



**BOYS & GIRLS CLUBS**  
OF THE PENINSULA

## **CRISIS MANAGEMENT PLAN**

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## **CRISIS MANAGEMENT PLAN**

### **POLICY STATEMENT**

The Boys & Girls Clubs of the Peninsula (BGCP) has basic emergency procedures covering any major unanticipated event that would disrupt the delivery of services to members. These emergencies include: suspicion of child abuse/neglect, earthquakes, fires, missing children, transportation accidents, weapons, and other potentially violent situations that threaten the safety of others.

- Sonitrol Alarm secures the Menlo Park and East Palo Alto buildings when the facilities are closed. *1587 Schallenberger Road, San Jose, CA (1.408.998.2002)*
- RFI Communications secures the Redwood City buildings when the facility is closed. *360 Turtle Creek Court, San Jose, CA (1.408.283.7073)*
- All employees receive a Crisis Management Handbook.
- In the event of an extreme emergency requiring police, fire or medical response, Boys & Girls Club staff will call 911.
- In all emergency situations, Boys & Girls Club staff makes no statements to the media, insurance investigators, elected officials, etc. The Executive Director will make official statements. Persons requiring information regarding emergencies should be referred to the Executive Director.
- All exit doors are kept free of obstructions and in operable condition.
- Outside assembly areas are designated for times when the building must be evacuated. When an accident occurs, an adult staff person is to remain with the victim(s) to ensure that those injured are not disturbed. Additional Boys & Girls Club Staff will keep designated areas clear for emergency personnel.
- The Director in charge is notified immediately of all emergencies. The Director in charge must follow established procedures and direct staff to:
  - Ensure the safety of all members, visitors and Boys & Girls Club staff.
  - Treat existing injuries of victim(s) until emergency personnel arrive.
  - Notify the appropriate emergency personnel.
  - Minimize damage to the facility and equipment.

- All Boys & Girls Club Senior Managers and Unit Directors are issued an up-to-date Boys & Girls Club employee roster with phone numbers addresses and of all workers. Following an emergency closure, management staff notifies employees when to return to work.

1. The building *may* be open to the general public if:
2. There is no immediate threat of danger to the general public.
3. Operating conditions are safe and healthy.
4. Boys & Girls Club staff and resources are adequate to serve the general public.
5. Official approval has is given by appropriate authorities to resume operations.

If it is *not* safe to occupy the building, Boys & Girls Club Staff and civilians will utilize the nearest safe public facility (school, church warehouse, etc.). Boys & Girls Club staff will leave a sign posted at the front door of the Boys & Girls Club directing interested parties to our temporary location.

For extreme emergencies, the supervisor in charge will attempt to contact Senior Managers in the following order:

- A. Executive Director/CPO
- B. Director of Operations
- C. Director of Business Administration
- D. Director of Development
- E. Director of Human Resources

Failure by any BGCP employee to adhere to this plan constitutes, serious misconduct, which endangers the physical or psychological welfare of members or Boys & Girls Club staff, and will result in severe disciplinary action towards those involved.

In cases of where ‘traumatic events’ or ‘workplace trauma’ may have occurred to Boys & Girls Club members and/or staff, assessment and group psychological debriefing is mandatory within 48 hours of the incident. The Executive Director/CPO will make the necessary arrangements

First aid and emergency supplies are inventoried and maintained regularly to ensure that an adequate supply is available.



## **CODE WORD SYSTEM**

### **POLICY STATEMENT**

The Boys & Girls Club has established an emergency code word system for dealing with emergency situations. Emergency situations can include medical emergencies, suspicious individuals, uncooperative individuals or anything an employee feels is “over his or her head.” If any Boys & Girls Club staff feels that an emergency situation exists, he/she can quickly alert and summon Boys & Girls Club supervisors to the location of the emergency situation by using the code word system.

### **The Boys & Girls Club code word is “PINK 36”**

Use of this code word means that an emergency is occurring in the facility at the location the page designates. i.e., “Pink 36 in the gymnasium.” Upon hearing this, all Boys & Girls Club supervisory or management staff in or near the location of the area will immediately report to that location to assist and/or provide care. Other staff may be called upon by supervisors to assist with an emergency or to provide care or simply assist with crowd control.

