



BOYS & GIRLS CLUB
OF THE HIGHLAND LAKES

Staff Handbook

Revised 5-25-23



BOYS & GIRLS CLUB
OF THE HIGHLAND LAKES

Building Futures.
Improving Communities.

Table of Contents

Welcome	4
Club Overview	4
Employment Classifications	7
Required Trainings	8
On-Site Policies	11
Off-Site Policies	14
Technology	15
Discipline Procedures	17
Issue Resolution	19
Appendix	21

WELCOME

*We are excited you have chosen to become a staff member of The Boys & Girls Club of the Highland Lakes. You will learn fast we are so much more than a non-profit organization – we are a family! Whether fulltime, parttime, yearly or seasonal, we value greatly your interest in enriching the lives of the kids that we have the privilege to serve. While you probably will never know how, **you will have a life altering impact on one or more of the kids you serve.***

Bill Drake



CLUB OVERVIEW

*“We cannot always build the future for our youth,
But we can build our youth for the future.”*

Franklin D. Roosevelt

History

The Boys & Girls Club of the Highland Lakes is a charter club of The Boys & Girls Club of America – an organization that started in Hartfield Connecticut over 160 years ago. Our Club started in 1999 in the strip center at Avenue N and Broadway in Marble Falls before moving to our flagship site at Avenue Q and Broadway in 2001. In the fall of 2004, the Burnet Club became our second site. We remained a two-site facility until 2017 with the opening of the Burnet Teen Center. From there the club grew rapidly to seven sites – Kingsland (2017) Highland Lakes Elementary (2018) Llano Elementary (2019) and the Llano Teen Center (2020). Our Club can serve over 1,000 kids a year across three school districts comprising 1,950 square miles.

Mission Statement

Our mission statement is Club Kid focused and addresses specifically who we are, what we do and why it matters to kids.



The Boys and Girls Club of the Highland Lakes provides a safe, welcoming, and fun environment for children ages 6 - 18 that improves academics, teaches healthy lifestyles, and models good character and citizenship so every member has an opportunity to graduate high school with a plan.

Our Why

Our **WHY** takes the Mission Statement to the next level. For any organization to be successful and have the greatest impact on the population they serve it is imperative that every member of the organization knows why the organization exists, not what the organization does, but most importantly WHY they do what they do – **what is the ultimate benefit of the organization.**

Why do we do what we do in four words or less –



What makes us successful?

Of all the things that happen at any Boys & Girls Club, they can be divided into three areas.

Academic Success
Healthy Lifestyles
Good Character & Citizenship

These are known as our Priority Outcomes.

Five Key Elements for Positive Youth Development

How we deliver our Priority Outcomes are called the Five Key Elements for Positive Youth Development. The Key Elements are based on a pyramid model, meaning you do not focus on the second if the first has not been obtained. The five elements in order of importance are –

Safety – Am I ensuring the physical and emotional safety?

Fun – Am I creating a fun atmosphere?

Relationships – Am I developing supportive relationships?

Success – Am I recognizing kid's successes?

Belonging – Am I fostering a sense of belonging?

Organizational Chart

The Boys & Girls of the Highland Lakes adopts a hierarchical organizational model meaning the chain of command flows from the top down. At the top is the President of the Board of Directors and at the bottom are Program Aides and Junior Staff. A copy of this chart can be found in the Appendix of this handbook.

EMPLOYMENT CLASSIFICATIONS & Related Staff Expectations

Employment Classifications

Full-Time Staff – A staff member who works on average a minimum of thirty (30) hours per week for six or more months per year is considered a full-time staff member.

Part-time Staff – A staff member who works less than thirty (30) hours per week is considered a part-time staff member.

Seasonal Staff – A staff member who works to fill Peak Time (see On-Site Policies), regardless of the number of hours they serve is considered a seasonal staff member. This staff member understands that employment is for the Peak Time and upon completion of their service understands that their termination is not grounds to claim unemployment.

Temporary Staff - A staff member who works to fill a specific need, regardless of the number of hours they serve is considered a temporary staff member. This staff member understands that employment is specific to a defined period and upon completion of their service understands that their termination is not grounds to claim unemployment.

Related Staff Expectations

Update to Staff File – All staff members are responsible to advise their supervisor of any changes regarding their permanent personnel file. This could include but is not limited to physical address, mailing address, paycheck withholding, child support, emergency contact information and medical issues.

Report Offsite Incidents – All staff members should report any offsite incidents that they may be involved in that may have a negative consequence on the Club. Staff should also report known and true incidents involving other staff members even if the reporting staff was not involved. Whether or nor directly involved in the incident all staff reports are completely confidential to their supervisor and supervisor's supervisor.

REQUIRED TRAININGS

“The only thing worse than training your employees and having them leave is not training them and having them stay.”

