Work Order.

FMS has five (5) Work Order “status” categories to help users manage “died” Work Orders. All five (5) of these categories will not be open Work Orders for traceability. The five (5) definitions to remove a Work Order from FMS tracking and counting are:

- “Complete” - The term “**Complete**” means a Work Order has been accomplished. An explanation of the action taken should be inserted in the notes. (Example – “Howard Sharp has made the need repairs and situation is resolved”).
- “Closed Work Orders” - The term “**Closed Work Orders**” means a Work Order effort has not been accomplished but has been handled in a different way. A detailed explanation with clear traceability must be inserted in the notes. (Example – “Tanya (CEO) asked that this WO be Closed and re-generated in 1 September 2017. PM Schedule 238 has been updated with 1 September 2017 as the new start date.”)
- “Declined” – BGCHV is not using this status designation at this time.
- “Duplicate Request” – The term “**Duplicate Request**” means a Work Order has been determined to be the same as another Work Order and thus not needed. An explanation is inserted in the notes. (Example – “Work Order 334 is for the exact same work as Work Order 311 and thus not needed. Duplicate.”)
- The term “**Void**” means a Work Order has been determined to be unneeded. An explanation is inserted in the notes. (Example – “Unit Director will discard equipment and purchase another.”)
- These are controlled and only used when there is NO more effort ever on this Work Order number.

Within the BGCHV Work Order tool, the following shall be managed and controlled by the Operations manager and shall in each Property Committee meeting:

1. Appropriateness of Work Orders created by the Unit Directors.
2. Volume of Work Order Backlog by aging category.
3. Aging of Work Order Backlog (7 day average completion target).



Within the BGCHV FMS Equipment and Building Component tool, the following would be expected:

1. Twelve month forecast of coming replacement needs.
2. Three and five year dollar forecast replacement needs (See Appendix 19).

Within the BGCHV FMS Planned Maintenance tool, the following would be expected:

3. Mechanical systems – HVAC, etc.
4. Paint and floor replacements
5. Game table repair and resurfacing
6. Playground maintenance and ground cover
7. Lighting fixture cleaning and replacement
8. Fire extinguished, sprinkler and emergency lighting inspections
9. Backflow device inspections
10. Buses get the following PMs in FMS:
 - a. Mileage based PMI for mechanical repair (like oil changes)
 - b. 45 Day Safety Inspections (simply add the new bus to existing 45 Day Inspection PM)
 - c. CHP 292 Inspection Form every 13 months
 - d. DMV registration renewal (either a new PM or add to one of exiting 5 if month matches)

See Appendixes for detailed screen shot instructions on how to:

- Appendix 17 – How to open and close an Equipment Asset in FMS.
- Appendix 18 – How to open and complete a Repair Work Order in FMS.
- Appendix 19 – How to create a PM schedule and complete a PM Work Oder in FMS.

Annual Inventory & Budget

1. BGCHV Annual Asset Inventory

The Club shall use the tools created in the Facility Management System and supplement it with the Unit Director's knowledge. Each November, the Operations Manager shall lead this effort working closely with the Site Directors. There are six steps that should be taken:

1. The Operations Manager shall publish a comprehensive list from FMS of all equipment at each BGCHV location. List will include all asset number, asset description, forecasted expiration date, replacement value, and any other important information.

Item Number	Description	Status	Location	Bldg./Unit	Area Type	Manufacturer	Est. Replace	Est. Replace Cc
APP-PWASH-HB-BGYM-001	Floor Scrubber - "Zamboni Machine" Rider	Active	Boand Family Gymnasium (GWC)	Gymnasium	Utility Room/Closet	Nifisk Advantage	4/19/2028	\$10,000.00
APP-VM-HB-BGYM-001	Snack Vending Machine	Active	Boand Family Gymnasium (GWC)	Gymnasium	Hallway/Corridor	Crane National Vendors	3/18/2036	\$3,000.00
APP-VM-HB-BGYM-002	Gatorade Vending Machine	Active	Boand Family Gymnasium (GWC)	Gymnasium	Hallway/Corridor	Crane National Vendors	3/18/2046	\$2,500.00
ELR-AV-HB-BGYM-001	Fender Passport Sound System	Active	Boand Family Gymnasium (GWC)	Gymnasium	Utility Room/Closet	Fender	7/29/2041	\$500.00
FIT-BLCHR-HB-BGYM-001	Aluminum Bleachers (Quantity 2)	Active	Boand Family Gymnasium (GWC)	Gymnasium	Gym	BSN	7/29/2091	\$2,500.00
FIT-OTHER-HB-BGYM-001	Players Benches	Active	Boand Family Gymnasium (GWC)	Gymnasium	Gym	Anova	7/29/2091	\$1,500.00
FLS-FEXIT-HB-BGYM-001	Boand Gym Emergency Exit Signs (See Attached Men) - Quantity = 3	Active	Boand Family Gymnasium (GWC)	Gymnasium	Gym		4/26/2026	\$600.00
FLS-FEXIT-HB-BGYM-002	Boand Gym Emergency Lighting (See Attached Men) - Quantity = 11	Active	Boand Family Gymnasium (GWC)	Gymnasium	Gym		4/26/2026	\$6,000.00
FLS-FIRE-HB-BGYM-001	Boand Gym Fire Extinguishers (See Attached Men) - Quantity = 3	Active	Boand Family Gymnasium (GWC)	Gymnasium	Gym		4/26/2026	\$300.00
GRO-SIGN-HB-BGYM-001	Boand Family Sign on Side of Building	Active	Boand Family Gymnasium (GWC)	Gymnasium	Exterior		4/26/2026	\$600.00

2. The Operations Manager shall work with each Site Director and physically validate all information on the FMS Asset report. Corrections, additions and deletions shall be made to the report and the Operations Manager shall update FMS accordingly.
3. Upon completion of the physical validation and FMS update, the Operations Manager shall summarize the BGCHV Annual Asset Inventory on the summary matrix as shown below and review in detail with the BGCHV CEO. Large deviations shall be discussed and improvement plans deployed.

BGCHV Annual FMS Inventory Accuracy Summary:							
City	Location	Audit Date	Number of Assets Listed in FMS on Audit Date	Number of Assets Listed in FMS on Audit Date Missing From Location	Number of Assets NOT Listed in FMS on Audit Date Actually in Location	Percent Accuracy 1-((E+F)/D)	Comments:
HB	Haynes		100	3	3	94.0%	
HB	Oak View		0	0	0	#DIV/0!	
HB	Mayer		0	0	0	#DIV/0!	
HB	Pacific Life		0	0	0	#DIV/0!	
FV	Kingston		0	0	0	#DIV/0!	
FV	Clbhouse Academy		0	0	0	#DIV/0!	
FV	Learning Center		0	0	0	#DIV/0!	
HB & FV	Transportation Department		0	0	0	#DIV/0!	
BGCHV TOTAL:			100	3	3	94.0%	

- After the BGVHV CEO review, the Operations Manager shall summarize the BGCHV Annual Asset Inventory and deviation improvement plans and review with the Property Committee in the next meeting after November.

2. BGCHV Annual Budget

The Club shall use the tools created in the Facility Management System and supplement it with the Unit Director's knowledge to create the annual budget for Repairs, Planned Maintenance and Service Contracts. There are six steps that should be taken:

- Pull up the Facility Management System's Equipment expiration forecast for the following year and cleanse it by adding life to the product's life cycle. Example listed below:

Item Number	Description	Location	Est. Replac	Days Until R	Est. Replace Cost
ELR-PC-HB-HAYNES-006	Program Director's Computer in Front Office	Haynes Huntington Branch	1/25/2017	Overdue	\$700.00
ELR-PC-HB-HAYNES-005	Unit Director's Computer in Front Office - Dell	Haynes Huntington Branch	6/15/2017	28	\$700.00
ELR-PC-HB-HAYNES-009	Office Assistant's Computer in Front Office	Haynes Huntington Branch	6/15/2017	28	\$700.00
GRO-PGRD-HB-HAYNES-002	Kids Playground Jungle Gym	Haynes Huntington Branch	6/15/2017	28	\$12,000.00

- Pull up the Facility Management System's Building Component needs forecast for the following year and cleanse it. Example listed below:

Item Number	Description	Location	Est. Replac	Days Until R	Est. Replace Cost
HVAC-FURN-FV-CHA-001	Closet Heater Unit (F3) Supporting Hall A	Clubhouse Academy	6/15/2018	393	\$8,000.00
HVAC-FURN-FV-CHA-002	Closet Heating Unit (F7 and F8) -Supporting Hall B - Quantity 2 Linked to 1 Plenum	Clubhouse Academy	6/15/2018	393	\$16,000.00
HVAC-FURN-FV-CHA-003	Closet Heating Unit (F4) Supporting Hall C	Clubhouse Academy	6/15/2018	393	\$8,000.00
HVAC-FURN-FV-CHA-004	Closet Heating Unit (F6) Supporting Second Floor Conference Rooms	Clubhouse Academy	6/15/2018	393	\$8,000.00

- Pull up the Facility Management System's Maintenance needs forecast for the following year and cleanse it. Example listed below:

PM Schedule Title	Next PM WO On	Location	Type	Total Est. Costs
DMV Registration Group 1 - Expire March	1/1/2018	Transportation Department		\$215.00
DMV Registration Group 2 - Expire May	3/1/2018	Transportation Department	School Bus	\$300.00
Vehicle 292 Inspections - Group 1	3/23/2018	Transportation Department	School Bus	\$275.00
DMV Registration Group 3 - Expire July	5/1/2018	Transportation Department	School Bus	\$220.00
OCTA Bus Parking Lease Renewal	6/1/2018	Transportation Department	Land Lease ONLY	\$4,000.00

- Provide these three reports to the Unit Directors and ask them if they know of anything else we should add into the Facility Management System's forecast for the following year due to program enhancement needs. Once the list has been compiled and the timing agreed upon, the Director of Operations would input these items into the system.
- The Director of Operations will physically walk through the facility with the Unit Director in order to identify any items that may not be readily apparent or inadvertently left off the list. Example of equipment data sheet listed below:

Site:		
Items Description:		Square footage if gym or parking lot.
Date Purchased:		
Date Placed in Service/Installed:	If different than Purchase Date above - _____	This is probably the same as the "Purchased Date" above
Original Cost:		
Source of Original Cost:		Estimate? Purchase, Donation, Tom Ross sheet?
Manufacturer Name:		
Model Number:		
Serial Number:		
Supplier:		Who did we buy it from, or who installed it?
Condition Code:		1 = Not functional Obsolete to 5 = OK and keep on current PM schedule
Life Expectancy Units:	If not in years - _____	If not Years, what is Life measured in? Hours? Miles?
Current Unit Reading:	If not in years - _____	Current miles or meter reading if applicable.
Total Life Expectancy:	If different than Standard sheet - _____	Total (take into consideration condition, not just remaining life)
Estimated Replacement Cost:		Unit cost if something like a gym floor or parking lot (\$/sq ft)
Estimated Replacement Date:	If different than purchase date + expected life - _____	
Any special notes:		

6. The Property Management Committee will review the list and revise inputs as needed before submitting the budget proposal to the CEO to be included in the budget draft. The budget draft will be presented to the finance committee with final approval by the Board of Directors. Listed below is an example of the final report.

KINGSTON	
PAVING	
EXT PAINT	
SIGNAGE	
FENCE	
DOORS	
HVAC	
LIGHTING	
FLOORING	
GYM FLOOR	\$ 2,500.00
PLAYGROUND	\$20,000.00
PHONES	
SHADE STRUCTURE	
PLUMBING	
WINDOW REPAIRS	
TOTAL	\$22,500.00

Section 6

Appendix

Section 6: Appendix

- #1 Club's Safety Brochure
- #2 Club's Lockdown Plan
- #3 Club's Evacuation Plans
- #4 Transportation Safety brochure.
- #5 Child Safety Checklist.
- #6 Seven (7) Layers of Security Guidelines.
- #7 Accident/Incident Report Form
- #8 Employee Handbook
- #9 Employee Injuries
- #10 Illness Guidelines
- #11 Medication Forms
- #12 Best Practices for Staff & Volunteer Screening
- #13 Who to Call
- #14 Quality Assurance Guidelines
- #15 Cleaning Routine
- #16 Housekeeping Checklist
- #17 Asset Management in Facility Management System
- #18 Facility Repairs in Facility Management System
- #19 Facility Planned Maintenance in Facility Management System
- #20 Acceptable Use Agreement-Technology
- #21 Emergency At-A-Glance
- #22 Disaster Management Guide

Appendix 1

Club's Safety Brochure

Staying Safe from Bullying

- **Verbal bullying** is saying or writing mean things, including teasing, name-calling, inappropriate sexual comments, taunting, and threatening to cause harm.
- **Social bullying** involves hurting someone's reputation or relationships. Social bullying includes leaving someone out on purpose, telling other kids not to be friends with someone, spreading rumors, and embarrassing someone in public.
- **Physical bullying** is hurting a person's body or possessions. Physical bullying includes hitting/kicking/pinching, spitting, tripping/pushing, taking or breaking someone's things, and making mean or rude hand gestures.
- **Cyberbullying** is bullying using electronic technology. It includes mean text messages or emails, rumors sent by email or posted on social networking sites, and embarrassing pictures, videos, websites, or fake profiles.

Help your child understand what bullying is and make sure they know what to do about it. First and most important, help them understand that they should not bully others.

- Talk to your child about how to stand up to kids who bully. Give tips like using humor and saying "Stop" directly and confidently.
- Talk about what to do if those actions don't work, like walking away or getting help from an adult.
- Talk about strategies for staying safe, like staying near adults or groups of other kids.
- Talk regularly with your children about their online activity. Monitor their social media accounts by friending/following them or having another trusted adult do so. Help your child understand that anything posted online can be accessed by anyone.

Safe Travel

Until they are at least 10 years old, children have not developed the maturity required to cross the road safely without holding an adult's hand. Talk your child through the 'STOP! LOOK! LISTEN! THINK!' routine every time you cross the road:

- **STOP!** One step back from the curb.
- **LOOK!** For traffic to your left, right and left again.
- **LISTEN!** For the sounds of approaching traffic.
- **THINK!** Whether it is safe to cross.
- Always look and listen for traffic as you cross the road.

NEVER leave a child of any age in a vehicle without adult supervision. A small child may rapidly suffer dehydration, heat exhaustion and consequent organ failure. Older children could play games that may lead to tragedy.

Sports Safety

Among the most common and life-threatening sports injuries are concussions: a brain injury caused by a blow to the head or body. Concussions can be difficult to identify because they can happen even if a person remains conscious. Be aware of the symptoms so you know when to seek medical attention for your child. Common symptoms are:

- Headache, nausea or vomiting;
- Confusion, difficulty remembering or paying attention;
- Balance problems, dizziness, slow reaction time or blurry vision;
- Irritability or sensitivity to light noises; and
- Loss of consciousness.

It is always better to err on the side of caution when seeking out medical care for head injuries.

Bike & Skating Safety

- Children should always wear a helmet for all wheeled sports activities.
- Actively supervise your children until you're sure they are responsible enough to ride/skate on their own.
- Before age 10, limit riding to sidewalks, parks or bike paths.
- Teach your kids to be alert and watch for cars and trucks.
- Tell your kids to ride on the right side of the road, with traffic, not against it.

Water Safety

Children drown in silence. Drowning is one of the most common causes of death in children ages 1-14. Drowning often occurs silently when an unsupervised child is near water – and it takes only seconds to drown. Although most drowning incidents occur in residential swimming pools, children can drown in just one inch of water, such as in buckets, bath tubs, wading pools, diaper pails and toilets. In addition, hot tubs, spas and open waters, such as oceans, rivers and lakes, pose a drowning threat to older children. Never leave your child unsupervised near water at or in the home, or around any body of water.

Kitchen Safety

Accidents can happen very quickly. Limit the risk of scald and burns to children:

- Ensure pot handles are turned inwards.
- Keep your clothing away from heat and tie back long hair. Fabrics and loose clothing can catch fire easily.
- Store flammable materials away from heat.
- Ensure all hazardous substances and medications are stored out of the reach of children.

Your Child's SAFETY PRIORITY #1!

Boys & Girls Clubs believe your child's safety is our top priority. This brochure has tips about staying safe at home, in recreation programs like ours and others in the community, when you're traveling, and other important situations that you and your child will experience. Knowing the facts and talking about them with your child will help your child be safer. Please read these safety tips and consider how you can use them in your family. Most importantly, talk with your child about these safety tips and make sure your kids feel comfortable talking to you about anything that is on their mind.



BOYS & GIRLS CLUBS



Safety at the Boys & Girls Club and Other Youth Program Sites

The following tips apply to the Boys & Girls Club as well as Public & Private Schools, Instructional Centers (dance, martial arts, and gymnastics), Church Camps, etc.

When your child is participating at the Club in a program area, they are within eyesight of a staff member. This is not the case for closed activity areas. Kids can tell when a room is closed because the door is closed and the lights are off. Not every program area at the Club is open 100% of the day. For example, the arts and crafts room or gymnasium may close because we staff our facilities based on the number of children in the building. Closing some rooms helps keep kids together and well-supervised in the open rooms. Children must be taught to not enter rooms that are closed.

As in schools and most facilities running programs for youth, staff are not positioned in the restroom. Staff members at the Boys & Girls Club do regular checks of the restrooms throughout the day, but there is no adult supervision 100% of the time in the restroom.

Parents can help the Club make sure their children are always safe by reinforcing the following rules:

- Do not enter a closed activity area. Doors closed and lights off are key indicators of a closed area.
- Areas of the building that are not part of the program area should also be considered “closed” and off limits, like corners of the building, stairways, ramps, etc.
- Do not enter or linger in closed program areas.
- Do not linger or play in the restroom. Enter the restroom, do your business and leave.
- Never enter a closed program area or bathroom stall with another club member or adult. Closed areas are just that: CLOSED. Stalls are for one person at a time only.
- If a club member or adult asks you to enter a closed program area or bathroom stall, say NO and immediately tell a staff member.
- If you ever see club members in a closed program area or more than one child in a restroom stall, tell a staff member immediately.
- If you ever feel uncomfortable, tell a staff member immediately.

TALK TO YOUR CHILD.

Make sure they know the rules and that they are comfortable telling you anything that is on their mind.

Online Safety

- Put your child’s online computer in a common area.
- Establish rules for Internet use.
- Supervise Internet use — especially chat.
- Talk about the Internet — “What’s new online?”
- Review screen names and buddy lists periodically with your child.
- No profiles for anyone under the age of 13. If the child is 13 or older, use appropriate profiles.
- No home pages for young children.
- Supervise content for older kids.
- No web cams unless all use is CLOSELY supervised.
- Supervise any picture swapping.
- Teach your kids about “Online Stranger Danger.” Tell your child not to exchange personal information like a phone number, address, or picture with people they meet online. No meeting in person — ever.
- Use a filtering program and/or parental controls available through your Internet service provider.
- **Most importantly**, tell your kids that you love them. If you don’t, there is no shortage of “bad people” on the Internet who are eager to exploit your child.

Signs your child might be at risk of online child exploitation:

- Your child receives mail, gifts and/or packages from someone you do not know.
- Your child receives phone calls from adults (mostly men) you do not know.
- You find pornography on your child’s computer.
- Your child spends a great deal of time online — especially at night or unsupervised.
- Your child becomes withdrawn or secretive about his/her online activities.

Keeping Your Child Safe from Sexual Abuse

It is never too early to talk to your child about his or her body. For young children, teach about safe touches and unsafe touches. Help your child understand that forced or tricked touching of private body parts is unsafe. Be sure your child knows it is OK to say NO to any unwanted touch, from anyone. Teach your child that it is important for them to tell you or another trusted adult if they are uncomfortable with any touch.

Children and young people can be sexually abused by others, whether they are the same age, younger or older. Some children experiment and engage in sexual play, which is usually age appropriate. It is important not to criminalize behavior that is a perfectly normal and healthy part of growing up. However, children can sexually abuse others and what may seem normal and harmless may in fact be abuse. Warning signs of peer sexual abuse include:

- An age difference of two years or more between the children.
- One child is significantly more dominant than the other.
- One child is significantly more vulnerable than the other. This may include a physical or mental disability, confidence, physical strength, etc.
- There has been use of threats, bribes, or coercion to secure compliance or to maintain secrecy.

If you are worried that a child may be sexually harming another, always seek advice.

We hope this brochure will help you and your family be more prepared to keep your child safe. The tips in this brochure do not guarantee your child’s safety. If you are ever concerned about your child’s safety, please seek expert advice.



Appendix 2

Club's Lockdown Plan

Lockdown Plan

Table of Contents

Sections:

- 1. Lockdown Overview**
- 2. Lockdowns are based on modified “Run, Hide, Fight” model**
- 3. General Safety Ideas**
- 4. General guidelines associated with the “Run, Hide, Fight” model**
- 5. Decision making scenarios**
- 6. Responsibilities of the Main Office**
- 7. Responsibilities of staff that have members in their room**
- 8. What to expect when law enforcement arrives**
- 9. How to react when law enforcement arrives**
- 10. Lockdown Discussion Guide**
- 11. Ideas to make a secure location even more secure**
- 12. After the event**

Section 1: General Safety Ideas

- Be aware of your environment.
- Always have an exit plan.
- Be prepared

Section 2: Lockdown Overview

Lockdown does not mean hunker down and become a victim. There are three basic options: run, hide or fight. You can run away from the shooter, seek a secure place where you can hide and deny the shooter access or incapacitate the shooter in order to survive and protect others from harm. As the situation develops, it is possible that members and staff will need to use more than one option.

Lockdowns are used in situations involving dangerous intruders or other incidents that may result in harm to persons at the Club. Once a lockdown has been implemented, the Club will remain in a lockdown until the Club is safe and secure. A code-word system shall be used to make staff aware that the situation is safe and that the lockdown has ended. Please talk to your Unit Director immediately if you do not know what your Branch's code word is.

A "Shelter in Place" lockout may be used in non-threatening circumstances in order to isolate members/staff from an outside incident. At a minimum, Shelter in Place Lockouts means that all doors and windows locked, no one is allowed in the building. When there are threats outside our walls such as fights/suspicious activity where law enforcement must be notified are instances when Lockouts should be triggered.

Section 3: Lockdown plans are based on a modified "Run. Hide. Fight" model

- RUN. Move away from danger. Don't be paralyzed by the event.
- HIDE. Move to a secure location. Wait for police.
- RUN. Run again if needed. Move when in danger! Lockdown does not mean hunker down and become a victim.
- FIGHT. Fight back as a last resort if your life is in danger. Only adult staff should be recruited to Fight if the situation gets to this phase.

Section 4: General guidelines associated with the "Run. Hide. Fight" model

RUN – If there is a path to escape, attempt to evacuate

- Move away from the danger.
- Leave your belongings behind. YOU are important, not your belongings.
- Take note of nearest exits. Note both doors and windows.
- Have an escape route and plan in mind.
- Evacuate when there is clear and present danger. Get members to come with you.

- Keep moving until you are in an area you can hide safely or far enough away from the danger to provide safety.
- Help others escape if possible. Members should be encouraged to partner up once evacuation is necessary.
- Prevent others from entering the area.
- Keep hands visible to law enforcement.
- Follow instruction of law enforcement.
- Call 911 when you are safe.

HIDE – If evacuation is not possible, find a secure location to hide

- Act quickly and quietly.
- Lock and barricade the door if possible.
- Silence your cell phone
- Remain silent.
- Limit movement.
- Remain out of view.
- Turn off sources of noise such as TVs and radios.
- Shut off lights.
- Cover windows.
- Leave a path of escape—do not trap or restrict your options if you need to move again.
- Hiding place should provide protection if shots are fired in your direction.
- Be prepared to defend yourself with anything readily available – fire extinguisher, scissors, chairs, books.
- If safe to do so, remain in place until you hear the code word signaling the end of the lockdown

FIGHT--This is a last resort measure if you cannot run or hide and you are facing imminent injury or death from the intruder.

- Attempt to incapacitate the suspect.
- Act with physical aggression.
- Have the will to survive.
- Improvise weapons.
- Commit to your actions.
- Target vulnerable parts of the intruder's body such as the eyes and face.
- Be aware of the potential for multiple intruders.
- Use any measure available to fight off the threat and continue to engage until the intruder is incapacitated.
- Fight as a group if possible. Only adults should be incorporated in a group fight.

Section 5: Decision making scenarios during an active shooter incident

Shooter/Intruder is outside your building, but not in your immediate area.

- Hide.
- Be prepared to run or fight.

Shooter/Intruder is in your building, but not in your immediate area.

- Hide.
- Run.
- Be prepared to fight.

Shooter/Intruder is in your immediate area, but there is a path to escape.

- Run.
- Fight.

Shooter/Intruder is attacking and there is no path to escape.

- Fight.

Section 6: Responsibilities of the Main Office

- The main office will announce “Lockdown” to all areas of the Club.
- If any members, staff or visitors are nearby, they should be called into your secure location before you secure it.
- Lock doors and windows to the secure location of the main office. Shut off lights.
- Call 911.
- If possible, the main office should act as the Emergency Operations Center and be prepared to answer phones and coordinate communication among administrators, staff and emergency personnel.
- Be ready to move when in danger.
- Be ready to fight as a last resort.

Section 7: Responsibilities of staff that have members in their room

- If members are outside your secure area and are in the immediate vicinity, instruct them to get inside before you secure it.
- Secure the room by locking the doors and windows.
- Turn off the lights and cover the windows.
- Instruct members to get down and move away from the windows and doors so they are hidden from view.
- Remain silent.
- Doors and windows will remain locked and opened only to members and staff seeking safety. Use your best judgment as to which people you allow into your room.
- If you cannot lock your door, think about securing it either holding it closed or by placing items in front of it so it cannot be opened. An alternative solution would be to move to a location that can be secured as long as everyone can be moved safely.

- Do not use cell phones unless communicating vital emergency information, i.e., bad guy is here, he looks like...
- Disregard fire alarm system unless otherwise told—if you see fire or smoke – ACT.
- Remain in place.
- Be ready to move when in danger.
- Be ready to fight as a last resort.

Section 8: What to expect when law enforcement arrives

- Arriving police officer's first priority is to engage/stop the intruder as soon as possible.
- Officers will immediately proceed to engage the intruder—moving towards the threat.
- Arriving officers may be from various agencies and have different uniforms, equipment and other types of vehicles—some of which may not be marked.
- Officers may have various types of weapons –handguns, shotguns and rifles.
- Officers may shout commands and push people down on the ground for their safety.
- Officers will not stop to help injured persons—their initial duty is to stop the intruder.
- Officers may treat people they come into contact with as suspects until they determine otherwise.
- Although responding to an active shooter incident is rapid, searching and safe guarding the Club may take several hours.

Section 9: How to react when law enforcement arrives

- Your attention to the police officers is vital for survival.
- Remain calm and follow and officer's instructions.
- Put down any handheld items – bags, backpacks, jackets.
- Immediately raise your hands and spread your fingers—staff must display empty hands with open palms.
- Keep your hands visible at all times.
- Avoid making quick movements towards officers or grabbing them.
- Avoid pointing, screaming or yelling at officers.
- Do not stop and ask officers for directions or help when evacuating—just proceed in the direction where officers are entering.
- Law enforcement may instruct everyone to place their hands on their heads.
- Provide accurate and relevant information by calling 911.
 - Location of the active shooter.
 - Number of shooters.
 - Physical description of shooters.
 - Number and type of weapons shooter has.
 - Number of potential victims at location.
- Let your supervisors know where you are by sending a text message.

Section 10: Lockdown Discussion Guide

Think through, review and know what to do. There are three basic options: run, hide or fight. You can run away from the shooter, seek a secure place where you can hide and deny the shooter access or incapacitate the shooter in order to survive and protect others from harm. As the situation develops, it is possible that members and staff will need to use more than one option. During an active shooter situation, staff will rarely have all of the information they need to make a fully informed decision about which option is best. While they should follow the crisis management plan and any instructions given during an incident, often they will have to rely on their own judgment to decide which option will best protect lives.

Definition:

Secure location – a location that can be easily locked or secured and used as a safe area that is away from danger

Active Shooter – An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms.

Goal:

Delay the attacker's access to students and staff in order to prevent and minimize casualties before law enforcement arrives. The natural human reaction, even if you are highly trained, is to be startled, feel fear, anxiety and even experience initial disbelief and denial.

Mindset:

Remember the modified "Run, Hide, Fight" model:

- RUN - Move away from danger.
- HIDE - Find a pre-selected secure location.
- RUN - Move again when in danger.
- FIGHT - Fight back as a last resort if your life is in danger. Have the will to survive.
- Don't give up.
- Commit to your actions.
- Victims are selected at random.
- Event is unpredictable and evolves quickly.
- Knowing what to do can save lives.

Expect carnage, complete chaos, noise, confusion, alarms and frightened people running/hiding—who are unwilling to respond to your directions. It is not uncommon for people confronted with a threat to first deny the possible danger rather than respond.

Respond immediately, including fulfilling your responsibilities for members in your charge. For example, recognize the sounds of danger, act, and forcefully communicate the danger and necessary action (e.g., "Gun! Get Out!") to those in your care and supervision.

Things to think about:

- What is your primary secure location? Give examples of secure locations at each of our Club sites.
 - Do you know how to lock your secure location?
 - How many doors need to be locked to make this a secure location?
 - Which way do the doors swing? (In or out?)
 - Are there any non-locking doors of your secure location that lead to other areas?
- What is your alternate secure location in the event your primary secure location is not available?
 - Ensure you have more than one alternate secure location.
 - Ensure you can answer all the same questions for your alternate location as you did with your primary.
- Where is your offsite secure/ non-secure location located in the event you evacuate off the Club's premises?
 - What routes are you going to take to get to your off-site location?
 - Are there any obstacles (fences, locked gates, brick walls) that are on your route to the offsite location?
- What is your emergency exit of your secure locations (primary, alternate, offsite) in the event you need to leave quickly?
 - Once you leave your secure location, have you thought about where you are going to go?
- Where are you going to hide when you are in your secure location?
 - What is the maximum number of people that can hide in your secure location before concealment is diminished?
- What are you going to do if someone tries to get into your secure location?
- If you are going to confront the subject—what can you use for a weapon?
 - A fire extinguisher can be sprayed at the subject so that it could disrupt his vision/breathing
 - What can you throw at the shooter?
- If you cannot get to a secure location and you cannot get to your offsite location—where are you going to hide?

With an ongoing and/or evolving emergency, where the immediate reunification of loved ones is not possible, providing family members with timely, accurate and relevant information is paramount. Under all circumstances, the Chief Executive Officer shall be the primary spokesperson for the Club.

Having family members wait for long periods of time for information about their loved ones not only adds to their stress and frustration but can also escalate the emotions of the entire group. When families are reunited, it is critical that there be child release processes in place to ensure that no child is released to an unauthorized person.

Section 11: Ideas to make a secure location even more secure

Keep the doors of your secure location locked and closed at all times.

If it is not practical to keep your door locked and closed at all times then you can keep the door locked but use a stop mechanism to prevent the door from closing.

- Are there objects in your secure location that you can use to barricade your door if needed?
- If so, are these objects near a door so they can be moved easily into place?
- Can you put something over the windows quickly so it limits visibility into your secure location?
- If you don't have blinds can something be prefabricated and stored near the window so that you can quickly put it in the window if needed?

Section 12: Active Shooter Response Strategies—Afterwards

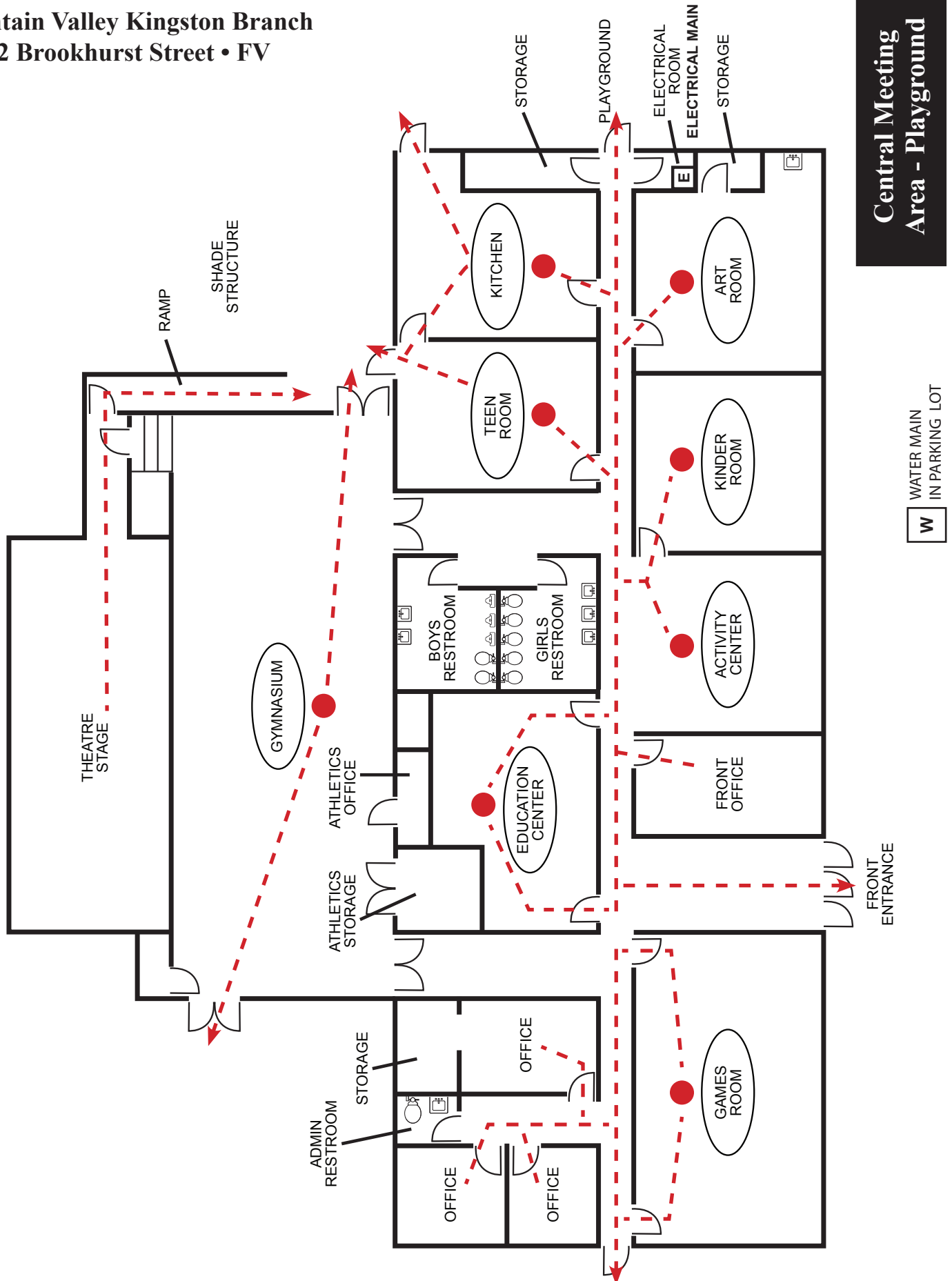
You have experienced a traumatic life threatening event. You may experience post-traumatic stress—this is a normal response

- Seek support. (Co-workers and colleagues, Human Resources, family, friends, clergy)
- Talk to a mental health professional. (Critical Incident Stress Debriefing, EAP, counseling, psychotherapy)
- Do not talk to the media. See Media Guidelines Policy located in the Employee Training Manual.

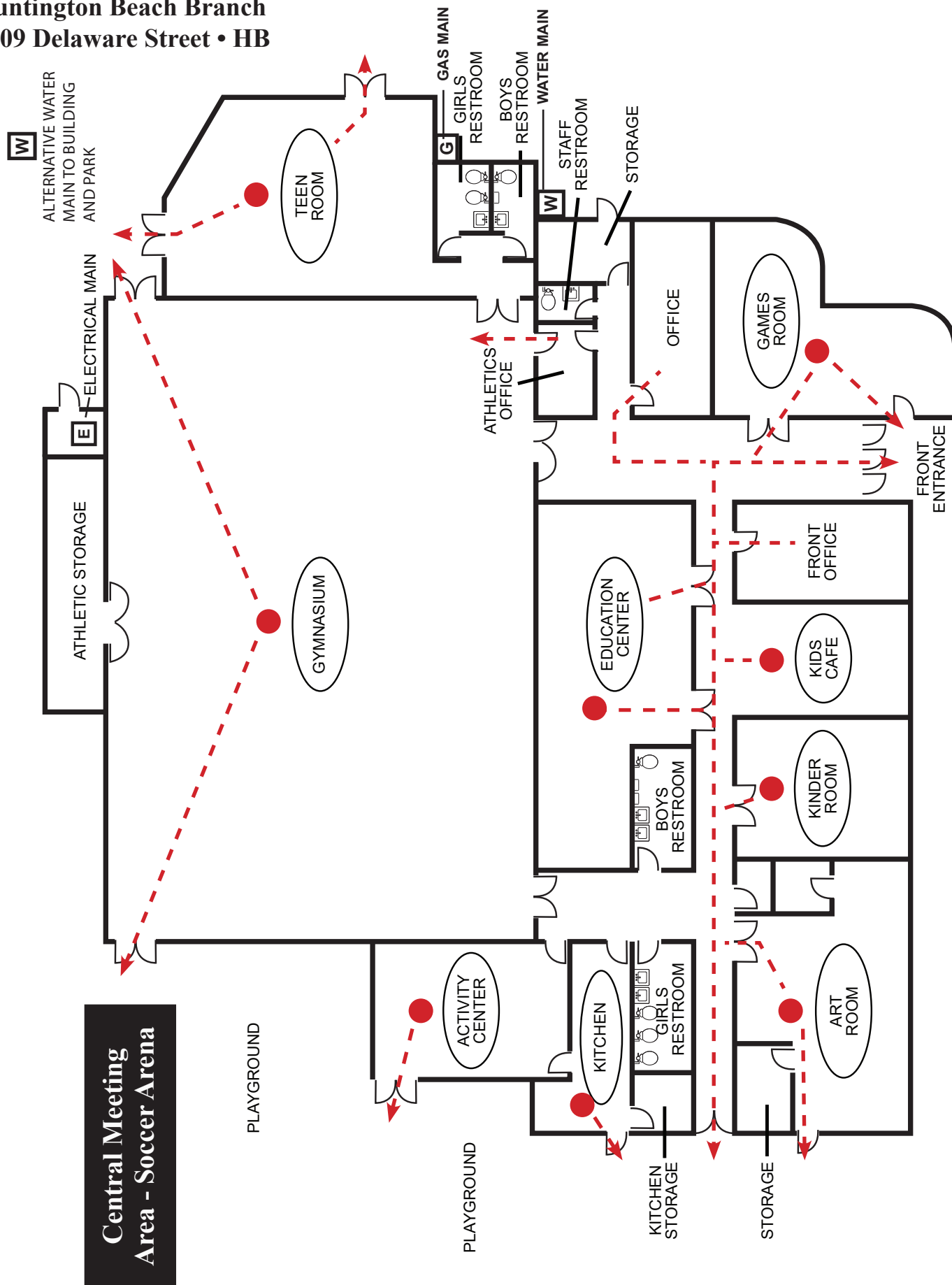
Appendix 3

Club's Evacuation Plans

Fountain Valley Kingston Branch
16582 Brookhurst Street • FV



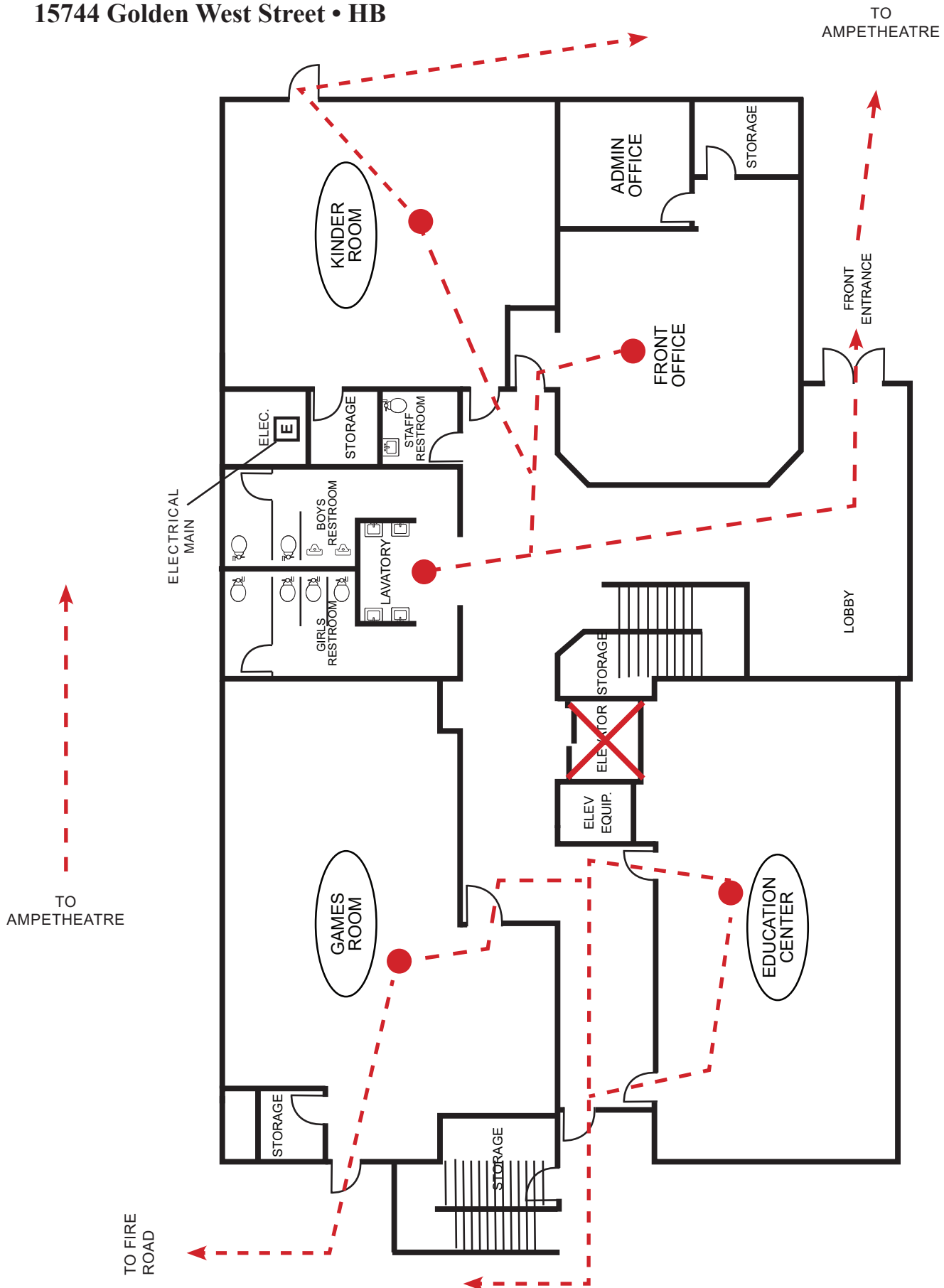
Huntington Beach Branch
2309 Delaware Street • HB