### **GUIDELINES**

- Boys & Girls Club front counter staff monitors all visitors. Visitors and members must follow established check-in/check/out procedures before being admitted.
- Boys & Girls Club Staff is expected to communicate regularly with one another by using the following methods: walkie-talkies, phone paging system, email, messengers, signals or gestures. To make a page over the loud speaker at all BGCP clubhouses, dial “#”.
- Unit Directors are responsible for conducting “PINK 36” drills with their assigned staff at least quarterly.
- The supervisor in the best position to handle the emergency situation takes the lead. Others assist appropriately.
- Boys & Girls Club Staff involved or witnessing the emergency situation may be called upon to complete an incident report form. Incident report forms should be completed as soon after the incident as possible in order to capture key information. Incident report forms should be completed individually and submitted to the Unit and Operations Director.
- Boys & Girls Club management staff reviews and evaluates all incident reports, including “CODE WORD” incidents.

## **RESPONSE TO EMERGENCY**

“**PINK 36**”, shall be used to summon immediate supervisory staff support to address the situations below as well as other situations Boys & Girls Club Staff feels supervisors are needed.

### **Uncooperative or Disruptive Individuals**

1. Boys & Girls Club supervisory staff will maintain visual contact and be prepared to report observations to the Unit Director or contact the police.
2. Two(2)Boys & Girls Club supervisory staff should calmly ask a disruptive individual to accompany them to a private area away from others.
3. Boys & Girls Club Staff close by are to clear others from the area if a disruptive individual is unwilling to accompany supervisory staff to a private area.
4. The supervisor in charge will determine whether the police should be called. In an extreme emergency, any staff may make the decision to contact police.

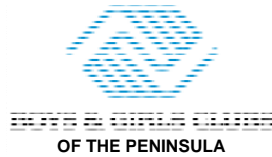
### **Armed and/or Dangerous Individuals**

1. Boys & Girls Club Staff should never attempt to physically disarm an armed individual. Initiate “Pink 36” immediately.
2. All Boys & Girls Club staff is expected to remove others, then himself or herself from range of an armed individual.
3. *Use of force as a response to violent behavior should be the last course of action* for all Boys & Girls Club Staff (supervisory and non-supervisory) and should not be attempted except to protect oneself or others from serious bodily harm.
4. Boys & Girls Club staff persons who are physically assaulted should protect themselves as necessary.
5. If an individual refuses to leave voluntarily, the police should be notified.
6. The police, not Boys & Girls Club staff, should remove an extremely disruptive individual(s) away from the premises.
7. The supervisor in charge shall direct Boys & Girls Club staff to insure the safety of all members and visitors until the police arrive.
8. If a weapon is confiscated, it is to be turned over to the police.

## **Medical Emergencies**

1. 911 is called for all life-threatening situations and a “CODE 36” page is initiated. The person who calls 911 describes the location inside the facility. The lead supervisor appoints a staff person to direct the emergency responders to the injured party.
2. First aid is administered to injured individuals appropriately. Call 911 for serious injuries (fractures, dislocations, broken bones, blackouts, etc.). First aid kits are located throughout the facility. Each Unit also has a Main Office fully stocked with basic first aid supplies.
3. **Under no circumstances** is aspirin or any other medication to be given out or administered by Boys & Girls Club Staff.

As soon as possible following the incident, Boys & Girls Club Staff involved or witnessing the incident must complete an incident report form and submit it to the supervisor in charge.



## **CHILD ABUSE AND/OR NEGLECT**

### **POLICY STATEMENT**

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.

### **PREVENTIVE MEASURES**

- All Boys & Girls Club staff will receive training concerning identifying child abuse/neglect indicators.
- All Boys & Girls Club staff will receive training regarding administering proper discipline and supervision to members.

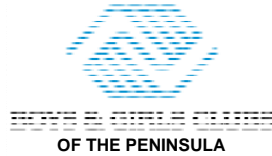
### **RESPONSE TO EMERGENCY**

Once a case of child abuse/neglect is suspected the Boys & Girls Club staff person must:

1. Inform a Management Staff person immediately.
2. The Unit Director or a Boys & Girls Club official appointed by him/her will interview the child to the extent necessary to confirm the suspicion of possible abuse or neglect.
3. The Unit Director or a Boys & Girls Club official appointed by him/her will contact Child Protective Services (C.P.S.) immediately to report the incident. All reports to C.P.S. are documented as to date, time, person(s) interviewed and outcome.
4. A complete written report is submitted to C.P.S. within 36 hours of the allegation.