Henry Ford

Safety

Safety is **everything** at the Boys & Girls Club of the Highland Lakes. Safety is our **guiding principle**. Before we even think about academics, healthy lifestyles or good character and citizenship, we ensure all our kids, staff and volunteers are safe. Safety is divided into 3 categories – Physical, emotional, and sexual.

Physical – All children, staff and volunteers will be able to congregate free from fear of bodily harm either from physical conditions at the site or the behavior of those attending.

Emotional - All children, staff and volunteers will be able to congregate free from fear of mental distress due but not limited to bullying, teasing, name calling, hazing or any comments regarding physique, race, gender, age, religion or sexual preference or sexual orientation.

Sexual - All children, staff and volunteers will be able to congregate free from fear of being assaulted or harassed sexually.

Some elements of the Safety Training include the following policies of the Boys & Girls Club of the Highland Lakes – Ethics, Standards of Care, Safeguarding Children, Food Programs, Statement of Confidentiality and Vehicle Operation.

In-person training will stress the more significant aspects of all forms of safety. It is the responsibility of the staff member to read and completely understand all policies. Should a staff member have any questions they should consult their supervisor.

Every staff member is required to complete Safety Training annually.

Ethics

Ethics are the rules of conduct recognized in respect to a particular group. The Boys & Girls Club of the Highland Lakes has a Code of Ethics for Employees and Board Members. **Every staff member is required to sign the Employee Code of Ethics Annually.**

Standards of Care

Every site of The Boys & Girls Club of the Highland Lake has been classified as exempt from The State of Texas' Department of Family Protective Services (DFPS). DFPS requires and has approved The Boys & Girls Club of the Highland Lakes' Standards of Care.

Every staff member is required to sign required to sign the Standards of Care annually.

Safeguarding Children

Every child has the right to attend the Club without the fear of being placed into uncomfortable situations or be physically or sexually assaulted. This right includes the way we interact with children including appropriate and inappropriate displays of affection.

Every staff member is required to sign Safeguarding Children annually.

Food Program

The Club provides nutritious meals and snacks to the kids. These meals are funded by the Texas Department of Agriculture (TDA) and administered through the Texas Alliance of Boys & Girls Club. Adherence to TDA guidelines is extremely important.

If a staff member is involved in any portion of food delivery, they must receive Food Program Training facilitated by the Club's Program and Operations Director annually, and with the possibility of semiannual training.

Statement of Confidentiality

Because disclosure of confidential information could cause damage to individuals and to the image of The Club, all staff are prohibited from sharing confidential information to, or with anyone not authorized to receive confidential information.

Every staff member is required to sign the Statement of Confidentiality annually.

Vehicle Operation

Staff over the age of twenty-six (26) may be assigned to drive a Club owned vehicle and/or transport children.

Any staff member who drives a club vehicle must complete Vehicle Operation Training facilitated by the Club's Program and Operation Director annually.

17 & Under Training

In accordance with Boys & Girls Club of Americas Phase 3 Membership Requirements employees under the age of 18 are to receive additional training.

All minor staff members who have direct and repetitive contact with club kids must complete minor employee training.

ON-SITE POLICIES

"I follow three rules: Do the right thing, do the best you can, and always show people you care."

Lou Holtz

Safety

Physical Staff members are expected to ensure kids are free from physical harm. This includes both the physical environment **AND** the actions and interactions of children and staff. Should an incident occur where physical harm, regardless of the severity, the staff must report the incident to the Unit/Branch Director or Director on Duty. The Director may have the staff member complete an Incident Report.

Emotional – Staff members are expected to ensure kids are free from emotional harm. This includes but is not limited to bullying, teasing, name calling, hazing or any or any comments regarding physique, race, gender, age, religion or sexual preference or sexual orientation.

Should an incident occur where emotional harm, regardless of the severity, the staff must report the incident to the Unit/Branch Director or Director on Duty. The Director may have the staff member complete an Incident Report.

Sexual – Staff members are expected to ensure kids are free from sexual harm. This includes but is not limited to inappropriate affection, touching or language. Should an incident occur where sexual harm, regardless of the severity, the staff must report the incident to the Unit/Branch Director or Director on Duty. The Director may have the staff member complete an Incident Report.

Should the Unit/Branch Director feel the incident meets the threshold for state reporting, the Director will give the staff instructions on how to file a report with Child Protective Services.

Confidentiality

Staff are not to discuss with anyone other than Club staff any events, conversations, conditions and/or opinions relating to any child attending the Club. Conditions could include but are not limited to custody, restraining orders, court documents or CPS findings and/or filings.

Staff may acknowledge membership, may share positive, humorous, or endearing events, conversations and opinions relating to children attending the Club but will only refer to the child by using the child's first name.