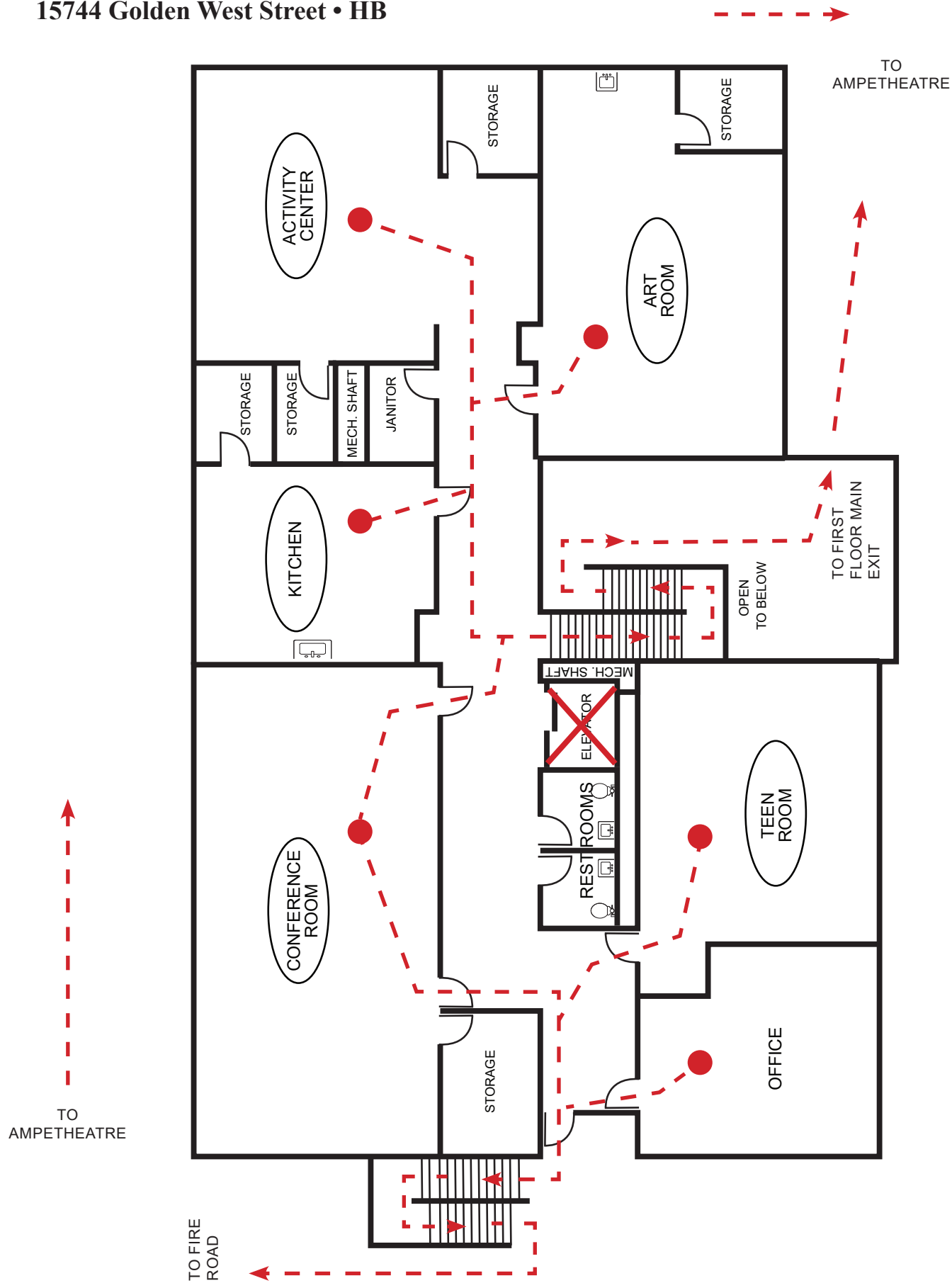
Pacific Life Foundation Branch
15744 Golden West Street • HB

Central Meeting Area - Ampetheatre

First Floor



Boys & Girls Clubs of Huntington Valley
Pacific Life Foundation Branch
15744 Golden West Street • HB



Central Meeting
Area - Ampetheatre

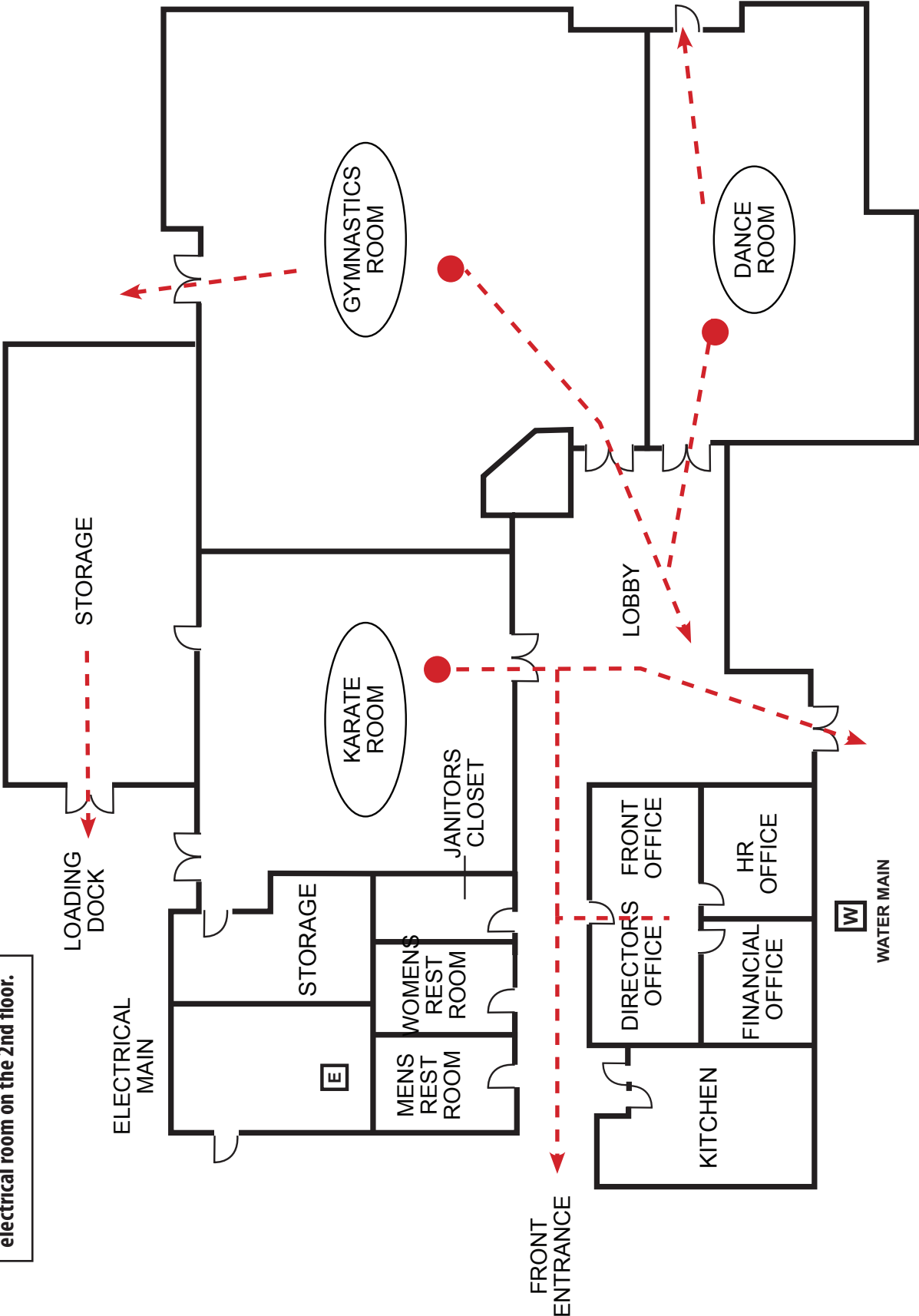
Second Floor

Pacific Life Foundation Branch
15744 Golden West Street • HB



Gymnasium

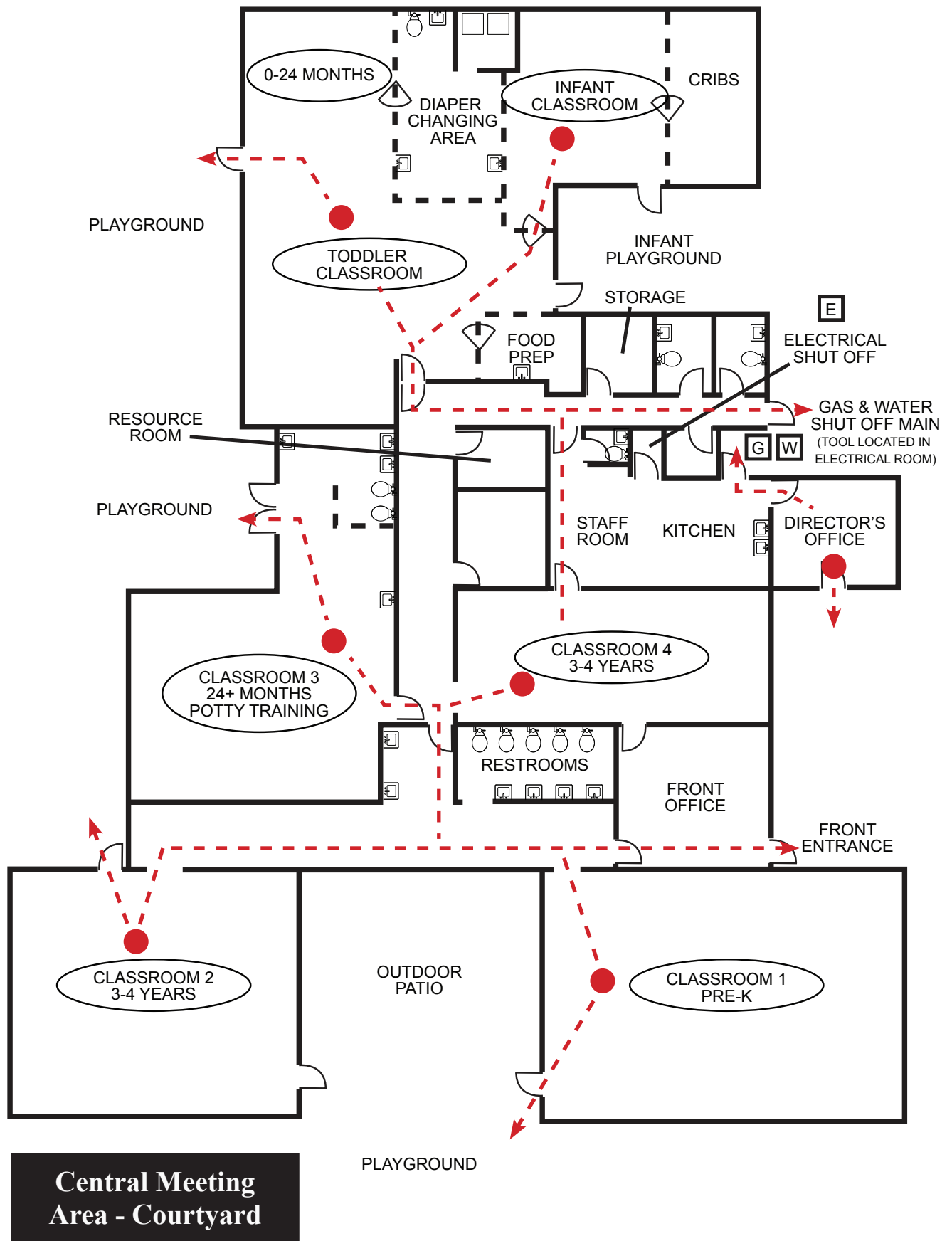
The gas shutoff is located in the electrical room on the 2nd floor.



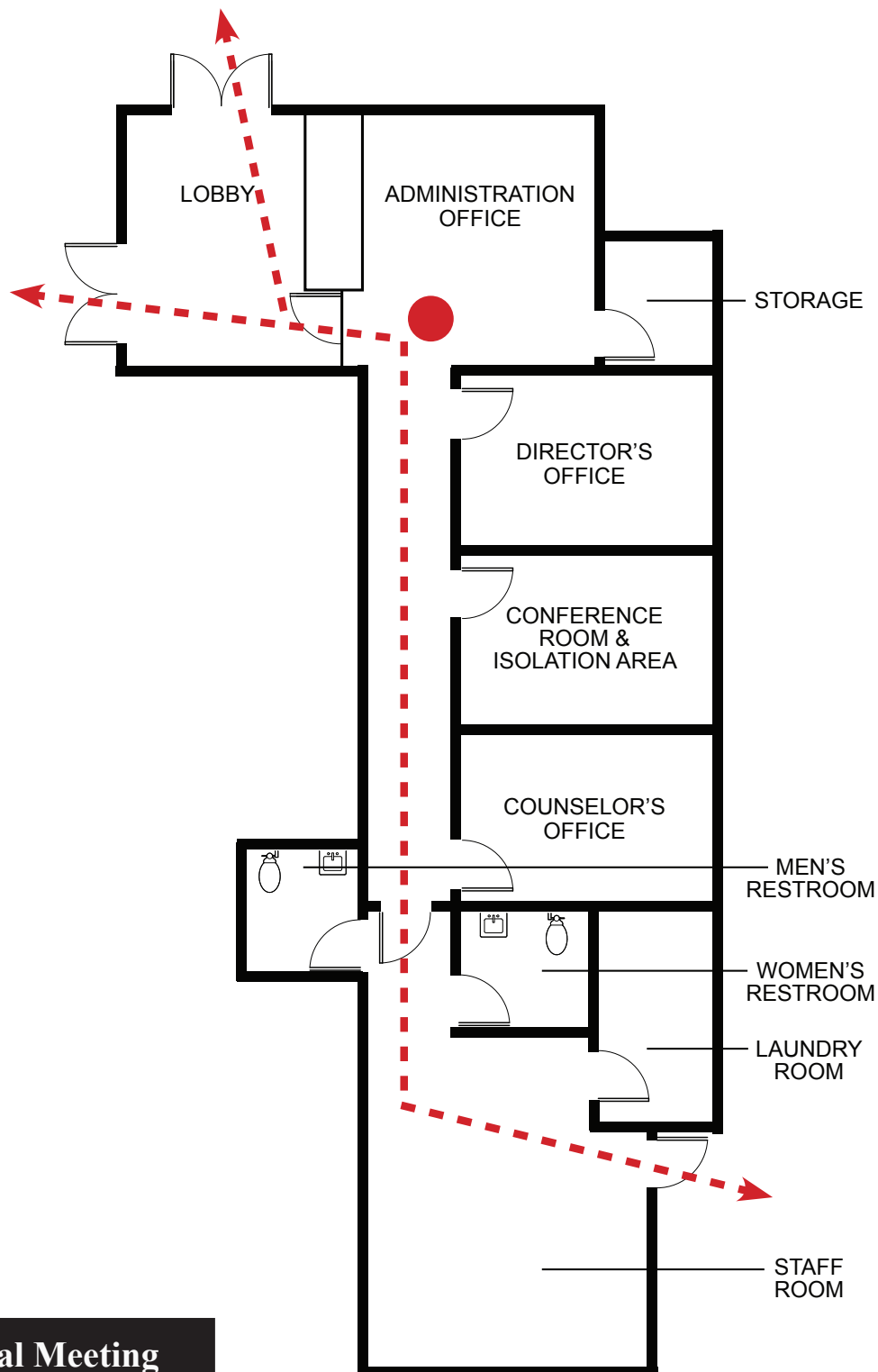
Boys & Girls Clubs of Huntington Valley

Learning Center Child Development Preschool

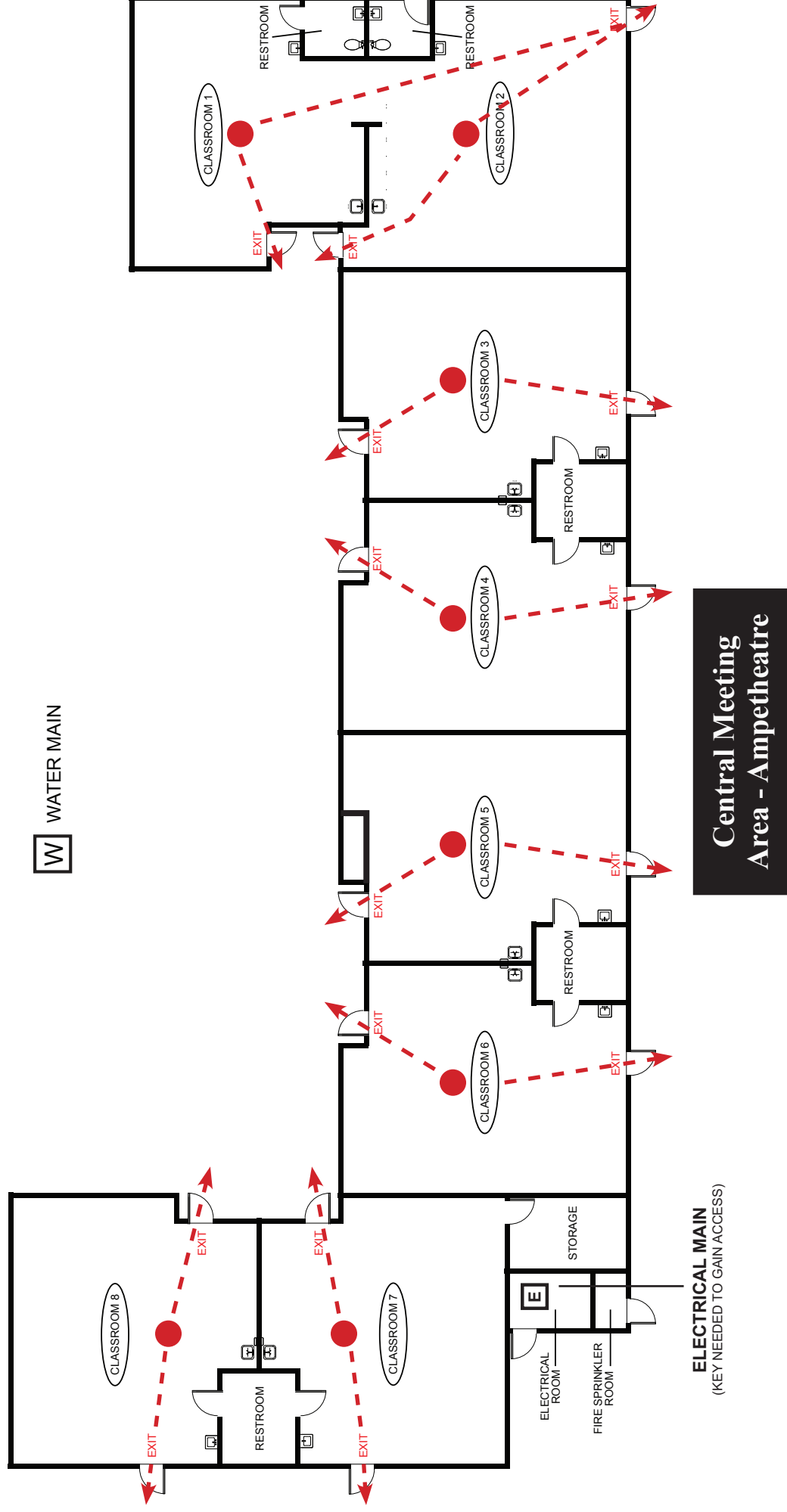
17565 Los Alamos Street • FV



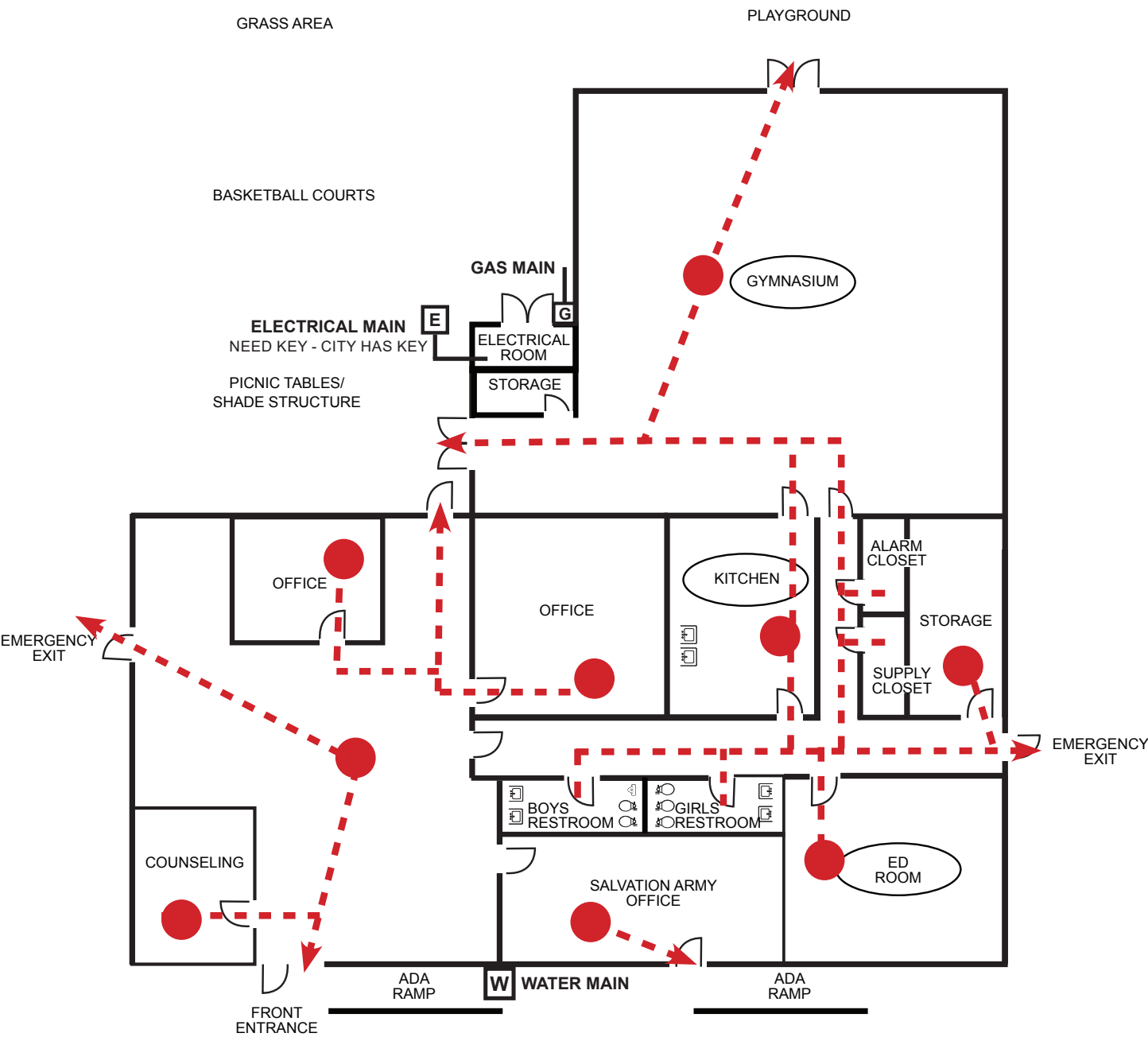
Boys & Girls Clubs of Huntington Valley
Robert Mayer Child Development Preschool
15744 Golden West Street • HB



**Central Meeting
Area - Ampetheatre**



OakView
17261 Oak Lane, Huntington Beach, 92647



**Central Meeting
Area - Grass Area
Behind Basketball Courts**

Appendix 4

Transportation Safety Brochure

FOLLOWING THE RULES

Transportation rules are in place to keep your child and all passengers on the Club's buses safe. Because your child's safety is our top priority, the Club does not tolerate violations of safety rules. If a bus rider violates transportation program rules, the following consequences are in place:

- **1st notice:** Written warning
- **2nd notice:** 1 day suspension from bus program
- **3rd notice:** 3 day suspension from bus program
- **4th notice:** Dismissal from the bus program

Your child will receive a written citation for each violation. **Signed citations MUST be returned to the Transportation Director or bus driver for continued bus riding privileges.** Please call us anytime if you have any questions or concerns.

EMERGENCIES

Learn where all the bus emergency exits and equipment are, and how to use them. Participate in evacuation drills. In an emergency it is up to you to remain calm. Listen to the bus driver and follow instructions carefully.

INCLEMENT WEATHER

When visibility is reduced to 200 feet or less, buses will pull over, stop, and wait for visibility to clear. The driver will proceed when it is safe to do so.

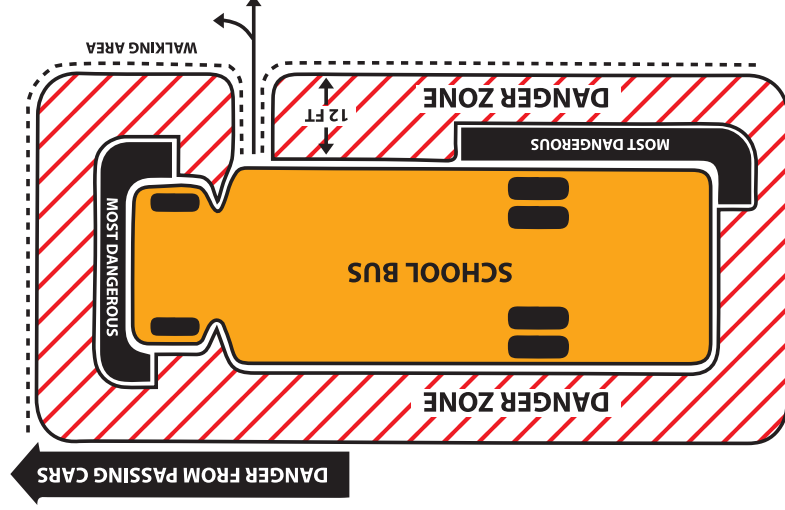
RED LIGHT FLASHERS

When you come upon a school bus stopped on a two lane roadway with flashing red lights, unless the road is divided you must stop. The flashing red lights are located at the top front and top back of the bus. School children could be crossing the road to or from the school bus. Remain stopped as long as the red lights are flashing. Failure to do so is a violation of VC 22454.

DANGER ZONE

The area immediately around the bus is the Danger Zone. Many children are seriously injured or killed each year because they dart in front of or under buses. Please show this diagram to your child and explain that they must never go into the Danger Zone.

1. Do not walk too close to the side of the bus or near the wheels.
2. Do not cross behind the school bus, a driver in a car may not see you.
3. Do not cross in front of the bus by yourself. Wait for the bus driver to escort you across the street when it is safe.
4. Do not kneel in front of the school bus, as you are blocked from the driver's view.



Your Child's SAFETY PRIORITY #1!



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY



SCHOOL BUS Safe Riding Practices

BUS CONDUCT POLICY

Bus transportation is provided for some of our members. Riding the bus is a privilege, not a right. The same rules of SAFETY, COURTESY, AND PROTECTION OF PROPERTY apply on the bus as they do in the Club and on the playground. A complete list of schools for which transportation to and from the Club is available and a list of bus stops for the Twilight Education Project can be received from the Club's front office.

California Administrative Code, Title V, Section 14103 states:

"Pupils transported in a school bus or in a school pupil activity bus shall be under the authority of, and responsible directly to, the driver of the bus, and the driver shall be held responsible for the orderly conduct of the pupils while they are on the bus or being escorted across a street, highway or road. Continued disorderly conduct or persistent refusal to submit to the authority of the driver shall be sufficient reason for a pupil to be denied transportation."

Please review the following bus rules with your child.

Rules for getting on and off the bus and safety at the bus stop are as follows:

1. Practice safe behavior getting on and off the bus. Walk! Don't run. Stay on the sidewalk. Stay as far away from traffic as possible. Cross the streets only at intersections and crosswalks. Stop and look both ways before crossing.
2. Form a line facing the direction of the approaching bus. Stay in line until the bus comes to a complete stop and the door is opened. Board the bus in a calm, orderly manner and proceed to an empty seat without disturbing others. Seats may be assigned, if necessary.

3. Always follow any instructions the driver gives on boarding and exiting the bus.
4. Once the driver has closed the door and pulled away from the curb, the bus will not stop for any riders who are late to the stop. Never run across the street to follow the bus or run after a moving bus.

Rules for riding the bus are as follows:

1. Seat belts must be worn at all times when the bus is in motion.
2. No food or drink is allowed on the bus. NO EXCEPTIONS.
3. No animals allowed on the bus. NO EXCEPTIONS.
4. No standing on the bus when the bus is in motion.
5. No changing seats on the bus.
6. No yelling or loud talking is allowed on the bus. No foul language.
7. All body parts must be kept inside the bus at all times while the bus is in motion.
8. Keep aisle clear at all times. All personal items are to be kept secure under the seats.
9. No fighting or horseplay. No arguing.

10. Any vandalism to the bus will be paid for by that member's parents/guardians.
11. Shirts and shoes are required to ride the bus. NO EXCEPTIONS.
12. No large boxes or packages. Please make other arrangements to transport these items.

Additional policies regarding field trips are as follows:

13. Please notify the Club ahead of time if your child has gone on a field trip with his/her school and will not be back to the school at scheduled pick up time. Parents are responsible for transportation to the Boys & Girls Club if the child is not there at scheduled pick up time. However, if available, we will make a later pick up, otherwise the parent is responsible for transporting their children.
14. Boys & Girls Club field trip registration closes one hour before departure time or when the trip reaches full capacity, whichever comes first.
15. Parents MAY NOT transport children to or from field trip locations or visit them while on field trips. NO EXCEPTIONS.



FACTS from the National Highway Traffic Safety Administration

School buses are designed to be safer than passenger vehicles in avoiding crashes and preventing injury.

Source: American School Bus Council

School buses are the safest mode of transportation for getting children back and forth to school.

Source: US Department of Transportation

Appendix 5

Child Safety Checklist

Child Safety Checklist

Secure Premises

- Able to maintain control of entries, exits and remote areas
- Staff and volunteers provide a clear presence
- Emergency response plans for foreseeable situations are disseminated

Hazard-free Premises

- Safety committee reviews policies, procedures, and accident reports. Advises improvements to board
- A property committee inspects facilities and recommends improvements for board approval

Supervision

- Appropriate staff-to-member ratios are maintained for all activities
- Staff and volunteers are persons of high character with the capacity to supervise
- Selection based on candidate meeting objective criteria

Staff and Volunteer Training

- Appropriate interactions between adults and youth; and among youth
- Proper supervision of Club activities
- Proper reporting of accidents and incidents
- Responding to emergencies

Club Member Education

- An orientation on the Club's rules or code of conduct
- Programs that teach awareness of personal safety and resistance
- Programs that teach Internet safety

Information Technology

- A policy defines the appropriate use of information technology
- Staff is trained in Internet safety
- Procedures for responding to the misuse of the Internet are adhered to
- The system to protect confidential and sensitive member data is vigilantly enacted

Transportation

- Drivers are screened for motor vehicle violations and properly trained
- Vehicles are legally operated and maintained per manufacturer's recommendations
- Each vehicle has emergency equipment and first aid supplies
- Behavior rules for passengers and drivers are enforced
- Each trip is documented

Appendix 6

Seven Layers of Security Guidelines

Seven (7) Layers of Club Security

Layer 1: Club Exterior - building and grounds convey a sense of order and control. Staff shall take action to:

- Keep grounds neat and free of trash and debris
- Trim shrubbery to eliminate hiding places
- Remove graffiti within 24 hours
- Replace burned out security lights
- Repair or remove vandalized items
- Monitor remote or inaccessible areas
- Monitor sidewalks, playground and parking areas where people gather

Layer 2: Club Entry - there shall be one primary entry for members, parents and visitors.

- Office staff shall engage and identify all persons who enter
- Staff shall monitor and post signs on exits to prohibit use except in emergency

Layer 3: Front Desk - The front desk should be staffed by a person with good judgment and a clear sense of authority who has been trained to skillfully manage and supervise front desk operations shall be posted at the front desk. Front desk staff shall:

- Require members to check in daily
- Monitor lobby, sidewalks and parking areas where persons may gather or loiter

Layer 4: Appearance of Staff & Volunteers - should exhibit a clear presence:

- Wear staff/volunteer uniforms while on duty
- Convey a sense of professionalism in their manner and work
- Conduct a visual sweep of restrooms before going on break
- Coordinate monitoring strategies and methods with other staff
- Report any suspicious behavior by other parties that suggests they are gathering information about, attempting to talk privately with or take photographs of members

Layer 5: Member's Personal Belongings - belongings should be placed where they can be observed by staff and subject to inspection

Layer 6: Club Interior - where possible, remove or relocate visual restrictions that interfere with easy observation. Staff shall take action to:

- Establish key observation points with clear sight lines
- Remove posters or other items from interior windows, where they would restrict observation into a room
- Discourage gatherings within restrooms, stairwells and other isolated areas

Layer 7: Shared Facilities - be aware of each party's roles and responsibilities to maintain a safe environment. Staff shall take action to:

- Establish a means of monitoring shared areas such as restrooms, entries and hallways
- Establish a means of preventing strangers from entering areas under your control
- Report unauthorized behavior by other parties, such as consumption of alcohol, inappropriate language or gestures

Appendix 7

Accident/Incident Report Forms



ACCIDENT REPORT

Name of facility where accident occurred

Child's Information

Name of injured child: _____

Age: _____ Address: _____

Accident/Injury Information

Date of accident: _____ Time: _____ Place: _____

Nature and extent of injury: _____

Describe fully how injury occurred: _____

Were there any witnesses to the accident?

Name: _____ Address: _____ Phone: _____

Name: _____ Address: _____ Phone: _____

Was the activity supervised at the time of the accident? ☐ Yes ☐ No By whom? _____

Describe first aid care given: _____

_____ By whom? _____

Was injured person transported to the hospital or physician's office? ☐ Yes ☐ No

Where? _____ When? _____ By whom? _____

Parent Information

Parent/Guardian's Name: _____

Parent/Guardian notified? ☐ Yes ☐ No Time: _____ By whom? _____

Action taken by Parent/Guardian: _____

Staff name: _____ Staff Signature: _____



INCIDENT REPORT

Name of facility where accident occurred

Person Involved, Name(s): _____

Date: _____ Time: _____ Place of incident: _____

Description of incident or behavior: _____

Steps towards behavior modification: _____

Parental Comments: _____

Parent Name (Please Print): _____

Parent Signature: _____ Date: _____

Staff Name (Please Print): _____

Staff Signature: _____ Date: _____

Appendix 8

Employee Handbook

Please see the latest version of the Employee Handbook

**BOYS & GIRLS CLUBS OF
HUNTINGTON VALLEY**

**FOUNTAIN VALLEY
HUNTINGTON BEACH
CALIFORNIA**

**CALIFORNIA
EMPLOYEE HANDBOOK**

Effective Date: 11/01/2024

Employee Handbook

Table of Contents

Welcome	1
History of Company.....	2
Purpose of This Employee Handbook	3
Let's Communicate	4
Employee Relations Philosophy	4
If You Have A Question	4
What You Can Expect From Us	5
Introductory Period	5
Equal Employment Opportunity Policy.....	5
Reasonable Accommodations	5
Policy Against Unlawful Harassment, Discrimination and Retaliation.....	7
What You Should Do If You Feel You Are Being or Have Been Harassed, Discriminated Against or Retaliated Against	10
Timekeeping and Payroll Practices.....	11
Employee Classification	11
Full-Time Employees.....	11
Part-Time Employees.....	11
Temporary Employees	11
Non-Exempt Employees	11
Exempt Employees	11
Your Pay	11
Timekeeping Procedures.....	12
Overtime and Work Schedule.....	12
Meal Periods	12
Rest Periods	14
Recovery Periods	15
Company Benefits.....	16
Paid Holidays	16
Floating Holidays.....	17
Paid Vacation	17
Paid Sick Leave.....	18
Insurance and Retirement Benefits	20
Life Insurance	21
State Mandated Insurance Benefit Programs	21
Long-Term Disability Insurance	21
Social Security	22
Workers' Compensation Insurance.....	22
401(k) Retirement Savings Plan	22
Suggestion Program	22
Employee Discounts	22
Training and Educational Assistance.....	23
Leaves of Absence	24

Civic Duties	24
Leave for Emergency Rescue Personnel.....	24
Civil Air Patrol Leave	25
Military Leave of Absence.....	25
Military Leave of Absence.....	26
Leave for Victims of Felony Crimes	26
Leave for Victims of Crimes or Abuse	26
School Disciplinary Action Leave	27
Unpaid Family School Partnership Leave	28
Leave for Organ and Bone Marrow Donors	28
Pregnancy Disability Leave of Absence	29
Alcohol and/or Drug Rehabilitation Leave	29
Medical Leave of Absence.....	30
Family and Medical Leave Act.....	31
Military-Related FMLA Leave	35
California Family Rights Act.....	39
Bereavement Leave.....	44
Reproductive Loss Leave.....	45
Personal Leave of Absence	46
What We Expect of You	48
Employee Conduct.....	48
Absenteeism and Tardiness.....	48
Alcohol and Drug Policy	49
Damage to Property	50
Document Preparation	50
Fraud, Dishonesty And False Statements	51
Gambling.....	51
Gifts and Gratuities	51
Illegal Activity	51
Misuse Of Property	51
Non-Fraternization With Members.....	51
Off-Duty Use of Facilities	52
Off-Duty Social and Recreational Activities	52
Outside Employment	52
Personal Dress and Appearance.....	52
Personal Mail	53
Personal Telephone Calls and Visits.....	53
Poor Performance.....	54
Romantic or Sexual Relationships with Other Employees	54
Sleeping.....	55
Smoking	55
Solicitation - Distribution Policy	55
Theft.....	55
Workplace Violence Policy	55
Procedures and Guidelines.....	57
Background Screening.....	57
Bulletin and Message Boards.....	57

Company Keys.....	57
Company Vehicles & Safe Driving	57
Conflicts of Interest.....	58
Employee Rights in Emergencies	58
Hazardous and Toxic Materials	58
Housekeeping.....	59
Hiring Procedure.....	59
Loans and Pay Advances	60
Mandatory Child Abuse Reporting.....	60
Meetings.....	60
Parking	60
Personnel Records.....	60
Safety	61
Searches and Inspections	61
Seating.....	61
Unusual Incident / Accident Reporting.....	61
Technology and Information.....	62
Mobile and Electronic Devices	62
Information Technology	63
Protection of the Company’s Trade Secrets and Confidential Information.....	66
Publicity	67
Social Media	67
Unauthorized Interviews	69
Changes In Status.....	70
Changes In Personnel Records.....	70
Outside Inquiries Concerning Employees	70
Notice Of Resignation.....	70
Exit Interview.....	70
To Sum It All Up	70
Employee Acknowledgment and Agreement	71

Welcome

Welcome to Boys & Girls Clubs of Huntington Valley (“BGCHV” or the “Company”)! We are pleased that you are joining us and we know that your contributions will assist us in remaining a leader in this community and in our industry.

As an employee of BGCHV, you will want to know what you can expect from us and what we expect from you. This handbook outlines the benefits, practices and policies of our Company.

You should keep this handbook handy as a guide and ready reference. If you have questions as you read through this handbook, please do not hesitate to discuss them with your supervisor. Your supervisor is a very important source of information and will be more than happy to assist you.

ART GROENEVELD

Chief Executive Officer

History of Company

Recognizing a need for a youth service organization, ten local business men and women founded the Boys Club of Huntington Beach on July 13, 1967 with the help of the Anderson Trust Fund and local business. The Board of Directors purchased a two-story barrack from the local VFW and in August of 1967 the Clubs first Executive Director was hired. Soon after, the doors were opened to the boys of Huntington Beach.

As the Boys Club opened in Huntington Beach, the Fountain Valley J.C.'s made a similar commitment to the Boys in Fountain Valley by founding the Fountain Valley Boys Club. Land was made available behind the Fountain Valley drive-in for one dollar a year. A local development company donated their sales office and agreed to move it to the site. The Club was opened and in 1968 a metal building was erected on the same site.

Then, in 1974 with the help of local service groups, city officials, and a donation from the family of Lt. Cmd. Charles R. Lee who had been killed in action serving his country, the Girls Club of Fountain Valley opened its doors to the girls of the community. In 1976, the Club rented a three-section trailer owned by the City of Fountain Valley, near the corner of Euclid and Ellis, for one dollar a year.

As the years passed, all of the Clubs grew. In 1979, the Girls Club of Fountain Valley began accepting boy members and changed their name to the Girls and Boys Club of Fountain Valley-Huntington Beach. Shortly after, in 1980, with a simple change of their name the Boys and Girls Club of Fountain Valley began accepting girls as members. Huntington Beach followed and changed their name to the Boys and Girls Club of Huntington Beach in 1982. A growing need for services caused the Girls and Boys Club of Fountain Valley-Huntington Beach to outgrow its location that year and moved its programs to Wardlow School in Huntington Beach.

Combining efforts to better serve the community happened in 1983 when the Board of Directors of the Fountain Valley and Huntington Beach Boys and Girls Clubs voted to merge the two organizations. The merger formed the Boys and Girls Clubs of Huntington Valley, and the organization now served two cities in three locations.

More than twelve years passed before the two remaining organizations decided that in the interest of better serving the community, to merge their organizations. In December of 1995 the Girls and Boys Club of Fountain Valley-Huntington Beach and the Boys and Girls Clubs of Huntington Valley merged forming one large youth serving organization. Today we are called the Boys and Girls Clubs of Huntington Valley, operating four school age youth facilities in Huntington Beach and Fountain Valley, two licensed preschools in Huntington Beach and Fountain Valley, and a performing arts center in Fountain Valley.

Purpose of This Employee Handbook

This handbook is designed to acquaint you with BGCHV and provide a reference for many of your questions regarding your employment with us.

The contents of this handbook are only a summary of the employee benefits, practices, and policies in effect at the time of publication. The Company retains the right to add, modify, or delete policies, benefits, wages, and all other working conditions as it deems appropriate without obtaining another person's consent or agreement. Therefore, other than the at-will agreement contained in the Employee Acknowledgment and Agreement at the end of this handbook, this handbook should not be construed as creating any kind of "employment contract."

As provided in the Employee Acknowledgment and Agreement, employment at BGCHV is at-will and may be terminated by either the Company or the employee, with or without cause or prior notice. This handbook supersedes any and all prior handbooks, written documents, or oral representations that contradict the at-will nature of your employment. Your status as an "at-will" employee may not be changed except in writing signed by the Chief Executive Officer of the Company.

Let's Communicate

Employee Relations Philosophy

We at BGCHV are dedicated to continuing what we believe to be an excellent relationship with our employees. We will do our best to maintain good working conditions, competitive wages and benefits, open communications, and employee involvement. We know that the Company's success and reputation is a direct result of the loyalty, commitment, and continued efforts of our employees. We will continue to look to our employees for ideas about how to improve all areas of our business in areas like customer service, safety, efficiency, and employee relations.

Please tell us if you have a problem. We think you'll find our Company is receptive to your concerns. We are always looking for ways to make this a better place to work.

If You Have A Question

We encourage you to discuss any questions or concerns regarding this handbook or any work-related issues with us. We cannot address any of your questions or concerns unless we know about them.

If you have a problem, please speak with your Unit Director as soon as possible. Your Unit Director is the person responsible for what takes place in your immediate work area and may be in the best position to help you.

If you are a Unit Director, prefer not to speak with your Unit Director, or if you feel your Unit Director cannot or has not satisfactorily resolved the issue, contact the Human Resources Manager, who is available to assist you and work on resolving your issue at any time. Finally, if you still feel the need to speak to other members of management, we encourage you to speak to the Chief Executive Officer.

If you have a complaint of harassment or discrimination, or you require a reasonable accommodation, please refer to the Equal Employment Opportunity Policy, the Reasonable Accommodations Policies, or the Policy Against Unlawful Harassment, Discrimination and Retaliation in this handbook.

BGCHV takes all employee concerns and problems seriously. We will work to address your concern and/or resolve your problem as soon as possible. You are encouraged to utilize this procedure without fear of retaliation.

What You Can Expect From Us

Introductory Period

For every new employee, including rehires, the first ninety (90) days of employment is an introductory period. During this time, your job performance, attendance, and overall interest in your job will be assessed. Employees who fail to demonstrate the expected performance and meet the expectations of their position may be terminated during or upon the completion of the introductory period. However, completion of the introductory period does not change or alter the “at-will” employment relationship. You and the Company continue to have the right to terminate your employment at any time, with or without cause or notice.

During the introductory period, you may not be eligible for certain Company benefits. The Company may choose to extend your introductory period as necessary to give you a further opportunity to demonstrate your ability to do the job. If your introductory period is extended, you will be notified.