Dress Code

Shirts must be appropriate size with the midriff fully covered at all times (even with arms raised).

Necklines shall be no lower than half the distance from the larynx and nipple line.

See-through garments, or clothing with revealing necklines, bare backs, bare midriff, or spaghetti straps are not permitted.

Staff shall not wear garments with inappropriate words, phrases, or images.

Undergarments shall not be visible or exposed.

Dresses, skirts, shorts, and split garments must be long enough to maintain dignity while sitting, bending and/or standing.

Leggings are appropriate as long as the top they are wearing complies with the above reference coded concerning maintaining dignity.

Sweatshirts and hoodies are appropriate however hoods must be removed while in a building.

All clothing shall be neat and clean.

Swimsuits shall be one-piece suits.

Staff are prohibited from displaying images (including tattoos) promoting or indicating drugs, alcohol, and tobacco products, racially-, sexually-, or gang related content, symbols or slogans.

Small nose studs are acceptable. Staff shall not wear nose rings, tongue studs, eyebrow rings, gauges or all such other body piercing.

Hats, caps beanies, bandanas, etc. are not to be worn in the building.

Distracting haircuts or hair color is not permitted.

Staff must maintain a clean and presentable appearance including regular bathing, use of deodorant and oral hygiene.

Additional codes might be established by the site directors.

Daily operations

Reporting to – Staff are expected to report to their respective facility on or before their assigned shift. They are also expected to complete their assigned shift and return to duty at the appropriate time following breaks.

Engagement – A staff member's main responsibility is to supervise children. They are also responsible for developing relationships through engaging with children. Engaging with children should only occur when it can be attained without losing supervision or allowing situations to occur that good cause physical, emotional or sexual harm to the children.

Duties – In addition to direct contact with children you will be expected to complete other duties as directed by your supervisor. These include but are not limited to janitorial, kitchen, clerical, etc.

Training

Site Related – In addition to the annual required comprehensive training you may be required to attend training related to the specific operation of the facility you are assigned.

Program Related – In addition to the annual required comprehensive training you may be required to attend training related to the specific programs offered at the facility you are assigned including but not limited to nutrition, OJJDP and TEXSYN. **Some requirements specific to those programs may require higher level background checks and fingerprinting.**

Staff Related – In addition to the annual required comprehensive training you may be required to attend training related to a specific job duty at the facility you are assigned.

Leave of Absence

Medical & Family Leave – The Club follows state and federal guidelines for medical leave for both staff and immediate family members. Your Unit or Branch Director may require you to present a note from your physician upon returning to work.

Personal – Staff members who wish to take personal leave are required to complete and submit to your supervisor a Personal Leave Form at least 5 business days before the first day of leave. The Unit or Branch Director, at his or her discretion will approve or deny the request. See Appendix.

Peak Time Expectations – There are times throughout the year that attendance by all staff is more critical. These times are called Peak Times and include but are not limited to Christmas Break, Thanksgiving Break and Spring Break. Any staff that has a conflict working during Peak Time is required to advise their supervisor at least one month before the first day of leave.

OFF-SITE POLICIES

“Even though you’re not at work, you’re still a reflection of me.”

Bill Drake

As a staff member of the Boys & Girls Club you represent the core values of what our movement stands for. In that that regard your conduct offsite reflects our organization.

As a staff member of the Boys & Girls Club you represent the Board of Directors, Executive Director and Programs & Operations Director. In that that regard your conduct offsite reflects the Board of Directors, Executive Director and Programs & Operations Director

As a staff member of the Boys & Girls Club you represent your supervisor. In that that regard your conduct offsite reflects your supervisor.

All staff are expected to observe the following when offsite during or after normal operating hours.

Following all pertaining federal, state, county, and municipal laws.

Adherence to the Boys & Girls Club Confidentiality Statement

Conduct oneself in a manner approved by the Board of Directors and Executive Director, Programs & Operations Director and Branch or Unit Director.

As stated in the first paragraph of this handbook you are joining a family. As with any family, when a member acts outside the accepted norms, those actions negative affect the reputation of the family – in this case The Club.

TECHNOLOGY

“If it keeps up, man will atrophy all his limbs but the push-button finger.”

Frank Lloyd Wright

While technology has increased productivity and opened avenues for enhanced learning opportunities, the misuse or the exposure to some components can have far greater harm than the original intent. There are far too many areas of technology for the following guidelines to be all inclusive. It is the responsibility of the staff to understand and uphold the intent of the following guidelines throughout all areas of technology use.