Equal Employment Opportunity Policy

We are committed to providing equal employment opportunities to all employees and applicants without regard to race (including traits historically associated with race, such as hair texture and protective hairstyles, including braids, locks, and twists), ethnicity, religion, religious creed (including religious dress and grooming practices), color, sex (including childbirth, breast feeding, and related medical conditions), gender, gender identity or expression, sexual orientation, national origin, ancestry, citizenship status, uniform service member and veteran status, marital status, pregnancy, age (40 and over), protected medical condition (including cancer and genetic conditions), genetic information, disability (mental and physical), reproductive health decision-making, medical leave or other types of protected leave (requesting or approved for leave under the Family and Medical Leave Act or the California Family Rights Act), domestic violence victim status, political affiliation, use of cannabis off the job and away from the workplace, or any other protected status in accordance with all applicable federal, state, and local laws.

This policy extends to all aspects of our employment practices, including but not limited to, recruiting, hiring, discipline, termination, promotions, transfers, compensation, benefits, training, leaves of absence, and other terms and conditions of employment.

Reasonable Accommodations

Disability and Religious Beliefs and Practices Accommodations

The Company is committed to complying with all laws protecting qualified individuals with disabilities, as well as employees’ religious beliefs and practices. This policy extends to all aspects of our employment practices, including but not limited to, recruiting, hiring, discipline, termination, promotions, transfers, compensation, benefits, training, leaves of absence, and other terms and conditions of employment. The Company will provide a reasonable accommodation for any known physical or mental disability of a qualified individual and/or employees’ religious beliefs and practices, provided the requested accommodation does not create an undue hardship for the

Company and/or does not pose a direct threat to the health or safety of others in the workplace and/or to the individual.

If you require an accommodation to perform the essential functions of your job and/or for your religious beliefs or practices, please notify the Human Resources Manager. Once the Company is aware of the need for an accommodation, the Company will engage in an interactive process to identify possible accommodations.

If you believe that you have been treated in a manner not in accordance with these policies, please notify the Company immediately, either by speaking to the Chief Operating Officer or the Chief Executive Officer. You are encouraged to utilize this procedure without fear of retaliation.

Lactation Accommodations

You have the right to request, and the Company will provide, accommodations required for employees to express breast milk as necessary. Employees should notify their immediate supervisor or the Human Resources Manager to request accommodations to express breast milk under this policy. The Company will provide a reasonable amount of break time to accommodate an employee's need to express breast milk for the employee's infant child. The break time should, if possible, be taken concurrently with meal and rest periods already provided. Non-exempt employees should clock out for additional lactation breaks that do not run concurrently with normally scheduled meal and rest periods. Such additional breaks will be unpaid.

The Company additionally will provide employees needing to express breast milk with a room or place, other than a restroom, to express breast milk in private. The room or location will be near the employee's work area, shielded from view, and free from intrusion while the employee is expressing milk. In addition, the room or location will be safe, clean, and free of hazardous materials. It will contain a surface on which to place a breast pump and personal items, as well as a place to sit. It will provide access to electricity needed to operate an electric or battery-powered breast pump. A sink with running water and a refrigerator or cooler suitable for storing milk will also be made available as close as possible to the employee's workspace. If a multipurpose room is used for lactation, among other uses, the use of the room for lactation will take precedence over the other uses, but only for the time it is in use for lactation purposes.

If we are unable to provide a permanent space for lactation due to operational, financial, or space limitations, we will provide a temporary space other than a restroom that is near the employee's work area, shielded from view, free from intrusion while the employee is expressing milk, and has the other elements described above.

Employees have the right to file a complaint with the California Labor Commissioner for any failure by the Company to provide appropriate lactation accommodations.

Pregnancy Accommodations

The Company will provide reasonable accommodations to qualified employees for known limitations related to the pregnancy, childbirth, or related medical conditions of a qualified employee. If you require an accommodation to perform the essential functions of your job for known limitations related to pregnancy, childbirth, or related medical conditions, please notify the Human

Resources Manager. Once the Company is aware of the need for an accommodation, the Company will engage in an interactive process to identify possible accommodations.

Possible accommodations may include, but are not limited to:

- acquisition or modification of equipment;
- more frequent or longer rest breaks;
- assistance with manual labor;
- job restructuring;
- light duty assignments;
- modified work schedule;
- temporary transfer to less strenuous or hazardous work; or
- time off to recover from childbirth.

If the Company determines that all other reasonable accommodations create an undue hardship for the Company and/or pose a direct threat to the health or safety of others in the workplace and/or to the individual, the Company may require employees to take a leave of absence, subject to the provision of medical documentation of the employee's need. If the employee does not have available leave or does not qualify for any state or federal protected leaves, the Company will provide any leave of absence to the extent leave is otherwise provided to eligible employees.

If you believe that you have been treated in a manner not in accordance with these policies, please notify the Company immediately by speaking to the Human Resources Manager. You are encouraged to utilize this procedure without fear of retaliation.

Literacy Assistance

The Company will reasonably accommodate and assist employees with their literacy needs, provided the requested accommodation does not create an undue hardship for the Company. Employees who need time off to participate in an adult education program for literacy assistance should inform the Human Resources Manager so arrangements can be made to provide unpaid time off or an adjusted work schedule. The Company will make reasonable efforts to safeguard the employee's privacy with respect to such a request. Employees may choose to use any accrued vacation benefit, if available, in lieu of unpaid leave.

Policy Against Unlawful Harassment, Discrimination and Retaliation

The Company is committed to providing a work environment that is free of unlawful harassment, discrimination, and retaliation. In furtherance of this commitment, the Company strictly prohibits all forms of unlawful discrimination and harassment, including: discrimination or harassment on the basis of race (including traits historically associated with race, such as hair texture and protective hairstyles, including braids, locks, and twists), ethnicity, religion, religious creed (including religious dress and grooming practices), color, sex (including childbirth, breast feeding, and related medical conditions), gender, gender identity or expression, sexual orientation, national origin, ancestry, citizenship status, uniform service member and veteran status, marital status, pregnancy, age (40 and over), protected medical condition (including cancer and genetic conditions), genetic information, disability (mental and physical), reproductive health decision-making, medical leave or other types of protected leave (requesting or approved for leave under the Family and

Medical Leave Act or the California Family Rights Act), domestic violence victim status, political affiliation, use of cannabis off the job and away from the workplace, or any other category protected by applicable federal, state, or local law.

The Company's policy against unlawful harassment, discrimination, and retaliation applies to all employees, including supervisors and managers. It also applies to all customers, vendors, and independent contractors as well as to all unpaid interns and volunteers (all of whom are designated for the terms of this policy as "Business Associates"). The Company prohibits managers, supervisors, and employees from harassing subordinates or co-workers as well as the Company's Business Associates. Any such harassment will subject an employee to disciplinary action, up to and including immediate termination. The Company likewise prohibits its Business Associates from harassing our employees, unpaid interns, and volunteers.

Examples of Prohibited Sexual Harassment: Sexual harassment includes a broad spectrum of conduct including harassment based on sex, gender, gender transition, gender identity or expression, or sexual orientation. By way of illustration only, and not limitation, some examples of unlawful and unacceptable behavior include:

- Unwanted sexual advances or flirtation;
- Offering an employment benefit (such as a raise or promotion) in exchange for sexual favors, or threatening an adverse action (such as termination or demotion) for an employee's failure to engage in sexual activity;
- Visual conduct, such as leering, making sexual gestures, and displaying or posting sexually suggestive objects or images;
- Verbal sexual advances, propositions, requests, or comments;
- Electronically sending or posting sexually-related text messages, videos, or images;
- Verbal abuse of a sexual nature, graphic verbal comments about an individual's appearance or anatomy, sexually degrading words used to describe an individual, and suggestive or obscene letters, notes, or invitations;
- Physical conduct, such as touching, kissing, groping, assault, or blocking movement;
- Physical or verbal abuse concerning an individual's gender, gender transition, gender identity, or gender expression; and
- Verbal abuse concerning a person's characteristics such as pitch of voice, facial hair or the size or shape of a person's body, including remarks regarding an individual's gender presentation.

Other Examples of What Constitutes Prohibited Harassment: In addition to the above listed conduct, the Company strictly prohibits harassment concerning any other protected characteristic. By way of illustration only, and not limitation, such prohibited harassment includes:

- Racial or ethnic slurs, insults, and any other offensive remarks based on a protected characteristic;
- Jokes, whether written, verbal, or electronic, that are based on a protected characteristic;
- Mocking or ridiculing another's religious or cultural beliefs, practices, or manner of dress;
- Threats, intimidation, horseplay, or other menacing behavior that are based on a protected characteristic;
- Inappropriate verbal, graphic, or physical conduct, including practical jokes based on a protected characteristic;
- Electronically sending or posting harassing text messages, videos, or images; and
- Other harassing conduct based on one or more of the protected characteristics identified in this policy.

If you have any questions about what constitutes prohibited harassing behavior, ask your supervisor or the Human Resources Manager.

Prohibition Against Retaliation: The Company is committed to prohibiting retaliation against those who themselves or whose family members report, oppose, or participate in an investigation of alleged unlawful harassment, discrimination, or other wrongdoing in the workplace. By way of example only, participating in such an investigation includes, but is not limited to:

- Filing a complaint with a federal or state enforcement or administrative agency;
- Participating in or cooperating with a federal or state enforcement agency conducting an investigation of the Company regarding alleged unlawful activity;
- Testifying as a party, witness, or accused regarding alleged unlawful activity;
- Making or filing an internal complaint with the Company regarding alleged unlawful activity;
- Providing notice to the Company regarding alleged unlawful activity;
- Assisting another employee who is engaged in any of these activities.

The Company is further committed to prohibiting retaliation against qualified employees who request a reasonable accommodation for any known physical or mental disability and employees who request a reasonable accommodation of their religious beliefs and practices. In addition, the Company will not penalize or retaliate against an employee who is a victim of domestic violence, sexual assault, or stalking for requesting leave time or accommodations in the workplace to ensure the employee's safety and well-being.

What You Should Do If You Feel You Are Being or Have Been Harassed, Discriminated Against or Retaliated Against

If you feel that you are being or have been harassed, discriminated against or retaliated against in violation of this policy by any employee, supervisor, manager, or Business Associate of the Company, you should immediately report it to your manager or supervisor or to **the Chief Executive Officer or the Human Resources Manager, as follows:**

- In person, **to the Human Resources Manager at Boys & Girls Clubs of Huntington Valley, 16582 Brookhurst Street, Fountain Valley, CA 92708;** or
- By telephone, at **(714) 531-2582** or **(714) 899-5900;** or
- By e-mail, at art@bgchv.com **for the CEO** or HR@bgchv.com **for the Human Resources Manager.**

In addition, if you observe harassment by another employee, supervisor, manager or Business Associate, please report the incident immediately as indicated above.

Supervisors who receive any complaint of harassment, discrimination or retaliation must promptly report such complaint to **the Chief Executive Officer or the Human Resources Manager.**

Your notification of the problem is essential to us. We cannot help resolve a harassment problem unless we know about it. Therefore, it is your responsibility to bring your concerns and/or problems to our attention so we can take appropriate steps to address the situation. The Company takes all complaints of unlawful harassment and/or discrimination seriously and will not penalize you or retaliate against you in any way for reporting a harassment, discrimination or retaliation problem in good faith.

All complaints of unlawful harassment which are reported to management will be investigated as promptly as possible by an impartial and qualified person and, upon conclusion of such investigation, appropriate corrective action will be taken where warranted. The Company prohibits employees from refusing to cooperate with internal investigations and the internal complaint procedure. All complaints of unlawful harassment reported to management will be treated as confidentially as possible, consistent with the Company's need to conduct an adequate investigation.

Violation of this policy will subject an employee to disciplinary action, up to and including immediate termination. Moreover, any supervisor or manager who condones or ignores potential violations of this policy will be subject to appropriate disciplinary action, up to and including termination. **Additionally, under California law, employees may be held personally liable for harassing conduct that violates the California Fair Employment and Housing Act.**

Timekeeping and Payroll Practices

Employee Classification

Full-Time Employees

Full-time employees are those normally scheduled to work at least forty (40) hours per week, as determined by BGCHV in its sole discretion. “Full-time” is a general employee classification used by the Company for a variety of purposes. Employees not classified by the Company as “full-time” may still be eligible for medical insurance coverage, depending on their position and hours of service. Consult the applicable plan document for all information regarding eligibility, coverage and benefits. The plan document ultimately governs your entitlement to benefits.

Part-Time Employees

Part-time employees are those normally scheduled to work fewer than forty (40) hours per week, as determined by BGCHV in its sole discretion.

Temporary Employees

Temporary employees are those employed to work seasonally, on special projects for short periods of time, or on a “fill-in” basis. These positions are *not* intended to be a part of continuing operations. The employment status of temporary employees will not be changed due to an extension of employment in excess of that originally planned. Unless otherwise required by applicable law, temporary employees are not eligible for Company benefits, and temporary employees remain employed at will at all times.

Non-Exempt Employees

Non-exempt employees include all employees who are covered by the overtime provisions of the Fair Labor Standards Act and California state law.

Exempt Employees

Exempt employees include all employees who are classified by BGCHV as exempt from the overtime provisions of the Fair Labor Standards Act and California state law.

If you have any questions concerning your employee classification or the benefits for which you qualify, please consult the Unit Director, the Human Resources Manager, or applicable benefit plan documents.

Your Pay

We offer direct deposit of employee paychecks to all employees who provide a written authorization for direct deposit and we encourage employees to enroll in our direct deposit program.

We distribute paychecks and issue direct deposits on the 5th and 20th of each month. You should pick up your own paycheck or paystub copy on the normally scheduled pay day. If the scheduled payday falls on a weekend or holiday, paychecks will generally be distributed on the

preceding business day. Any questions about the amount of your pay or deductions should be brought to the attention of the Unit Director or Director of Finance immediately.

BGCHV does not cash employee payroll checks. Employees are expected to cash their pay checks as soon as possible so BGCHV's banking records can be kept current.

Timekeeping Procedures

Our workweek starts on Monday at 12:00 a.m. and runs through Sunday at 11:59 p.m.

Employees are required to accurately record all of their hours of work for BGCHV, either through the use of an electronic time card or through a hand written record as directed by the Company. Accurately recording all of your time is required in order to be sure that you are paid for all hours worked as required by the wage and hour laws.

Working "off the clock" is strictly prohibited. If any manager or supervisor directs you to, or suggests that you should, perform work while not "on the clock," you must notify the Human Resources Manager immediately. Similarly, non-exempt employees are not permitted to perform work after hours or from home without specific direction from their supervisor. In the event such work is performed, all time spent working must be reported on the employee's time record.

Your obligation to accurately record all hours worked does not relieve you of your obligation to obtain advance approval from your supervisor before working overtime or hours beyond your regular work schedule. Employees who work overtime or off-schedule hours without prior authorization by their supervisor are subject to disciplinary action, up to and including termination of employment.

Any changes or corrections to your time records must be approved by you and your supervisor. Under no circumstances may any employee record another employee's time.

Overtime and Work Schedule

BGCHV may periodically schedule overtime work in order to meet business needs. We will attempt to give as much advance notice as possible, and we expect that all employees who are scheduled to work overtime will be at work. Otherwise, all overtime work must be pre-approved by your supervisor or Department Manager. Working overtime without your supervisor's approval may result in disciplinary action, up to and including termination.

Your supervisor will inform you of the hours you are to work. Due to changing business needs, your actual work schedule may vary from time to time. If it does, you will be notified by your supervisor. Management retains the right to reassign employees to a different shift where it is necessary for the efficient operation of the Company.

Meal Periods

Except for certain salaried exempt employees, it is our policy to provide and afford all employees who work more than five (5) hours in a work day with an uninterrupted meal period of at least thirty (30) minutes free from all duty to begin no later than the end of the 5th hour of work and a second uninterrupted meal period of at least thirty (30) minutes free from all duty to commence no

later than the end of the 10th hour of work, should an employee work that many hours in any given day. Only in limited circumstances, discussed below, can meal periods be waived. For this reason, unless there is a written agreement for an on-duty meal period approved by the Human Resources Manager, employees must record the beginning and ending time of their meal period(s) every day.

It is our policy to relieve you of all duty during your meal periods, so that you are at liberty to use the meal period time as you wish. You may leave the premises for your meal period if you so desire. The Company schedules all work assignments with the expectation that all employees will take their duty-free meal periods and we encourage you to do so. You may be asked to confirm in writing that you have been relieved of all duty and otherwise provided all of your meal periods during a particular pay period, or in the alternative, identify any meal periods during which you were required to work. At no time may any employee perform off-the-clock work or otherwise alter, falsify, or manipulate any aspect of their timekeeping records to inaccurately reflect or hide meal periods or time spent working during meal periods.

Please note that no Company manager or supervisor is authorized to instruct you how to spend your personal time during a meal period. You should immediately report a manager's or supervisor's instruction to skip, shorten, or work during a meal period to the Human Resources Manager or the Chief Operating Officer. The Company strictly prohibits retaliation against any employee who reports violations of the Company's meal period policy.

Waiver of Meal Period. You may waive your meal period only under the following circumstances:

- If you will complete your work day in six (6) hours or less, you may waive your meal period as approved by your supervisor.
- If you work over ten (10) hours in a day, you may waive your second meal period only if you have taken your first meal period that day and you do not work more than twelve (12) hours on that day.

You may not waive your meal periods to shorten your work day.

On-Duty Meal Period. In limited situations, certain designated employees may be authorized to work an "on-duty meal period" when the nature of the employee's duties prevent the employee from being relieved of all duty. You will be permitted to take an on-duty meal period only if the nature of your job duties requires it and you and the Company have agreed to an on-duty meal period in writing. In this situation, your on-duty meal period will be paid and treated as hours worked. The on-duty meal period agreement is revocable by you or the Company at any time.

The Company pays one-hour of premium pay to non-exempt employees at their regular rate of compensation for each day during which they are required by the Company to work during one or more meal periods or if the Company has not otherwise provided them with an opportunity to take one or more meal periods on any day in accordance with this policy. Because this should be an exceptional and rare occurrence, if you are aware of or experience such a situation where a one-hour premium may be applicable, please be sure to bring it to our attention without delay. The one-hour premium will not apply in situations where the meal period is waived as permitted by law, where an employee has a lawful on-duty meal period, or if an employee personally chooses to disregard the Company's schedules or policies providing meal periods as required by law.

Rest Periods

The Company authorizes and permits non-exempt employees with the opportunity to take an uninterrupted paid rest period of at least ten (10) minutes of net rest time for every four (4) hours worked (or major fraction thereof), which should be taken so far as practicable in the middle of each four-hour work period. During your rest periods, you will be relieved of all duty so that you can enjoy this personal time as you wish. You may leave the premises for your rest period(s) if you so desire. Rest breaks will be provided as follows:

Shift (Hours Worked in Day)	Number of Paid Rest Breaks
At least 3.5 and up to 6 hours	1
More than 6 and up to 10 hours	2
More than 10 and up to 14 hours	3
More than 14 hours –	Continue under the above schedule

The Company generally will not authorize a rest period for employees whose total daily work time is less than three and one-half (3 ½) hours. Employees are generally authorized and permitted to schedule their rest periods at their own discretion under these guidelines; however, a supervisor may ask that rest periods be scheduled to best ensure the smooth operation of their department so long as they do so consistent with this policy and these guidelines. Rest periods may not be combined with other rest or meal periods.

Rest periods are “on the clock” and counted as hours worked, and thus, you are not required to separately record your rest periods on your timecards or the Company’s timekeeping system. If your rest period is interrupted, you must notify your supervisor immediately so that arrangements can be made for you to take a further, uninterrupted, rest period required by Company policy. No supervisor is authorized to instruct you to waive a rest period, and rest periods cannot be used to shorten the workday or be accumulated for any other purpose. Rest periods can be waived provided they are waived by an employee without any coercion from a supervisor and the waiver is purely voluntary. You may be required to confirm that you have been provided an opportunity to take all of your duty-free rest periods during a particular pay period (including pay periods when one or more rest periods have been voluntarily waived by you).

Please note that no Company manager or supervisor is authorized to instruct you how to spend your personal time during a rest period. You should immediately report a manager’s or supervisor’s instruction to skip, shorten, or work during a rest period to the Human Resources Manager or the Chief Operating Officer. The Company strictly prohibits retaliation against any employee who reports violations of the Company’s rest period policy.

The Company pays one-hour of premium pay to non-exempt employees at their regular rate of compensation for each day during which they are required by the Company to work during one or more rest periods or when they are not otherwise provided an opportunity by the Company to take one or more rest periods on any day in accordance with this policy. Because this should be an exceptional and rare occurrence, if you are aware of or experience such a situation where a one-hour premium may be applicable, please be sure to bring it to our attention without delay. The Company strictly prohibits retaliation against any employee who reports violations of the Company’s rest

period policy. The one-hour premium will not apply in situations where an employee personally chooses not to take a rest period or to disregard the Company's schedules or policies providing rest breaks as required by law.

Recovery Periods

The Company provides employees working in conditions exceeding 80 degrees Fahrenheit with the opportunity to take an uninterrupted cool-down period of at least five (5) minutes as needed to avoid overheating. Employees are permitted to access the provided shaded area and drinking water at any time to avoid heat illness. Cool-down periods are counted as hours worked. You are not required to record your cool-down periods.

It is our policy to relieve employees of all duty during cool-down periods. As such, no supervisor is authorized to instruct you to waive or skip a cool-down period. You should immediately report a manager's or supervisor's instruction to skip, shorten, or work during a cool-down period to the Human Resources Manager or the Chief Operating Officer.

The Company pays one-hour of premium pay to non-exempt employees at their regular rate of compensation for each day during which they are required by the Company to work during one or more recovery periods or if the Company has not otherwise provided them with an opportunity to take one or more recovery periods on any day in accordance with this policy. Because this should be an exceptional occurrence, if you are aware of such a situation, please be sure to bring it to our attention without delay. The one-hour premium will not apply in situations where an employee personally chooses not to take a discretionary recovery period or to disregard the Company's schedules or policies providing discretionary recovery periods as required by law.

Company Benefits

The Company provides the following benefits to eligible employees. The Company reserves the right to terminate or modify these plans at any time, for any reason.

Paid Holidays

Each calendar year the Company will distribute a schedule of the year's holidays. However, the Company reserves the right to change or eliminate the holiday schedule without prior notice. The following are generally observed Company holidays:

New Year's Day
Martin Luther King Dr. Day
President's Day
Memorial Day
Fourth of July
Labor Day
Thanksgiving Day
Day After Thanksgiving
Christmas Day

After completion of the introductory period, regular full-time, non-exempt employees will receive these specific holidays off with pay any time they fall on a normally scheduled work day for the employee. After completion of the introductory period, part-time employees will receive these specific holidays off with pay, proportionate to the number of hours they were regularly scheduled to work on that day, any time the holiday falls on a normally scheduled work day. Temporary employees are not eligible for paid holiday benefits.

If the holiday falls on a weekend day, the holiday will be observed on an alternate day. Holidays falling on a Saturday will generally be observed on the preceding Friday, or as observed by the School Districts served by the particular location. Holidays falling on a Sunday will generally be observed on the following Monday, or as observed by the School Districts served by the particular location.

To be eligible for holiday pay, you must work your last scheduled day before the holiday and the first scheduled day after the holiday, unless you are taking an excused absence on those days. Holiday pay does not count as "hours worked" for purposes of calculating an employee's entitlement to overtime during the week in which the holiday occurs.

Some departments may be open on a holiday due to business necessity. Employees will be given as much advance notice as possible if they are required to work on a holiday. Non-exempt asked to work on a holiday will receive their normal rate of pay for work performed on a holiday.

Exempt employees will not receive additional holiday pay but rather will be paid their regular salary for the week in which a holiday falls.

Floating Holidays

On November 1st each year, employees that (i) have been continuously employed for at least one full year, (ii) work an average of four (4) hours/day, and (iii) complete at least 1,000 hours of work in the previous twelve (12) months, and will receive two (2) additional days off with pay (“Floating Holidays”) that may be used between November 1st and January 31st. Because they are Floating Holidays and not vacation days, eligible employees shall be granted these two (2) days on November 1st of the applicable year, not on a pro-rata basis throughout the course of the year.

Floating Holidays are paid at the employee’s regular rate for the number of hours matching the employee’s regular work schedule (increased hours for holiday schedules do not apply). Floating holidays must be scheduled and approved in advance.

Although Floating Holidays may only be taken between November 1st and January 31st, employees may carry over any unused days into the next calendar year. Employees may not, however, accumulate more than three (3) total Floating Holidays at any time. In other words, an employee who has three (3) Floating Holidays but does not use any, will still have only three (3) total Floating Holidays for use between November 1st and January 31st the following year.

We pay all accrued but unused Floating Holidays when an employee leaves the Company. Floating Holidays will be arranged by the employee’s supervisor based on work needs and seniority, and must be taken in full-day increments unless otherwise required by law.

Paid Vacation

The Company provides vacation benefits to all regular full-time exempt and non-exempt employees. Consult the Human Resources Manager for detailed information on how the dollar amount of your vacation pay is calculated and the amount you are entitled to receive. The actual dollar amount that an employee receives while on vacation varies according to whether the employee is an hourly or salaried employee. To be eligible for vacation pay, you must work your last scheduled day before the vacation and the first scheduled day after the vacation, unless you are taking an excused absence on those days.

Vacation time is given to employees so that they are better able to perform their jobs when they return. For this reason, we require employees to take their vacation and we do not permit employees to take pay in lieu of time off. All vacation must be taken in at least half-day increments.

Vacations must be scheduled and approved by your supervisor at least two (2) weeks in advance. Also, the Company, at its sole discretion, may require you to take your vacation at a particular time, and may also refuse your application for vacation where business needs dictate. Employees who are out on a leave of absence do not accrue vacation time while they are on leave. We pay all accrued but unused vacation when an employee leaves BGCHV.

Full-Time Non-Exempt Employees (Other than Full Time Non-Exempt Directors)

Beginning in the employee's first month of employment, eligible employees will accrue vacation as follows, subject to the indicated accrual caps. Employees may not use accrued vacation benefits until after they have been with the Company for one year.

Employees may accrue vacation up to a maximum of one and one half (1.5) times their normal annual accrual rate. Once an employee reaches this maximum amount, they will cease to accrue vacation benefits until their balance falls below the maximum accrual amount. In other words, employees with less than 5 years of service may not accrue more than 7.5 days of vacation at any time, employees with more than 5 years but less than 10 years of service may not accrue more than 10.5 days of vacation at any time, and employees with 10 years or more of service may not accrue more than 15 days of vacation at any time.

Employee's Continuous Length of Service	Amount of Monthly Accrual	Amount of Vacation Days Accrued per Year	Maximum Accrual Cap
0 – 5 years	.417 days	5 days	7.5 days
5 – 10 years	.583 days	7 days	10.5 days
11 and thereafter	.833 days	10 days	15 days

Full-Time Exempt Employees & Full Time Non-Exempt Director Employees

Beginning in the employee's first month of employment, eligible employees will accrue vacation as follows, subject to the indicated accrual caps. Employees may not use accrued vacation benefits until after they have been with the Company for one year.

Employees may accrue vacation up to a maximum of one and one half (1.5) times their normal annual accrual rate. Once an employee reaches this maximum amount, they will cease to accrue vacation benefits until their balance falls below the maximum accrual amount. In other words, employees with less than 5 years of service may not accrue more than 15 days of vacation at any time, employees with more than 5 years but less than 10 years of service may not accrue more than 22.5 days of vacation at any time, and employees with 10 years or more of service may not accrue more than 30 days of vacation at any time.

Employee's Continuous Length of Service	Amount of Monthly Accrual	Amount of Vacation Days Accrued per Year	Maximum Accrual Cap
0 – 5 years	.833 days	10 days	15 days
5 – 10 years	1.25 days	15 days	22.5 days
11 and thereafter	1.67 days	20 days	30 days

Paid Sick Leave

The Company provides paid sick leave to all employees who have worked thirty (30) or more days in California within a year of their employment with the Company, as set forth below. Eligible employees may use available paid sick leave in minimum increments of at least two (2) hours. The sick leave year runs from anniversary to anniversary.

Employees requesting time off under this policy must provide as much advance notice as possible. Where your need for paid sick leave is unforeseeable, you must provide notice as soon as practicable.

Generally, the dollar amount of your sick pay is based on your salary or your hourly wage. However, if within 90 days before taking accrued sick leave, you had different hourly pay rates or were a non-exempt salaried employee, the dollar amount of the sick leave will be calculated based upon the amount earned during the 90-day period and the total hours worked in the full pay periods of the preceding 90 days.

Leave under this policy may be used in connection with the diagnosis, care, or treatment of an existing health condition of, or preventive care for, the employee or the employee's family member. "Family member" for purposes of this policy includes a spouse, registered domestic partner, child (regardless of the child's age), parent (including a step-parent or parent-in-law), grandparent, grandchild, sibling, or a designated person. "Designated person" for the purposes of this policy is a person identified by the employee at the time the employee requests paid sick days. Employees will be limited to identifying one (1) designated person per twelve (12)-month period. Leave under this policy may also be used by an employee who is a victim of domestic violence, sexual assault, or stalking to seek aid or medical attention, obtain services or counseling, or participate in safety planning. Sick leave may also be used for bereavement leave within three (3) months of the death of an employee's family member.

Leave under this policy may run concurrently with leave taken under local, state, or federal law, including leave taken pursuant to the California Family Rights Act or the Family and Medical Leave Act.

If an employee with available paid sick leave takes time off for a reason covered under this policy, the Company requires the use of accrued paid sick leave. Unless required by applicable law, an unpaid day off in lieu of accrued but unused paid sick leave will not be permitted.

The Company will not take any adverse action against employees who utilize paid sick leave. However, employees who misuse or abuse this policy, e.g., misrepresent the reason for use of paid sick leave or use paid sick leave for vacation, may be subject to disciplinary action.

Unused time under this policy will not be paid out at the time of separation from employment. However, employees who are re-employed with the Company within a year of separation will have any unused paid sick leave accrued under this policy reinstated. For more information, contact your supervisor or the Human Resources Manager.

Full-Time Exempt Employees and Full-Time Non-Exempt Director Employees

All full-time exempt employees and full-time non-exempt director employees will accrue five (5) hours of paid sick leave per pay period. Beginning on the 90th day of employment, all full-time exempt employees and full-time non-exempt director employees may use up to eighty (80) hours or ten (10) days of paid sick leave per year. Employees can carry over accrued and unused paid sick leave from one year to the next, up to a maximum of 360 hours or forty-five (45) days of paid sick leave. Once an employee reaches this amount, they will cease to earn any additional paid sick leave until their balance falls below the maximum accrual amount.

Full-Time Non-Exempt Employees

All full-time non-exempt employees will accrue one (1) hour of paid sick leave for every twenty-five (25) hours worked. Beginning on the 90th day of employment, eligible employees may begin to use paid sick leave as it is accrued, up to a maximum of sixty-four (64) hours or eight (8) days of paid sick leave per year. All accrued and unused sick leave will carry over to the next year, up to a maximum of 360 hours or forty-five (45) days of accrued paid sick leave. Once an employee reaches this amount, they will cease to earn any additional paid sick leave until their balance falls below the maximum accrual amount.

Part-Time, Seasonal, and Other Non-Full-Time Employees

All other eligible employees will accrue one (1) hour of paid sick leave for every thirty (30) hours worked, up to a maximum accrual of eighty (80) hours or ten (10) days of paid sick leave. Sick leave may not be accrued in excess of the applicable maximum accrual cap. Once your unused and accrued sick leave reaches the maximum cap, you will not become eligible to accrue any additional sick leave until prior sick time has been used and your accrued balance falls below the maximum accrual cap. Beginning on the 90th day of employment, eligible employees may begin to use paid sick leave as it is accrued, up to a maximum of 40 hours or five (5) days of paid sick leave per year. All accrued and unused sick leave will carry over to the next year, up to a maximum of eighty (80) hours or ten (10) days of accrued paid sick leave.

Insurance and Retirement Benefits

We offer the following insurance and retirement benefits to eligible employees:

- Medical Insurance
- Dental Insurance
- Vision Insurance
- Life Insurance
- Long-Term Disability Insurance
- 401(k) Retirement Savings Plan

Coverage for eligible employees, begin on the first day of the month after completion of the 90 day introductory period. Contractor employees are not eligible for coverage. Eligible employees will pay a specific dollar amount each month for this insurance, depending on the level of coverage chosen and the employee's regular work schedule. Remaining costs of insurance coverage are paid by the Company. The cost to the employee of this coverage is subject to change.

All changes in employee's work schedules must be in effect for a minimum of ninety (90) days before an employee's premium rate will be increased or decreased on that basis. The change will become effective on the first day of the month following the waiting period.

Consult the applicable plan document for all information regarding eligibility, coverage and benefits. The plan document ultimately governs your entitlement to benefits.

Life Insurance

We offer life insurance coverage for our eligible full-time exempt and non-exempt employees, beginning on the first day of the month after completion of the 90 day introductory period. The Company pays the entire cost of this insurance. Consult the applicable plan document for all information regarding eligibility, coverage and benefits. The plan document ultimately governs your entitlement to benefits.

State Mandated Insurance Benefit Programs

State Disability Insurance

The Company is required by law to deduct a certain amount from your pay to provide State Disability Insurance (“SDI”). SDI benefits are payable when you cannot work because of illness or injury unrelated to your employment. For information concerning these benefits, contact the California Employment Development Department (EDD), which administers the SDI program.

Paid Family Leave

The Company is also required by law to deduct a certain amount for your pay to fund the Paid Family Leave (“PFL”) program. PFL benefits are payable, for up to eight (8) weeks in a twelve (12) month period, when you take time off work to provide care for a seriously ill child, spouse, parent, domestic partner, grandparent, grandchild, sibling, parent-in-law, or to bond with a new child.

Despite its name, PFL does not provide you with any leave entitlement or time off. Rather it is a benefit that you apply for when on an otherwise approved leave of absence pursuant to Company policy. You will be required to use up to two (2) weeks of accrued paid leave benefits, other than paid sick leave, prior to receiving PFL benefits during any twelve (12) month period. You may elect to use your paid sick leave or any other available paid leave benefits during receipt of PFL benefits. You must notify the Company if you intend to file for PFL benefits.

For information concerning these benefits, contact the California Employment Development Department (“EDD”), which administers the PFL program. All claims for PFL benefits must be submitted directly to the California EDD. The EDD ultimately determines whether you are eligible to receive PFL benefits. You will not be eligible for PFL benefits if you are receiving State Disability Insurance, Unemployment Compensation Insurance, or Workers’ Compensation benefits.

Long-Term Disability Insurance

We provide access to long-term disability insurance coverage for eligible employees, beginning on the first day of the month after completion of the 90 day introductory period. Third party providers may provide this coverage directly to you. The Company pays the entire cost of this insurance. Consult the applicable plan document for all information regarding eligibility, coverage and benefits. The plan document ultimately governs your entitlement to benefits.

Social Security

The Federal Insurance Contributions Act, which is better known as the Social Security Act, requires the Company to deduct a percentage of your pay, match it with an equal amount from the Company and send it to the government to be deposited with the Social Security Administration. If you are not familiar with the retirement and disability benefits provided under Social Security, check with your local Social Security Administration office for a more complete explanation.

Workers' Compensation Insurance

The Company pays the entire amount of its Workers' Compensation insurance premium, which provides benefits to employees who experience injury or illness that arises out of the course and scope of employment. It is essential that you report all work-related accidents, injuries, and illnesses immediately. You should be aware that California law makes it a crime to knowingly file a false or fraudulent claim for Workers' Compensation benefits, or to knowingly submit false or fraudulent information in connection with any Workers' Compensation claim. Such conduct is also against Company policy and will result in disciplinary action up to and including termination of employment.

401(k) Retirement Savings Plan

The Company offers a 401(k) Retirement Savings Plan to all eligible employees. Eligibility for the plan is contingent upon the employee being at least twenty-one (21) years of age, the completion of at least one (1) year of continuous employment, and completion of 1,000 hours worked in a one (1) year period. Once an employee is eligible, the employee will be enrolled in the plan on the next anniversary date. The terms and conditions of the 401(k) Retirement Savings Plan are controlled by the applicable plan document. Contact the Director of Finance for more information regarding the 401(k) Retirement Savings Plan.

Suggestion Program

The Company wants and needs your ideas on how to more efficiently and effectively run the Company. If you have any suggestions that you think will add to our effectiveness, please present the idea in writing to your Unit Director.

Employee Discounts

Employees are encouraged, but not required, to use BGCHV services. Depending on availability and at the sole discretion of the appropriate Director, the following discounts are available to employees who have completed their introductory period. These discounts are available only for children of our employees. Employees may not purchase services at a discount on behalf of friends and/or family members, nor may friends and/or family members use an employee's discount. The maximum employee discounts for Classes/Performing Arts and Sports Leagues is two discounts per child per month, and four discounts per family per month.

Classes/Performing Arts – Facility cost.

Recreation Program – 1st – 8th grade. No cost for children of staff employees (discount does not include field trips, lunches, or special events).

Tuition – Infant/Toddler/Pre-school/Kindergarten Program – 50% off per week (must be regularly scheduled at least 30 hours per week to qualify for this discount)

Sports Leagues - 50% off of League Fees

Training and Educational Assistance

Employees may be given the opportunity to attend training or educational programs in the course of their employment. The Company may reimburse employees for the cost and certain expenses associated with attending an approved training or educational course. To receive reimbursement, the employee must (1) receive advanced written authorization from the Chief Executive Officer to attend the course and (2) successfully complete the course.

Employees should contact the Chief Executive Officer before registering for any training or other educational course to learn whether the program will be covered under this policy. The Company is not responsible for the payment or reimbursement of any costs or expenses associated with an employee's attendance at any training or educational course, if the employee fails to receive advance written authorization or fails to successfully complete the course.

Leaves of Absence

Civic Duties

BGCHV encourages all employees to accept their civic responsibilities.

Jury Duty: If you receive a jury duty summons, please notify your supervisor immediately so your supervisor may plan the department's work with as little disruption as possible.

Unless otherwise required by federal, state, or local law, time spent serving on jury duty will be unpaid to non-exempt employees. Exempt employees will continue to receive their regular salary for any week in which they perform any work while on jury duty, pursuant to state and federal law.

Employees will not be required to use vacation, sick leave, or any other accrued paid leave benefits, though employees may choose to use any available vacation during any period of unpaid jury duty. Employees who are released from jury service before the end of their regularly scheduled shift or who are not asked to serve on a jury panel are expected to call their supervisor as soon as possible and report to work if requested.

Witness Duty: If you receive a subpoena to appear in court, please notify your supervisor immediately. You are expected to return to work as soon as your service as a witness is completed.

Unless otherwise required by federal, state, or local law, time spent on witness duty will be unpaid for non-exempt employees.

Exempt employees will continue to receive their regular salary for any week in which they perform any work while on witness duty, pursuant to state and federal law.

Employees will not be required to use vacation, sick leave, or any other accrued paid leave benefits, though employees may choose to use any available vacation during any period of unpaid witness duty. Employees who are released from witness service before the end of their regularly scheduled shift or who are not asked to serve as a witness are expected to call their supervisor as soon as possible and report to work if requested.

Voting: If you would like to vote in a public election, but do not have sufficient time to vote during non-work hours, you may arrange to take up to two (2) hours off from work with pay to vote. To receive time off for voting, you must obtain advance approval from your supervisor and must take the time off to vote either at the beginning or end of your work shift. The Company reserves the right to request a copy of your voter's receipt following any time off to vote.

Employees who use leave for unauthorized purposes will be subject to disciplinary action, up to and including termination.

Leave for Emergency Rescue Personnel

To the extent required by law, employees who are volunteer firefighters, reserve peace officers, members of a disaster medical response team, or emergency rescue personnel ("Emergency Rescue Personnel") may receive unpaid leave to perform their duties in the case of an emergency.

Emergency Rescue Personnel may also take a temporary, unpaid leave of absence, not to exceed a total of 14 days per calendar year, in order to engage in fire, law enforcement, or emergency rescue training.

If you qualify as state-sponsored or requested Emergency Rescue Personnel, please alert your supervisor so that your supervisor is aware of the fact that you may have to take time off under this policy. In the event that you need to take time off under this policy, please alert your supervisor in writing as far in advance as possible. You must provide the Company with appropriate documentation evidencing your performance of responsibilities under this policy upon returning to work.

You may choose to use any accrued vacation or sick leave time, if available, for an absence described above.

Employees who use leave for unauthorized purposes will be subject to disciplinary action, up to and including termination.

Civil Air Patrol Leave

The Company will provide eligible employees who are volunteer members of the California Wing of the Civil Air Patrol and are called to emergency operational missions up to ten (10) days of unpaid leave per calendar year. Leave for a single emergency operational mission cannot exceed three (3) days unless an extension is granted by appropriate government entities and approved by the Company. To be eligible, employees must have been employed with the Company for ninety (90) days immediately preceding the commencement of leave.

Employees are expected to notify the Company of the need for Civil Air Patrol Leave by providing their supervisor with certification from Civil Air Patrol authorities as soon as possible. The Company will restore employees who return from Civil Air Patrol leave to their former position or to a position of equivalent seniority status, employee benefits, pay and other terms and conditions of employment.

You may choose to use any accrued vacation time, if available, for an absence described above.

Employees who use leave for unauthorized purposes will be subject to disciplinary action, up to and including termination.

Military Leave of Absence

Employees who require time off from work to fulfill military duties will be treated in accordance with applicable requirements of state and federal laws. You are expected to notify the Company in advance of upcoming military duty by providing your supervisor with verbal or written notice as soon as possible.

You may choose to use any accrued vacation time, if available, for an absence described above.

Employees who use leave for unauthorized purposes will be subject to disciplinary action, up to and including termination.

Military Leave of Absence

In addition, if your spouse or registered domestic partner qualifies as military personnel, and you work an average of twenty (20) hours per week for the Company, you may take up to ten (10) days of unpaid leave during the time your military spouse or registered domestic partner is home on leave during a period of military deployment.

You may choose to use any accrued vacation time, if available, for an absence described above.

Employees who use leave for unauthorized purposes will be subject to disciplinary action, up to and including termination.

Leave for Victims of Felony Crimes

To the extent required by law, employees who are victims of certain specified felony crimes, or who are an immediate family member of a victim, a registered domestic partner of a victim, or the child of a registered domestic partner of a victim, may receive unpaid time off from work to attend judicial proceedings related to that crime. Additionally, employees who are victims of such crimes may take unpaid time off from work to be heard at any proceeding, including any delinquency proceeding, involving a post-arrest release decision, plea, sentencing, post-conviction release decision, or any proceeding in which a right of the victim is at issue. To take this leave, you must provide the Company in advance with a copy of the notice of the proceeding. If advance notice is not possible, you must provide the Company with appropriate documentation evidencing your attendance at the judicial proceeding upon returning to work.

You may choose to use any accrued vacation time, if available, for an absence described above.

Employees who use leave for unauthorized purposes will be subject to disciplinary action, up to and including termination.

Leave for Victims of Crimes or Abuse

Eligible employees may take unpaid time off to seek relief including, but not limited to, a temporary restraining order, restraining order, or other injunctive relief, to help ensure their health, safety or welfare or that of their child. You may be eligible for this leave if you meet one of the following definitions of a victim: 1) you are a victim of stalking, domestic violence, or sexual assault, 2) you are a victim of a crime that caused physical injury or that caused mental injury and a threat to physical injury, or 3) your immediate family member is deceased as the direct result of any crime or public offense that would be punishable as a misdemeanor or felony if it had been committed in the State of California. "Immediate family member" for purposes of this policy includes, regardless of age, a child (biological, adopted or foster), stepchild, legal ward, a child of a domestic partner, a child to whom the employee stands in loco parentis, a person to whom the employee stood in loco parentis when the person was a minor, a parent (biological, adoptive, or

foster), stepparent, legal guardian of an employee or an employee's spouse or domestic partner, or a person who stood in loco parentis when the employee or the employee's spouse or domestic partner was a minor child, a person to who the employee is legally married under the laws of any state, a domestic partner of an employee as registered under the law of any state or political subdivision, a sibling (biological, foster or adoptive), a stepsibling or a half-sibling.

Eligible employees who meet the definition of victim above may also take time off to: 1) seek medical attention for injuries caused by any crime or public offense that would be punishable as a misdemeanor or felony if it had been committed in the State of California or abuse, 2) obtain services from a domestic violence shelter, program, rape crisis center or victim services organization or agency as a result of the crime or abuse, 3) obtain psychological counseling or mental health services related to an experience of crime or abuse; and 4) take safety planning or other action, such as relocation, to protect against future crime or abuse.

To be eligible for this leave, you must provide the Company with advance notice of your need for leave. If advance notice is not possible, you must provide the Company with the following certification within a reasonable amount of time after returning to work: (1) a police report showing that you meet the definition of a victim as set forth above (2) a court order protecting you from the perpetrator of the crime or abuse or other evidence from the court or prosecuting attorney that you appeared in court, 3) documentation from a medical professional, domestic violence or sexual assault counselor, victim advocate, health care provider, or counselor showing that your absence was due to receiving treatment or services for physical or mental injuries or abuse resulting in victimization from the crime or abuse, or (4) any other form of documentation that reasonably verifies that the crime or abuse occurred.

You may choose to use any available accrued paid leave benefits for an otherwise unpaid absence described above.

In addition, employees who are victims of domestic violence, sexual assault or stalking are entitled to a reasonable accommodation for the employee's safety while at work. If you require such an accommodation, please notify your supervisor or the Human Resources Manager. The Company will engage in a timely, good faith, and interactive process to determine effective reasonable accommodations. Employees are encouraged to request leave and accommodation under this policy without fear of retaliation.

Employees who use leave for unauthorized purposes will be subject to disciplinary action, up to and including termination.

School Disciplinary Action Leave

Employees who are requested by their child's school to appear at the school in connection with the suspension of their child from school will be provided unpaid time off for such purpose. Employees must provide reasonable advance notice that they have been requested to appear at the school where feasible.

You may choose to use any accrued vacation time, if available, for an absence described above.

Employees who use leave for unauthorized purposes will be subject to disciplinary action, up to and including termination.

Unpaid Family School Partnership Leave

BGCHV encourages its employees to be involved in the education of their children. Parents, guardians, step-parents, foster parents, grandparents, or individuals standing in *loco parentis* with custody of school age children (K-12) are eligible for up to forty (40) hours of unpaid leave each year, not to exceed eight (8) hours in any calendar month, to participate in school-related activities of their children or their registered domestic partner's children. Employees may also take such leave to find, enroll, or reenroll their child in a school or with a licensed child care provider, or to participate in activities of the school or licensed child care provider, or to address child care provider or school emergencies.

You must personally notify your supervisor and the Human Resources Manager as soon as the employee learns of the need for a planned use of this leave. Employees will be denied time off if they do not provide their supervisors with adequate notice. The Company may require verification of the school-related activity. Employees are requested to schedule activities, such as parent/teacher conferences, during non-work hours. Employees who use leave for unauthorized purposes will be subject to disciplinary action, up to and including termination.

You may choose to use any accrued vacation time, if available, for an absence described above.

Leave for Organ and Bone Marrow Donors

Employees who have been employed for at least ninety (90) days and who provide written verification to the Company that they are an organ or bone marrow donor are entitled to receive a paid job protected leave of absence that may be taken in one or more periods in order to donate.

Eligible organ donors are entitled to a paid leave of absence not to exceed thirty (30) business days in any one-year period of time. Such employees may also be eligible for an additional unpaid leave of absence not to exceed thirty (30) business days in any one-year period of time if they have exhausted all available sick leave. Employees will be required to use up to two (2) weeks of their vacation or sick leave for organ donor leave.

Eligible bone marrow donors are entitled to a paid leave of absence not to exceed five (5) business days in any one-year period. Employees will be required to use up to five (5) days of their vacation or sick leave for bone marrow donor leave.

The one-year period is measured from the date the eligible employee's leave begins and will consist of twelve (12) consecutive months. Leave under this policy does not run concurrently with leave taken pursuant to the California Family Rights Act or the Family and Medical Leave Act.

Employees who use leave for unauthorized purposes will be subject to disciplinary action, up to and including termination.

Pregnancy Disability Leave of Absence

Employees may take an unpaid leave of absence up to four (4) months for disabilities relating to pregnancy, childbirth, or related medical conditions (meaning a physical or mental condition intrinsic to pregnancy or childbirth). For the purposes of leave under this policy, “four (4) months” means the number of days the employee would normally work within four (4) calendar months (one-third of a year equaling 17 1/3 weeks), if the leave is taken continuously, following the date the pregnancy disability leave commences.

Prior to the start of your pregnancy disability leave, the Company will require a statement from your health care provider indicating that you are unable to perform your job and the anticipated date of your return. In the event your leave exceeds the anticipated date of return, it is your responsibility to provide further verification from your health care provider that you are unable to perform your job and the revised anticipated date of return. If you and/or your family participate in our group health plan, the Company will maintain coverage during your pregnancy disability leave on the same terms as if you had continued to work. If applicable, you must make arrangements to pay your share of health plan premiums while on leave. In some instances, the Company may recover premiums it paid to maintain health coverage or other benefits for you and your family.

Employees granted leaves for pregnancy will be returned to their same or a comparable position to the extent required by state law. Upon the advice of your health care provider, you may also be entitled to reasonable accommodation, to the extent required by law, for conditions related to pregnancy, childbirth or related medical conditions. In addition, a transfer to a less strenuous or hazardous position or duties may be available pursuant to your request, if such a transfer is medically advisable. You should promptly notify the Human Resources Manager of your need for a reasonable accommodation as soon as reasonably possible. For more information, see the Pregnancy Accommodations policy above.

You may choose to use any available accrued paid leave benefits for an otherwise unpaid absence described above.

Employees who use leave for unauthorized purposes will be subject to disciplinary action, up to and including termination.

Alcohol and/or Drug Rehabilitation Leave

The Company wishes to assist employees who recognize that they have a problem with alcohol and/or drugs that may interfere with their ability to perform their job in a satisfactory manner. Employees who have a problem with alcohol and/or drugs and who decide to enroll voluntarily in a rehabilitation program will be given unpaid time off to participate in the program unless it would result in an undue hardship to provide the time off. If an employee requests time off to participate in such a program, the Company will also make reasonable efforts to keep the fact that the employee enrolled in the program confidential.

You may choose to use any available vacation for an otherwise unpaid absence described above.

Employees who use leave for unauthorized purposes will be subject to disciplinary action, up to and including termination.

Medical Leave of Absence

Employees who are ineligible for leave under the federal Family and Medical Leave Act and California Family Rights Act as provided below, or who have exceeded their leave allotment under those laws, are nonetheless eligible for medical leave according to the following policy:

Employees are eligible for unpaid leaves of absence for medical reasons. Medical reasons may include illness, injury, medical and surgical procedures, and related medical conditions. You must request a leave of absence if you will be unable to work for medical reasons for a period in excess of three (3) consecutive days. Such requests are subject to management approval and must be made as soon as possible. Each request must be accompanied by a certification from your treating physician or Company approved physician, which states that you are unable to work and provides the duration of leave that you require. The Company reserves the right to have employees on a medical leave of absence examined by a physician of the Company's choice. The Company may require periodic physician's verification of your inability to work. Misrepresenting the reason for applying for a leave of absence may result in disciplinary action, up to and including termination.

During a medical leave of absence, the Company's medical insurance plan documents will determine whether you and your eligible dependents may continue your health insurance coverage under the Company's plan. If you remain eligible for such coverage you must pay your share of the premium the same as if you continued working. If you are not eligible to continue coverage under the Company's plan you will be issued a COBRA notice and given the option of continuing coverage at your own expense. The plan document ultimately governs your eligibility for and entitlement to these benefits.

Upon your return from a medical leave of absence, we will attempt to return you to your regular job if it is available. If it is not available, you will be placed in a similar job for which you are deemed by management to be qualified if such a job is available. If no jobs are available at the time, you will be given preferential consideration for any position for which you apply and for which you are deemed by management to be qualified following your notifying the Company in writing that you are ready and able to return to work.

Failure to report to work as scheduled following a leave of absence without notifying the Company of your need for additional leave can result in dismissal. Employees who are out on leaves of absence will not accrue such benefits as vacation or holiday pay during their leaves of absence.

You should speak directly with the Human Resources Manager prior to taking a leave to ensure your understanding of all of your obligations to the Company while on leave, such as reporting and verification obligations, and your obligations to pay health insurance premiums, if applicable. Failure to comply with Company policy may substantially affect your ability to return to work and/or result in the loss of health insurance coverage.

Other Employment

While on a leave of absence, employees are prohibited from holding other employment, including self-employment, not held immediately prior to the start of the leave. In other words, an employee who has another job in addition to the employee's job with the Company may continue working that job while on leave from the Company if medically able to do so, but such an employee may not seek and hold other employment to replace the employee's employment with the Company while on leave. This policy remains in force during all leaves of absence including a medical leave and violation may result in disciplinary action, up to and including immediate termination of employment.

Fraud

Providing false or misleading information or omitting material information in connection with any medical leave will result in disciplinary action, up to and including immediate termination.

Employees who use leave for unauthorized purposes will be subject to disciplinary action, up to and including termination.

Family and Medical Leave Act

The Family and Medical Leave Act ("FMLA") provides eligible employees the opportunity to take unpaid, job-protected leave for certain specified reasons. The maximum amount of leave you may use is either twelve (12) or twenty-six (26) weeks within a twelve (12) month period depending on the reasons for the leave.

Employee Eligibility

To be eligible for FMLA leave, you must:

- Have worked at least twelve (12) months for the Company in the preceding seven (7) years (limited exceptions apply to the seven (7) year requirement);
- Have worked at least 1,250 hours for the Company over the twelve (12) months preceding the date your leave would begin; and
- Currently work at a location where there are at least fifty (50) employees within seventy-five (75) miles.

All periods of absence from work due to or necessitated by service in the uniformed services are counted in determining FMLA eligibility.

Reasons for Taking Leave

FMLA leave may be taken for the following reasons:

- Birth of an employee's child, including time for bonding with the child after birth (up to twelve (12) weeks). Such time is available to employees regardless of sex or gender.
- Placement of a child with an employee in connection with the adoption or foster care of the child by the employee (up to twelve (12) weeks). Such time is available to employees regardless of sex or gender.
- To care for an immediate family member (employee's spouse, child, or parent) with a serious health condition (up to twelve (12) weeks).
- Because of an employee's serious health condition that makes the employee unable to perform the functions of the employee's position (up to twelve (12) weeks).
- To care for a Covered Servicemember with a serious injury or illness related to certain types of military service (up to twenty-six (26) weeks) (see Military-Related FMLA Leave for more details).
- To handle certain qualifying exigencies arising out of the fact that the employee's spouse, son, daughter, or parent is on duty under a call or order to active duty in the Uniformed Services (up to twelve (12) weeks) (see Military-Related FMLA Leave for more details).

The maximum amount of leave that may be taken in a twelve (12) month period for all reasons combined is twelve (12) weeks, with one exception. For leave to care for a Covered Servicemember, the maximum combined leave entitlement is twenty-six (26) weeks, with leaves for all other reasons constituting no more than twelve (12) of those twenty-six (26) weeks. Also, in addition to leave available under the FMLA and CFRA, employees may be eligible for leaves of absence during periods of disability associated with pregnancy or childbirth. Please see the Pregnancy Disability Leave of Absence Policy for further information on this type of leave.

Definitions

A "Serious Health Condition" is an illness, injury, impairment, or physical or mental condition that involves either (i) an overnight stay in a medical care facility, or (ii) continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities for more than three (3) full calendar days. The continuing treatment requirement includes two (2) visits to a health care provider or one (1) visit to a health care provider and a continuing regimen of care. An incapacity caused by pregnancy or prenatal visits, a chronic condition (such as asthma, diabetes or migraines) that continues over an extended period of time and requires periodic visits (at least two (2) per year) to a health care provider, permanent or long-term conditions requiring supervision but not active treatment by a

health care provider, or absences due to multiple treatments ordered by a health care provider may also meet the definition of a Serious Health Condition.

Identifying the 12-Month Period

The Company measures the twelve (12) month period in which leave is taken by the “rolling” twelve (12) month method, measured backward from the date of any FMLA leave with one exception. For leave to care for a Covered Servicemember, the Company calculates the twelve (12) month period beginning on the first day the eligible employee takes FMLA leave to care for a Covered Servicemember and ends twelve (12) months after that date. FMLA leave for the birth or placement of a child for adoption or foster care must be concluded within twelve (12) months of the birth or placement.

Using Leave

Eligible employees may take FMLA leave in a single block of time, intermittently (in separate blocks of time), or by reducing the normal work schedule (including the elimination of required overtime) when medically necessary for the serious health condition of the employee or immediate family member, or in the case of a Covered Servicemember, their injury or illness. Eligible employees may also take intermittent or reduced-schedule leave for military qualifying exigencies. Employees who require intermittent or reduced-schedule leave for planned medical treatment must make a reasonable effort to schedule their leave so that it will not unreasonably disrupt the Company’s operations. Intermittent leave is permitted in increments of at least one (1) hour.

Use of Paid Leave

Depending on the purpose of your leave request, the Company may require you to use accrued paid leave (such as sick leave, vacation, or PTO), concurrently with some or all of your FMLA leave. If the Company does not require you to do so, you may elect to substitute paid leave for FMLA leave, so long as you comply with the Company’s normal procedures for the applicable paid-leave policy (e.g., call-in procedures, advance notice, etc.). Additionally, depending on the purpose of your leave request, you may choose to take leave pursuant to a short- or long-term disability leave plan, during the otherwise unpaid portion of your FMLA leave. This paid disability leave runs concurrently with FMLA leave, and may continue longer than the FMLA leave if permitted by the disability leave plan.

Maintenance of Health Benefits

The Company will maintain coverage under the Company’s group health plan during your FMLA leave on the same terms as if you had continued to work. If applicable, you must make arrangements to pay your share of health plan premiums while on leave. In some instances, the Company may recover premiums it paid to maintain health coverage or other benefits for you and your family. Use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of your leave. Consult the applicable plan document for all information regarding eligibility, coverage and benefits.

Notice and Medical Certification

When seeking FMLA leave, you must provide:

- Sufficient information for us to determine if the requested leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that you are unable to perform job functions, a family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. You must also inform the Company if the requested leave is for a reason for which FMLA leave was previously taken or certified.
- Thirty (30) days advance notice of the need to take FMLA leave, if the need for leave is foreseeable, or notice as soon as practicable in the case of unforeseeable leave and in compliance with the Company's normal call-in procedures, absent unusual circumstances.
- Medical certification supporting the need for leave due to a serious health condition affecting you or an immediate family member within fifteen (15) calendar days of the Company's request to provide the certification (additional time may be permitted under certain circumstances). If you fail to do so, the Company may delay the commencement of your leave, withdraw any designation of FMLA leave or deny the leave, in which case your leave of absence would be treated in accordance with our standard leave of absence and attendance policies, subjecting you to disciplinary action, up to and including termination. Second or third medical opinions and periodic re-certifications may also be required.
- Periodic reports as deemed appropriate during the leave regarding your status and intent to return to work.
- Medical certification of fitness for duty before returning to work, if the leave was due to your serious health condition, as permitted by law. The Company will require this certification to address whether you can perform the essential functions of your position.

Failure to comply with the above requirements may result in delay, denial of leave, or disciplinary action.

Employer Responsibilities

The Company will inform you whether you are eligible for leave under the FMLA. Should you be eligible for FMLA leave, the Company will provide a notice that specifies any additional information required as well as your rights and responsibilities. The Company will also inform you if leave will be designated as FMLA-protected and, to the extent possible, note the amount of leave counted against your leave entitlement. If you are not eligible for FMLA leave, the Company will provide a reason for the ineligibility.

Job Restoration

Except as otherwise provided by applicable law, upon returning from FMLA leave, you will be restored to the same or a comparable position as the position held prior to the leave.

Failure to Return after FMLA Leave

If you fail to return to work as scheduled after FMLA leave or you exceed the twelve (12) week FMLA entitlement (or in the case of military caregiver leave, the twenty-six (26) week FMLA entitlement), you will be subject to the Company's standard leave of absence and attendance policies. This may result in termination if you have no other Company-provided leave available to you that applies to your continued absence. Likewise, following the conclusion of your FMLA leave, the Company's obligation to maintain your group health plan benefits may end (subject to any applicable COBRA rights). If you are unable to return to work after FMLA leave, you must notify the Human Resources Manager. If the Company becomes aware of the need for additional leave, the Company will engage in an interactive process to determine whether the condition is a disability for which additional unpaid leave may be provided as a reasonable accommodation.

Other Employment

While on a leave of absence, employees are prohibited from holding other employment, including self-employment, not held immediately prior to the start of the leave. In other words, an employee who has another job in addition to the employee's job with the Company may continue working that job while on leave from the Company if medically able to do so, but such an employee may not seek and hold other employment to replace the employee's employment with the Company while on leave. This policy remains in force during all leaves of absence including FMLA leave and violation may result in disciplinary action, up to and including immediate termination of employment.

Fraud

Providing false or misleading information or omitting material information in connection with an FMLA leave will result in disciplinary action, up to and including immediate termination.

Employees who use leave for unauthorized purposes will be subject to disciplinary action, up to and including termination.

Military-Related FMLA Leave

FMLA leave may also be available to eligible employees in connection with certain service-related medical and non-medical needs of family members. There are two forms of such leave. The first is Military Caregiver Leave, and the second is Qualifying Exigency Leave. Each of these leaves is detailed below.

Definitions

A “Covered Servicemember” is either: (1) a current Servicemember of the Armed Forces, including a member of the National Guard or Reserves, with a serious injury or illness incurred in the line of duty for which the Servicemember is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list; or (2) a “covered veteran” who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.

A “covered veteran” is an individual who was discharged under conditions other than dishonorable during the five (5) year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran. The period between October 28, 2009 and March 8, 2013 is excluded in determining this five (5) year period.

The FMLA definitions of “serious injury or illness” for current Servicemembers and veterans are distinct from the FMLA definition of “serious health condition.” For purposes of Military-Related FMLA Leave, the term “serious injury or illness” means an injury or illness incurred by the Servicemember in the line of duty while on active duty in the Armed Forces that may render the Servicemember medically unfit to perform the duties of the Servicemember’s office, grade, rank, or rating, or one that existed before the beginning of active duty and was aggravated by service in the line of duty while on active duty.

With regard to covered veterans, the serious injury or illness may manifest itself before or after the individual assumed veteran status, and is: (1) a continuation of a serious injury or illness that was incurred or aggravated when the covered veteran was a member of the Armed Forces and rendered the Servicemember unable to perform the duties of the Servicemember’s office, grade, rank or rating; (2) a physical or mental condition for which the covered veteran has received a VA Service Related Disability Rating (VASRD) of 50 percent or greater and such VASRD rating is based, in whole or in part, on the condition precipitating the need for caregiver leave; (3) a physical or mental condition that substantially impairs the veteran’s ability to secure or follow a substantially gainful occupation by reason of a disability or disabilities related to military service or would be so absent treatment; or (4) an injury, including a psychological injury, on the basis of which the covered veteran has been enrolled in the Department of Veterans Affairs Program of Comprehensive Assistance for Family Caregivers.

“Qualifying exigencies” include activities such as short-notice deployment, military events, arranging alternative childcare, making financial and legal arrangements related to the deployment, rest and recuperation, counseling, parental care, and post-deployment debriefings.

Military Caregiver Leave

Unpaid Military Caregiver Leave is designed to allow eligible employees to care for certain family members who have sustained serious injuries or illnesses in the line of duty while on active duty. The family member must be a “Covered Servicemember,” which means: (1) a current member or veteran of the Armed Forces, National Guard or Reserves, (2) who is undergoing medical treatment, recuperation, or therapy or, in the case of a veteran, who was a member of the Armed Forces, National Guard or Reserves, who was discharged or released under conditions other than dishonorable at any time within five years prior to the treatment which an eligible employee

requests; is otherwise in outpatient status; or is otherwise on the temporary disability retired list, (3) for a serious injury or illness that may render current member medically unfit to perform the duties of the member's office, grade, rank, or rating. Military Caregiver Leave is not available to care for Servicemembers on the *permanent* disability retired list. Serious injury or illness specifically includes, but is not limited to, aggravation of a preexisting condition while in the line of duty.

To be eligible for Military Caregiver Leave, you must be a spouse, son, daughter, parent, or next of kin of the Covered Servicemember. "Next of kin" means the nearest blood relative of the Servicemember, other than the Servicemember's spouse, parent, son, or daughter, in the following order of priority: blood relatives who have been granted legal custody of the Servicemember by court decree or statutory provisions; brothers and sisters; grandparents; aunts and uncles; and first cousins; unless the Servicemember has specifically designated in writing another blood relative as their nearest blood relative for purposes of Military Caregiver Leave. You must also meet all other eligibility standards as set forth within the FMLA Leave policy.

An eligible employee may take up to twenty-six (26) workweeks of Military Caregiver Leave to care for a Covered Servicemember in a "single twelve (12) month period." The "single twelve (12) month period" begins on the first day leave is taken to care for a Covered Servicemember and ends twelve (12) months thereafter, regardless of the method used to determine leave availability for other FMLA-qualifying reasons. If you do not exhaust your twenty-six (26) workweeks of Military Caregiver Leave during this "single twelve (12) month period," the remainder is forfeited.

Military Caregiver Leave applies on a per-injury basis for each Servicemember. Consequently, an eligible employee may take separate periods of caregiver leave for each and every Covered Servicemember, and/or for each and every serious injury or illness of the same Covered Servicemember. A total of no more than twenty-six (26) workweeks of Military Caregiver Leave, however, may be taken within any single twelve (12) month period.

Within the "single twelve (12) month period" described above, an eligible employee may take a combined total of twenty-six (26) weeks of FMLA leave including up to twelve (12) weeks of leave for any other FMLA-qualifying reason (i.e., birth or adoption of a child, serious health condition of the employee or close family member, or a qualifying exigency). For example, during the "single twelve (12) month period," an eligible employee may take up to sixteen (16) weeks of FMLA leave to care for a Covered Servicemember when combined with up to ten (10) weeks of FMLA leave to care for a newborn child.

An employee seeking Military Caregiver Leave may be required to provide appropriate certification from the employee and/or Covered Servicemember and completed by an authorized health care provider within fifteen (15) days. Military Caregiver Leave is subject to the other provisions in our FMLA Leave Policy (requirements regarding employee eligibility, appropriate notice of the need for leave, use of accrued paid leave, etc.). Military Caregiver Leave will be governed by, and handled in accordance with, the FMLA and applicable regulations, and nothing within this policy should be construed to be inconsistent with those regulations.

Qualifying Exigency Leave

Eligible employees may take unpaid “Qualifying Exigency Leave” to tend to certain “exigencies” arising out of the duty under a call or order to active duty of a “covered military member” (i.e., the employee’s spouse, son, daughter, or parent). Up to twelve (12) weeks of Qualifying Exigency Leave is available in any twelve (12) month period, as measured by the same method that governs measurement of other forms of FMLA leave within the FMLA policy (with the exception of Military Caregiver Leave, which is subject to a maximum of twenty-six (26) weeks of leave in a “single twelve (12) month period”). The maximum amount of “Qualifying Exigency Leave” an employee may utilize to bond with a military member on short-term, temporary rest and recuperation during deployment is fifteen (15) days.

Although Qualifying Exigency Leave may be combined with leave for other FMLA-qualifying reasons, under no circumstances may the combined total exceed twelve (12) weeks in any twelve (12) month period (with the exception of Military Caregiver Leave as set forth above). The employee must meet all other eligibility standards as set forth within the FMLA policy.

Persons who can be ordered to active duty include active and retired members of the Regular Armed Forces, certain members of the retired Reserve, and various other Reserve members including the Ready Reserve, the Selected Reserve, the Individual Ready Reserve, the National Guard, state military, Army Reserve, Navy Reserve, Marine Corps Reserve, Air National Guard, Air Force Reserve, and Coast Guard Reserve.

A call to active duty refers to a *federal* call to active duty, and *state* calls to active duty are not covered unless under the order of the President of the United States pursuant to certain laws.

Qualifying Exigency Leave is available under the following circumstances:

- Short-notice deployment. To address any issue that arises out of short notice (within seven days or less) of an impending call or order to active duty.
- Military events and related activities. To attend any official military ceremony, program, or event related to active duty or a call to active duty status or to attend certain family support or assistance programs and informational briefings.
- Childcare and school activities. To arrange for alternative childcare; to provide childcare on an urgent, immediate need basis; to enroll in or transfer to a new school or daycare facility; or to attend meetings with staff at a school or daycare facility.
- Financial and legal arrangements. To make or update various financial or legal arrangements; or to act as the covered military member’s representative before a federal, state, or local agency in connection with service benefits.
- Counseling. To attend counseling (by someone other than a health care provider) for the employee, the covered military member, or for a child or dependent when necessary as a result of duty under a call or order to active duty.

- Temporary rest and recuperation. To spend time with a covered military member who is on short-term, temporary rest and recuperation leave during the period of deployment. Eligible employees may take up to fifteen (15) days of leave for each instance of rest and recuperation. If your spouse or registered domestic partner is a member of the military, you may be entitled to an additional ten (10) days of unpaid leave. Please refer to the Military Leave of Absence above for more details.
- Post-deployment activities. To attend arrival ceremonies, reintegration briefings and events, and any other official ceremony or program sponsored by the military for a period of up to ninety (90) days following termination of the covered military member's active duty status. This also encompasses leave to address issues that arise from the death of a covered military member while on active duty status.
- Mutually agreed leave. Other events that arise from the close family member's call or order to active duty, provided that the Company and the employee agree that such leave qualifies as an exigency and agree to both the timing and duration of such leave.

An employee seeking Qualifying Exigency Leave may be required to submit appropriate supporting documentation in the form of a copy of the covered military member's active duty orders or other military documentation indicating the appropriate military status and the dates of active duty status, along with a statement setting forth the nature and details of the specific exigency, the amount of leave needed and the employee's relationship to the military member, within fifteen (15) days. Qualifying Exigency Leave will be governed by, and handled in accordance with, the FMLA and applicable regulations, and nothing within this policy should be construed to be inconsistent with those regulations.

Employees who use leave for unauthorized purposes will be subject to disciplinary action, up to and including termination.

California Family Rights Act

The California Family Rights Act ("CFRA") provides eligible employees the opportunity to take unpaid, job-protected leave for certain specified reasons. The maximum amount of leave an eligible employee may use is twelve (12) weeks within a twelve (12) month period.

In most circumstances, the Company anticipates that CFRA leave will run concurrently with leave under the federal Family and Medical Leave Act ("FMLA"). In such case(s), the aggregate amount of CFRA leave and/or FMLA leave shall not exceed twelve (12) workweeks in a twelve (12) month period. However, under the following circumstances, CFRA leave will not run concurrently with FMLA leave:

- CFRA leave for birth of an employee's registered domestic partner's child, including time for bonding with the child.
- CFRA leave for placement of a child for adoption or foster care with an employee's registered domestic partner.

- CFRA leave to care for an employee's registered domestic partner, registered domestic partner's child, parent-in-law, grandparent, grandchild, sibling, or a designated person who has a serious health condition.
- FMLA leave taken for disability on account of pregnancy, childbirth, or related medical conditions. (See Family and Medical Leave Act Policy for more information).
- Additional FMLA leave to care for a Covered Servicemember with a serious injury or illness if the employee is the spouse, son, daughter, parent, or next of kin of the Covered Servicemember (See Family and Medical Leave Act Policy for more information).

Employee Eligibility

To be eligible for CFRA leave, you must:

- Have worked at least twelve (12) months for the Company; and
- Have worked at least 1,250 hours for the Company over the twelve (12) months preceding the date your leave would begin.

Reasons for Taking Leave

CFRA leave may be taken for the following reasons:

- Birth of an employee's child, including time for bonding with the child after birth. Such time is available to employees regardless of sex or gender.
- Placement of a child with an employee or an employee's registered domestic partner in connection with the adoption or foster care of the child by the employee. Such time is available to employees regardless of sex or gender.
- To care for an employee's spouse, registered domestic partner, child, parent, parent-in-law, grandparent, grandchild, sibling, or a designated person who has a serious health condition.
- Because of an employee's own serious health condition that makes the employee unable to perform the functions of the employee's position, except for leave taken for disability on account of pregnancy, childbirth, or related medical conditions (see Pregnancy Disability Leave of Absence Policy).
- For certain qualifying exigencies (as defined below) related to the covered active duty or call to covered active duty of an employee's spouse, domestic partner, child, or parent in the Armed Forces of the United States.

Definitions

A “Serious Health Condition” is an illness, injury, impairment, or physical or mental condition that involves either (i) inpatient care in a hospital, hospice, or residential care facility, or (ii) continuing treatment or supervision by a health care provider.

A “child” means a biological, adopted, or foster child, a stepchild, a legal ward, a child of a domestic partner, or a person to whom the employee stands in loco parentis, regardless of age.

A “parent” means a biological, foster, or adoptive parent, a parent-in-law, a stepparent, a legal guardian, or other person who stood in loco parentis to the employee when the employee was a child.

A “parent-in-law” means the parent of a spouse or registered domestic partner.

A “sibling” means a person related to another person by blood, adoption, or affinity through a common legal or biological parent.

A “designated person” means any individual related by blood or whose association with the employee is the equivalent of a family relationship. Employees will be limited to identifying one (1) designated person per twelve (12)-month period.

A “qualifying exigency” related to the covered active duty or call to covered active duty of an employee’s spouse, domestic partner, child, or parent (“military member”) means any of the exigencies described in California Unemployment Insurance Code section 3302.2, a copy of which you may obtain from the Human Resources Manager. These exigencies include:

- Childcare and school activities. To arrange for alternative childcare; to provide childcare on an urgent, immediate need basis; to enroll in or transfer to a new school or daycare facility; or to attend meetings with staff at a school or daycare facility.
- Financial and legal arrangements. To make or update various financial or legal arrangements; or to act as the military member’s representative before a federal, state, or local agency in connection with service benefits.
- Counseling. To attend counseling (by someone other than a health care provider) for the employee, the military member, or for a child or dependent when necessary as a result of duty under a call or order to active duty.
- Temporary rest and recuperation. To spend time with a military member who is on short-term, temporary rest and recuperation leave during the period of deployment. Eligible employees may take up to fifteen (15) days of leave for each instance of rest and recuperation.
- Post-deployment activities. To attend arrival ceremonies, reintegration briefings and events, and any other official ceremony or program sponsored by the military for a period of up to ninety (90) days following termination of the military member’s active duty status.

Identifying the 12-Month Period

The Company measures the twelve (12) month period in which leave is taken by the “rolling” twelve (12) month method, measured backward from the date of any CFRA leave. CFRA leave for the birth or placement of a child for adoption or foster care must be concluded within twelve (12) months of such birth or placement.

Using Leave

Eligible employees may take CFRA leave in a single block of time, intermittently (in separate blocks of time), or by reducing their normal work schedule (including the elimination of required overtime) when medically necessary for the serious health condition of the employee or to care for a covered family member. Eligible employees may also take intermittent or reduced-schedule leave for military qualifying exigencies. Employees who require intermittent or reduced-schedule leave for planned medical treatment must make a reasonable effort to schedule their leave so that it will not unreasonably disrupt the Company’s operations. For the birth of or care for a newly-born child, or for the adoption or foster-care placement of a child, intermittent leave must be taken in increments of at least two (2) weeks, with shorter increments allowed on any two (2) occasions. For all other kinds of CFRA leave, intermittent leave may be taken in increments of at least one (1) hour.

Use of Paid Leave

Depending on the reason for your leave, the Company may require you to use accrued paid leave (such as sick leave, vacation, or PTO), concurrently with some or all of your CFRA leave. If the Company does not require you to do so, you may elect to substitute paid leave for CFRA leave, so long as you comply with the Company’s normal procedures for the applicable paid-leave policy (e.g., call-in procedures, advance notice, etc.). Additionally, depending on the reason for your leave, an eligible employee may choose to take leave pursuant to a short- or long-term disability leave plan, during the otherwise unpaid portion of their CFRA leave. This paid disability leave runs concurrently with CFRA leave and may continue longer than the CFRA leave, if permitted by the disability leave plan.

Maintenance of Health Benefits

The Company will maintain coverage under the Company’s group health plan during your CFRA leave, on the same terms and conditions as if you had continued to work. If applicable, you must make arrangements to pay your share of health plan premiums while on leave. In some instances, the Company may recover premiums it paid to maintain health coverage or other benefits for you or your family during your leave. Use of CFRA leave will not result in the loss of any employment benefit that accrued prior to the start of your leave. Consult the applicable plan document for all information regarding eligibility, coverage and benefits.

Notice and Medical Certification

In order to qualify for CFRA leave, you must provide:

- Reasonable advance notice (at least thirty (30) days) if the need for leave is foreseeable, or notice as soon as practicable in the case of unforeseeable leave, in compliance with the Company's standard call-in procedures, absent unusual circumstances.
- Medical certification supporting the need for leave due to a serious health condition affecting you or a covered family member, within fifteen (15) calendar days of the Company's request (additional time may be permitted under certain circumstances). If you fail to do so, the Company may delay the start of your leave, retract any designation of CFRA leave, or deny leave, in which case your leave of absence would be treated in accordance with our other leave of absence and attendance policies. Second or third medical opinions and periodic re-certifications may also be required.
- Appropriate documentation, within fifteen (15) days of the Company's request (additional time may be permitted under certain circumstances), supporting the need for leave due to a qualifying military exigency. Such documentation may be in the form of a copy of the military member's active duty orders or other military documentation indicating the appropriate military status and the dates of active duty status, along with a statement setting forth the nature and details of the specific exigency, the amount of leave needed, and the employee's relationship to the military member.
- Periodic reports as required by the Company during the leave regarding your status and intent to return to work.
- Medical certification from your medical provider of your fitness to return to work, if the leave was due to your own serious health condition, as permitted by law.

Failure to comply with the above requirements may result in delay, denial of leave, or disciplinary action.

Employer Responsibilities

The Company will inform you whether you are eligible for leave under CFRA. Should you be eligible for CFRA leave, the Company will provide a notice that specifies any additional information required as well as your rights and responsibilities. The Company will also inform you if leave will be designated under CFRA and, to the extent possible, note the amount of leave counted against your leave entitlement. If you are not eligible for CFRA leave, the Company will provide a reason for the ineligibility.

Job Restoration

Except as otherwise provided by applicable law, upon returning from CFRA leave, you will be restored to the same or a comparable position as the position held prior to the leave.

Failure to Return after CFRA Leave

If you fail to return to work as scheduled or fail to contact the Company after your CFRA leave expires, you will be subject to the Company's standard leave of absence, attendance, and other policies. Likewise, following the conclusion of your CFRA leave, the Company's obligation to maintain your group health plan benefits may end (subject to any applicable COBRA rights). If you are unable to return to work after CFRA leave, you must notify the Human Resources Manager. If the Company becomes aware of the need for additional leave, the Company will engage in an interactive process to determine whether the condition is a disability for which additional unpaid leave may be provided as a reasonable accommodation.

Other Employment

While on a leave of absence, employees are prohibited from holding other employment, including self-employment, not held immediately prior to the start of the leave. In other words, an employee who has another job in addition to the employee's job with the Company may continue working that job while on leave from the Company if medically able to do so, but such an employee may not seek and hold other employment to replace the employee's employment with the Company while on leave. This policy remains in force during all leaves of absence including CFRA leave and violation may result in disciplinary action, up to and including immediate termination of employment.

Fraud

Providing false or misleading information or omitting material information in connection with a request for CFRA leave may result in disciplinary action, up to and including immediate termination.

Employees who use leave for unauthorized purposes will be subject to disciplinary action, up to and including termination.

Bereavement Leave

Eligible employees may receive up to five (5) days of unpaid bereavement leave in the event they miss regularly scheduled work days due to the death or funeral of a member of the employee's family. A family member includes your spouse, registered domestic partner, child parent, parent-in-law, sibling, grandparent, or grandchild as defined under the California Family Rights Act (CFRA).

To be eligible, employees must have been employed with the Company for at least thirty (30) days immediately preceding the commencement of leave.

Employees who are notified of the death of a family member while at work will be paid for the remainder of the scheduled hours that day. Eligible employees may take bereavement leave in a single block of time or intermittently within three (3) months of the employee's family member's

death. All time off in connection with the death of a family member, as defined above, should be scheduled with your supervisor.

The Company will make reasonable efforts to safeguard the employee's privacy with respect to a request for bereavement leave. Employees are encouraged to request leave under this policy without fear of retaliation.

The Company reserves the right to request supporting documentation of the need for bereavement leave within thirty (30) days of the employee's first day of leave. This documentation can include a death certificate, a published obituary, or a written verification of death, burial, or memorial services from a mortuary, funeral home, burial society, crematorium, religious institution, or government agency.

You may choose to use any accrued paid leave benefits, if available, for an absence described above.

Employees who use leave for unauthorized purposes will be subject to disciplinary action, up to and including termination.

Reproductive Loss Leave

Eligible employees may receive up to five (5) days of unpaid reproductive loss leave following a reproductive loss event. A reproductive loss event means the day, or for a multiple-day event, the final day of a failed adoption, failed surrogacy, miscarriage, stillbirth, or unsuccessful assisted reproduction. Eligible employees who experience more than one reproductive loss event will be limited to twenty (20) unpaid days off within a rolling 12-month period.

Employee Eligibility

To be eligible, employees must have been employed with the Company for at least thirty (30) days immediately preceding the commencement of leave.

Definitions

"Failed adoption" means the dissolution or breach of an adoption agreement with the birth mother or legal guardian, or an adoption that is not finalized because it is contested by another party. This event applies to a person who would have been a parent of the adoptee if the adoption had been completed.

"Miscarriage" means a miscarriage by a person, by the person's current spouse or domestic partner, or by another individual if the person would have been a parent of a child born as a result of the pregnancy.

"Stillbirth" means a stillbirth resulting from a person's pregnancy, the pregnancy of a person's current spouse or domestic partner, or another individual, if the person would have been a parent of a child born as a result of the pregnancy that ended in stillbirth.

"Unsuccessful assisted reproduction" means an unsuccessful round of intrauterine insemination or of an assisted reproductive technology procedure. This event applies to a person, the

person's current spouse or domestic partner, or another individual, if the person would have been a parent of a child born as a result of the pregnancy.

"Assisted reproduction" means a method of achieving a pregnancy through an artificial insemination or an embryo transfer and includes gamete and embryo donation.

"Assisted reproduction" does not include any pregnancy achieved through sexual intercourse.

Using Leave

Employees who experience a reproductive loss event while at work will be paid for the remainder of the scheduled hours that day. Eligible employees may take leave in a single block of time or intermittently within three (3) months of the reproductive loss event. However, if, prior to or immediately following a reproductive loss event, an employee is on or chooses to go on pregnancy disability leave, leave under the California Family Rights Act, or any other leave entitlement under state or federal law, the employee may complete their reproductive loss leave within three (3) months of the end date of the other leave.

All time off in connection with a reproductive loss event, as defined above, should be scheduled with your supervisor. The Company will make reasonable efforts to safeguard the employee's privacy with respect to a request for reproductive loss leave. Employees are encouraged to request leave under this policy without fear of retaliation.

Use of Paid Leave

You may choose to use any available accrued paid benefits, if available, for an absence described above.

Employees who use leave for unauthorized purposes will be subject to disciplinary action, up to and including termination.

Personal Leave of Absence

Additional types of unpaid personal leaves of absence may be granted in the sole discretion of management, for up to a maximum of thirty (30) days. An extension beyond thirty (30) days will be considered on an individual basis.

Failure to report to work as scheduled following a personal leave of absence may result in disciplinary action, up to and including termination. Employees do not accrue paid leave benefits while on a personal leave of absence.

You should speak directly with the Human Resources Manager prior to taking a leave to ensure your understanding of all of your obligations to the Company while on leave, such as your periodic reporting and re-verification obligations. Failure to comply with Company policy may substantially affect your ability to return to work under this policy.

Employees who use leave for unauthorized purposes will be subject to disciplinary action, up to and including termination.

Exempt employees may be provided time off with pay for any of the above leaves when necessary to comply with state and federal wage and hour laws.

What We Expect of You

This section discusses your responsibilities to BGCHV as an employee. Please thoroughly familiarize yourself with these policies and apply them in your work. The result of your effort will be a more efficient, productive and pleasant atmosphere for you, your co-workers and our Clients.

Violation of any of the basic rules below, the policies in this handbook, or any other policy of the Company or misconduct on your part may lead to disciplinary action, up to and including termination. This list is not all inclusive and there may be other circumstances for which employees may be disciplined, up to and including termination. If you have any questions about what we expect of you as one of our employees, please discuss them with your supervisor.

These rules do not alter the at-will nature of your employment.

Employee Conduct

Absenteeism and Tardiness

Each of our employees plays an important role in getting the day's work done. Therefore, each employee is expected to be at work ready to perform their job duties on time each day. Absenteeism or tardiness is disruptive of our operations and creates a burden for co-workers. Absenteeism or tardiness can result in disciplinary action, up to and including termination.

If you are going to be late or absent from work for any reason, you must personally notify your supervisor as far in advance as possible so that proper arrangements can be made to handle your work during your absence. Of course, some situations may arise in which prior notice cannot be given. In those circumstances, you are expected to notify your supervisor as soon as possible or practicable. Leaving a message, voice mail, or sending an e-mail or text message does not qualify as personally contacting your supervisor.

If you are required to leave work early, you must also personally contact your supervisor and obtain permission. Leaving work early without authorization is strictly prohibited.

When an unexcused absence is due to illness, the Company may require supporting medical documentation in accordance with federal, state, and local law.

Although an employee may be terminated at any time for failing to report to work without contacting the Company, if an employee fails to report for work or call in for more than three (3) consecutive calendar days, they may be considered to have abandoned their job and may be terminated.

Alcohol and Drug Policy

Employees who are required to be tested for controlled substances as required by the Department of Transportation (DOT), Federal Highway Administration (FHWA), and Controlled Substance and Alcohol Use and Testing Rule, Code of Federal Regulations (CPR), Title 49 Part 382 should also refer to their standalone Controlled Substances and Alcohol Policy in addition to this Alcohol and Drug Policy. Should you have any questions about this Alcohol and Drug Policy, the Controlled Substances and Alcohol Policy, and/or each of those policies' applicability to your employment, please contact the Human Resources Manager.

All employees are prohibited from manufacturing, cultivating, distributing, dispensing, possessing or using illegal drugs, including cannabis or THC-containing products (regardless of prescription) or other unauthorized, mind-altering, or intoxicating substances while on Company property (including parking areas and grounds), or while otherwise performing their work duties away from the Company's premises. Included within this prohibition are lawful controlled substances, which have been illegally or improperly obtained. This policy does not prohibit the possession and proper use of lawfully prescribed drugs taken in accordance with the prescription other than cannabis or THC-containing products. This policy does not apply to the authorized dispensation, distribution or possession of legal drugs where such activity is a necessary part of an employee's assigned duties.

While working or on the Company's premises, employees are also prohibited from (a) having any such illegal drugs or unauthorized, mind-altering, or intoxicating substances in their system, (b) having excessive amounts of otherwise lawful controlled substances in their systems, or (c) being impaired by cannabis or THC-containing products. Nothing in this policy prohibits the lawful use of cannabis or THC-containing products when an employee is not working and not on Company property so long as an employee is not impaired by psychoactive THC when reporting to work.