Staff

Cell Phone Use – Any use of cell phones by staff is strictly prohibited. Any staff violating this policy will be cited for accountability deficiency. This is a no warning policy. Cell phone use is a distraction which makes it a safety issue. In accordance with accountability policy a cell phone use citing is the equivalent of two. Staff will be given breaks. At these times they can access their phones. Staff should also give the site phone number to anyone who needs it for emergency contact. The Site Directors are allowed to use their cell phone if it is designated a Club phone and is used only for Club business during normal operating hours. Any other use is a violation and the same consequences for staff will apply to Site Directors.

Inappropriate Use or Possession – Any use or possession of inappropriate content or allowing kids to possess or access inappropriate content is strictly prohibited. Possession includes all form of personal devices. Inappropriate content includes but is not limited to any sexually oriented material, language, or content not appropriate for age level or content that would be considered inappropriate by local statutes or School District Standards.

Email – Staff issued a BGC-HL email will only use it to conduct Club business only. Certain communication between parties that may have an ancillary connection to club are permitted. Staff should consult their supervisor to clarify ancillary connection.

Club Kids

Cell Phones – The Club has a no cell phone use policy. No child can possess, other than in their back packs, a cell phone on Club premises. If the child is worried about the security of their phone, they can give it to the site director.

All Other Electronic Devices – Any use of electric devices, including but not limited to tablets, wrist phones or games is at the discretion of the site directors.

Volunteers

Cell Phone use is prohibited when in direct access to kids. Volunteers are asked to leave the interior of the site to make or receive calls.

DISCIPLINE PROCEDURES

"It is wrong and immoral to escape the consequences of one's acts."

Mahatma Gandhi

Accountability

Accountability is a term used by the Boys & Girls Club of the Highland Lakes. It refers to the contract entered when an employee begins working at The Club. Essentially this means that as a condition of receiving compensation you will be accountable (responsible) to perform the tasks, and at the level of quantity and quality, that you and your supervisor agreed to.

Corrective Process

The Boys & Girls Club of the Highland Lakes has a system to address issues related to an employee not being accountable for defined tasks and the quality thereof. The process is documented and provides for the employee to state any opinions on their behalf. This is referred to within the Club as the W4 Process.

W4

The W4 Process stands for Warning, Write-up, Write-up, Write-up. When a staff member fails to be accountable, either for failure to complete an assigned task, or failure to perform such task at a sufficient level, that staff member will receive a verbal warning. For each subsequent accountability deficiency, the staff member will receive a written Accountability Deficiency Document (ADD). Should a staff member receive three (3) written reprimands he/she will be terminated.

Safety Deficiencies

If a staff member has an accountability deficiency regarding a safety issue that written ADD is considered as two (2) ADDs.

Post-Employment

Voluntary Termination

If a staff member decides not to continue working for The Club, it is defined as a voluntary termination. Staff members are strongly encouraged to give notice to their supervisor two weeks before their last day of employment. The staff member must return all Club owned equipment and complete a Voluntary Termination Form. See Appendix.

Involuntary Termination

If staff member is involuntarily terminated, he/she will receive copies of all accountability deficiency documents, asked to return all Club property, and complete an Involuntary Termination Form. See Appendix.

Immediate Termination

Certain Accountability deficiencies are grounds for Immediate Termination. Some of these include working under the influence, theft, and breach of the Confidentiality Code. See Appendix for a complete list.

ISSUE RESOLUTION

"In the middle of difficulty lies opportunity."

Albert Einstein

Chain of Command

The Boys & Girls Club of the Highland Lakes adopts a hierarchical organizational model meaning the chain of command flows from the top down. Every position reports directly to one person. This supervisor / subordinate relation should be based on **trust** on **communication**. Trust is defined as the belief that staff can share their opinions to their supervisor without concern of retaliation. Communication is defined as the sharing of directives, ideas, and concerns in a civil and respectful manner.

If a staff member has a concern of any nature, including but not limited to situations related to children, other staff or working conditions they should report those concerns to their supervisor. If for any reason they are uncomfortable speaking with their supervisor, they should speak with their supervisor's supervisor, the Executive Director or Board President. It is against Club Policy for staff to disclose any concerns to any individual outside the organization by any means.

Reminder – Expression of concerns is addressed in the Statement of Confidentiality.

Whistle Blower Protection

Should a staff member disclose information to their supervisor or supervisor's supervisor because of concern for the well being of the club, the staff member is protected from any adverse action from any board member, executive staff, senior staff, or peers.

Whistle Blower Protection **does not** cover a staff member who knowingly reports false information.

BGCA Resources

The Boys and Girls Club of America provides numerous ways for staff, parents, and children to express concerns or request additional resources to resolve issues. See appendix.

State Resources

The State of Texas provides numerous ways for staff, parents, and children to express concerns or request additional resources to resolve issues. See appendix.

BGC-HL Resources

The Boys & Girls Club has three (3) ways for staff, parents, and children to express concerns or request additional resources to resolve issues. See appendix.

APPENDIX