All employees are prohibited from distributing, dispensing, possessing or using alcohol while at work or on duty. Furthermore, off-duty alcohol use, while generally not prohibited by this policy, must not interfere with your ability to perform the essential functions of your job.

Prescription Drugs

With the exception of medically prescribed cannabis products or THIC-containing products, the proper use of medication prescribed by your physician is not prohibited when working; however, we do prohibit the misuse of prescribed medication. Employees' drug use may affect their job performance, such as by causing dizziness or drowsiness. You are required to disclose any medication that may cause a risk of harm to yourself or to others in performing your job duties. It is your responsibility to determine from your physician whether a prescribed drug may impair your job performance.

Notification of Impairment

Each employee who observes or has knowledge of another employee in a condition which impairs the employee in the performance of their job duties, or who presents a hazard to the safety and welfare of others, or is otherwise in violation of this policy, must promptly report that fact to their supervisor or another member of management.

Who is Tested

You may be required to submit to drug or alcohol screening whenever the Company has a reasonable suspicion that you have violated any of the rules set forth in this policy. Reasonable suspicion may arise from, among other factors, supervisory observation, co-worker reports or complaints, performance decline, attendance or behavioral changes, results of searches or other detection methods, or involvement in a work related injury or accident that may have been caused by drug or alcohol impairment. Injury or accident-based testing does not apply where the incident or accident is unlikely to have occurred as a result of drug or alcohol use, or where the cause of the incident or injury is known or clear (e.g., back sprains from lifting a heavy object, bug bites that require treatment, etc.).

Additionally, employees in safety sensitive positions may be tested on a random or periodic basis to the extent permitted by applicable state and federal laws.

Enforcement Policy

In order to enforce this policy and procedures, BGCHV may investigate potential violations and require employees to undergo drug or alcohol screening, including urinalysis, blood tests, saliva tests, or other appropriate tests and, where appropriate, searches of all areas of the Company's physical premises, including, but not limited to work areas, personal articles, employees' clothes, desks, workstations, lockers, and personal and Company vehicles.

Discipline

Violation of this policy or any of its provisions may result in disciplinary action, up to and including termination of employment. Violations include but are not limited to the following:

- Refusing to cooperate with searches or investigations
- Failing to execute testing consent forms when required by the Company
- Refusing to submit to testing or not showing up for a scheduled test
- Tampering with any testing sample
- Testing positive for illegal drugs or unauthorized, mind-altering, or intoxicating substances
- Testing positive for excessive amounts of otherwise lawful controlled substances
- Testing positive for psychoactive THC and the Company believes you are impaired

Damage to Property

Deliberate or careless damage to a co-worker's, vendor's, or client's property or the property of the Company will not be tolerated.

Document Preparation

Correspondence and documents should be error-free and neatly prepared. Care shown in preparation reflects attention to accuracy and detail. Even simple errors cause unnecessary inconvenience and irritation. Furthermore, the time required to correct them is wasteful and expensive.

Fraud, Dishonesty And False Statements

Employees and applicants are prohibited from providing false, dishonest or misleading information on any application, medical history record, leave request, time entry, investigative questionnaire, workplace injury report or any other Company document. Employees are likewise prohibited from making any materially dishonest or false statement to another employee, or to a vendor, client, or other third-party in the course of performing the employee's job duties.

Under the law, an employee may be held personally liable for making misrepresentations to clients. It is also against the law and against Company policy for an employee to provide, or assist a client in providing, false or misleading information on a credit application or regarding credit status to any financial institution. Any employee found to have made false, dishonest or misleading statements or omissions as detailed above will be subject to immediate termination of employment. If you observe any such violations, please report them to the Chief Executive Officer immediately.

Gambling

Gambling is prohibited on Company property, or through the use of the Company's property, such as computers and telephone equipment.

Gifts and Gratuities

Employees may not request or accept any gift or gratuity of any kind from a customer or supplier without the express written authorization of the Chief Executive Officer.

Illegal Activity

Employees are not permitted to engage in any kind of illegal activity while on duty or on BGCHV's property, or while off the job which reflects detrimentally on the Company's reputation.

Misuse Of Property

Employees are prohibited from misusing, or using without authorization, equipment, vehicles or other property of the Company, clients, vendors, or other employees of the Company. Any non-business use of the Company's office equipment must be approved by management.

Non-Fraternization With Members

During working hours, employees are expected to maintain a healthy and positive relationship with BGCHV members. Outside of this limited context, however, all employees are prohibited from fraternizing with BGCHV members. For example, unless it is being done for company business and with the permission of the Chief Executive Officer, all employees are prohibited from communicating with BGCHV members via telephone, cell phone, text message, instant message, email or other means of electronic communications such as social networking sites, or otherwise carrying on a relationship of any kind with current or former BGCHV members.

If a violation of this policy is found, the Company may take whatever action appears appropriate according to the circumstances, up to and including transfer or termination. Failure to disclose facts may lead to disciplinary action, up to and including termination.

Off-Duty Use of Facilities

Employees are prohibited from being on Company premises or making use of Company facilities while not on duty. Employees are expressly prohibited from using Company facilities, Company property or Company equipment for personal use.

Off-Duty Social and Recreational Activities

During the year, the Company may sponsor social or recreational activities for its employees. Your attendance at these events is completely voluntary and not required as a condition of employment and the time spent will not be considered time worked. Neither the Company nor its insurer will be liable for the payment of workers' compensation benefits for any injury that arises out of an employee's voluntary participation in any off-duty recreational, social, or athletic activity that is not part of the employee's job duties.

Outside Employment

It is important that other employment, as well as outside interests, do not interfere in any way with an employee's job with BGCHV. You should be careful that extra hours of work do not affect the performance of your job duties by leaving you tired or distracted. Also, if your second job creates a potential conflict of interest, for example, working for a competitor, you are required to obtain written approval, in advance, from the Chief Operating Officer or Chief Executive Officer.

Personal Dress and Appearance

We expect all employees to use good judgment in choosing dress and appearance and to present a neat and well-groomed appearance. We feel that these qualities go further than any other factor in making a favorable impression on the public and your fellow workers. In addition, professional appearance must supersede current fashions and, therefore, basic guidelines for attire have been established.

Employees should dress and present themselves in a business-like manner that reflects professional standards. Flashy, ill-fitting, revealing, offensive and other non-business-like and distracting clothing are unacceptable. Company uniforms are machine washable and may be tumble-dried with other machine washable clothing. Employees who are provided with Company uniforms should keep them in a neat and clean condition, and must be worn visibly at all times when on duty.

In addition to these general standards, the following non-exclusive guidelines apply:

- Shorts and pants are considered appropriate attire provided they are professional in appearance. Unhemmed cut-offs, "baggy", revealing and any other fashion-specific attire is not deemed acceptable.
- Clothing must be free of holes.
- Hats, unless gang-related, may be worn outside the building, however, bandanas, and knitted ski caps are not considered appropriate. Hats may not be worn inside the building.

- Shoes must be appropriate to the work setting. Employees must wear closed-toed shoes that fully cover the top of the foot and the heel. To ensure safety, open-toed shoes are not permitted in the program areas. The Classic Clog by Crocs, shoes with holes on the top or a strap on the heel, and sandals are all examples of forms of foot coverings that are not acceptable for the work setting.
- Hair should be clean, neatly trimmed and appropriately styled for the work setting. Non-traditional hair colors and styles are not permitted. Facial hair, such as mustaches, sideburns and/or beards must be neatly trimmed at all times.
- Makeup and nail polish must be moderate.
- Tattoos must be covered at all times while on duty. Exceptions to this policy will be considered and will only be permitted with approval from the CEO.
- Jewelry that could be a potential hazard to effective work performance and safety is not permissible. Depending upon the work setting, this may include pendant adornments, necklaces, bracelets and hoop earrings. Professional appearance must supersede current fashions and, therefore, multiple piercing or “fad piercing” such as nose, tongue, lips, cartilage, etc. are not permitted.
- Strongly scented perfumes, creams, lotions, colognes and after-shaves are not to be worn.

Employees who report to work in unacceptable attire may be requested to leave work and return in acceptable attire. Such time away from work will generally be without pay. Employees are expected to observe the Company’s personal dress and appearance policy at all times while on duty. Violation of this policy may result in disciplinary action, up to and including termination.

The Company will not enforce this policy in violation of any federal, state, or local equal employment opportunity laws. The Company will provide reasonable accommodations to this policy for an employee’s religious beliefs and practices, medical needs, or other protected reasons, provided the requested accommodation does not create an undue hardship for the Company and/or does not pose a direct threat to the health or safety of others in the workplace and/or to the individual. Once the Company is aware of the need for an accommodation, the Company will engage in an interactive process to identify possible accommodations. For more information, please see the Reasonable Accommodations policy.

Personal Mail

All mail which is delivered to BGCHV is presumed to be related to our business. Mail or packages sent to you at the Company may be opened by office personnel and routed to your department. Employees should have personal mail delivered to their home, not at work. Company postage meters and letterhead may not be used for personal correspondence.

Personal Telephone Calls and Visits

We ask our employees to refrain from making or receiving personal calls except in emergencies. Long distance business calls must be cleared by your Department Manager unless your job duties include the routine making of long distance calls. Employees will be held financially

responsible for unauthorized calls and will be subject to disciplinary action, up to and including immediate termination.

Personal visits by friends or relatives during work hours can be disruptive to our operations and are prohibited. If you receive a non-business-related visit from a friend or relative, you must notify your Department Manager at the time of your guest's arrival and departure. Non-employees are strictly forbidden from entering unauthorized areas.

Poor Performance

Employees are expected to make every effort to learn their job and to perform at a level satisfactory to the Company at all times. This includes following through on the reasonable, job-related instructions and requests of your supervisor or managers. Consistent failure to do so may result in disciplinary action, up to and including termination.

Romantic or Sexual Relationships with Other Employees

The Company has adopted this policy because of the potential problems posed by romantic or sexual relationships between employees. These problems include conflicts of interest, interference with the productivity of co-workers, and potential charges of sexual harassment. Such problems can be particularly serious in situations in which one person has a position of authority over the other, such as in a supervisor-subordinate position.

The Company imposes the following restrictions on romantic or sexual relationships between employees:

1. A supervisor or manager must not engage in a romantic or sexual relationship with a subordinate employee under any circumstances.
2. If a supervisor or manager becomes involved in a romantic or sexual relationship with a non-subordinate non-management employee, the supervisor or manager must disclose the existence of such relationship immediately to the Human Resources Manager. The Company will take all steps it deems necessary to prevent conflicts of interest and potential legal claims.
3. All employees must avoid romantic or sexual relationships with other employees that create conflicts of interest, potential charges of sexual harassment, or discord or conflicts in the workplace.
4. All employees are expected to behave in a professional manner and avoid inappropriate displays of affection, arguments over relationship issues, etc., in the workplace.

Questions and clarifications will be addressed by the Human Resources Manager.

Sleeping

Everyone needs to be fully alert while on the job in order to protect the safety of all employees and to properly serve our clients. Therefore, we cannot tolerate sleeping or inattention on the job. Sleeping on the job may result in immediate termination.

Smoking

Smoking is not permitted within any facility building, parking lot or property owned or operated by the Company. This policy specifically extends to electronic cigarettes (“e-cigarettes”) or any other personal vaporizing devices. Smoking is also prohibited in all Company vehicles. Smoking must be confined to designated outdoor areas. Of course, smoking is prohibited in all areas where paint and flammable materials are present. Employees who smoke in non-smoking areas may be subject to disciplinary action, up to and including termination.

Solicitation - Distribution Policy

In order to allow employees to perform their job duties and provide our clients with their undivided attention, the solicitation by an employee of another employee for the support of any organization is prohibited during the working time of either employee. In addition, the distribution of paper advertising materials, handbills or other literature is prohibited in all working areas and sales areas at all times. Similarly, non-employees may not come on the Company’s property at any time to solicit for any cause or distribute material or literature of any kind for any purpose.

Theft

Theft of money or property from the Company, your co-workers or clients is strictly prohibited. Employees found to have stolen or misappropriated money or property will be subject to immediate termination and will also be reported to law enforcement. The Company reserves the right to inspect all purses, briefcases, backpacks, packages, lockers and vehicles on the Company’s property to investigate allegations of theft. Failure to cooperate in such a search will result in disciplinary action, up to and including termination.

Workplace Violence Policy

The Company has a zero-tolerance policy for violent acts or threats of violence against our employees, applicants, clients or vendors.

We do not allow fighting or violent words or conduct. Weapons of any kind are strictly prohibited and not permitted on Company premises, including parking areas.

No employee may commit or threaten to commit any violent act against a co-worker or third party. This includes discussions of the use of dangerous weapons, such as bombs, guns, or knives, even in a joking manner.

Employees who are subjected to or threatened with violence in the workplace, or are aware of another individual who has been subjected to or threatened with violence, are to report this information to their supervisor or the Human Resources Manager or Chief Executive Officer as soon as possible.

All threats should be taken seriously. Please bring all threats to our attention so that we can deal with them appropriately.

All threats will be thoroughly investigated, and all complaints which are reported to management will be treated with as much confidentiality as possible.

Consult the Company's Workplace Violence Prevention Program for additional information.

Procedures and Guidelines

Background Screening

To ensure that employees of the Company continue to be qualified and to ensure that the Company maintains a safe and productive work environment free of any form of violence, harassment or misconduct, and to determine eligibility for promotion, re-assignment or retention, the Company reserves the right to conduct background screening on all of its employees. Should you have any questions regarding the Company's background screening policy, please contact the Human Resources Manager.

Bulletin and Message Boards

The Company may maintain a bulletin board(s), message board(s), or internal webpage as a source of information for employees. Any such resource is to be used solely to post information approved by the Company regarding Company policies, governmental regulations, and other matters of concern to all employees. No information may be placed on these resources without the prior approval of the Chief Operating Officer.

Company Keys

Each BGCHV employee to whom a key is given is responsible for proper use of that key and/or entry card and will be required to sign for it. A lost or misplaced key must be reported immediately to your Unit Director and the Chief Operating Officer. Never duplicate or loan a key to anyone for any reason. See your Unit Director if you need another key. All keys must be turned in to the Chief Operating Officer upon separation from the Company. Employees who take a leave of absence must turn in any keys prior to beginning their leave.

Company Vehicles & Safe Driving

Only authorized employees may operate Company vehicles. If a Company vehicle incurs any damage while under the charge of a particular employee, that employee must report the damage immediately.

You must hold a valid state driver's license for the class of vehicle you are driving. All persons in Company vehicles are required to use their seatbelts. Not using seatbelts in a Company vehicle may lead to disciplinary action, up to and including termination. Only persons authorized by your supervisor can be passengers in Company vehicles. Permitting unauthorized passengers may lead to disciplinary action, up to and including termination.

You must notify the Company immediately of any change in the status of your driving record. Any employee whose duties include the operation of Company or customer vehicles who is convicted of DUI/DWI or for reckless driving will be considered to have an unacceptable driving record and the employee's continued employment will be subject to review.

Further, you may never use a motorcycle to conduct business or provide transportation for a customer or fellow employee. Any employee whose duties include the operation of Company vehicles who becomes uninsurable under the Company's liability policy will be considered to have

an unacceptable driving record and the employee's continued employment will be subject to review.

If you receive a traffic citation while operating a Company or customer vehicle, you will be responsible for paying any fine or penalty. If you are involved in a traffic accident while operating a Company or customer vehicle, you are required to call 911 and report the accident. You must also report the accident to the Chief Operating Officer and Director of Transportation immediately.

Mileage Reimbursement: Employees who must use their personal car for Company business will be reimbursed at the IRS Standard Mileage Rate. Mileage reimbursements are intended to cover expenses related to the operation of a personal vehicle, including the price of gasoline, insurance, maintenance, and ordinary wear-and-tear costs. It is the employee's obligation to timely submit for mileage reimbursement whenever a personal car is used for Company business.

Conflicts of Interest

Our policy forbids employees from engaging in any other business which competes with the Company. Company policy also forbids an employee from holding a financial or ownership interest in an entity that does business with or is a competitor of the Company (except where such ownership consists of securities of a corporation regularly traded on the public stock market). Providing consulting services to any entity that does business with or is a competitor of the Company, except with the knowledge and written consent of the Chief Executive, is also prohibited. If you think that there is a possibility that any business venture of yours may conflict with this policy, it is your responsibility to notify the Chief Executive Officer and obtain approval in writing.

Employee Rights in Emergencies

Employees are permitted to leave work or refuse to report to work during an "emergency condition." An "emergency condition" is defined to mean (i) conditions of disaster or peril caused by natural forces or a criminal act, or (ii) an order to evacuate a workplace, worksite, an employee's home, or the school of an employee's child. Notably, an "emergency condition" does not include a health pandemic.

Employees must provide advance notice of the emergency condition requiring them to leave or refuse to report to the workplace or worksite. If advance notice is not feasible, employees must provide notice as soon as possible.

The Company will not take any adverse action against employees for refusing to report to, or leaving, a workplace or worksite within the affected area if the employee has a reasonable belief that the workplace or worksite is unsafe. Furthermore, the Company will not prevent employees from accessing their mobile device or other communications device to seek emergency assistance, assess the safety of the situation, or communicate with a person to verify their safety.

Hazardous and Toxic Materials

If your job requires that you use hazardous or toxic materials, you are expected to comply with all laws, rules and regulations concerning their safe handling and disposal. If you have any questions about the materials you work with or the proper safety or disposal procedures to follow, please discuss them with your supervisor before taking any action.

Housekeeping

Employees are responsible for maintaining their own work areas in a presentable manner. At the close of each business day, ensure that all equipment is cleaned and put away. All stationery and miscellaneous supplies should be removed from benches/furniture tops. No paperwork may be left out overnight. Employees will not litter or discard such items as cigarettes or wrappers on the premises. Remember, we want our Clients to look at us as a professional, neat organization.

Work areas must be maintained in a clean, healthy and orderly fashion to prevent unsafe conditions and potential accidents. If you observe conditions or equipment which are potentially dangerous, report them immediately to your supervisor. It is each employee's responsibility to make sure the work area is clean and orderly at the completion of the scheduled work shift. Employees may not litter or discard personal items on the premises.

Hiring Procedure

The CEO will be recommended for employment by the Personnel Committee and approved and hired by the Board of Directors. The Chief Operating Officer, Director of Preschools, Finance Director, HR Manager and Development Director will be approved and hired by the CEO. Unit Directors will be recommended for employment by the Chief Operating Officer and Director of Preschools and approved and hired by the CEO. All other candidates for budgeted positions will be screened and selected by the Unit Directors and approved by the Chief Operating Officer and Director of Preschools, unless otherwise specified by the Personnel Committee. The Company does not employ anyone under the age of 18 without the specific approval of the CEO.

All employees must hold valid First Aid and CPR certifications. Failure to comply may result in disciplinary action up to and including termination. New employees may be given up to thirty (30) days after their employment date to comply with this requirement.

Any individual offered employment shall be required to submit fingerprint clearance from the Department of Justice and First Advantage prior to reporting to their first day of work. This includes a State and Nationwide criminal history records check. For individuals offered a position at one of BGCHV's licensed preschools, the fingerprinting and criminal history records check fees will only be reimbursed after a year of continuous employment. For all others, BGCHV will reimburse the basic fees associated with fingerprinting and criminal history records check, not to exceed actual costs. A receipt must be submitted to the Unit Director to more efficiently process the reimbursement.

Independent Contractors with whom the Company contracts, who will have direct, unsupervised contact with Club members, shall be required to submit fingerprints clearance from the Department of Justice and First Advantage prior to their first day of work. This check includes a State and Nationwide criminal history records check. Independent Contractors shall be solely responsible for the fees associated with fingerprinting and the criminal history records check.

Employment of, and contracts with, individuals subject to this policy shall be on a conditional basis, pending the satisfactory results of the criminal history check by the Department of Justice – Live Scan Service and First Advantage.

Loans and Pay Advances

Experience in business teaches us that loans to employees or advances in pay do little in the long run to help an employee meet his or her financial obligations. At the same time, the Company may be put in a very difficult and unpleasant position if we are required to collect a past due loan. For these reasons, it is our policy not to make loans or advances of pay to employees. Similarly, managers and employees are prohibited from extending loans to any fellow employees because of the potential for conflict that may result.

Mandatory Child Abuse Reporting

BGCHV places a primary focus on child safety and is committed to ensuring the safe futures of our Club members. As an employee of BGCHV, you are considered a “mandated reporter” for purposes of California’s Child Abuse and Neglect Reporting Act. The Child Abuse and Neglect Reporting Act requires mandated reporters to report any incidents of obvious or suspected child abuse or neglect, in relation to a child below the age of 18, noticed by them in their professional capacity or in the course of their employment. In addition to the requirements set forth in the Act, you should immediately report any instances of suspected child abuse or neglect to your supervisor.

Meetings

From time to time, individual or group meetings may be scheduled either during or outside of your normal working hours. You are required to attend all Company meetings involving your department or which you have been asked to attend, unless excused by your supervisor.

Parking

So that we will have sufficient and convenient parking for our clients, we require all of our employees to park their vehicles in the area designated for employee parking. If you have any questions as to where you should park your vehicle, please ask your Unit Director.

Personnel Records

Recognizing the confidential nature of the information in your personnel record, BGCHV limits access to the personnel records to you and those with proper authorization or pursuant to legal process. No documents contained in your personnel file will be released without your consent, except pursuant to legal process. Any records of medical evaluation results will be maintained in a separate file, in accordance with legal requirements, and may only be reviewed by authorized individuals.

You may review your own personnel file with the Human Resources Manager present to answer any questions. Additionally, a manager may review your personnel file if you have a current reporting relationship to that manager or have been interviewed and are being considered for a position reporting to that manager. Your personnel records also are subject to review by investigative agencies, or during periodic internal audits conducted by the Company.

Within thirty (30) days of the employee’s written request, or the written request of the employee’s designated representative, BGCHV will either make personnel records available to the

employee for inspection or provide a copy of the employee's personnel records to the employee or the employee's designated representative. The employee is responsible for the cost of copying the records.

Safety

It is our policy to promote safety on the job. The health and well-being of our employees is foremost among our concerns. For this reason, you are urged to follow common sense safety practices and correct or report any unsafe condition to your Unit Director. Employees may also be instructed regarding the Company's injury prevention program. Each employee is expected to assist BGCHV in maintaining safe working conditions. Safety is a state of mind and requires constant vigilance and common sense. Safety is everyone's responsibility. Remember: SAFETY FIRST.

All accidents, including those which do not involve serious injury and those involving clients, must be reported immediately to your Department Manager. It is only through full knowledge of every accident that BGCHV can become a safer, healthier place to work for everyone.

Consult the Company's Injury and Illness Prevention Program (IIPP) for additional information.

Searches and Inspections

In order to protect the safety and property of all of our employees, the Company reserves the right to inspect employees' lockers, desks, cabinets, briefcases, backpacks, toolboxes, purses, personal computers, personal motor vehicles and any other personal belongings brought onto Company property. Employees are expected to cooperate in any search. Failure to cooperate will result in disciplinary action up to and including termination of employment.

Seating

The Company provides suitable seating when the nature of an employee's work reasonably permits. If you feel you need seating at your workstation or feel your seating is inadequate, please inform the Human Resources Manager.

Unusual Incident / Accident Reporting

Within the first 24 hours of any accident or unusual incident, the employee in charge shall notify by phone, fax and/or e-mail, a description of the incident to the Chief Operating Officer, the Human Resources Manager, and the Chief Executive Officer. In all emergency situations, no statements are to be made by staff. All questions should be referred to the CEO. Unusual incidents would be any unanticipated event that would disrupt the delivery of services to members such as child abuse, neglect, earthquake, fire, missing child, injury, weapons and violent behavior.

Technology and Information

Mobile and Electronic Devices

Excessive use of personal mobile or electronic devices (“mobile devices”) during the workday can interfere with employee productivity and be distracting to others. Employees are, therefore, prohibited from using mobile devices for personal, non-work-related purposes during working hours except in an emergency. Employees should ensure that friends and family members are aware of the Company’s policy.

Employees may not use a mobile device in a manner that violates our Policy Against Unlawful Harassment, Discrimination, and Retaliation, Equal Employment Opportunity Policy, or any other Company policies. The Company will not be liable for the loss of personal mobile devices brought into the workplace.

Personal Use of Company-Provided Mobile Devices

The Company may issue a Company-owned mobile device to an employee for work-related communications. These devices should be used in accordance with this policy. Employees will be held responsible for any charges incurred for an employee’s personal or unauthorized use of any Company-provided mobile devices.

Recording Devices

Employees are prohibited from taking photographs or making audio or video recordings of our customers at any time. Employees are also prohibited from taking photographs or copying for their own use confidential business documents not related to employee wages or working conditions at any time.

Safety Issues for Mobile Devices

Employees are required to refrain from using mobile devices while driving in connection with their job duties, except as set forth below. Safety must come before all other concerns. You are not permitted to use any mobile device to write, send, or read any text-based message while driving, except through the use of hands-free voice command. Under no circumstances are employees allowed to place themselves or anyone else at risk to communicate via mobile devices.

Employees who are charged with traffic violations resulting from the use of mobile devices while driving will be solely responsible for all fines, penalties and liabilities that result from such actions. Employees who violate this policy will be subject to disciplinary action, up to and including termination.

Reimbursement

Unless expressly authorized by the Company, using a personal mobile device for work is not a necessary part of the job and is strictly prohibited. The Company provides mobile devices for employees who are required to use mobile devices for business. If you feel that your job duties require use of a mobile device, please seek authorization from a supervisor prior to using your

personal mobile device for work. To the extent possible, employees should conduct Company business by using Company-provided phones rather than by their personal mobile devices.

The Company reimburses employees for all business expenses reasonably incurred in performing their duties, including but not limited to employees' mandatory use of their personal mobile device. If your job requires you to use your personal mobile device, such usage will generally be reimbursed at a reasonable rate. If you believe that the business that is being conducted via your mobile device results in an expense to you that is greater than what the Company is offering, please contact the Chief Executive Officer immediately so that it can be addressed without delay.

Reimbursement for any expense will only be made upon the employee's timely submission of a request for reimbursement along with sufficient documentation, such as receipts. It is the employee's responsibility to seek reimbursement for business expenses, as the Company can only reimburse expenses for which it receives a request and sufficient documentation.

Information Technology

The following policy governs the use of all Company-owned computers, databases, and personal computers used for Company business, email and voice mail systems, and Internet access via Company computers and/or data lines, hereinafter referred to in this policy as "Company IT." Personal computers used for Company business include laptops, tablets, or home computers that are connected with the Company's network on a regular or intermittent basis.

BGCHV invests in information technology to facilitate the business of the Company. These tools are intended to assist employees with the execution of their job duties and must not be abused. Employees should not use or access Company IT in any manner that is contrary to this policy.

Company Property

All Company IT is the Company's property. All information that is temporarily or permanently stored, transmitted or received with the aid of Company IT remains the sole and exclusive property of the Company.

In addition, all data temporarily or permanently received, collected, downloaded, uploaded, copied, and/or created on Company IT, and all data temporarily or permanently received, collected, downloaded, uploaded, copied, and/or created on non-Company computers used for Company business that relates in any manner to the Company's business is subject to monitoring by the Company, is the exclusive property of the Company and may not be copied or transmitted to any outside party or used in any manner that violates this policy.

All software that has been installed on Company IT may not be used in any manner that violates this policy.

Upon termination of employment, employees are prohibited from removing any software, documents, or data from Company IT and must completely remove all data collected, downloaded, and/or created on non-Company computers used for Company business that relate in any manner to the Company's business. Upon request of the Company, a terminating employee will provide proof that such data has been removed from all personal computers used for Company business.

Prohibited Use Under Any Circumstances

It is not possible to identify every type of inappropriate or impermissible use of Company IT. The following conduct, however, is strictly prohibited under any circumstances and at any time:

- Employees may not transmit, retrieve, download, or store inappropriate messages or images relating to sex, race, religion, ethnicity or any other protected category as defined in the Equal Employment Opportunity Policy, or any other status protected under federal, state, and local laws.
- Employees may not use Company IT in any way that violates the Company's policy against unlawful harassment, including sexual harassment. By way of example, employees may not transmit messages that would constitute sexual harassment; may not use sexually suggestive or explicit screen savers or backgrounds; may not access, browse, receive, transmit, or print pornographic, obscene or sexually offensive material or information; and may not access, browse, transmit, retrieve, download, store, or print messages or images that are offensive, derogatory, defamatory, off-color, sexual in content, or otherwise inappropriate in a business environment. Employees are also prohibited from communicating threatening or harassing statements to another employee, or to a vendor, customer, or other outside party.
- Employees may not use Company IT in any manner that violates the Company's Employee Conduct policies.
- Employees may not use Company IT in any manner that violates the Protection of the Company's Trade Secrets and Confidential Information policy.
- Employees may not use or allow another individual to use Company IT for any purpose that is competitive with the Company. All such access and use is unauthorized.
- Employees must honor and comply with all laws applicable to trademarks, copyrights, patents and licenses to software and other electronically available information. Employees may not send, receive, download, upload, or copy software or other copyrighted or otherwise legally protected information through Company IT, email, or the Internet without prior authorization.
- Employees may not engage in gambling of any kind, stream movies or videos, watch television programs, or play electronic games utilizing Company IT.
- Employees may not engage in day trading, or otherwise purchase or sell stocks, bonds or other securities or transmit, retrieve, download, or store messages or images related to the purchase or sale of stocks, bonds, or other securities through Company IT.

Prohibited Use During Working Time

The following conduct is prohibited during an employee's working time, which excludes time spent on an employee's meal or rest break, or before or after an employee's shift:

- Employees may not solicit personal business opportunities or conduct personal advertising through Company IT.
- Employees may not download, transmit, stream, or retrieve messages, data, or information from multi-network gateways, real-time data, and conversation programs including, but not limited to, messaging services, social media, or similar platforms, unless such activity is necessary for business purposes.

Unsolicited Email

Abuse of email, as well as the receipt and transmission of unsolicited commercial email places an incredible drain on the Company's servers and network, and imposes significant monetary costs to filter and remove unsolicited emails from our system. You may not use Company IT to transmit unsolicited commercial email:

- Promoting the Company's business, goods, products, and services without prior authorization.
- Promoting your own personal business, goods, products, and services.
- To the Company's customers who have elected to "opt-out" of receiving the Company's electronic advertisements.
- That contains or is accompanied by maliciously false information.

In addition, to help the Company eliminate the receipt of unsolicited commercial email from outside parties advertising various websites, products, or services and to further prevent the receipt of offensive or undesired outside email, you should delete unfamiliar or suspicious email from outside the Company without opening it.

Monitoring

Employees should expect that all information created, transmitted, downloaded, received, or stored in Company IT may be accessed by BGCHV at any time without prior notice. Employees should have no expectation of privacy or confidentiality in such data, messages, or information (whether or not password-protected), or that deleted messages are necessarily removed from the system.

Employees must provide all passwords and access codes for Company computers or personal computers used for Company business to the Chief Executive Officer. Changing passwords or creating new passwords without notifying the Chief Executive Officer is strictly prohibited.

The Company's monitoring policy may include, but is not limited to, inspection of internet activity, e-mails sent or received, internal drives, external memory devices, and mobile devices; review of content passing through the Company's network, data lines, and other systems; and use of screen monitoring software.

System Integrity

Because outside storage devices may compromise Company IT, employees are not permitted to use personal storage devices or copies of software or data in any form on any Company computer without first: (1) obtaining specific authorization from the Chief Executive Officer, and (2) scanning the data for viruses or malware. Any employee who introduces a virus or malware into the Company's system via use of personal software or data will be deemed guilty of gross negligence and/or willful misconduct and may be held responsible for the consequences, including cost of repair and lost productivity.

Similarly, information is not to be downloaded directly from the Internet onto Company IT.

Enforcement

Violations of this policy may result in disciplinary action, up to and including termination. Employees who damage Company IT through unauthorized use may additionally be liable for the costs resulting from such damage. Employees who unlawfully misappropriate copyrighted or confidential and proprietary information, or who unlawfully distribute harassing messages or information, or who unlawfully access the computer systems and information it stores may additionally be subject to criminal prosecution and/or substantial civil money damages.

Protection of the Company's Trade Secrets and Confidential Information

In the course of your employment with the Company, you may be exposed to and/or provided with trade secrets ("Trade Secrets") and other confidential and proprietary information ("Confidential Information") of the Company relating to the operation of the Company's business and its clients (collectively referred to as "Trade Secrets/Confidential Information").

"Trade Secrets" mean information, including a formula, pattern, compilation, program, device, method, technique or process, that: (1) derives independent economic value, actual or potential, from not being generally known to the public or to other persons or entities who can obtain economic value from its disclosure or use; and (2) is the subject of efforts that are reasonable under the circumstances to maintain its secrecy. The Company's Trade Secrets are (1) not generally known to the public or to the Company's competitors; (2) were developed or compiled at significant expense by the Company over an extended period of time; and (3) are the subject of the Company's reasonable efforts to maintain their secrecy.

"Confidential Information" means information belonging to the Company, whether reduced to writing or in a form from which such information can be obtained, translated or derived into reasonably usable form, that has been provided to employees during their employment with the Company and/or employees have gained access to while employed by the Company and/or were developed by employees in the course of their employment with the Company, that is proprietary and confidential in nature.

As part of the consideration you provide to the Company in exchange for your employment and continued employment with the Company, you agree and acknowledge that all Trade Secrets/Confidential Information developed, created or maintained by you remains at all times the sole property of the Company, and that if the Company's Trade Secrets/Confidential Information were disclosed to a competing business or otherwise used in an unauthorized manner, such

disclosure or use would cause immediate and irreparable harm to the Company and would give a competing business an unfair business advantage against the Company.

Employees are strictly prohibited, at all times during their employment with BGCHV, except with prior written approval of the Company's CEO, from forwarding from their BGCHV email account to personal email account(s) any emails or documents containing any Trade Secrets/Confidential Information, as well as from copying, transferring or uploading to employee's personal cloud-based or online storage accounts (such as a personal Dropbox or Google Drive account) any documents containing any Trade Secrets/Confidential Information. Employees are also strictly prohibited, at all times during their employment with BGCHV, except with the express or implicit authorization of the Company, and then only for the sole benefit of the Company during the term of employment, from removing from the premises of the Company any physical item or document, or any written, electronic or recorded copy of any physical item or document, containing or embodying any Trade Secrets/Confidential Information, including without limitations the same in electronic or digital form. Employees must not leave any of BGCHV's Trade Secrets/Confidential Information unattended in any area, whether on or off the Company's premises, where leaving such information unattended creates a risk that the information may be accessed or acquired by any individual who is not authorized to view or access the Trade Secrets/Confidential Information.

Employees must not, except as required in the conduct of the Company's business or as authorized in writing by the Company, disclose or use during the term of their employment or subsequent thereto any Trade Secrets/Confidential Information. Furthermore, all records, files, plans, documents and the like relating to the business of the Company you prepare, use or come in contact with remains the sole property of the Company and is not to be copied without written permission of the Company and is to be returned to the Company on termination of your employment, regardless of whether requested by the Company to do so at the time of your termination, or at the Company's request at any time.

Publicity

In the course of advertising, public relations or other similar conduct for business purposes, the Company may utilize media resources. The Company may use your photograph, picture, and/or voice transcription for promotion or advertising at any time without compensation.

Social Media

This policy governs employee use of social media, including any tools used to share content and profiles including, but not limited to, social networking websites, apps, and blogs. The lack of explicit reference to a specific site or type of social media does not limit the application of this policy.

The Company respects the rights of all employees to use social media. However, because communications by Company employees on social media could, in certain situations, negatively impact business operations or create legal liability, it is necessary for the Company to provide these guidelines. These guidelines are intended to ensure employees understand the types of conduct that are prohibited. **This policy will not be interpreted or applied so as to interfere with the rights of employees to discuss or share information related to their wages, hours, or other terms and**

conditions of employment. Employees have the right to engage in or refrain from such activities.

Employees engaging in use of social media remain subject to the Company's policies and procedures regarding: (1) protecting trade secrets and confidential information related to the Company's operation; (2) safeguarding Company property; (3) prohibiting unlawful discrimination, harassment and retaliation; and (4) governing the use of Company IT.

Employees are prohibited from the following:

- Disclosing on social media the Company's or any third party's Trade Secrets/Confidential Information (as defined above).
- Using social media to post or to display comments about co-workers, supervisors, clients, vendors, or suppliers that constitute a violation of the Company's Policy Against Unlawful Harassment, Discrimination, and Retaliation or are otherwise physically threatening or intimidating.
- Using social media to post or display content that is an intentional public attack on the Company's products and/or services in a manner that a reasonable person would perceive as calculated to harm the Company's business and is unrelated to any employee concern involving the terms and conditions of employment.
- Disclosing or publishing on social media any promotional content about the Company or its products, unless authorized and approved by the Company.
- Using social media while on working time, unless it is being used for Company business and with the authorization and approval of the Company.
- Posting a photograph or video of a vendor, supplier, or client on social media without that individual's express permission.
- Misrepresenting on social media an employee's title or position with the Company.

Violations of this policy may result in disciplinary action, up to and including termination. If you have any questions about this policy, contact your supervisor or the Human Resources Manager.

Employees may not use Company-owned equipment, including Company information technology, Company-licensed software or other electronic equipment, or facilities or Company time, to conduct personal blogging or social networking activities.

Employees should know that the Company has the right to and will monitor the use of its information technology, telephone, and other equipment and systems, as well as any publicly accessible social media. Employees should expect that any information created, transmitted, downloaded, exchanged or discussed on publicly accessible online social media may be accessed by the Company at any time without prior notice.

Social media account ownership: To the extent employees are authorized as part of their job duties to use social media account(s) to advance the Company's interests, the Company, not the employee, owns the account(s) and employees are required to return all logins and passwords for such accounts at the end of employment.

Unauthorized Interviews

Employees should not speak to the media or any other individual on the Company's behalf without contacting the Chief Operating Officer or Chief Executive Officer. All media inquiries should be directed to them.

Changes In Status

Changes In Personnel Records

To keep your personnel records up to date and to ensure that the appropriate benefits are available to you, employees are expected to notify the Company promptly of any change of name, address, phone number, number of dependents, or other applicable information.

Outside Inquiries Concerning Employees

All inquiries concerning employees from outside sources, including requests for references, should be directed to the Director of Administrative Services. No employee information should be given by any other employee or manager to an outside source. The Company's policy as to references for employees who have left the Company is to disclose only the dates of employment and the title of the last position held.

Notice Of Resignation

In the event you choose to resign from your position, we ask that you provide at least two (2) weeks' written notice. You are responsible for returning Company property in your possession or for which you are responsible.

Exit Interview

Any employee leaving BGCHV may be requested to attend an exit interview conducted by the employee's Department Manager or the Human Resources Manager. The purpose of the interview is to determine the reasons for separation, resolve any questions of compensation, arrange the return of Company property, or attend to other matters related to the separation.

To Sum It All Up

This handbook highlights your opportunities and responsibilities at BGCHV. By always keeping the contents of the handbook in mind, you should be successful and happy in your work at BGCHV. Once again, welcome to our Company, and we look forward to working with you.

Employee Acknowledgment and Agreement

By signing below, I acknowledge that I have received a physical or electronic copy of the Boys & Girls Clubs of Huntington Valley ("Company") Employee Handbook and I will familiarize myself with its contents.

I acknowledge that nothing in the Employee Handbook creates or is intended to create a promise or representation of continued employment and that my employment, position, and compensation at the Company are at-will, shall be for no specific duration, and may be changed or terminated at the will of the Company. Both I and the Company have the right to terminate my employment at any time, with or without cause or prior notice. By signing below, I certify that I understand that employment at-will is the sole and entire agreement between myself and the Company concerning the duration of my employment and the circumstances under which my employment may be terminated. It supersedes all prior agreements, understandings, and representations (whether written or oral) concerning the duration of my employment with the Company and/or the circumstances under which my employment may be terminated. My employment-at-will status may only be changed in a written document signed by the Chief Executive Officer of the Company.

MY SIGNATURE BELOW ATTESTS TO THE FACT THAT I HAVE READ, UNDERSTAND, AND AGREE TO BE LEGALLY BOUND TO ALL OF THE ABOVE TERMS.

DO NOT SIGN UNTIL YOU HAVE READ THE ABOVE ACKNOWLEDGMENT AND AGREEMENT.

Print Full Name

Signature

Date

[RETAIN IN EMPLOYEE PERSONNEL FILE]

Appendix 9

Employee Injuries

Employee Injuries

Injury Assessment—If injury is life threatening CALL 911

If employee needs general medical attention, call the Director of Operations then send employee to:

Kaiser's Santa Ana Office (714) 830-6500

3401 South Harbor Blvd., Santa Ana, CA 92704

Off Site (field trip) call 1-888-565-9675 for information on nearest facility.

- Supervisor will provide the injured employee with the Employee State of California form "Employee's Claim For Workers' Compensation Benefits" This form can be found online at: www.scif.com >employer tab> DWC-1 employee claim form
- Supervisor must provide the DWC form to the injured employee within 24 hours of being notified of an injury!
- Have employee turn in the claim form as soon as possible. If they have not filled out the form when they return to work have them sit down & fill it out before they start working.
- Employee may go to their own doctor ONLY if physician consent form is signed by the staff, signed by the physician and completed form is in the employee's personnel file.
- Submit report of injury form to the Director of Operations. You will need the employee's personnel file & all pertinent information regarding the incident ready.
- It is helpful to provide the employee with a description of their job duties to take with them when they go to the doctor.
- Employee must provide their supervisor with a Doctor's form/statement releasing them to return to work before resuming their job duties.
- If the Doctor has put the injured employee on restricted or light duty meet with the employee and the Director of Operations to determine if a work plan is available to accommodate their restrictions
- For Support: Call the Director of Operations at (714) 309-4428

Appendix 10

Illness Guidelines

ILLNESS GUIDELINES

PRESCHOOL (AGES 6 WEEKS-5 YEARS)

1. Our child care program is licensed for well children. We do not have facilities for sick children. Review the following symptom chart to determine when your child must stay home.

SYMPTOM	YOUR CHILD MUST REMAIN HOME UNTIL
Fever Oral: 100.4+, Rectal: 101.4+, Axillary: 99.4+	24 hours after fever has subsided and temperature returns to normal without the aid of medicine.
Colds/Flu/Infectious rhinitis, i.e. colored nasal discharge or nasal congestion associated with a cough and fever	At least 4 days from the onset of symptoms. Thick yellow or green mucous discharge is no longer draining from the nose. Coughing subsides.
Vomiting, Diarrhea/change in consistency, frequency, color or odor of stools	Loose stools have subsided and the child has returned to normal eating without stomach upset.
Red Watery Eyes	Eyes are no longer burning or itching.
Conjunctivitis, such as pink eye or thick discolored drainage	Symptom free for at least 24 hours.
Rash	Until rash disappears or is determined that rash is not a communicable disease. Physician's note is required upon re-entering the center.
Parasites, i.e. nits, crabs, lice, etc.	Symptom free for at least 24 hours.

2. If your child becomes ill at the Preschool, he/she will be isolated in the office and **MUST BE PICKED UP WITHIN ONE HOUR**. We suggest that you have back-up care for your child in the event that he/she gets ill and cannot attend the Preschool.
3. Please call the office if your child is ill and unable to come to school. It is absolutely necessary that we be informed if your child has any contagious diseases such as chicken pox, measles, mumps, head lice, etc. Also tell the office if your child has been exposed to any contagious illnesses so that we can be alerted to early symptoms. We will notify parents when a child has been exposed to a communicable disease in the Preschool.
4. Doctor's notes: If a child is seen by a doctor and the doctor says that the child is not contagious and may return to the Preschool, please bring a note from the doctor. However, we will still adhere to policy #1 stated above. Children absent with a contagious illness cannot return without a signed physician's statement. At the Director's discretion, a doctor's note may be required for re-admission after any illness. In such cases, you as a parent are responsible for scheduling the doctor's visit and any cost associated with the doctor's visit.

SCHOOL AGE (KINDERGARTEN THROUGH 8TH GRADE)

1. Children who become ill may not remain at the facility. Parents will be called to pick up the child within the hour. Children absent from the facility with a contagious illness will not be readmitted without a statement from a physician indicating that the child is no longer contagious.
2. All prescribed medicines will be given for well-child maintenance following an illness, providing the following conditions are met: A) A "Medication Administration Form" must be completed before medication will be disbursed. B) PRESCRIPTION medication must be administered in accordance with the physician's current orders. It must be prescribed for the child who is to receive the medication. Medication must be in its original container. Exact time and dosage must be in written form and the parent must "log-in" the number of pills to be dispensed for the week/month. C) NON-PRESCRIPTION medication will not be administered without written instruction from a physician. Medication must be in its original container. D) For safety reasons, medicine **MUST** be kept in the front office. Please do not leave medicine of any kind in your child's care. E) It is the child's responsibility to request medication daily.
3. Due to the dangers of an allergic reaction, lotions, ointments, sunscreen, over the counter medications, etc. cannot be administered by our staff.
4. In the event of an emergency, the Club has my permission to administer first aid or obtain emergency medical treatment in the child's best interest. I agree to pay any and all expenses incurred due to an emergency involving my child.

Appendix 11

Medication Forms



CHILD'S FIRST AND LAST NAME

AGE

MEDICATION

DOSAGE

DOSAGE

Prior to lunch at _____ After lunch at _____ In the afternoon at _____

PARENT/GUARDIAN OR AUTHORIZED SIGNATURE

DATE _____

MEDICATION “LOG-IN”

[illegible]



MEDICATION ADMINISTRATION FORM

Child Development Preschools

WE MUST HAVE **WRITTEN** AUTHORIZATION FROM PARENTS TO ADMINISTER ALL MEDICATIONS.

PRESCRIPTION medication must be administered in accordance with the physician's current orders. It must be prescribed for the child who is to receive the medication.

ALL MEDICATION brought to the office for staff to administer must be in the original container and placed in the office medicine cabinet/refrigerator.

NON-PRESCRIPTION medications will not be administered without written instruction from a physician.

CHILD'S FIRST AND LAST NAME	AGE
REASON FOR CHILD'S USE OF MEDICATION	
MEDICATION	DOSAGE
MEDICATION	DOSAGE
ADMINISTRATION TIME:	
Prior to lunch at _____ After lunch at _____ In the afternoon at _____	
This authorization form will remain in effect from _____ until _____ unless otherwise notified in writing by parent or guardian.	
PARENT/GUARDIAN OR AUTHORIZED SIGNATURE	DATE

FOR OFFICE USE ONLY

Staff administering medication must follow the steps to the "Rights of Administering Medication"

1. The Right Child
2. The Right Medication
3. The Right Dosage
4. The Right Time
5. The Right Route
6. The Right Documentation
7. The Right Reason
8. The Right Reaction

DATE	STAFF ADMINISTERING MEDICATION	MEDICATION	TIME	DOSAGE	INITIALS (8 Rights)

Staff administering medication must wash hands before and after administering medication.

Appendix 12

Best Practices for Staff & Volunteer Screening

Best Practices for Staff & Volunteer Screening

Policy

- Policies are up to date and reviewed by legal counsel annually
- Articulate consequences for providing false or misleading information
- State intent to maintain confidentiality and security of data

Job Descriptions

- Written descriptions for each position
- Define duties, responsibilities, education and experience
- Define physical and mental requirements
- Define conduct required

Application Form

- Identifies work history, education and background
- Waiver to grant organization permission to find information
- Statement concerning organization's hiring practices
- Statement of truthfulness by candidate

Information Gathering Process

- Fair and consistent resume screening
- Pre-screening via telephone interviews
- Behavior based interview method used when rating candidates
- Use more than one interviewer during in-person interviews
- Selection based on candidate meeting objective criteria

Reference checks

- Utilizes past employers, supervisors, co-workers, direct reports

Background Checks

- Conducted on all staff/volunteers in direct repetitive contact with members
- Repeated at least every 12 months for volunteers
- Includes social security trace, national criminal record search, national sex offender registry search
- Credit, driving record, education verification and other checks as needed for specific positions or responsibilities

Evaluation of Findings

- Organization has identified barrier crimes or other actions that would automatically bar a person from consideration

Formal Introductory Period

- Employment agreement and code of ethics signed by new staff or volunteer
- Formal appraisal of performance at the end of the introductory period

Appendix 13

Who to Call

Who to Call

Staff

Chief Executive Officer	Art Groeneveld	(wk) 714-899-5900	(cell) 714-352-2582
Director of Operations	Ryan Brenes	(wk) 714-899-5900	(cell) 714-206-3903
Director of Transportation and Maintenance	Vicki Bansberg	(wk) 714-374-2600	(cell) 562-533-2174
Director of Preschool Programs	Rochelle Nguyen	(wk) 714-891-4714	(cell) 714-309-4486
Director of Family Support	Michelle Alvarez	(wk) 714-899-5900	(cell) 714-309-4949
ClubHouse Academy & Athletics	Sem Ibrahim	(wk) 714-593-0753	(cell) 714-309-4492
Haynes Huntington Beach Branch	Ryan Gasis	(wk) 714-374-2600	(cell) 714-658-8105
Kingston Branch	Diana Kacic	(wk) 714-531-2582	(cell) 714-393-2020
Learning Center Preschool	Susan Bixler	(wk) 714-593-1524	(cell) 714-309-4920
Pacific Life Foundation Branch	Alejandra Morales	(wk) 714-899-5900	(cell) 562-388-8794
Robert Mayer Preschool	Flor Aldaz	(wk) 714-891-4714	(cell) 714-357-3989
Twilight & Oak View Branch	Daniela Gomez	(wk) 714-842-5185 x211	(cell) 714-331-3907

Support

Bob Hoxsie		(cell) 714-514-6255
Howard Sharpe	(wk) 714-963-8546	(cell) 714-514-8546

Emergency Services

Police or Fire Emergency	911
Non-Emergency HB Police Department	714-960-8811
Non-Emergency FV Police Department	714-593-4484
Non-Emergency HB Fire Department	714-536-5411
Non-Emergency FV Fire Department	714-593-4436
Medical Provider	714-967-4600

Building Maintenance

Electrical	Howard Sharpe	714-963-8546	(cell) 714-514-8546
Plumbing	Crandall's	714-465-7819	
Annual Backflow Testing	OC Fire	714-974-9025	
5 Year Riser Inspections	OC Fire	714-974-9025	
Door/Locks	Howard Sharpe	714-963-8546	(cell) 714-514-8546
Telephones	Howard Sharpe	714-963-8546	(cell) 714-514-8546
Alarm System	JMG Security	714-545-8882	
Security/Safety	Ryan Brenes	(wk) 714-899-5900	(cell) 714-206-3903
HVAC	Best Air	714-937-1980	
Evacuation	Art Groeneveld	(wk) 714-899-5900	(cell) 714-392-2582
Vehicle Incident	Vicki Bansberg	(wk) 714-374-2600	(cell) 562-533-2174
Bus Towing Services	Darren (HBUSD)	714-271-0935	
24 Hour Towing		714-668-9766	

Appendix 14

Quality Assurance Guidelines

Quality Assurance Guidelines

FLOORS	
Baseboard/Corner	Clean, dust free, spot free, no visible soil
Tile Floors	Scuff free, no black marks, lint free, shines
Carpet	Spot and lint free, edges uniform, no loose tufts
Gym Floors	Clean, debris non-existent under bleachers

WALLS	
Walls	No visible soil, tape, staples or graffiti
Bulletin Boards	Material on boards is current. All statements are in positive terms
Doors/Sills	No visible soil, tracks clean, handle polished
Wall coverings/ Paint	Tear and chip free, no visible soil
Vent/Heater/AC	Dust free, lint free
Closets	Organized, remove trash
Halls/Stairs	Remove cardboard and trash

WINDOWS	
Glass/Sills	No spots, dust, soil, fingerprints and smudge
Vents/Tracks	Dust free, shines, no soil or spots
Light fixtures	Dust free, no cobwebs

FIXTURES	
Chairs/Stool/Benches	Dust free, proper location
Waste baskets	Clean inside and out, fresh liner, no odor
Lamps/Shades	Dust free
Television/Speakers	Dust free—top & under, glass clean
Telephone & Cord	Untangled, grooves clean, spot free
Pictures	Dust free, glass clean, straight on wall
Cubicles/Shelves/Cases	No dust

BATHROOM FIXTURES	
Sink/Plumbing/Fountains	Soil free, shines, secure
Mirror	Smudge free, dust free
Tissue/Soap/Paper Towel	Stocked
Dispensers	Soil free, operable, secure
Partitions	No graffiti, spotless, no soil on top or sides
Toilet/Plumbing	Shines, no rust or waterline, seat & bowl secure

EXTERIOR	
Planters	Free from trash
Plants	Plants, shrubs and trees are maintained
Main Entrance	Attractive from approach
Paint	Free from graffiti

MISCELLANEOUS	
Upholstery	No visible soil, rips, tears, bottoms dust free
Vehicles	Shines, glass clean, seats clean
Building Roofs	Leak proof and rain gutters free of debris
Facility Checklists	Posted in main office
Room Checklists	Posted in rooms near exit doors

Appendix 15

Cleaning Routine

Cleaning Routine

RESTROOMS

- ☐ Scrub toilets and urinals, cleaning all ceramic surfaces, pumping hardware and toilet seats.
- ☐ Scrub and clean all sinks and mirrors.
- ☐ Fill all soap, paper towel and toilet paper dispensers.
- ☐ Wipe down all walls immediately surrounding toilets, urinals and sinks.
- ☐ Mop floor, using a proper disinfecting chemical.
- ☐ Wipe down restroom doors on both sides.
- ◆ Visually inspect all equipment and fixtures for safety and report any malfunctions to the Club Director.

HALLWAYS AND STAIRS

- ☐ Wipe down all walls containing fingerprints, etc.
- ☐ Wet mop all floors, if necessary, otherwise go over all floor surfaces with a treated mop.
- ☐ Empty all wastebaskets.
- ☐ Wipe down all adjoining doors and hardware fixtures.
- ☐ Clean all glass with appropriate glass cleaner.
- ◆ Visually inspect all equipment and fixtures for safety and report any malfunctions to the Club Director.

MEETING ROOMS, GAMES ROOM, LEARNING CENTER, LIBRARY

- ☐ Wash down all tabletops and adjoining table side rails, etc.
- ☐ Wipe all chairs and window sills.
- ☐ Check and wipe all window blinds as necessary.
- ☐ Empty all waste baskets and clean interior and exterior of basket.
- ☐ Wet mop or vacuum floor.
- ☐ Remove any hand prints from walls and windows.
- ◆ Visually inspect all equipment and fixtures for safety and report any malfunctions to the Club Director.

ARTS AND CRAFTS

- ☐ Dust all tables and equipment.
- ☐ Dust window sills and other work areas.
- ☐ Clean sinks.
- ☐ Empty all waste baskets.
- ☐ Mop all floors with treated mops.
- ☐ Visually inspect all equipment and fixtures for safety and report any malfunctions to the Club Director.

OFFICES

- ☐ Dust all file cabinets and other equipment items.
- ☐ Empty and clean all waste baskets.
- ☐ Vacuum entire carpeted area.
- ☐ Wipe down all doors and hardware.
- ☐ Clean all office glass other than windows.
- ◆ Visually inspect all equipment and fixtures for safety and report any malfunctions to the Club Director.

GYMNASIUM

- ☐ Clean and sanitize drinking fountain.
- ☐ Wipe finger and ball prints off the wall surfaces.
- ☐ Mop floor and remove gum or other marks, as necessary.
- ☐ Empty all waste baskets.
- ☐ Wipe down all door surfaces and hardware.
- ◆ Visually inspect all equipment and fixtures for safety and report any malfunctions to the Club Director.

MONTHLY ROUTINE

- ☐ Wash restroom walls.
- ☐ Machine scrub and refinish restroom floors and high-traffic areas.

THREE MONTH ROUTINE

- ☐ Wash and polish wood furniture.
- ☐ Wash all desks tables, chairs, file cabinets.

SIX-MONTH ROUTINE

- ☐ Wash light fixtures.
- ☐ Machine-scrub and refinish non-carpeted floors.
- ☐ Wash exterior glass.
- ☐ Machine shampoo carpeting.

Annual Routine.

- ☐ Wash all walls and other painted surfaces.

Appendix 16

Facility and Room Housekeeping Checklists

Fountain Valley Kingston Branch Checklists



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

GAMES ROOM & KID'S CAFÉ

Closing Checklist

- ☐ Wipe down all tables, table legs, chairs, counter tops, closet tops, benches, walls, doors and window ledges
- ☐ Clean windows with glass cleaner and paper towel
- ☐ Brush Pool and Bumper Pool tables with a table brush
- ☐ Wipe off Foosball and Shuffleboard tables
- ☐ Wipe off Café equipment
- ☐ Wipe out each cubby
- ☐ Put all room equipment in an organized manner in its designated spot
- ☐ Pick up all trash and place in the trash can
- ☐ Spray disinfectant on door knobs
- ☐ Take all member items to the Lost and Found each night, make sure to check bags for food:
 - ☐ Sealed food items shall be left in the bag
 - ☐ Perishable food items shall be placed in the trash
- ☐ Turn off air condition unit—ensure that fan is set to “Auto”
- ☐ Turn off lights
- ☐ Work with Program/Unit Director to inspect and lock all doors



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

EDUCATION ROOM Closing Checklist

- ☐ Wipe down all tables, chairs, counter tops, closet tops, futons, and window ledges
- ☐ Wipe down the top of the bulletin boards, doors, and window moldings
- ☐ Wipe down the book shelves and books
- ☐ Wipe down each computer monitor, keyboards, and mouse
- ☐ Wipe off other Education Room equipment with a scrubbing pad
- ☐ Wipe out each cubby
- ☐ Put all room equipment in an organized manner in its designated spot
- ☐ Clean windows with glass cleaner and paper towel
- ☐ Place chairs on top of table
- ☐ Pick up all trash and place in the trash can
- ☐ Spray disinfectant on door knobs
- ☐ Take all member items to the Lost and Found each night
 - o Homework shall be placed in the Homework basket
 - o Bring School Textbooks to the front office
- ☐ Turn off air condition unit – ensure that fan is set on “Auto”
- ☐ Turn off lights
- ☐ Work with Program/Unit Director to inspect and lock all doors



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

ACTIVITIES ROOM Closing Checklist

- ☐ Wipe down all tables, chairs, counter tops, closet tops, and window ledges
- ☐ Wipe down the top of the bulletin boards, doors, and window moldings
- ☐ Wipe off other Activities Room equipment with warm rag including toys, TV, DVD player, and stationary units
- ☐ Clean out food, disposable, and other unclaimed items from each cubby
- ☐ Wipe out each cubby
- ☐ Put all room equipment in an organized manner in its designated spot
- ☐ Pick up all trash and place in the trash can
- ☐ Take all member items to the Lost and Found each night, make sure to check bags for food:
 - ☐ Sealed food items shall be left in the bag
 - ☐ Perishable food items shall be placed in the trash
- ☐ Turn off lights
- ☐ Work with Program/Unit Director to inspect and lock all doors



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

PRIMARY ROOM

Closing Checklist

- ☐ Wipe down all tables, chairs, counter tops, closet tops, sink, and window ledges
- ☐ Wipe down the top of the bulletin boards, doors, and window moldings
- ☐ Wipe off other Primary Room equipment with warm rag including toys, TV, DVD player, and stationary units
- ☐ Clean out food, disposable, and other unclaimed items from each cubby
- ☐ Wipe out each cubby
- ☐ Clean windows with glass cleaner and paper towel
- ☐ Put all room equipment in an organized manner in its designated spot
- ☐ Pick up all trash and place in the trash can
- ☐ Turn off air condition unit – ensure that fan is set to “Auto”
- ☐ Turn off lights
- ☐ Work with Program/Unit Director to inspect and lock all doors



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

TEEN ROOM

Closing Checklist

- ☐ Wipe down all tables, chairs, counter tops, closet tops, and window ledges
- ☐ Wipe down the top of the bulletin boards, doors, and window moldings
- ☐ Wipe off other Teen Room equipment with warm rag including computer monitors, printer, CPUs, radio, TV, DVD player, video game equipment, and stationary units
- ☐ Clean out food, disposable, and other unclaimed items from room
- ☐ Put all room equipment in an organized manner in its designated spot
- ☐ Pick up all trash and place in the trash can
- ☐ Take all member items to the Lost and Found each night
- ☐ Turn off air condition unit – ensure that fan is set to “Auto”
- ☐ Turn off lights
- ☐ Work with Program/Unit Director to inspect and lock all doors



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

ARTS & CRAFTS ROOM

Closing Checklist

- ☐ Wipe down all tables, chairs, counter tops, closet tops, sink, and window ledges
- ☐ Wipe down the top of the bulletin boards, doors, and window moldings
- ☐ Wipe off other Arts & Crafts Room equipment with warm rag including toys, art supplies, supply carts, and stationary units
- ☐ Put all member projects on storage/drying rack
- ☐ Clean out food, disposable, and other unclaimed items from the room
- ☐ Put all room equipment in an organized manner in its designated spot
- ☐ Pick up all trash and place in the trash can
- ☐ Place all member items into the Lost and Found each night
- ☐ Clean sinks
- ☐ Turn off laminator machine
- ☐ Turn off air condition unit – ensure that fan is set to “Auto”
- ☐ Turn off lights
- ☐ Work with Program/Unit Director to inspect and lock all doors



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

KITCHEN

Closing Checklist

- ☐ Wipe down all tables, chairs, counter tops, cupboard doors, closet tops, sinks, and window ledges
- ☐ Wipe down the top of the bulletin boards, doors, and window moldings
- ☐ Wipe off other Kitchen equipment with damp rag including supplies, appliances, and stationary units
- ☐ Clean out food, disposable, and other unclaimed items from the room
- ☐ Clean all cooking equipment including microwave, stove, and refrigerator
- ☐ When needed, dust off air intake vents in the ceiling
- ☐ Put all room equipment in an organized manner in its designated spot
- ☐ Pick up all trash and place in the trash can
- ☐ Place all member items into the Lost and Found
- ☐ Turn off lights
- ☐ Work with Program/Unit Director to inspect and lock all doors
- ☐ Deep clean the Refrigerator and Freezer every Friday



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

MAIN OFFICE

Closing Checklist

- ☐ Wipe down all tables, chairs, counter tops, and window ledges
- ☐ Wipe off other office equipment with a cleaning rag
- ☐ Clean out food, disposable, and other unclaimed items from the room
- ☐ When needed, dust off air intake vents in the ceiling
- ☐ Put all room equipment in an organized manner in its designated spot
- ☐ Work with Unit/Program director to move boxes into Club storage space
- ☐ Pick up all trash and place in the trash can
- ☐ Place all member items into the Lost and Found
- ☐ Secure and file away all sensitive information like membership cards and checks
- ☐ Check first aid supplies
- ☐ Turn off lights
- ☐ Turn off air condition unit – ensure that fan is set to “Auto”
- ☐ Work with Program/Unit Director to inspect and lock all doors



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

FACILITY

Opening Checklist

- ☐ Turn on hallway light
- ☐ Unlock front doors and room door
- ☐ Flush all toilets in the bathrooms to ensure that they working properly
- ☐ Walk the building –check for trash, graffiti, damage and objects that may cause injury
- ☐ Turn on the lights in your room
- ☐ Inspect all tables, chairs, counter tops, cupboard doors, closet tops, sinks, and window ledges for damage
- ☐ Inspect the bulletin boards, doors, and window moldings for damage
- ☐ Inspect equipment, supplies, appliances, and stationary units to ensure that repair is not required
- ☐ Take down chairs, trashcans and anything that should not belong on counter tops
- ☐ Ensure that all floor mats are in the proper place
- ☐ Inspect ceiling tiles and air intake vents in the ceiling.
- ☐ Ensure that all room equipment is in an organized manner in its designated spot
- ☐ Report to Program/Unit Director of any needed repairs

Facility Closing Checklist

- ☐ Turn off hallway light
- ☐ Inspect and lock all doors
- ☐ Flush all toilets in the bathrooms to ensure that they working properly—turn off lights
- ☐ Walk the building –check for trash, graffiti, damage and objects that may cause injury
- ☐ Turn off all lights—ensure security and exit lights are operable
- ☐ Inspect all tables, chairs, counter tops, cupboard doors, closet tops, sinks, and window ledges for damage
- ☐ Inspect the bulletin boards, doors, and window moldings for damage
- ☐ Inspect equipment, supplies, appliances, and stationary units to ensure that repair is not required
- ☐ Ensure that chairs are stored correctly
- ☐ Ensure that all floor mats are free of rips and are in the proper place
- ☐ Inspect ceiling tiles and air intake vents in the ceiling.
- ☐ Ensure that all room equipment is in an organized manner in its designated spot
- ☐ Report to Program/Unit Director of any needed repairs

Huntington Beach Branch Checklists



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

GAMES ROOM & KID'S CAFÉ

Closing Checklist

☐ Wipe down all tables, table legs, chairs, counter tops, closet tops, benches, walls, doors and window	☐ Pick up all trash and place in the trash can
☐ Clean windows & vending machine with glass cleaner and paper towel	☐ Spray disinfectant on door knobs
☐ Wipe off Café equipment	☐ Take all member items to the Lost and Found each night
☐ Put all room equipment in an organized manner in its designated spot	☐ Turn off lights
	☐ Work with Program/Unit Director to lock all doors



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

EDUCATION ROOM

Closing Checklist

- ☐ Wipe down all tables, chairs, counter tops, closet tops, futons, and window ledges
- ☐ Wipe down the top of the bulletin boards, doors, and window moldings
- ☐ Wipe down the book shelves and books
- ☐ Wipe down each computer monitor, keyboards, and mouse equipment
- ☐ Wipe off other Education Room equipment
- ☐ Wipe out each cubby
- ☐ Put all room equipment in an organized manner in its designated spot
- ☐ Clean windows with glass cleaner and paper towel
- ☐ Stack chairs in designated spots
- ☐ Pick up all trash and place in the trash can
- ☐ Spray disinfectant on door knobs
- ☐ Take all member items to the Lost and Found each night
 - ☐ Homework shall be placed in the Homework basket
- ☐ Turn off lights
- ☐ Work with Program/Unit Director to lock all doors



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

ACTIVITIES ROOM Closing Checklist

- ☐ Wipe down all tables, chairs, counter tops, closet tops, and window ledges
- ☐ Wipe down the top of the bulletin boards, doors, and window moldings
- ☐ Wipe off other Activities Room equipment with warm rag including toys, TV, DVD player, and stationary units
- ☐ Clean out food, disposable, and other unclaimed items from each cubby
- ☐ Wipe out each cubby
- ☐ Put all room equipment in an organized manner in its designated spot
- ☐ Pick up all trash and place in the trash can
- ☐ Take all member items to the Lost and Found each night
- ☐ Turn off lights
- ☐ Work with Program/Unit Director to lock all doors



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

PRIMARY ROOM

Closing Checklist

- ☐ Wipe down all tables, chairs, counter tops, closet tops, sink, and window ledges
- ☐ Wipe down the top of the bulletin boards, doors, and window moldings
- ☐ Wipe off other Primary Room equipment with warm rag including toys, and stationary units
- ☐ Clean out food, disposable, and other unclaimed items from each cubby
- ☐ Wipe out each cubby
- ☐ Clean windows with glass cleaner and paper towel
- ☐ Put all room equipment in an organized manner in its designated spot
- ☐ Pick up all trash and place in the trash can
- ☐ Turn off lights
- ☐ Work with Program/Unit Director to lock all doors



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

TEEN ROOM Closing Checklist

- ☐ Wipe down all tables, chairs, counter tops, closet tops, and window ledges
- ☐ Wipe down the top of the bulletin boards, doors, and window moldings
- ☐ Wipe off other Teen Room equipment including computer monitors, printer, CPUs, radio, TV, video game equipment, and stationary units
- ☐ Brush Pool table with a table brush
- ☐ Clean out food, disposable, and other unclaimed items from room
- ☐ Put all room equipment in an organized manner in its designated spot
 - ☐ Ensure that Library shelves are clean & books are intact
- ☐ Pick up all trash and place in the trash can
- ☐ Take all member items to the Lost and Found each night
- ☐ Turn off lights
- ☐ Work with Program/Unit Director to lock all doors



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

ARTS & CRAFTS ROOM

Closing Checklist

- ☐ Wipe down all tables, chairs, counter tops, closet tops, sink, and window ledges
- ☐ Wipe down the top of the bulletin boards, doors, and window moldings
- ☐ Wipe off other Arts & Crafts Room equipment with warm rag including toys, art supplies, supply carts, and stationary units
- ☐ Put all member projects on storage/drying rack
- ☐ Clean out food, disposable, and other unclaimed items from the room
- ☐ Put all room equipment in an organized manner in its designated spot
- ☐ Pick up all trash and place in the trash can
- ☐ Place all member items into the Lost and Found each night
- ☐ Clean sinks
- ☐ Turn off laminator machine
- ☐ Turn off lights
- ☐ Work with Program/Unit Director to inspect and lock all doors



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

KITCHEN

Closing Checklist

- ☐ Wipe down all tables, chairs, counter tops, cupboard doors, closet tops, sinks, and window
- ☐ Wipe down the top of the bulletin boards, doors, and window moldings
- ☐ Wipe off other Kitchen equipment with damp rag including supplies, appliances, and stationary units
- ☐ Clean out food, disposable, and other unclaimed items from the room
- ☐ Clean all cooking equipment including microwave, stove, and refrigerator
- ☐ When needed, dust off air intake vents in the ceiling
- ☐ Put all room equipment in an organized manner in its designated spot
- ☐ Pick up all trash and place in the trash can
- ☐ Place all member items into the Lost and Found each night
- ☐ Turn off lights
- ☐ Work with Program/Unit Director to inspect and lock all doors
- ☐ Deep clean the Refrigerator and Freezer every Friday



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

FACILITY

Opening Checklist

- ☐ Turn on hallway & restroom lights
- ☐ Inspect and unlock front doors and room door
- ☐ Flush all toilets in the bathrooms to ensure that they working properly
- ☐ Walk the building –check for trash, graffiti, damage and objects that may cause injury
- ☐ Turn on the lights in your room
- ☐ Inspect all tables, chairs, counter tops, cupboard doors, closet tops, sinks, and window ledges for damage
- ☐ Inspect the bulletin boards, doors, and window moldings for damage
- ☐ Inspect equipment, supplies, appliances, and stationary units to ensure that repair is not required
- ☐ Take down chairs, trashcans and anything that should not belong on counter tops
- ☐ Ensure that all floor mats are in the proper place
- ☐ Inspect ceiling tiles and air intake vents in the ceiling.
- ☐ Ensure that all room equipment is in an organized manner in its designated spot
- ☐ Report to Program/Unit Director of any needed repairs

Closing Checklist

- ☐ Turn off hallway light
- ☐ Inspect and lock all doors
- ☐ Flush all toilets in the bathrooms to ensure that they working properly—turn off lights
- ☐ Walk the building –check for trash, graffiti, damage and objects that may cause injury
- ☐ Turn off all lights—ensure security and exit lights are operable
- ☐ Inspect all tables, chairs, counter tops, cupboard doors, closet tops, sinks, and window ledges for damage
- ☐ Inspect the bulletin boards, doors, and window moldings for damage
- ☐ Inspect equipment, supplies, appliances, and stationary units to ensure that repair is not required
- ☐ Ensure that chairs are stored correctly
- ☐ Ensure that all floor mats are free of rips and are in the proper place
- ☐ Inspect ceiling tiles and air intake vents in the ceiling.
- ☐ Ensure that all room equipment is in an organized manner in its designated spot
- ☐ Report to Program/Unit Director of any needed repairs

Oak View Branch Checklists



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

PICNIC TABLES & COURTS

Closing Checklist

☐ Put all room equipment in an organized manner in its designated spot	☐ Put check-in table and all check-in materials inside storage room
☐ Take down Second Harvest banner	☐ Empty out all the trash bins and wash out
☐ Pick up all trash and place in the trash can	☐ Empty out the Goody Box and put ice packs inside the freezer
☐ Take down clock	☐ Put cooler inside of the storage room
☐ Take all member items to the Lost and Found	



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

EDUCATION ROOM

Closing Checklist

- ☐ Wipe down all tables, chairs, counter tops, closet tops, futons, and window ledges
- ☐ Wipe down the book shelves and books
- ☐ Wipe down each computer monitor, keyboards, and mouse equipment
- ☐ Put all room equipment in an organized manner in its designated spot.
- ☐ Place chairs on top of table
- ☐ Pick up all trash and place in the trash can each night.
- ☐ Spray disinfectant on door knobs
- ☐ Take all member items to the Lost and Found
- ☐ Turn off lights and air condition unit
- ☐ Work with Program/Unit Director to inspect & lock all doors



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

GYMNASIUM Closing Checklist

- ☐ Put all room equipment in an organized manner in its designated spot
- ☐ Pick up all trash and place in the trash can
- ☐ Place all member items into the Lost and Found
- ☐ Quick sweep the gym floor
- ☐ On Mondays and Fridays mop the gym floor
- ☐ On Fridays, empty out backpack racks
- ☐ Turn off lights
- ☐ Work with Program/Unit Director to inspect & lock all doors



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

KITCHEN

Closing Checklist

- ☐ Wipe down all tables, chairs, counter tops, cupboard doors, closet tops, sinks, and window ledges
- ☐ Wipe off other Kitchen equipment including supplies, appliances, and stationary units
- ☐ Clean out food, disposable, and other unclaimed items from the room
- ☐ Clean all cooking equipment including microwave, stove, and refrigerator
- ☐ When needed, dust off air intake vents in the ceiling
- ☐ Put all room equipment in an organized manner in its designated spot
- ☐ Pick up all trash and place in the trash can
- ☐ Turn off lights
- ☐ Work with Program/Unit Director to inspect & lock all doors



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

STORAGE ROOM

Closing Checklist

- ☐ Ensure that all room equipment is in its designated spots
 - ☐ Equipment that is used for daily outside use should be in the blue ball court
- ☐ Ensure that refrigerator temperature is between 38 – 41 degrees
 - ☐ Make sure that vents inside the refrigerator are unobstructed
- ☐ Ensure that floor is clean and all boxes are placed on shelves
- ☐ Ensure that all chemicals and cleaning supplies are stored properly
- ☐ Dump out contents of mop bucket
- ☐ Inspect all equipment, supplies, appliances, and stationary units to ensure that repair is not required
- ☐ Clean food coolers with a scrubbing pad and then turn them upside down in order to air dry
- ☐ Place all ice bags back in the freezer
- ☐ Inspect & lock door
- ☐ Report to Program/Unit Director of any needed repairs



FACILITY

Opening Checklist

- ☐ Turn off alarm system & turn on lights
- ☐ Inspect and unlock doors
- ☐ Flush all toilets in the bathrooms to ensure that they are working properly
- ☐ Walk the perimeter of the building – check for trash, graffiti, damage and objects that may cause injury
- ☐ Turn on heat or air condition unit --fan is set to “Auto”
- ☐ Inspect all equipment, supplies, appliances, and stationary units to ensure that repair is not required
- ☐ Take down chairs, trashcans and anything that should not belong on counter tops
- ☐ Ensure that all floor mats are in the proper place and room equipment is in its designated spots
- ☐ Inspect ceiling tiles and air intake vents in the ceiling
- ☐ Report to Program/Unit Director of any needed repairs

Closing Checklist

- ☐ Turn on alarm system & turn on lights
- ☐ Flush all toilets in the bathrooms to ensure that they are working properly
- ☐ Walk the perimeter of the building – check for trash, graffiti, damage and objects that may cause injury
- ☐ Turn off heat or air condition unit --fan is set to “Auto”
- ☐ Inspect all equipment, supplies, appliances, and stationary units to ensure that repair is not required
- ☐ Ensure that all floor mats are in the proper place and room equipment is in its designated spots
- ☐ Inspect ceiling tiles and air intake vents in the ceiling
- ☐ Inspect the alarm closet to ensure that CCTV unit is working
- ☐ Inspect and lock all doors
- ☐ Report to Program/Unit Director of any needed repairs

Pacific Life Foundation Branch Checklists



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

GAMES ROOM & KID'S CAFÉ

Closing Checklist

- ☐ Wipe down all tables, table legs, chairs, counter tops, closet tops, benches, walls, doors and window ledges
- ☐ Clean windows with glass cleaner and paper towel
- ☐ Brush Pool and Bumper Pool tables with a table brush
- ☐ Wipe off Foosball and Shuffleboard tables
- ☐ Wipe off Café equipment
- ☐ Wipe out each cubby
- ☐ Put all room equipment in an organized manner in its designated spot
- ☐ Pick up all trash and place in the trash can
- ☐ Spray disinfectant on door knobs
- ☐ Take all member items to the Lost and Found each night, make sure to check bags for food:
 - ☐ Sealed food items shall be left in the bag
 - ☐ Perishable food items shall be placed in the trash
- ☐ Turn off lights
- ☐ Work with Program/Unit Director to lock all doors
 - ☐ Make sure the door that leads to the playground is locked and secured



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

EDUCATION ROOM Closing Checklist

- ☐ Wipe down all tables, chairs, counter tops, closet tops, futons, and window ledges
- ☐ Wipe down the top of the bulletin boards, doors, and window moldings
- ☐ Wipe down the book shelves and books
- ☐ Wipe down each computer monitor, keyboards, and mouse
- ☐ Wipe off other Education Room equipment
- ☐ Wipe out each cubby
- ☐ Put all room equipment in an organized manner in its designated spot
- ☐ Clean windows with glass cleaner and paper towel
- ☐ Place chairs on top of table
- ☐ Pick up all trash and place in the trash can
- ☐ Spray disinfectant on door knobs
- ☐ Take all member items to the Lost and Found
 - ☐ Homework shall be placed in the Homework basket
 - ☐ Bring School Textbooks to the front office
- ☐ Turn off lights
- ☐ Work with Program/Unit Director to lock all doors



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

ACTIVITIES ROOM

Closing Checklist

- ☐ Wipe down all tables, chairs, counter tops, closet tops, and window ledges
- ☐ Wipe down the top of the bulletin boards, doors, and window moldings
- ☐ Wipe off other Activities Room equipment including toys, TV, DVD player, and stationary units
- ☐ Clean out food, disposable, and other unclaimed items from each cubby
- ☐ Wipe out each cubby
- ☐ Put all room equipment in an organized manner in its designated spot
- ☐ Pick up all trash and place in the trash can
- ☐ Place all member items into the Lost and Found
- ☐ Turn off lights
- ☐ Work with Program/Unit Director to lock all doors



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

PRIMARY ROOM

Closing Checklist

- ☐ Wipe down all tables, chairs, counter tops, closet tops, sink, and window ledges
- ☐ Wipe down the top of the bulletin boards, doors, and window moldings
- ☐ Wipe off other Primary Room equipment including toys, TV, DVD player, and stationary units
- ☐ Clean out food, disposable, and other unclaimed items from each cubby
- ☐ Wipe out each cubby
- ☐ Clean windows with glass cleaner and paper towel
- ☐ Put all room equipment in an organized manner in its designated spot
- ☐ Pick up all trash and place in the trash can
- ☐ Turn off lights
- ☐ Work with Program/Unit Director to lock all doors



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

TEEN ROOM

Closing Checklist

- ☐ Wipe down all tables, chairs, counter tops, closet tops, and window ledges
- ☐ Wipe down the top of the bulletin boards, doors, and window moldings
- ☐ Wipe off other Teen Room equipment including computer monitors, printer, CPUs, radio, TV, DVD player, video game equipment, and stationary units
- ☐ Clean out food, disposable, and other unclaimed items from room
- ☐ Put all room equipment in an organized manner in its designated spot
 - ☐ Ensure that Library shelves are clean & books are intact
- ☐ Pick up all trash and place in the trash can
- ☐ Take all member items to the Lost and Found
- ☐ Turn off lights
- ☐ Work with Program/Unit Director to lock all doors



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

ARTS & CRAFTS ROOM

Closing Checklist

- ☐ Wipe down all tables, chairs, counter tops, closet tops, sink, and window ledges
- ☐ Wipe down the top of the bulletin boards, doors, and window moldings
- ☐ Wipe off other Arts & Crafts Room equipment including toys, art supplies, supply carts, and stationary units
- ☐ Put all member projects on storage/drying rack
- ☐ Clean out food, disposable, and other unclaimed items from the room
- ☐ Put all room equipment in an organized manner in its designated spot
- ☐ Pick up all trash and place in the trash can
- ☐ Place all member items into the Lost and Found
- ☐ Clean sinks
- ☐ Turn off laminator machine
- ☐ Turn off lights
- ☐ Work with Program/Unit Director to lock all doors
 - ☐ Ensure that Storage doors are locked



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

KITCHEN

Closing Checklist

- ☐ Wipe down all tables, chairs, counter tops, cupboard doors, closet tops, sinks, and window ledges
- ☐ Wipe down the top of the bulletin boards, doors, and window moldings
- ☐ Wipe off other Kitchen equipment including supplies, appliances, and stationary units
- ☐ Clean out food, disposable, and other unclaimed items from the room
- ☐ Clean all cooking equipment including microwave, stove, and refrigerator
- ☐ When needed, dust off air intake vents in the ceiling
- ☐ Put all room equipment in an organized manner in its designated spot
- ☐ Pick up all trash and place in the trash can
- ☐ Place all member items into the Lost and Found
- ☐ Turn off lights
- ☐ Work with Program/Unit Director to lock all doors
- ☐ Deep clean the Refrigerator and Freezer every Friday



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

MAIN OFFICE

Closing Checklist

- ☐ Wipe down all tables, chairs, counter tops, and window ledges
- ☐ Wipe off other office equipment with a cleaning rag
- ☐ Clean out food, disposable, and other unclaimed items from the room
- ☐ When needed, dust off air intake vents in the ceiling
- ☐ Put all room equipment in an organized manner in its designated spot
- ☐ Work with Unit/Program director to move boxes into Club storage space
- ☐ Pick up all trash and place in the trash can
- ☐ Place all member items into the Lost and Found
- ☐ Secure and file away all sensitive information like membership cards and checks
- ☐ Check first aid supplies
- ☐ Turn off lights
- ☐ Turn off air condition unit – ensure that fan is set to “Auto”
- ☐ Work with Program/Unit Director to inspect and lock all doors



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

FACILITY

Opening Checklist

- ☐ Turn on hallway light
- ☐ Unlock front doors and room door
- ☐ Flush all toilets in the bathrooms to ensure that they working properly
- ☐ Walk the building –check for trash, graffiti, damage and objects that may cause injury
- ☐ Turn on the lights in your room
- ☐ Inspect all tables, chairs, counter tops, cupboard doors, closet tops, sinks, and window ledges for damage
- ☐ Inspect the bulletin boards, doors, and window moldings for damage
- ☐ Inspect equipment, supplies, appliances, and stationary units to ensure that repair is not required
- ☐ Take down chairs, trashcans and anything that should not belong on counter tops
- ☐ Ensure that all floor mats are in the proper place
- ☐ Inspect ceiling tiles and air intake vents in the ceiling.
- ☐ Ensure that all room equipment is in an organized manner in its designated spot
- ☐ Report to Program/Unit Director of any needed repairs

Facility Closing Checklist

- ☐ Turn off hallway light
- ☐ Inspect and lock all doors
- ☐ Flush all toilets in the bathrooms to ensure that they working properly—turn off lights
- ☐ Walk the building –check for trash, graffiti, damage and objects that may cause injury
- ☐ Turn off all lights—ensure security and exit lights are operable
- ☐ Inspect all tables, chairs, counter tops, cupboard doors, closet tops, sinks, and window ledges for damage
- ☐ Inspect the bulletin boards, doors, and window moldings for damage
- ☐ Inspect equipment, supplies, appliances, and stationary units to ensure that repair is not required
- ☐ Ensure that chairs are stored correctly
- ☐ Ensure that all floor mats are free of rips and are in the proper place
- ☐ Inspect ceiling tiles and air intake vents in the ceiling.
- ☐ Ensure that all room equipment is in an organized manner in its designated spot
- ☐ Report to Program/Unit Director of any needed repairs

**Learning Center
Child Development Preschool
Checklists**



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

PLAYGROUND

Opening Checklist

- ☐ Unlock all gates
- ☐ Scan playground for mushrooms and debris
- ☐ Wipe down wet slides and other structures affected by the morning dew
- ☐ Ensure that playground is free of trash
- ☐ Sweep up sand, woodchips, leaves or flowers
- ☐ Set out activities

Closing Checklist

- ☐ Lock all the gates
- ☐ Remove all trash in and around the playground
- ☐ Sweep up any sand, woodchips, flowers and leaves
- ☐ Pick up all clothing items and place it in the lost and found
- ☐ Check your class list to ensure that no member is left behind



CLASSROOM

Opening Checklist

- ☐ Set out sign in/sign out sheets [1st day of the week]
- ☐ Ensure that all electrical outlets are covered
- ☐ Greet every parent and child that walks in the door
- ☐ Conduct a head to toe welfare check on all members as they arrive in front of their parent
- ☐ Sanitize all table tops, doors and door knobs
- ☐ Monitor breakfast table, disinfect once breakfast is over at 8:00 AM
- ☐ Abide by all the Illness Guidelines
- ☐ Ensure that room is clean, organized and there are no items on top of refrigerators or cabinets
- ☐ Ensure that sharp knives, adult scissors chemicals and other dangerous items are stored in a locked cabinet after each use
- ☐ Place shoe covers box next to entry door
- ☐ Place empty "To Be Laundered" collection box alongside clean shoe covers box

Closing Checklist

- ☐ Wipe down all tables, chairs, counter tops, closet tops, sink, and window ledges
- ☐ Wipe down the top of the bulletin boards, doors, and window
- ☐ Sanitize room including toys, door handles, sensory tables, counter tops, computers, keyboards, mouse and stationary units
- ☐ Bring sensory table and earthquake bins and drying racks into the classroom
- ☐ Clean out food and other unclaimed items from the room – wash snack dishes
- ☐ Put all room equipment in an organized manner in its designated spot – ensure that items are not left on top of refrigerators or cabinets
- ☐ Pick up all trash from the floor and place in the trash can
- ☐ Ensure that all electrical outlets are covered
- ☐ Clean and sanitize sinks and faucets
- ☐ Ensure that sharp knives, adult scissors, chemicals and other dangerous items are stored in a locked cabinet
- ☐ Ensure that air condition fan is set to "Auto"
- ☐ Turn off lights
- ☐ Work with Program/Unit Director to inspect and lock all doors



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

KITCHEN

Closing Checklist

- ☐ Wipe down all tables, chairs, counter tops, cupboard doors, closet tops, and sinks
- ☐ Wipe off other Kitchen equipment with damp rag including supplies, appliances, and stationary units
- ☐ Clean out food, disposable, and other unclaimed items from the room
- ☐ Clean all cooking equipment including microwave, stove, and refrigerator
- ☐ When needed, dust off air intake vents in the ceiling
- ☐ Put all room equipment in an organized manner in its designated spot
- ☐ Pick up all trash and place in the trash can
- ☐ Turn off lights
- ☐ Work with Program/Unit Director to inspect and lock all doors
- ☐ Deep clean the Refrigerator and Freezer every Friday



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

MAIN OFFICE

Opening Checklist

- ☐ Unlock all doors [Front, file room and supply room doors]
- ☐ Unlock drawers and cabinet doors
- ☐ Pull out rolling office cart
- ☐ Turn on lights in office and breakroom
- ☐ Open blinds in office and breakroom
- ☐ Close bathroom doors
- ☐ Open safe and access money bags
- ☐ Turn on copier
- ☐ Place daily-announcement easel and green safety men outside
- ☐ Check for phone messages
- ☐ Check work station for missing or broken items
- ☐ Check ceiling tiles for roof leaks
- ☐ Ensure that the office is organized, neat and clutter free throughout the day

Closing Checklist

- ☐ Wipe down all tables, chairs, counter tops, and window ledges
- ☐ Wipe off other office equipment
- ☐ Clean out food, disposable, and other unclaimed items from the room
- ☐ When needed, dust off air intake vents in the ceiling
- ☐ Put all room equipment in an organized manner in its designated spot
- ☐ Work with Unit/Program director to move boxes into Club storage space
- ☐ Pick up all trash and place in the trash can
- ☐ Place all member items into the Lost and Found
- ☐ Secure and file away all sensitive information like membership cards and checks
- ☐ Check first aid supplies
- ☐ Turn off lights
- ☐ Turn off laminating machine
- ☐ Work with Program/Unit Director to inspect and lock all doors



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

Facility Opening Checklist

- ☐ Unlock all gates then scan playground -- remove mushrooms and debris
- ☐ Sweep up any sand, woodchips, leaves and flowers
- ☐ Wipe down playground slides and structures that are wet
- ☐ Unlock front doors and room door
- ☐ Flush all toilets in the bathrooms to ensure that they working properly
- ☐ Walk the building --check for trash, graffiti, damage and objects that may cause injury
- ☐ Turn on the lights in your room
- ☐ Inspect all tables, chairs, counter tops, cupboard doors, closet tops, sinks, and window ledges for damage
- ☐ Inspect the bulletin boards, doors, and window moldings for damage
- ☐ Inspect equipment, supplies, appliances, and stationary units to ensure that repair is not required
- ☐ Take down chairs, trashcans and anything that should not belong on counter tops
- ☐ Ensure that all floor mats are in the proper place
- ☐ Ensure that all room equipment is in an organized manner in its designated spot
- ☐ Report to Program/Unit Director of any needed repairs

Facility Closing Checklist

- ☐ Lock gates then scan playground -- place all toys in cabinets and shed
- ☐ Sweep up any sand, woodchips, leaves and flowers
- ☐ Inspect and lock all doors
- ☐ Flush all toilets in the bathrooms to ensure that they working properly--turn off lights
- ☐ Walk the building --check for trash, graffiti, damage and objects that may cause injury
- ☐ Turn off all lights--ensure security and exit lights are operable
- ☐ Inspect all tables, chairs, counter tops, cupboard doors, closet tops, sinks, and window ledges for damage
- ☐ Inspect the bulletin boards, doors, and window moldings for damage
- ☐ Inspect equipment, supplies, appliances, and stationary units to ensure that repair is not required
- ☐ Ensure that all floor mats are free of rips and are in the proper place
- ☐ Inspect ceiling tiles and air intake vents in the ceiling.
- ☐ Ensure that all room equipment is in an organized manner in its designated spot
- ☐ Report to Program/Unit Director of any needed repairs

Robert Mayer
Child Development Preschool
Checklists



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

PLAYGROUND

Opening Checklist

- ☐ Unlock all gates
- ☐ Scan playground for mushrooms and debris
- ☐ Wipe down wet slides and other structures affected by the morning dew
- ☐ Ensure that playground is free of trash
- ☐ Sweep up sand, woodchips, leaves or flowers
- ☐ Set out activities
- ☐ Set out orange cones on metal containers located in the preschool yard

Closing Checklist

- ☐ Lock all the gates
- ☐ Remove all trash in and around the playground
- ☐ Sweep up any sand, woodchips, flowers and leaves
- ☐ Pick up all clothing items and place it in the lost and found
- ☐ Check your class list to ensure that no member is left behind
- ☐ Put away orange cones at day's end



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

CLASSROOM

Opening Checklist

- ☐ Set out sign in/sign out sheets [1st day of the week]
- ☐ Ensure that all electrical outlets are covered
- ☐ Greet every parent and child that walks in the door
- ☐ Conduct a head to toe welfare check on all members as they arrive in front of their parent
- ☐ Sanitize all table tops, doors and door knobs
- ☐ Monitor breakfast table, disinfect once breakfast is over at 8:00 AM
- ☐ Abide by all the Illness Guidelines
- ☐ Ensure that room is clean, organized and there are no items on top of refrigerators or cabinets
- ☐ Ensure that sharp knives, adult scissors chemicals and other dangerous items are stored in a locked cabinet after each use
- ☐ Place shoe-covers box next to entry door
- ☐ Place empty "To Be Laundered" collection box alongside clean shoe-covers box

Closing Checklist

- ☐ Wipe down all tables, chairs, counter tops, closet tops, sink, and window ledges
- ☐ Wipe down the top of the bulletin boards, doors, and window moldings
- ☐ Sanitize room including toys, door handles, sensory tables, counter tops, computers, keyboards, mouse and stationary units
- ☐ Bring sensory table and earthquake bins into the classroom
- ☐ Clean out food and other unclaimed items from the room – wash snack dishes
- ☐ Put all room equipment in an organized manner in its designated spot – ensure that items are not left on top of refrigerators or cabinets
- ☐ Pick up all trash from the floor and place in the trash can
- ☐ Ensure that all electrical outlets are covered
- ☐ Clean and sanitize sinks and faucets
- ☐ Ensure that sharp knives, adult scissors, chemicals and other dangerous items are stored in a locked cabinet
- ☐ Turn off lights
- ☐ Work with Program/Unit Director to inspect and lock all doors



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

KITCHEN

Closing Checklist

- ☐ Wipe down all tables, chairs, counter tops, cupboard doors, closet tops, and sinks
- ☐ Wipe off other Kitchen equipment with damp rag including supplies, appliances, and stationary units
- ☐ Clean out food, disposable, and other unclaimed items from the room
- ☐ Clean all cooking equipment including microwave and refrigerator
- ☐ Put all room equipment in an organized manner in its designated spot
- ☐ Pick up all trash and place in the trash can
- ☐ Turn off lights
- ☐ Work with Program/Unit Director to inspect and lock all doors
- ☐ Deep clean the Refrigerator and Freezer every Friday



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

MAIN OFFICE

Opening Checklist

- ☐ Unlock all doors [Front, file room and supply room doors]
- ☐ Unlock drawers and cabinet doors
- ☐ Pull out rolling office cart
- ☐ Turn on lights in office and breakroom
- ☐ Open blinds in office and breakroom
- ☐ Close bathroom doors
- ☐ Open safe and access money bags
- ☐ Turn on copier
- ☐ Place daily-announcement easel and green safety men outside
- ☐ Check for phone messages
- ☐ Check work station for missing or broken items
- ☐ Check ceiling tiles for roof leaks
- ☐ Ensure that the office is organized, neat and clutter free throughout the day

Closing Checklist

- ☐ Wipe down all tables, chairs, counter tops, and window ledges
- ☐ Wipe off other office equipment
- ☐ Clean out unclaimed items from the room
- ☐ Put all room equipment in an organized manner in its designated spot
- ☐ Work with Unit/Program director to move boxes into Club storage space
- ☐ Pick up all trash and place in the trash can
- ☐ Secure and file away all sensitive information like membership cards and checks
- ☐ Check first aid supplies
- ☐ Turn off copier
- ☐ Lock all cabinets
- ☐ Turn off lights
- ☐ Close all blinds
- ☐ Put away both "Safety Guy" easels
- ☐ Work with Program/Unit Director to inspect and lock all doors
- ☐ Ensure that door leading to the safe room latches and locks properly



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

FACILITY

Opening Checklist

- ☐ Unlock all gates then scan playground -- remove mushrooms and debris
- ☐ Sweep up any sand, woodchips, leaves and flowers
- ☐ Wipe down playground slides and structures that are wet
- ☐ Unlock front doors and room door
- ☐ Flush all toilets in the bathrooms to ensure that they working properly
- ☐ Walk the building --check for trash, graffiti, damage and objects that may cause injury
- ☐ Turn on the lights in your room
- ☐ Inspect all tables, chairs, counter tops, cupboard doors, closet tops, sinks, and window ledges for damage
- ☐ Inspect the bulletin boards, doors, and window moldings for damage
- ☐ Inspect equipment, supplies, appliances, and stationary units to ensure that repair is not required
- ☐ Take down chairs, trashcans and anything that should not belong on counter tops
- ☐ Ensure that all floor mats are in the proper place
- ☐ Ensure that all room equipment is in an organized manner in its designated spot
- ☐ Report to Program/Unit Director of any needed repairs

Closing Checklist

- ☐ Lock gates then scan playground -- place all toys in cabinets and shed
- ☐ Sweep up any sand, woodchips, leaves and flowers
- ☐ Inspect and lock all doors
- ☐ Flush all toilets in the bathrooms to ensure that they working properly—turn off lights
- ☐ Walk the building --check for trash, graffiti, damage and objects that may cause injury
- ☐ Turn off all lights—ensure security and exit lights are operable
- ☐ Inspect all tables, chairs, counter tops, cupboard doors, closet tops, sinks, and window ledges for damage
- ☐ Inspect the bulletin boards, doors, and window moldings for damage
- ☐ Inspect equipment, supplies, appliances, and stationary units to ensure that repair is not required
- ☐ Ensure that all floor mats are free of rips and are in the proper place
- ☐ Inspect ceiling tiles and air intake vents in the ceiling.
- ☐ Ensure that all room equipment is in an organized manner in its designated spot
- ☐ Place all member items in the lost and found
- ☐ Report to Program/Unit Director of any needed repairs

ClubHouse Academy Checklists



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

HALL A – DANCE ROOM

Closing Checklist

- ☐ Wipe down all tables and chairs
- ☐ Wipe down doors and hardware
- ☐ Wipe off room equipment
- ☐ Put all room equipment in an organized manner in its designated spot
- ☐ Pick up all trash and place in the trash can
- ☐ Take all member items to the Lost and Found
- ☐ Turn off the lights
- ☐ Inspect and close the door



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

HALL B – GYMNASTIC ROOM

Closing Checklist

☐ Wipe down all tables and chairs	☐ Pick up all trash and place in the trash
☐ Wipe down the top of the bulletin boards and doors	☐ Take all member items to the Lost and Found
☐ Wipe off other room equipment	☐ Turn off the lights
☐ Put all room equipment in an organized manner in its designated spot	☐ Disinfect and wipe down all gymnastics equipment every Friday
☐ Spray disinfectant on the carpet	☐ Inspect and close all doors



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

HALL C – KARATE ROOM

Closing Checklist

☐ Wipe down all tables and chairs	☐ Pick up all trash and place in the trash can
☐ Wipe down the doors and closets	☐ Take all member items to the Lost and Found each night.
☐ Wipe down other room equipment	☐ Turn off the lights
☐ Put all room equipment in an organized manner in its designated spot	☐ Inspect and close all doors



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

Facility Opening Checklist

- ☐ Turn on the lights
- ☐ Inspect all tables, chairs, counter tops, closet tops, sofas, and vending machine
- ☐ Inspect the top of the bulletin boards, doors, and window moldings
- ☐ Ensure that all room equipment is in an organized manner in its designated spot
- ☐ Pick up all trash and place in the trash
- ☐ Flush all toilets in all the bathrooms to ensure that they are working properly
- ☐ Turn on heat or air condition unit as needed
- ☐ Inform Unit/ Program director of needed repairs

Facility Closing Checklist

- ☐ Wipe down all tables, chairs, counter tops, closet tops, sofas, and vending machine
- ☐ Wipe down the top of the bulletin boards, doors, and window moldings
- ☐ Put all room equipment in an organized manner in its designated spot
- ☐ Spray disinfectant on all door knobs
- ☐ Pick up all trash and place in the trash can each night
- ☐ Flush all toilets in all the bathrooms to ensure that they are working properly
- ☐ Take all member items to the Lost and Found each night
- ☐ Turn off air condition units
- ☐ Turn off the lights
- ☐ Inspect & lock all doors



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

OFFICE Closing Checklist

- ☐ Wipe down all tables, chairs, counter tops, and window ledges with
- ☐ Wipe off other office equipment
- ☐ Clean out unclaimed items from the room
- ☐ When needed, dust off air intake vents in the ceiling
- ☐ Put all room equipment in an organized manner in its designated spot
- ☐ Work with Unit/Program director to move boxes into Club storage space
- ☐ Pick up all trash and place in the trash can
- ☐ Place all member items into the Lost and Found
- ☐ Secure and file away all sensitive information like membership cards and checks
- ☐ Check first aid supplies
- ☐ Turn off lights
- ☐ Turn off air condition unit – ensure that fan is set on “Auto”
- ☐ Work with Program/Unit Director to inspect and lock all doors



BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY

KITCHEN

Closing Checklist

- ☐ Wipe down all counter tops, cupboard doors, closet tops, and sinks
- ☐ Wipe off other Kitchen equipment with damp rag including supplies, appliances, and stationary units
- ☐ Clean out food, disposable, and other unclaimed items
- ☐ Clean all cooking equipment including microwave, oven, and refrigerator
- ☐ When needed, dust off air intake vents in the ceiling
- ☐ Put all room equipment in an organized manner in its designated spot
- ☐ Pick up all trash and place in the trash can each night
- ☐ Work with Program/Unit Director to inspect and lock all doors
- ☐ Deep clean the Refrigerator and Freezer every Friday

Appendix 17

Asset Management in Facility Management
System (Facility Dude)

Appendix 17: Asset Management in Facility Management System

How to Create an Equipment Asset in Facility Management System

- The form below should be used to capture key information about the equipment that will be entered in the FMS system.

Site:		
Items Description:		Square footage if gym or parking lot.
Date Purchased:		
Date Placed in Service/Installed:	If different than Purchase Date above - _____	This is probably the same as the "Purchased Date" above
Original Cost:		
Source of Original Cost:		Estimate? Purchase, Donation, Tom Ross sheet?
Manufacturer Name:		
Model Number:		
Serial Number:		
Supplier:		Who did we buy it from, or who installed it?
Condition Code:		1 = Not functional Obsolete to 5 = OK and keep on current PM schedule
Life Expectancy Units:	If not in years - _____	If not Years, what is Life measured in? Hours? Miles?
Current Unit Reading:	If not in years - _____	Current miles or meter reading if applicable.
Total Life Expectancy:	If different than Standard sheet - _____	Total (take into consideration condition, not just remaining life)
Estimated Replacement Cost:		Unit cost if something like a gym floor or parking lot (\$/sq ft)
Estimated Replacement Date:	If different than purchase date + expected life - _____	
Any special notes:		
Fill in below FOR AC/Furnaces, Lighting, Slurry Treatments, Elevators, Back Flow Devices, Emergency Equipment, Vehicles, Shade Structures, Gym Floors, Etc		
Date of Last Maintenance:		
Last Replacement Date:		
Desired Planned Maintenance Frequency:		Annual, Quarterly, Years?
Typical Maintenance Cost:		Example - replacing light bulbs compared to the full light replacement.
Typical Replacement Parts:		Example - the bulb specs if they are the thing that gets replaced.

- Once the information is captured, you will want to log into Facility Dude and access the **Capital Forecast** application link. Use the item numbering structure in order to assign a unique item-tracking string for the equipment in question.

Boys & Girls Clubs of Huntington Valley

My Account(571282432) FACILITYDUDE apps

BOYS & GIRLS CLUBS OF HUNTINGTON VALLEY

Home Calendar New Work Order Reports Account Setup

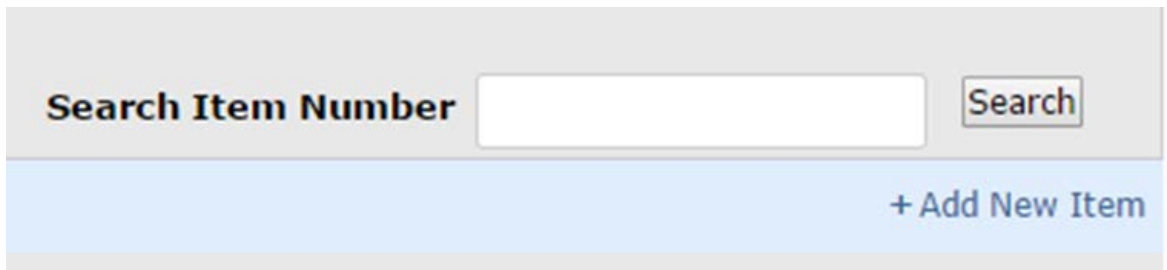
Search for GO Advanced Search

Actions: Add | List | Graph | Report

Quick Launch WORK ORDERS BY STATUS WORK CENTER

- Application Links -
- Application Links -
Work Order
Planned Maintenance
Dude Intelligence
Capital Forecast

- From the home screen, select **+Add New Item** to access the web based equipment form.



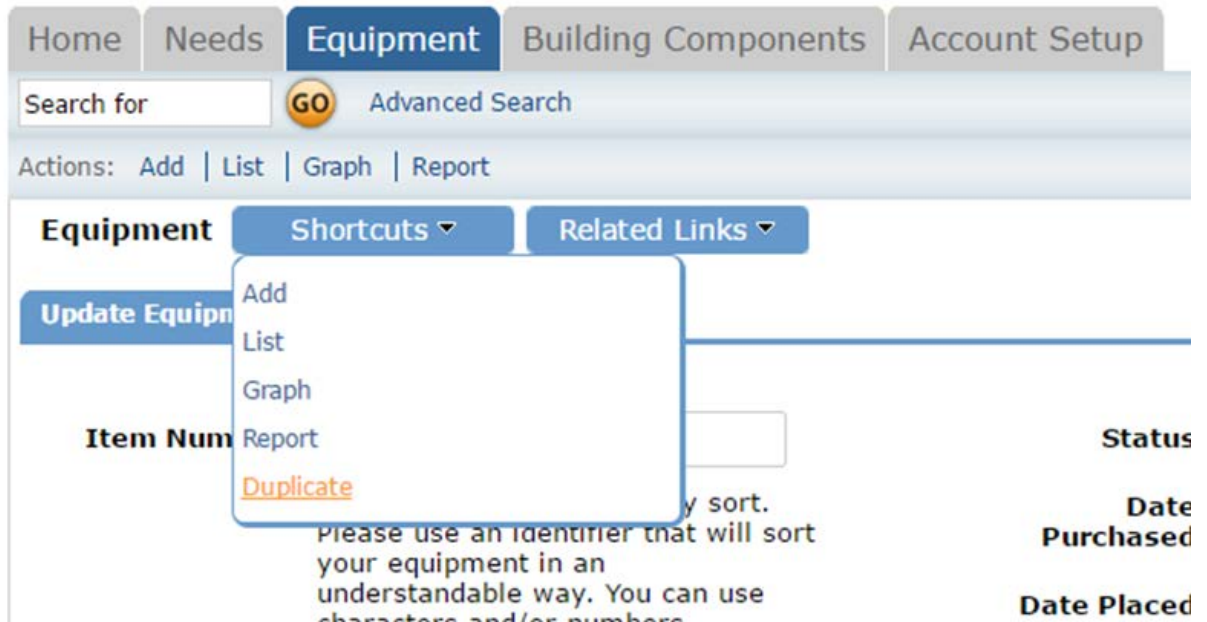
The screenshot shows a web-based equipment form interface. At the top, there is a light gray header bar. On the left side of this bar, the text "Search Item Number" is displayed in a bold, black font. To the right of this text is a white rectangular input field with a thin gray border. Further to the right is a button with a black border and the word "Search" in a bold, black font. Below the header bar is a light blue horizontal bar. On the right side of this bar, the text "+ Add New Item" is displayed in a bold, blue font.

- The Club's structure for item numbering consists of the following information strung together: Classification - Type of Equipment - City - Location - Three Digit Sequence Number. HVAC-FURN-FV-KING-001 is an example of how an item should be logged into the system.
- It is important that you enter item Classification, Type, City, and Location in CAPITAL letters. The Facility Management system will not allow you to assign a number already in use. The number structure guide is shown on the following page.

Item Number Examples: HVAC-FURN-FV-KING-001 or APP-REF-HB-HAYNES-003

[illegible]

- If the equipment that you are adding is similar to something already in the system, you may consider using the following shortcut:
 1. Go to the **Capital Forecast** Application Link within FMS
 2. Select the **Shortcuts** tab
 3. Select **Duplicate** –make sure to press down the “Control” button when clicking the mouse.



4. Update the following
 - Description
 - Status
 - Classification
 - Item identification numbering string – all items end with a 3 digit code i.e. 007
 - Type
 - Location & Building Unit
 - Cost of Purchase & Cost of Replacement for the item
 - Date placed & Anticipated Replacement Date
 - Model & Serial number
 - Vendor & Manufacturer information
 - Condition Code & Condition Date
 - Life expectancy
 - Click **Save** and then refresh to ensure that all edits were logged correctly.

See below for a sample list of Club equipment:

201 - 225 of total 479 listed			Items Per Page: 25 50 75 100		
			Previous 25 Next 25		
Item Number Description Status	Location Bldg./Unit Area Type	Manufacturer	Est. Replace Date	Days Until Replacement	# Open Needs Est. Replace Cost
FIT-GAMET-HB-HAYNES-005 Bumper Pool Table Disposed	Haynes Huntington Branch Haynes Huntington Beach Building Game Room	Not Applicable			0 \$0.00
FIT-GAMET-HB-HAYNES-006 Bumper Pool Table Active	Haynes Huntington Branch Haynes Huntington Beach Building Game Room	Atomic	2/7/2022	1722	0 \$850.00
FIT-GAMET-HB-PLF-001	Pacific LF Branch (GWC)	Professional	4/25/2036	6913	0

Adding Attachments to Equipment

- Once you save a piece of equipment, you can then attach or link to manuals, photos of the equipment, and equipment specs. There is a maximum of 5MB of storage for attachments per piece of equipment. You can add as many attachments as needed as long as they do not collectively total over 5MB. For files that are too large, you can attach a link to a URL instead. These attachments are also available when viewing Equipment in Planned Maintenance and Capital Forecast.
- On the Add/Update Equipment screen for the equipment you just saved, scroll down to the **Attachments** section. Add attachments to existing equipment by selecting it from the My Equipment list page.
- Click **Add New Attachment**.
- In the pop up window that appears, select the Resource Type as either a **File** or a **Link**.

Attach File

Resource Type ☒ File ☐ Link

☒ Description HVAC Manual

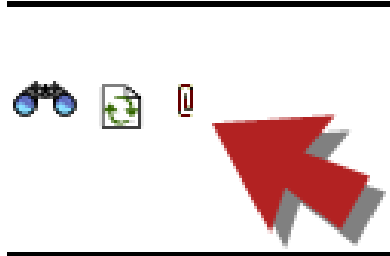
☒ Upload a file C:\Users\hmoore\Documents\ReportVi

File Name ReportViewer.xlsx

Size

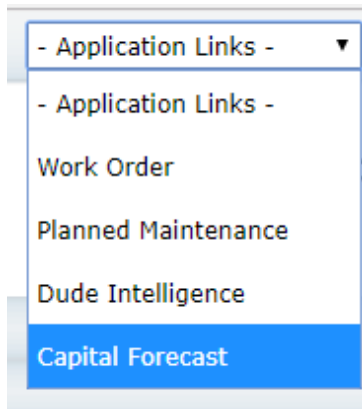
- For a File Attachment, enter a **Description** of the file. Select the file from your computer to **Upload** and click **Save**.
- Close the pop up window and the screen will refresh to show the file or link listed in the Attachments section.

- A paper clip icon will be visible next to equipment with attachments on all Equipment list pages. It will also appear next to the Equipment field on the WO form when a piece of equipment with attachments is selected. Click on the paper clip to view the attachments listed in a pop-up.



How to Update an Equipment Asset in Facility Management System

- Go to the Capital Forecast Application Link within FMS



- Click on the **Equipment** link. Narrow your search by filtering the equipment you wish to update by Location, Building or Item Number.

Home Needs **Equipment** Building Components Account Setup

Search for GO Advanced Search Services | Help

Actions: Add | List | Graph | Report

Equipment Shortcuts Related Links Legend

List Equipment

Filtering

View Equipment starting with: 0 1 2 3 4 5 6 7 8 9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z ALL

View

☒ All ☐ Overdue Replacement Only

Location Clubhouse Academy

Building -- Select Bldg./Unit --

Search Item Number Search

+ Add New Item

1 - 25 of total 479 listed Items Per Page: 25 | 50 | 75 | 100 Previous 25 Next 25

Item Number Description Status	Location Bldg./Unit Area Type	Manufacturer	Est. Replace Date	Days Until Replacement	# Open Needs Est. Replace Cost
APP-BBQ-FV-KING-001 BBQ Grill - Gas - in Kitchen Active	Kingston Branch Kingston Branch Building Kitchen	Rankam Group	6/15/2023	2191	0 \$500.00
APP-BBQ-HB-HAYNES-001 BBQ Grill - Gas - in Staff Room Active	Haynes Huntington Branch Haynes Huntington Beach Building Staff Room	Baker Chefs	6/15/2023	2191	0 \$500.00

Update the following

- Description
- Status

A screenshot of a dropdown menu for the 'Status' field. The menu is open, showing a list of status options: 'Active' (highlighted in blue), 'Disposed', 'Recycled', 'Used for Parts', and 'Repair Needed'. The dropdown is contained within a light blue border.

- Classification
- Item identification numbering string – all items end with a 3 digit code i.e. 007
- Location & Building Unit
- Cost of purchase
- Cost of replacement for the item
- Date placed
- Life expectancy – Give more Life if not disposing or replacing equipment
- Replacement date
- Model & Serial number
- Vendor & Manufacturer information
- Condition Code & Condition Date

A screenshot of a dropdown menu for the 'Condition Code' field. The menu is open, showing a list of condition codes: '1 - Asset is out of service, obsolete or no longer functional', '2 - Needs significant repair/attention', '3 - Needs moderate repair/attention', '4 - Needs minimum repair/attention', and '5 - Current maintenance and support activities are sufficient'. The dropdown is contained within a light blue border.

- Click **Save**

How to Disposition a Removed Equipment Asset in Facility Management System

When disposing equipment, make sure to do the following:

- Change **Status** to Disposed.
- Add “Disposed” to the **Description**.
- Clear out **Life Expectancy**.
- Clear out **Estimated Replacement Cost**.
- Change **Condition Code** to 1 – Obsolete & Out of Service.
- Clear out **Estimated Replacement Date**.
- Click **Save** & Refresh to ensure that changes were logged correctly

APP-OVEN-HB-HAYNES-001	Haynes Huntington Branch	GE			0
Oven/Cooktop in Staff Room	Haynes Huntington Beach				\$0.00
(Disposed)	Building				
Disposed	Staff Room				

Appendix 18

Facility Repairs in Facility Management
System (Facility Dude)

Appendix 18: Facility Repairs in Facility Management System

Creating a New Repair Work Order

All BGCHV Site Directors have the ability to create Work Orders.

There are two methods the Site Directors can use:

1. Starting at **My Facility Dude** – this is the abbreviated method which will open the Work Order Input Screen.

BGCHV “Supervisor” II Screen Option

Allows more insight, access and options.

Click: "My Facility Dude" to open the old Work Order input screen.

These are all your Branch Work Order details and status. You can also edit open Work Orders

Copyright protected. Obtain permission to use from Leadership is a Verb™ at www.LeadershipisVerb.com



- The Work Order maintenance request form will ask you to verify your contact information as well as ask you questions as to the location, building, priority, problem type and description of the problem.
- Once complete, make sure to click **Submit**.

loyer Connection Individuals & Families Sun Java System Com Client Access Home | Gundersen N CONEXIS, a division of First Advantage

Welcome to Boys & Girls Clubs of Huntington Valley Maintenance Request Page!

To submit your request complete the following form.

Step 1 Please be yourself, click [here](#) if you are not John Pham

First Name **Last Name** **Email**

Phone **Pager** **Cellular Phone**

Step 2 **Location** ☒

-- Select Location --
 -- Select Location --
 Boand Family Gymnasium (GWC)
 Clubhouse Academy
 Haynes Huntington Branch
 Kingston Branch
 Learning Center CDC
 Oak View Branch
 Pacific LF Branch (GWC)
 Robert Mayer CDC (GWC)
 Transportation Department
 Select equipment

Area/Room Number

next new request entry.

Step 3 **Priority:** ☒

Medium

Step 4 **Select Problem Type:** ☒

 **Maintenance Help Desk:** Click on the problem type below that best describes your issue.

 Alarm	 Capital Project	 Carpentry	 Custodial
 Doors and Hardware	 Electrical	 Equipment Maintenance	 Fire
 Flooring	 General Maintenance	 Glass/Window Repairs	 Graffiti
 Grounds	 Health/Safety	 Heating/Ventilation /Air Conditioning	 Inspections
 Lighting	 Office Equipment	 Painting	 Parking
 Pest Control	 Plumbing	 Roof	 Security

Starting at **New Work Order**.

*Fields that are marked with a red check mark are required fields.

- Click on the **New Work Order** tab.

Home Calendar **New Work Order** Reports Account Setup

Search for  [Advanced Search](#)

Actions: [Add](#) | [List](#) | [Graph](#) | [Report](#)

- In the **Status** drop down box, choose New Request.
- From the **Priority** drop down box, select the appropriate priority.
- Identify where the work needs to be done by choosing the **Location**.
- Select the **Bldg./Unit** field from the drop down box.
- Choose the general **Area** type that best fits the location of the work request.
- The **Request Date** will automatically populate with today's date.

Work Order Priority Definitions:

- “Emergency” – Items of immediate safety or ongoing damage. These should be called to the Operations Manager and CEO also.
- “High” – Important repairs requiring fast attention.
- Medium” – Normal repairs requests. 90% of WO's will go here.
- Low” – Required repairs but not impacting current
- Enter the complete **Request Description** in the open text box. Whenever possible, add a picture of what needs to be repaired along with a succinct statement of what needs to be examined or replaced.

Add/Update Work Order

Work Order: NEW

Status ☒
New Request

Priority ☒
Medium

Status Date
Created By
FD Admin
Date Created

Request Info

Location ☒
Dude Hospital

Bldg./Unit
<-- Select Bldg./Unit -->

Area
-- Select Area --

Request Date ☒
1/13/2015

Request Description ☒
Please check the sink, there is a small leak.

Area Number
Room 310

☐ **Emergency?**

- Identify the name of the requester in the **Contact Info** section.

Contact Info

Name
(Select "OTHER" if requester not in list and type their name in field below.)
Doe, Jane

First Name
Jane

Last Name
Doe

Email
jdoe@nowhere.com

Phone

Pager

Cellular Phone

- As an Administrator, you can either directly assign a work order to yourself or to another user in the **Assigned To** drop down box or you can leave the drop down box empty for the work order to follow automatic routing rules.
- Fill in the **Target Start Date**, **Requested Completion Date**, **Target Completion**, **Estimated Costs**, and **Estimated Hours**. **Note: These are all optional fields.*

Assignment Info	
Assigned To Admin, Karen 	
☒ Route for approval or review?	
Target Start Date 1/5/2015 	Requested Completion 
Target Completion 	Actual Completion 
Estimated Costs 0.00	Estimated Hours 0.00
Actual Costs: 0.00 (Note: Actual costs exclude tax amounts.)	
Total Costs: 0.00	
Actual Hours: 0.00	

- Select the appropriate **Craft** to identify *what* type of work is being requested.
- You can also enter the **Equipment Downtime** and **Cost** if needed. Information entered in these boxes will show on a printed work order form. If no information has been added, blank spaces will be provided on the printed work order for a technician to record this information in the field.

Budget Info	
Purpose General Maintenance ▼	Craft Equipment Maintenance ▼
Budget -- Select Budget Account -- ▼	Custom Category -- Select Custom Category -- ▼
Project -- Select Project -- ▼	Equipment HVAC-001- ▼
Classification <-- Select Classification --> ▼	
Type <-- Select Type --> ▼	Downtime 1 hr 30 min Cost \$ 50.00

- Click **Save**. The work order will now be assigned a work order ID number.

Changing the status of an open Work Order

- FMS has ten (10) Work Order “status” categories to help users manage “live” Work Orders. All ten (10) of these categories will maintain open Work Order traceability and can be used by the Operation Manager.
 1. “New Request” – to be used when entering a new order.
 2. “Work In Progress” – to be used when the situation has been assessed and a plan of action has been created.
 3. “On Hold” – to be used when repair is being linked with another project.
 4. “Waiting More Information” – to be used when key facts are missing.
 5. “Open Extended” – to be used when the repair is delayed due to scheduling conflicts.
 6. “Parts On Order” – to be used while waiting for replacement parts to arrive.
 7. “Pending” – to be used when a plan of action is still being developed.
 8. “Waiting Funding” – to be used when there are budget constraints.
 9. “Deferred” - BGCHV is not using this status designation at this time.
 10. “Forwarded” - BGCHV is not using this status designation at this time.

- These all can be used at the discretion of the person assigned the Work Order, but they remain responsible to finish the task at hand and “Complete” the Work Order.
- There are five (5) Work Order “status” categories to help users manage “died” Work Orders. These are controlled and only used when there is NO more effort ever on this Work Order number. All five (5) of these categories will not be open Work Orders for traceability. The five (5) definitions to remove a Work Order from FMS tracking and counting are:
 1. “Complete” - The term “**Complete**” means a Work Order has been accomplished. An explanation of the action taken should be inserted in the notes. (Example – “Howard Sharp has made the need repairs and situation is resolved”.)
 2. “Closed Work Orders” - The term “**Closed Work Orders**” means a Work Order effort has not been accomplished but has been handled in a different way. A detailed explanation with clear traceability must be inserted in the notes. (Example – “Tanya (CEO) asked that this WO be Closed and re-generated in 1 September 2017. PM Schedule 238 has been updated with 1 September 2017 as the new start date.”)
 3. “Declined” – BGCHV is not using this status designation at this time.
 4. “Duplicate Request” – The term “**Duplicate Request**” means a Work Order has been determined to be the same as another Work Order and thus not needed. An explanation is inserted in the notes. (Example – “Work Order 334 is for the exact same work as Work Order 311 and thus not needed. Duplicate.”)
 5. The term “**Void**” means a Work Order has been determined to be unneeded. An explanation is inserted in the notes. (Example – “Unit Director will discard equipment and purchase another.”)

“Completing” a Work Order

- When a Unit Director is assigned a Work Order, the Facility Management System will send an e-mail to the director:



Tue 6/20/2017 12:07 AM

FacilityDude Message Center <message.center@facilitydude.com>

WOID: 647 WO Assignment

To: tnolan@bgchv.com

Boys & Girls Clubs of Huntington Valley - 647 - Pending at Haynes Huntington Branch was assigned to you today.

Daily - Quarterly Copier Service - HB Haynes - Refer to PM schedule details.

Contact Info:

Tanya Hoxsie

hoxsie@bgchv.com

Click https://app40.facilitydude.com/toolbox/mydtwo/mydtwo_s/mydtwo_woinfo.asp?acctNum=571282432&productID=MEWO&AccountNumber=571282432&WOID=647

- Login to FacilityDude. Scroll to the bottom to see **Assigned Work** section on the Homepage.

ASSIGNED WORK

Note: Action Taken is saved when Save button is clicked.

Sort by Request Age Ascending Descending

Filter -- Select Status --

1 - 8 of total 8 listed « First Prev 50 Next 50 Last »

Kingston Branch
Bldg./Unit: Kingston Branch Building
Area: Game Room
368 there is a hole in the wall in the corner of the games room.

Print This! Email Supervisor Make a Note

Requested Completion Date:
Request Age: 45 (in days)
Assigned to: Bob Hoxsie
Contact: **Ryan Brenes**
Phone: 714-531-2582, Pager:

Medium
Assign

Action Taken
Water damage from roof. Window frame and entire

☐ Mark in Progress
☐ Mark Complete
Save

New Request

Robert Mayer CDC (GWC)
Bldg./Unit: Robert Mayer Building
Equipment: ELE-LIGHT-HB-MAYER-002
382 eearly - Mayer Exterior Light Re-Bulb - Annual - Refer to PM schedule details.

Print This! Email Supervisor Make a Note

Would like this completed by 10/23/2016
Requested Completion Date: 10/23/2016
Request Age: 21 (in days)
Assigned to: Bob Hoxsie
Contact: **Tanya Hoxsie**

Medium
Assign

Action Taken

☐ Mark Complete
Save

Pending

- Click on the Work Order ID number circled above in red. This will take you to the work order to add info and update.

Boys & Girls Clubs of Huntington Valley

My Account(571282432) FACILITYDUDE apps - Application Links - Logout

BOYS & GIRLS CLUBS
OF HUNTINGTON VALLEY, INC.

Work Order™

Home Calendar **New Work Order** Reports Account Setup

Search for Advanced Search [Help](#)

Actions: [Add](#) | [List](#) | [Graph](#) | [Report](#)

Work Order [Shortcuts](#) [Related Links](#)

Add/Update Work Order

Work Order: 368

[Save](#) [Reset](#) [First](#) [Prev](#) [Next](#) [Last](#)

Status ☒
New Request

Priority ☒
Medium

Status Date
9/9/2016 5:16:33 PM

Status Last Changed By

Date Last Printed

Created By
Ryan Brenes

Date Created
9/9/2016 5:16:32 PM

Last Changed By
John Pham

Request Info

Location ☒
Kingston Branch

Bldg./Unit
Kingston Branch Building

Area
Game Room

Area Number

Request Date
9/9/2016

☐ **Emergency?**

Request Description ☒

- Add notes to the **Action Taken** Section to describe what was done to complete the work request.

Action Taken

Action

Water damage from roof. Window frame and entire wall needs replacement. Need to schedule service

[Back to Shortcuts](#)

- Before saving as **Complete**, the cost information of the work order must be logged by the person the work was assigned to.
- On the work order form, scroll down to the Transactions sections and click on **New Purchase Transaction**.

Transactions

New Purchase Transaction

New Issue Transaction

New Labor Transaction

☒ **Trns Date**

☒ **Type**

Select Supplier or type new one below.

Supplier

Invoice/PO #

Budget Code

Purchased by

☒ **Description**

☒ **Quantity**

☒ **Cost Each** **% Markup** **% Discount**

(Note: If no discount or markup, please leave blank. When used, the original cost is automatically adjusted and saved.)

Sales Tax

Shipping/Freight

Other Charges

Amount

☐ Complete Work Order

- **Trns Date** will automatically populate with today's date. This date can be backdated to reflect the date of the actual purchase.
- Identify the **Type** of purchase transaction from the drop down list. (Materials, Rentals, Contract Services, Material Return, or Discount)
- Choose the **Supplier** from the drop down list/binocular lookup. If the Supplier is *not* in the list, create a new one by typing the Supplier name in the field. **Once the transaction is saved, the new Supplier will be added to the list.*
- Enter the **Invoice/PO#**.
- In the **Purchased by** field, choose the name of the employee responsible for purchasing the material(s).
- Click **Submit**
- Click **Back to Work Order Number**
- Change Status of WO from **New Request** by clicking the drop down menu to **Complete** to complete the work order.
- Click **Save**.

Add/Update Work Order

Work Order: 368

<< First < Prev Next > Last >>

Status ☒

Status Date
 9/9/2016 5:16:33 PM
Status Last Changed By
 Date Last Printed

Priority ☒

Created By
 Ryan Brenes
Date Created
 9/9/2016 5:16:32 PM
Last Changed By
 John Pham

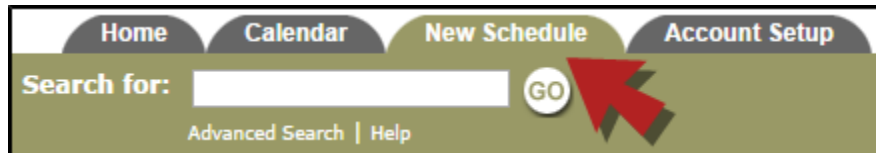
Appendix 19

Facility Planned Maintenance in (Facility
Dude)

Appendix 19: Facility Planned Maintenance in Facility Management System

How to create a new Preventative Maintenance Schedule

There are 18 steps on the schedule creation form. By clicking **Next Step**, the system automatically saves your input before proceeding to the next screen. In the Planned Maintenance Application link, Click on the **New Schedule** tab at the top of your screen.



Step 1: Enter PM Schedule Title

- This is a *required* step. Enter a **Title** for this schedule. You want to be as specific as possible when naming your schedules. **Example:** Enter the initials or abbreviation of the location, the classification or type, and the frequency. Click **Next Step**.

Step 2: Select Classification

- This is a *required* step. You must select the classification of equipment or building system for the schedule you are entering. Your screen will automatically refresh to the next step.

Step 3: Select Type

- This step is not required, but recommended as it helps you narrow the definition of the work that needs to be done. The Classification selected in Step 2 is usually a broad term and the Types in Step 3 are subcategories of those classifications. You may want to select a Type depending on the schedule you are creating. Click on **Step 4**.

Step 4: Select Manufacturer

- This step allows you to select the manufacturer when applicable. Click on **Step 5**.

Step 5: Select Location

- Select the specific location where this PM work will be performed. This is helpful to use when you have multiple locations that need separate work orders. Your screen will automatically refresh to the next step.

PM Schedule		Step 5: Select Location (Required)	
✓ 1	Title Admin-AHU-Quarterly	Previous Step	Next Step
✓ 2	Classification HVAC	☐ Equipment Determines Location	
✓ 3	Type AHU	☒ Admin Building	Previous Step Next Step
4	Manufacturer		
✓ 5	Location Admin Building		
6	Bldg./Unit		

Step 6: Select Building Unit

- Select the building unit such as parking lot, sports field, gymnasium or the entire building.

Step 6: Select Bldg./Unit

☒ Not applicable

☐ ALL Bldgs./Units

☐ Gymnasium

☐ Haynes Huntington Beach Building

☐ Parking Lot

☐ Sports Fields

Step 7: Select Equipment

- Select the specific item that you would like to be worked on.

✓ 3	Type	Sprinkler System
4	Manufacturer	
✓ 5	Location	Haynes Huntington Branch
6	Bldg./Unit	
✓ 7	Equipment	

Select ALL Equipment or check all that apply

☒ FLS-SPLR-HB-HAYNES-001, Sprinkler Riser near Electrical Power Room, Haynes Huntington Branch

Step 8: Select Planned Maintenance Template

- When appropriate, Step 8 helps fill in starting information into Steps 9-15. You have to use Internet Explorer as your browser in order to access the template library.

Step 8: Select PM Template

PM Template Library

Note: PM Templates are available only when using Internet Explorer browser. **Template Schedule selected:**

Rise Value Inspection - Annual

Click this button to use the tasks as a shared master list. Master tasks can be changed by editing the template s can, however, add new tasks specifically for this schedule on the tasks step.

Click here to copy the details of the template into this schedule. You can then edit to tailor the job details to this to view the Terms of Use for System Templates.

Legend

System Books	Your Books	Global Books
System Templates	Your Templates	Global Templates
	Master Templates	

Step 9: Define Job Start Up Procedures

- Adding notes in the text box in Step 9 will allow the person responsible for accomplishing the task to work off a checklist of key considerations.

Step 9: Define Job Start Up

[Previous Step](#)[Next Step](#)

Job Start Up Procedures

Inspect the parking lot to determine exact asphalt repair desired.

Work this PM WQ in conjunction with PM WQ for parking lot Slurry.

Create Statement of Work (SOW) and bid to minimum of three vendors.

Schedule the slurry maintenance and inform all impacted constituents - Transportation Department (bus drivers, etc.) trash pick-up, parents, etc.

Create and post signs at driveway entrances notifying all parties of upcoming closure of the parking lot.

Step 10: Safety Points

- Safety precaution steps should be listed in the text box.

Step 10: Define Safety Points

[Previous Step](#)[Next Step](#)

Safety Points

Ensure vendor has proper equipment for high locations and wears appropriate fall protection harness connected correctly.

Ensure there are no children in the work areas that could be hurt from falling debris.

General electrical safety precautions.

Dispose of old light bulbs correctly.

BGCHV requirement for vendor employee background screening and proof of Workers Compensation Insurance must be followed.

Step 11: Define Tasks & Procedures

- Enter the tasks needed to complete this job. Click **Next Step** to save. Then click on **Step 16**.

PM Schedule	
✓ 1	Title Admin-AHU-Quarterly
✓ 2	Classification HVAC
✓ 3	Type AHU
4	Manufacturer
✓ 5	Location Admin Building
6	Bldg./Unit
7	Equipment
8	Select PM Template
9	Job Start Up
10	Safety Points
✓ 11	Tasks & Procedures
12	Tools

Step 11: Define Tasks and Procedures

To add more tasks simply click "More New Tasks" button below.

[Previous Step](#) [Next Step](#)

☒ Print Task List on PM Work Order?

1) Lock out-tag out unit.

Special Task Procedures

Attach File 

2) Open unit.

Special Task Procedures

Step 12: Define Job Tools

- List the tools needed to safely perform the task.

Step 12: Define job tools

[Previous Step](#)

[Next Step](#)

Job Tools

- 1) Ladder for lower locations.
- 2) Scissor lift for higher locations.
- 3) Fall protection harness.

Step 13: Define Purchases

- Required purchases should be listed so that materials may be secured.

Step 13: Define Purchases

[Previous Step](#) [Next Step](#)

Transaction Type -- Select Type -- ▼

Item Description

Supplier -- Select Supplier -- ▼ OR NEW

Quantity

Est. Unit Cost

Est. Total Cost

[Submit](#)

Job Parts

	Trns Type	Supplier OR New Supplier	
	Item Description		
	Quantity	Est. Unit Cost	Est. Total Cost
Edit	Purchases		
☒	Bulbs		
	260	\$4.00	\$1,040.00

[Previous Step](#) [Next Step](#)

Step 14: Define Journal Notes

- Enter technical information in journal notes. If notes are not needed, Click Next Step.

Step 15: Define the assignment, codes and estimate job hours

- Estimating costs will allow for cost comparison and budget forecasting.

Step 15: Define the assignment, codes and estimate job hours

[Previous Step](#) [Next Step](#)

Assigned To **Estimated Hours** (Hours to complete job)

Craft

Budget
 ☐ Use Budget Code assigned to location

Project
-- Select Project -- ▼

Custom Category
-- Select Custom Category -- ▼

Step 16: Define Frequency

- This is a *required* step. You must select how often you would like this schedule to generate a PM work order.
- In the **Range of Recurrence** field, enter the date you want the schedule to start generating PM work orders. If this is a temporary schedule, you can set an **End Date** to the right of the Range of Recurrence.
- Select the **Recurrence Pattern** for your schedule. We recommend **Recurring Calendar Event**. You can select Daily, Weekly, Monthly, or Yearly options:
- **Daily** - Select either Every () day(s) or Every Weekday. **Example:** For work that needs to be done every day including weekends, enter Every (1) day.
- **Weekly Recur every** () week(s) on (day(s) of the week). **Example:** For work that needs to take place every other Monday, enter Weekly Recur every (2) weeks with a check mark in the box next to Monday.
- **Monthly**
 - Day () of every () month(s). **Example:** For work that needs to take place on the 15th day of every month, enter Day (15) of every (1) month.
 - The (first) (Monday) of every () month(s). **Example:** For work that needs to be done on the first weekday of every quarter, enter The (first) (weekday) of every (3) months.
- **Yearly**
 - Every (January) () of every () year(s). **Example:** For work that needs to take place on October 15th every year, enter Every (October) (15) of every (1) year.
 - The (first) (day) of (January) of every () year(s). **Example:** For work that will be done on the first weekday in May every other year, enter The (first) (weekday) of (May) of every (2) years.

Step 16: Define frequency schedule (Required)

Previous Step
Next Step

Range of Recurrence

Start
7/15/2015

☒ No end date
☐ End after
 occurrences
☐ End by

Number of days allowed to complete PM WO

Recurrence Pattern

☒ Recurring Calendar Event
☐ Recurring Calendar Event Or Reading Frequency
☐ Reading Frequency

☐ Daily
☐ Every
 day(s)
☐ Every weekday

☐ Weekly
Recur every
 week(s) on:

☐ Sunday
☐ Monday
☐ Tuesday
☐ Wednesday
☐ Thursday
☐ Friday
☐ Saturday

☒ Monthly
☐ Day
 of every
 month(s)

☒ The
first
Monday
of every
3
month(s)

☐ Yearly
☐ The day
 of the month every
 years
☐ The
first
day
of the month of every
 years

Recurrence Exclusion

Work orders shall be generated according to the recurrence pattern above. Work Orders shall NOT be generated for you do not want this schedule to produce work orders in the selected month(s)

☐ January	☐ May	☐ September
☐ February	☐ June	☐ October
☐ March	☐ July	☐ November
☐ April	☐ August	☐ December

- If this is a seasonal schedule, you can select which months you would like to skip the work order generation in the **Recurrence Exclusion** section. Put a check in the boxes next to the months that you **do not** want a work order to be created.
- Click **Next Step** to save.

Step 17: Create Template

- The option on Step 17 can only be selected if you are using Internet Explorer as your browser. By saving your work as a template, you will allow the Facility Management System to save your work as a Master template and shared among other Preventative Maintenance schedules.

Step 17: Create Template

Select a Template Book if you want to make this schedule available in your template book.

☐ My Standard

☐ Create New Template Book

☒ Do not make a template from this schedule

☐ Yes, template will be used as a master. Master templates allow the task list to be shared among multiple schedules.

Template Title

CHA Interior ReBulbing

Create Template Now

Previous Step

Next Step

Step 18: Setup Schedule Now

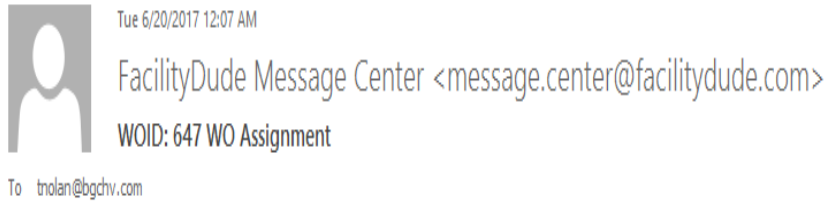
- This is a *required* step and the final step to creating your schedule. It shows the selections you made on the schedule. Make sure these selections are correct, and then click **Setup Schedule Now**. This schedule is now an active running schedule that will create PM work orders in your Work Order account.

Step 18: Summary	
Below is your new schedule summary:	
Schedule ID:	101
Schedule Title:	Admin-AHU-Quarterly
Classification:	HVAC
Type:	AHU
Manufacturer:	not defined
Location:	Admin Building
Bldg./Unit:	not defined
Equipment:	0 piece(s) of equipment defined
Task Procedures:	3 tasks defined
Job Purchases:	0 parts needed for the job
Journal Notes:	0 Journal Notes defined
Recurrence Pattern:	Monthly
Date Schedule Start:	7/15/2015
Date Schedule End:	no end date
Setup Schedule Now	



How to "Complete a Preventative Maintenance Work Order

- When a Preventative Maintenance Work Order is assigned, the Director will receive the following e-mail:



Boys & Girls Clubs of Huntington Valley - 647 - Pending at Haynes Huntington Branch was assigned to you today.

Daily - Quarterly Copier Service - HB Haynes - Refer to PM schedule details.

Contact Info:

Tanya Hoxsie

hoxsie@bgchv.com

Click https://app40.facilitydude.com/toolbox/mydtwo/mydtwo_s/mydtwo_woinfo.asp?acctNum=571282432&productID=MEWO&AccountNumber=571282432&WOID=647

- Click the link attached to the message. The link will route you to the Facility Dude web page.
- Login to FacilityDude. Scroll to the bottom of the page to see **Assigned Work** section on the Homepage.
- Read the e-mail and follow the steps outlined in the work order. Once the work is complete, log back into the system in order to update the status:

BGCHV FMS PM WO Completion Screen

"Complete means you accomplished the WO

The screenshot shows the 'Add/Update Work Order' form in the BGCHV FMS. It includes fields for Status, Priority, Created By, Date Created, and Last Changed By. A dropdown menu for 'Status' is open, showing options like 'New Request', 'Work In Progress', 'Complete', 'Closed work orders', etc. A text box for 'Action Taken' is also visible. Two numbered callouts provide instructions: 1. 'Add/Update Work Order: (REQUIRED) Upon completing the Work Order, click the drop-down menu and select "Complete".' 2. 'Action Taken: (OPTIONAL) If something different happened, you should note it here.'

1 Add/Update Work Order: (REQUIRED)
Upon completing the Work Order, click the drop-down menu and select "Complete".

2 Action Taken: (OPTIONAL)
If something different happened, you should note it here.

BGCHV FMS PM WO Completion Screen

Did you complete all the steps in the WO?

PM Schedule
 PM Schedule 223
 Quarterly Copier Service - Pacific Life

Job Start-up Procedures
 Call vendor and schedule appointment.
 Advanced Office Services
 1435 N Village Way, Santa Ana, CA 92705
 www.GoldAdvanced.com
 877-647-8036 FAX
 Account Manager: Doug Ricketts
 714-547-8400 X 215

Safety Points
 Make sure the copier maintenance log sheet was initiated with a current date.
 Ensure no children are in or around the work area.
 Dispose of old parts, cleaning supplies and waste correctly.
 BGCHV requirement for vendor escort or vendor employee ground screening and proof of Workers Comp Insurance must be followed.

Task Procedures:

Task	Completed	Description	Procedure
1	☒ Yes ☐ No	Call to make appointment	Comments --
2	☐ Yes ☒ No	Host service call	Comments --
3	☐ Yes ☒ No	Check to ensure all maintenance logs have been updated	Comments --
4	☐ Yes ☒ No	Close Work Order in FMS	Comments --

3 PM Schedule: (REQUIRED)
 Be sure to read the Task Steps. If you have completed them all, Click "Set All Yes".

4 Task Procedures: (REQUIRED)
 If you have only completed certain steps, then only Click "Yes" to those completed, and add comments on why the "No" were not completed.

- Before closing the work order by changing the status to "Complete", costs must be entered.
- On the work order form, scroll down to the Transactions sections and click on **New Purchase Transaction**.

Transactions

- New Purchase Transaction
- New Issue Transaction
- New Labor Transaction

☒ **Trans Date** 11/5/2015

☒ **Type** Materials

Select Supplier or type new one below.

Supplier

Invoice/PO #

Budget Code -- Select Budget Account --

Purchased by -- Select Purchaser --

☒ **Description** 10 2x4s

☒ **Quantity** 10

☒ **Cost Each** 1.5 % **Markup** % **Discount** %

(Note: If no discount or markup, please leave blank. When used, the original cost is automatically adjusted and saved.)

Sales Tax 0

Shipping/Freight

Other Charges

Amount 15.0000

☐ Complete Work Order

- **Trns Date** will automatically populate with today's date. This date can be backdated to reflect the date of the actual purchase.
- Identify the **Type** of purchase transaction from the drop down list. (Materials, Rentals, Contract Services, Material Return, or Discount)
- Choose the **Supplier** from the drop down list/binocular lookup. If the Supplier is *not* in the list, create a new one by typing the Supplier name in the field. **Once the transaction is saved, the new Supplier will be added to the list.*
- Enter the **Invoice/PO#**.
- Select the **Budget Code** associated with this transaction.
- In the **Purchased by** field, choose the name of the employee responsible for purchasing the material(s).
- Click **Submit**
- Click **Back to Work Order #**
- Click **Save**

BGCHV FMS PM WO Completion Screen

REMEMBER to SAVE your inputs!!!

The screenshot shows the 'File Attachments' section of the PM WO Completion screen. Callout 4 points to the 'Attach New File' link, and callout 5 points to the 'Save' button.

4 Attach New File: (OPTIONAL)
If you would like to attach a document (receipt, inspection record, etc.) Click here.

5 PM Schedule: (REQUIRED)
After the above adjustments are complete, Click "Save" to keep your changes and Close the PM WO.

How to "Remove a Preventative Maintenance Work Order that is no longer needed

- Choose the Preventative Maintenance Schedule that you would like to stop. In **Step 1 Title** insert **ZZSTOP** followed by a space forward dash in front of the name of the no longer needed schedule.

The screenshot shows the 'New Schedule' tab selected in the top navigation bar. The search bar is empty, and the 'GO' button is visible.

PM Schedule

✓ 1	Title	ZZSTOP - Kingston Pool Table Resurface
✓ 2	Classification	Fitness & Recreation
✓ 3	Type	

Step 1: Enter PM Schedule Title (Required)

Note: The title is used in reports and the calendar. It should be both brief and informative.

ZZSTOP - Kingston Pool Table Resurface

Next Step

- Next, Click **Step 16**. Select **Permanently Discontinue the Schedule**.

Boys & Girls Clubs of Huntington Valley

Go to [Application Links](#) | [LOGOUT](#) [MY ACCOUNT \(571282432\)](#) | **Planned Maintenance™**

Home Calendar **New Schedule** Account Setup

Search for: [GO](#) [Advanced Search](#) | [Help](#)

PM Schedule **Step 16: Define frequency schedule (Required)** [Back to PM Schedule](#)

✓ 1	Title ZZ5TOP - Kingston Pool Table Resurface	Previous Step Next Step
✓ 2	Classification Fitness & Recreation	☐ Yes, postpone until (Default is next generation date, but you can change schedule to start at another date. Note: This will be used for existing schedules to move schedules up to adjust monthly work loads.)
✓ 3	Type Game Table - Pool, Air, F...	
4	Manufacturer	☒ Permanently discontinue schedule

- Click **Step 18** to review your changes and then Click **Save** to discontinue the schedule.

Appendix 20

Acceptable Use Agreement-Technology

Club Member Use of Technology

ACCEPTABLE USE AGREEMENT

The Boys & Girls Clubs of Huntington Valley (BGCHV) authorizes club members to use technology owned or otherwise provided by the BGCHV as necessary for program purposes. The use of BGCHV technology is a privilege permitted at the BGCHV's discretion and is subject to the conditions and restrictions set forth in applicable School-age programs policies and procedures and this Acceptable Use Agreement. The BGCHV reserves the right to suspend access at any time, without notice, for any reason.

The BGCHV expects all club members to use technology responsibly in order to avoid potential problems and liability. The BGCHV may place reasonable restrictions on the sites, material, and/or information that club members may access through the system.

A parent/guardian of every BGCHV club member who is authorized to use BGCHV technology shall sign this Acceptable Use Agreement as an indication that they have read and understand the agreement.

Definitions: BGCHV technology includes, but is not limited to, computers, BGCHV's computer network including servers and wireless computer networking technology (wi-fi), the Internet, email, USB drives, wireless access points (routers), tablet computers, smartphones and smart devices, telephones, cellular telephones, personal digital assistants, pagers, MP3 players, wearable technology, any wireless communication device including emergency radios, and/or future technological innovations, whether accessed on or off site or through BGCHV-owned or personally owned equipment or devices.

Club Members Obligations and Responsibilities: Club members are expected to use BGCHV technology safely, responsibly, and for program purposes only. The club member using BGCHV technology is responsible for its proper use at all times. Club members shall not share online services account information, passwords, or other information used for identification and authorization purposes, and shall use the system only under the account to which they are assigned.

Club members are prohibited from using BGCHV technology for improper purposes, including, but not limited to, use of BGCHV technology to:

1. Access, post, display, or otherwise use material that is discriminatory, libelous, defamatory, obscene, sexually explicit, or disruptive
2. Bully, harass, intimidate, or threaten other Club members, volunteers, staff, or any other individuals ("cyberbullying")
3. Disclose, use, or disseminate personal identification information (such as name, address, telephone number, Social Security number, or other personal information) of another club member, staff member, or other person with the intent to threaten, intimidate, harass, or ridicule that person
4. Infringe on copyright, license, trademark, patent, or other intellectual property rights

5. Intentionally disrupt or harm BGCHV technology or other operations (such as destroying BGCHV equipment, placing a virus on BGCHV computers, adding or removing a computer program without permission from a BGCHV staff member, changing settings on shared computers)

6. Install unauthorized software

7. "Hack" into the system to manipulate data of the BGCHV or other users

8. Engage in or promote any practice that is unethical or violates any law or BGCHV policy or practice

Privacy: Since the use of BGCHV technology is intended for program purposes, club members shall not have any expectation of privacy in any use of BGCHV technology.

The BGCHV reserves the right to monitor and record all use of BGCHV technology, including, but not limited to, access to the Internet or social media, communications sent or received from BGCHV technology, or other uses. Such monitoring/recording may occur at any time without prior notice for any legal purposes including, but not limited to, record retention and distribution and/or investigation of improper, illegal, or prohibited activity. Club members should be aware that, in most instances, their use of BGCHV technology (such as web searches and emails) cannot be erased or deleted.

All passwords created for or used on any BGCHV technology are the sole property of the BGCHV. The creation or use of a password by a club member on BGCHV technology does not create a reasonable expectation of privacy.

Personally Owned Devices: Personally owned devices are permitted for use during Club time for Club purposes and in approved locations only. The Club prohibits use of personally owned devices in restrooms. If a club member uses a personally owned device to access BGCHV technology, he/she shall abide by all applicable BGCHV programs policies and this Acceptable Use Agreement. Any such use of a personally owned device may subject the contents of the device and any communications sent or received on the device to disclosure pursuant to a lawful subpoena or public records request.

Reporting: If a club member becomes aware of any security problem (such as any compromise of the confidentiality of any login or account information) or misuse of BGCHV technology, he/she shall immediately report such information to the BGCHV staff member or other BGCHV personnel.

Consequences for Violation: Any inappropriate use of a personally owned device, or failure to report a security issue or misuse of technology, 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 appropriate to the Club's existing disciplinary policies including, if applicable, referral to local law enforcement.

Parent Acknowledgment: I have received, read, understand, and agree to read these policies to my child and insure that they abide by this Acceptable Use Agreement and other applicable laws and BGCHV policies and regulations governing the use of BGCHV technology. My child understands that there is no expectation of privacy when using BGCHV technology. I further understand that any violation may result in loss of user privileges, disciplinary action, and/or appropriate legal action.

Member's Name: _____ Age: _____

School/Grade: _____ Date: _____

(Please print)

Parent or Legal Guardian Acknowledgment: Since the club member is under 18 years of age, a parent/guardian must agree to read this policy to your child and also read and sign the agreement.

As the parent/guardian of the above-named club member, I have read, understand, and agree that my child shall comply with the terms of the Acceptable Use Agreement. By signing this Agreement, I give permission for my child to use BGCHV technology and/or to access the club's computer network and the Internet. I understand that, despite the BGCHV's best efforts, it is impossible for the club site to restrict access to all offensive and controversial materials. I agree to release from liability, indemnify, and hold harmless the BGCHV, BGCHV board of directors, and BGCHV personnel against all claims, damages, and costs that may result from my child's use of BGCHV technology or the failure of any technology protection measures used by the BGCHV. Further, I accept full responsibility for supervision of my child's use of his/her access account, as applicable, if and when such access is not in the club setting.

Name: _____ Date: _____

(Please print)

Signature: _____

Appendix 21

Emergency At-A-Glance



Emergency Procedures, At-A-Glance

Emergency Phone Numbers

Non-Emergency [Police]:

FVPD	714-593-4485
HBPD	714-960-8843
Maintenance & Operations.....	714-514-6265
Director of Operations.....	714-374-2600
Executive Director.....	714-531-2582
Chief Executive Officer.....	714-899-5900
Alarm Central Station.....	1-800-900-4564
Orange County Health Care—Public Health Services.....	714-834-8180
Poison Control	1-800-876-4766
Police, Fire and Paramedics.....	9-1-1
Social Services Agency—24 Hour Child Abuse Reporting Hotline.....	1-800-207-4464

ACTIVE SHOOTER

Active Shooter incidents are highly unpredictable and volatile situations which there are no perfect solutions on how to safely react. Following are recommended actions, however, common sense and following the instructions of Club staff are usually the best course of action.

There are three basic options: run, hide or fight.

It is possible that you will use more than one option.

RUN. Move away from danger. Don't be paralyzed by the event.

HIDE. Move to a secure location, wait for police.

RUN. Run again if needed. Move when in danger!
Lockdown does not mean to hunker down and become a victim.

FIGHT. Fight back as a last resort if your life is in danger.
Only adult staff should be recruited to Fight if the situation gets to this phase.

RUN – If there is a path to escape, attempt to evacuate

- Move away from the danger.
- Leave your belongings behind.
- Take note of nearest exits, doors and windows.
- Have an escape route and plan in mind.
- Evacuate when there is clear and present danger. Get members to come with you.
- Keep moving until you are in an area you can hide safely or far enough from the danger to be safe.
- Help others escape if possible. Members should partner up once evacuation is necessary.
- Keep hands visible to law enforcement, follow directions.

HIDE – If evacuation is not possible, hide in a secure location.

- Act quickly and quietly.
- Lock and barricade the door if possible.
- Silence your cell phone
- Remain silent, limit movement and stay out of view.
- Turn off sources of noise such as TVs and radios.
- Shut off lights and cover windows.
- Leave a path of escape - do not trap or restrict your options if you need to move again.
- Hiding place should provide protection if shots are fired.
- Be prepared to defend yourself with anything available.
- If safe to do so, remain in place until you hear the code word signaling the end of the lockdown

FIGHT--This is a last resort measure if you cannot run or hide and you are facing imminent injury or death from the intruder.

- Attempt to incapacitate the suspect.
- Act with physical aggression.
- Have the will to survive.
- Improvise weapons.
- Commit to your actions.
- Target vulnerable parts of the intruder's body such as the eyes and face.
- Be aware of the potential for multiple intruders.
- Use any measure available to fight off the threat and continue to engage until the intruder is incapacitated.
- Fight as a group if possible. Only adults should be incorporated in a group fight.

ACTIVE SHOOTER

BOMB THREATS OR SUSPICIOUS PACKAGES

Bomb threats usually come by phone and are intended to create an atmosphere of anxiety or panic. All bomb threats should be assumed to pose a legitimate danger to the Club and should be reported to Police.

When you receive a bomb threat, follow these simple steps:

Remain calm and ask the following questions:

- When will the bomb explode?
- What does the bomb look like?
- Why was the bomb placed here?
- What kind of bomb is it?
- Who put it here? Why? Where?
- Who are you?
- Keep the caller on the phone as long as possible. Record the following information for the Police:
- Date and time of call
- Exact words of the person
- Sex and estimated age of caller
- Speech pattern, accent
- Background noises

The employee receiving or discovering the bomb threat should work with the Unit Director to call the Police and give the dispatcher all the information collected.

- Do **NOT** transmit on a radio. The radio transmitter

may set off the device.

- Do **NOT** touch any unfamiliar objects
- Notify the Chief Executive Officer. Do **NOT** start any rumors. Club administrators will determine if an evacuation is necessary.
- If an evacuation is required, members will meet at the pre-determined assembly area.

If a suspicious object or package is found:

- Do **NOT** touch the object
- Do **NOT** use a radio or cell phone
- Move everyone at least 300 feet away from the affected area
- Notify the Police with your Unit Director.
- Give the following information:
- Your name and exact location of the object
- Description of the object
- Prepare to evacuate the building. Do not return to the area until directed to do so.

In the event of a bomb threat, the building shall be vacated in fire drill style and 911 called.

The building should not be re-entered until cleared by appropriate law enforcement officials.

Refer to the Appendix # 3 for a copy of the Club's Evacuation Plans.

BOMB THREATS OR SUSPICIOUS PACKAGES

EARTHQUAKE

In the event of an earthquake, the Club's main priority shall be the safety of its members. Club facilities, equipment, food, water and supplies shall be made available for members and staff.

IN THE EVENT OF AN EARTHQUAKE

If Indoors

- Act immediately when the ground begins to shake. **DROP-COVER-AND HOLD ON!** Take cover under a safe spot such as a heavy desk or table or against a permanent interior wall. Cover head and neck for protection and remain in that position until the shaking stops.
- Avoid danger zones such as windows, outside walls, heavy objects that could fall, hazardous materials storage sites and building overhangs.
- Stay where you are –**DO NOT RUN OUTSIDE** until the shaking stops. Falling debris may cause injuries

After the Shaking Stops

- If the quake is strong enough to knock items off shelves, evacuate the building.
- Aftershocks can start within one minute so move immediately to a safe location.
- If time permits, take any emergency supplies with you.
- Do **NOT** use elevators.
- Assist others may be injured. Help evacuate members and visitors.
- Do **NOT** call 9-1-1 unless you have an emergency. Care for minor injuries.
- Do **NOT** touch downed power lines; operate anything

that could ignite leaking gas; and do **NOT** smoke.

- Evacuate to your Club's assembly area
- Report any building damage to the C.E.O. Do **NOT** re-enter potentially damaged buildings until they are inspected and determined safe.
- Follow the instructions of your emergency response teams.
- Phone systems may be severely impacted. Limit phone use to emergency calls only.
- Before you leave the Club, listen to the news on your car radio and find out if it is safe. Some streets and freeways may be blocked, street lights may be out of service, fires may have been ignited and unsafe conditions may exist.

If outdoors when the shaking starts

- Move to an open area, away from buildings, trees, fences, any falling hazard areas, and power lines or objects in contact with electrified equipment.
- **DROP-COVER AND HOLD** in a safe spot and avoid danger zones
- Move to your assembly area when it is safe.
- Do **NOT** enter any building if its structural integrity is in question.
- Do **NOT** touch downed power lines, operate anything that could ignite leaking gas and do not smoke.

Refer to the Appendix # 3 for a copy of the Club's Evacuation Plans.

EARTHQUAKE

EVACUATION AND ASSEMBLY AREAS

The purpose of any evacuation is to empty a building or area of all occupants as quickly and safely as possible.

- Evacuate when
 - A fire or life safety emergency occurs
 - The fire alarm activates (audible and/or visual)
 - Notified to do so by the staff in charge
- Remain calm; keep noise to a minimum and listen for and follow instructions.
- In most cases that require the evacuation of buildings, occupants should proceed to the closest exit or stairway and exit the building. Use CAUTION when exiting to prevent injuries. Normal exits and stairways may be damaged or blocked and an alternative exit should be used.
- Do **NOT** use elevators
- When exiting via the stairs—use the handrails and **Stay to the Right** to allow for emergency personnel access to the stairs.
- Whenever possible, assist members and clients
- If time permits, lock up or take money and important documents with you. Take your keys and purse and/or briefcase with you, if time permits. Access to the building may become restricted.
- Occupants should proceed directly to assembly area and check-in.
- Assembly areas are pre-selected locations where members and employees check-in following an evacuation. Move at least 20 feet away from all buildings. Keep streets and walkways clear emergency vehicles and personnel.
- Notify emergency personnel if you suspect someone may be trapped in a building.
- Do not re-enter a building until cleared by authorized personnel.

Refer to the Appendix # 3 for a copy of the Club's Evacuation Plans.

EVACUATION AND ASSEMBLY AREAS

FIRE

In the event of a fire, the Club's main priority shall be the safety of its members.

Anyone who discovers a fire should follow these guidelines

- Ask Club staff to activate the Fire Alarm Pull Station
- Alert all persons within the immediate danger area to evacuate the building
- Ask the Unit Director to call 9-1-1 and ask for the Fire Department. Give the location of the fire, size of fire and actions taken.
- Bring a fire extinguisher to the area, if safe. Use fire extinguishers on small fires only –trash cans or smaller.
- To use a fire extinguisher, follow the P-A-S-S process making sure that you are spraying down wind
- Pull pin
- Aim at base of fire
- Squeeze handle
- Sweep side to side
- Do NOT use elevators when exiting
- Before opening door, feel them with the back of your hand. If the door is hot, do not open it. The fire could be just behind the door. Find another exit from the building.
- If you encounter smoke, get down on your hands and

knees and crawl to an exit.

- As you leave a room, floor or building, close the door behind you.
- Do not re-enter a building until instructed to do so by authorized personnel.
- Go to your Club's assembly area with your group of members and await instructions.

If you can't evacuate:

- Move to a safe location.
- Call 9-1-1 and let them know that you are trapped.
- Place wet clothing or other materials around or under doors to keep smoke out.
- Display a sign or signal in the window to alert others to your location. Heat and smoke rise so stay as low to the floor as possible. Breathe shallowly through your nose and use clothing as a filter.

If clothing catches fire: **Stop, Drop and Roll.**

Refer to Appendix # 3 for a copy of the Club's Evacuation Plans.

FIRE

FLOOD, GAS, HAZARDOUS SPILL, POWER FAILURE

Flood (or break in water line)

With advance warning, the Club should be evacuated and all members and staff moved to higher ground.

With little or no warning, all members and staff shall be evacuated to the highest ground.

- CLUBHOUSE ACADEMY – Second Floor
- GOLDEN WEST COLLEGE BRANCH – Second Floor
- HB BRANCH – Gymnasium
- KINGSTON BRANCH– Stage Area
- LEARNING CENTER – ClubHouse Academy, Second Floor
- OAK VIEW BRANCH – Gymnasium
- ROBERT MAYER – Determined by Campus Public Safety Personnel (or Second Floor of School-age Center)

In case of a break in the water line, the Unit Director or the person in charge should:

- Insure the safety of the members by moving them away from water.
- Instruct a designated individual to turn off the water
- Contact the appropriate source to repair the problem

Gas Line Break or Leak

In case of a break in the gas line, the Unit Director or the person in charge should

- Insure the safety of the members by moving them away from the affected area.
- Contact the Fire Department.
- Instruct a designated individual to turn off the gas.
- If deemed safe and appropriate, a designated person should ventilate the area.

Hazardous Material Spill

The Unit Director or the person in charge should

- Insure the safety of the members by moving them away from the affected area. See Section 1, page 17, Shelter -In-Place. If evacuation is necessary, the staging area must be upwind of the source.
- Contact the Fire Department if the hazard is a vapor, and it is deemed safe and appropriate to enter the area, instruct a designated individual to turn off the air conditioning/heating system.

Power Failure

In the case of a power failure the Unit Director or person in charge should

- Gather members in an assembly area large enough to hold the group if the power failure is after sunset.
- Check emergency equipment including telephone systems and emergency lighting
- Contact SCE to determine expected length of power failure
- Restore lighting utilizing emergency lighting available at the facility.
- Instruct staff to assist in calming and occupying members until parents arrive.

FLOOD, GAS, HAZARDOUS SPILL, POWER FAILURE

MEDIA INQUIRIES

Under normal circumstances, the CEO shall inform the Unit Director regarding media visits well in advance. The Unit Director then should inform program staff.

Also, under ALL circumstances, the CEO shall be the primary spokesperson for the Club.

Others may be given the opportunity when the CEO determines them to be the most appropriate spokesman. They, too, should be notified well in advance.

Media Guidelines

There may be cases when due to a police report, accident, or some other issue/related news story, the media shall show up unannounced. The following procedures apply in these cases.

- Attempt to keep the media outside the door of the Club. Remember that the public's right to know overrides any of the Club's policies, so never use force. Remain as polite and composed as possible. However, if the Club is closed, do not under any circumstances open the doors.
- Report the media's presence to the Unit Director or staff person in charge.
- If you are the person in charge, determine why they are there, the story they are covering, who they want to speak with. "Before I can cooperate with you, I need to know..."
- If they want comments from youth on a news issue, tell them that they are welcome to do that outside the building. "Our media releases for minors only cover promotion of the Club."
- Do not, under any circumstances, make any comments or provide any staff or member information. There is no such thing as "off the record." Everything and anything you say to a reporter is fair game for news quotations.
- Call the CEO. They shall then personally handle the media situation or instruct you in how to proceed.
- When the situation calls for an immediate response to accidents, police reports, or emergencies, never say anything that accepts responsibility or blame for the situation. A safe way to respond would be, "Our ultimate concern is for the welfare of our member/s and we are investigating the incident. We have no further comments at this time."
- If the incident involves the police, respond - "We will cooperate fully with the police investigation..."
- The person in charge should stay with the reporter at all times and take notes about who they talk to and what areas of the Club they visit. If you have a camera, take photos of the reporter in action. This will remind the reporter of his responsibility to be fair and provide the Club a means for recourse.
- Ask the reporter when the coverage will air or be published and on what channel or in what newspaper.
- Immediately after the incident, document the visit in as much detail as possible and deliver or fax it to the Administrative Office. Note the date and approximate time of the visit and the air date and time, or publication and date.
- Call/notify the parents of any members involved in the event.

MEDIA INQUIRIES

MEDICAL EMERGENCY

In the event of a serious illness or injury

- Provide initial first aid while calling for help
- Ask Unit Director to telephone 9-1-1 and ask for the Fire Department
- Be prepared to give the dispatcher the following:
- Type of injury or illness
- Exact location
- Phone number you are calling from
- While waiting for the Fire Department/Ambulance, quickly perform these steps
- Check to see if victim is breathing, if not—begin CPR
- Control serious bleeding by placing a direct pressure and elevating the wound
- Ask someone to bring you a first aid kit, if needed.

- Keep the victim still and comfortable. Do not move them unless absolutely necessary.
- Remain with the victim until professional help arrives.
- Survey the scene for any contributing factors that may have caused the injury.
- Brief the Fire Department/Emergency Medical Technicians when they arrive on any safety hazards and information you have learned about the victim.

For employees, all work related injuries must be reported immediately to your supervisor prior to seeking medical treatment.

For Club members, make sure to contact the parent/legal guardian and have the child's medical release and/or membership card ready for the first responders.

MEDICAL EMERGENCY

UTILITY OR TECHNOLOGY FAILURE

In the event of a utility failure during regular work hours, immediately notify the Chief Executive Officer, Executive Director and Director of Operations.

If there is potential danger to building occupants, slowly and carefully evacuate the building. Go to your assigned assembly area and await instructions.

Evacuation Procedures:

- Follow instructions of staff in charge.
- Evacuate the building by walking to the nearest exit, giving instructions as you go.
- Assist the disabled in exiting the building. Do not try to use elevators.
- Once outside, move to your assembly area and wait for further instructions.
- Keep walkways free for emergency personnel.
- Do **NOT** return to a building/area until directed.
- Assist staff in charge when requested to do so.

For a quick reference of how to react to failures:

Power Failure

Buildings are equipped with emergency lighting that will provide enough illumination in corridors and stairs for safe exiting. Follow evacuation procedures listed above.

Gas Leak

Cease all operations, vacate the area and contact the Fire Department.

Strange Odor

If you smell smoke or a strange odor, cease all operations, vacate the area and contact the Fire Department.

Plumbing/Flooding

Cease using all electrical equipment, vacate the area and call the Executive Director.

Computer System Failure

If the computer system goes down, call the Executive Director.

UTILITY OR TECHNOLOGY FAILURE

VIOLENCE/CRIME IN PROGRESS, SHELTER IN PLACE

Call Police or Call 9-1-1

Everyone is asked to assist in making the Club a safe place by being alert to suspicious situations and reporting them.

- Always listen to co-workers, members and visitors; be empathetic and compassionate to their needs.
- Report use of drugs, alcohol or weapons on Club property. By doing so, we can all help reduce the chance of violent behavior.
- **DO NOT TAKE UNNECESSARY CHANCES**
- Do **NOT** interfere with persons committing the crime/creating the disturbance or law enforcement personnel on the scene
- In the event a co-worker, member or visitor demonstrates unusual behavior (violent or suspicious), report the individual to the Unit Director who shall then call the Police.
- If you are a victim or witness any violation of the law such as an assault, robbery, theft, overt sexual behavior, etc., report the facts to the Unit Director who shall call the Police.
- Gather as much information as you can. Provide Law Enforcement Officers with:
 - Nature and time of incident
 - Location of incident
 - Description of person(s) involved
 - If person(s) left the scene, direction of travel

- If safe, get a description of the criminal.
 - Note: height, weight, sex, color, approximate age, clothing, method and direction of travel and name if known.
 - If a vehicle is used, get the make, model and license number (if possible), color and any outstanding characteristics.
- Do not leave the scene. Assist Police Officers when they arrive by supplying them with any additional information.
- Staff members should report the existence of anyone loitering or soliciting on Club property. These individuals may be asked to leave if they do not have permission or lawful reason for being on Club property.

Shelter-In-Place

In the event that Club members need to be sheltered in place:

- Get everyone inside.
- Shelter in an interior room with the least number of windows.
- Close doors and windows.
- Close shades, draperies and stay away from windows.
- Turn on your computer, radio or television and listen for emergency information.
- Remain in place until advised that it is safe to leave.

If there is a shooting, see Active Shooter

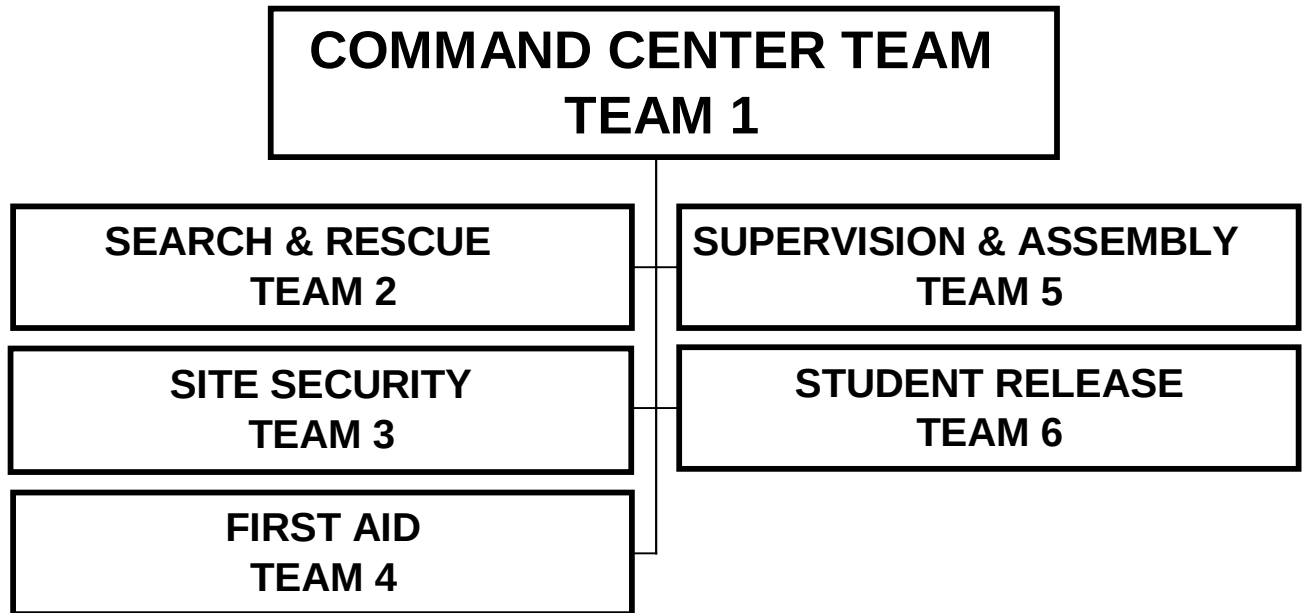
If there are injuries, see Medical Emergency

VIOLENCE/CRIME IN PROGRESS, SHELTER IN PLACE

Appendix 22

Disaster Management Guide

TEAM ASSIGNMENTS: Each site shall have in place six Incident Command Post teams. The six teams are to have identified staff members and are to be prepared to implement the Club's "Disaster Preparedness Plan". The six teams are as follows:



The seventh team is the "Psychological Services Response Team". This component is essential for all major emergencies. The Executive Director and Chief Executive Officer shall recruit subject matter experts for this team.

Disaster Preparedness Plan

One Page Overview of Teams and Responsibilities

Team	Team Name	Personnel	General Responsibilities
1	Command Center	Office Manager, Unit Director	1. Account for the presence of all members and staff. 2. Implement and coordinate all disaster operations. 3. Control internal and external communication. 4. Maintain log and prepare reports for Executive Director & CEO
2	Search and Rescue	Program Director & available personnel	1. Search Club in a methodical pattern to find injured and missing persons. 2. Report location of all injured persons to Command Center. 3. Assess damage to structures and report to Command Center. 4. Station team members as guards near unsafe buildings to prevent re-entry. 5. Direct loiterers to appropriate locations.
3	Site Security	Staff that have a command presence	1. Secure site by locking all external gates, doors, etc. 2. Monitor Main Gate and any entrances. 3. Route fire and rescue, ambulance, police. 4. Escort media to Information Center. 5. Check all utilities (water, gas, electricity). 6. Determine sanitation conditions. 7. Report conditions to Command Center. 8. Assist on Search and rescue Team as needed.
4	First Aid	Available staff	1. Administer first aid. 2. Document name, injury, first aid given. 3. Determine need for medical assistance. 4. Work cooperatively with outside agencies. 5. Keep Command Center informed. 6. Maintain morgue as needed.
5	Supervision & Assembly	Staff members.	1. Evacuate and direct members, when appropriate, using pre-determined routes to pre-planned station at Assembly Area. 2. Assign someone as Assembly area Coordinator. 3. Control entrances to assembly area. 4. Manage all assembly area activities and communications. 5. Account for members. 6. Supervise and reassure members throughout duration of disaster.
6	Member Release	Staff members	1. Staff main gate and reunion gate. 2. Establish messenger system between Main Gate, Reunion Gate, and Assembly Area. 3. Process the reuniting of members with parents, guardians and family members. 4. Document the records of released students on the sign out sheet.

DISASTER PREPAREDNESS PLAN – TEAM ASSIGNMENTS

No.	Name of Staff Member (Place an X in the box to mark)	#1 Command Center	#2 Search & Rescue	#3 Site Security	#4 First Aid	#5 Supervise Assembly	#6 Member Release
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							
23							
24							
25							
26							
27							
28							
29							
30							
31							
32							
33							
34							
35							

Disaster Preparedness Plan

DISASTER LOG

Please make a chronological record of all pertinent information and events as they occur throughout this disaster.

Club: _____ Nature of disaster: _____ Date: _____
Page #: _____

[illegible]

MEMBER RELEASE TEAM – SIGN OUT SHEET

Name of Club: _____ Date of Incident: _____ Released by: _____

Record the following for each member released. Do not release the members unless all of the information is complete.

[illegible]

Talking to Children about Death and Loss

INITIATING THE CONVERSATION

Children may feel uncomfortable having conversations about death and asking questions. Speaking up lets them know that you acknowledge their grief and you want to provide support to them however you can. Here are some general steps and approaches that you can take to begin the conversation with a child who has experienced loss:

- ☐ **Express your concern:** Acknowledge the loss and let the child know you can offer support
- ☐ **Be genuine:** Be authentic and honest about your feelings
- ☐ **Invite the conversation:** Use simple open-ended questions like “how are you doing?”
- ☐ **Listen and observe:** Listen and observe reactions in a non-judgmental manner
- ☐ **Limit personal sharing:** Limit your personal experiences and focus on the child
- ☐ **Offer practical advice:** Focus on giving advice that feels appropriate to the situation
- ☐ **Offer reassurance:** Let children know you will be there to help them cope
- ☐ **Continue contact:** Continue to monitor how the child is coping

Your child’s school has intern counselors and psychologists that will be available if your child needs them. Parents can call your child’s school office and request support from the office manager or principal.

WAYS TO RESPOND

Many well-meaning statements may not be as helpful to grieving children. Below are commonly used expressions of support and alternative statements that may be more supportive.

Instead of Saying This	Say This Instead
“I know just what you are going through.” (Everyone’s grief experience is unique)	“Can you tell me more about what it’s been like for you?”
“I know this is hard, but it’s important to remember the good things in life too.” (It’s okay for them to express however they are feeling)	“What kinds of memories do you have about the person who you lost?”
“I lost [someone] too when I was your age.” (Focus on the person’s experience)	“Tell me more what this has been like for you.”
“You’ll need to be strong for your family.” (Everyone should be able to grieve)	“How is your family doing? What concerns do you have about them?”
“My dog died last week, I know how you feel.” (Focus on the person’s loss by not comparing)	“I know how I’ve felt losing someone I love, but don’t know how you are feeling. Do you want to share?”
“At least they are no longer in pain.” (Focus on not minimizing the experience)	“What have you been thinking about since you lost your loved one?”