**INTERVIEW GUIDELINES (Management Personnel only):**

- A. Use a private, quiet room.
- B. Begin with comfortable questions (where child lives, any brothers or sisters, etc.)
- C. Be "up-front". Explain why you wish to talk to him or her. Share with the child your concern regarding any visible marks, the child's health, safety, etc.
- D. Ask questions which relate to your concerns and the child's condition.
- E. Use open-ended questions... "Could you tell me more?"
- F. Use empathetic expressions... "Gee, that must have been painful."
- G. Use clarifying statements... "I'm a little confused about that."
- H. Don't go beyond assessment. Turn the case over to C.P.S.
- I. Don't judge, investigate, treat or counsel. Keep the interview strictly confidential.
- J. If police or C.P.S. wish to interview the child, check their credentials, and then assist them as much as possible.



## **EARTHQUAKE**

### **POLICY STATEMENT**

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 MEASURES**

- Unit Director will conduct internal and external hazard assessments in Dec and June with the local fire department of the facilities.
- Boys & Girls Club staff receives first aid and CPR training annually.
- Boys & Girls Club staff and children are taught to "duck, cover and hold" using sturdy tables or desks as protection when possible.
- Boys & Girls Club staff conduct earthquake drills twice annually.
- Parents of members are informed of emergency procedures.
- Boys & Girls Club staff receives earthquake preparedness training *including*:
  - knowledge of the safest place in each room
  - knowledge of the location of all primary exits
  - knowledge of the location of all secondary exits
  - knowledge of the storage site for emergency supplies and equipment
  - knowledge of how, where and when to evacuate.

## **RESPONSE TO EMERGENCY**

Boys & Girls Club staff must follow these established procedures:

1. Calm and reassure members and visitors.
2. Take the members to a safe place. Evacuate the building if advised by the authorities. Proceed to the primary assembly area or secondary assembly area if necessary.
3. Take attendance and assess the medical condition of children.
4. Provide first aid as needed.
5. Check the building for safety. Check gas, water, sewage, and electrical and building damage.
6. Clean up spills to reduce hazards.
7. Wear your shoes at all times.
8. Listen for further emergency instructions from news reports on the radio.
9. Do not allow children use the telephone, except in extreme emergencies.
10. Record the names of children who leave the assembly area as well as the names of the people they left with.
11. Do not leave the designated evacuation assembly area until all of the members have left with by an authorized adult.

## **DESIGNATED EVACUATION ASSEMBLY AREAS**

**Menlo Park Area #1:** Grass Playfield

**East Palo Alto Area #1:** Front Parking Lot (Corner of O'Conner and Pulgas)

**Redwood City Area #1:** Hoover Park (West side of the building near the swimming pool)

## **EMERGENCY SUPPLIES & EQUIPMENT**

- A. Flashlights (3)
- B. Batteries ('D' cell)
- C. Water (15 gallons)
- D. Portable radio
- E. First aid kit
- F. Matches
- G. Tool kit
- H. Propane gas grill
- I. Paper products
- J. Food supplies
- K. Emergency supplies are kept in the storage room located in the



## **FIRE**

### **POLICY STATEMENT**

In the event of a fire, the Club's number one priority is the safety of its' members.

### **PREVENTIVE MEASURES**

- Boys & Girls Club staff conducts fire drills on a quarterly basis. The Unit Director shall document dates and a time that drills are conducted. Sonitrol and RFI Alarm Companies shall be notified prior to practice drills. Sonitrol and RFI Alarm companies shall be phoned immediately in case of a false alarm
  - Sonitrol (*1.408.998.2002*)
  - RFI (*1.408.283.7073*)
- The Fire Department emergency telephone number (**911**) shall be posted at all phone locations inside the building.
- The emergency evacuation plan, including the location of emergency exits and evacuation routes, is posted in each room inside the building.
- When the fire alarm is sounded, all Boys & Girls Club staff is required to fulfill their assigned emergency response duties in an efficient, professional manner.
- Boys & Girls Club staff are trained in April to use fire safety equipment properly in case of emergencies.

### **RESPONSE TO EMERGENCY**

Boys & Girls Club staff will supervise an orderly evacuation of all rooms to the designated assembly area.

1. The Administrative Assistant calls the Menlo Park / Redwood City Fire Department (*emergency, 911* or non-emergency drill) upon confirmation of fires deemed out of control immediately.
2. The building is evacuated immediately. Everyone walks to the nearest exit as directed by Boys & Girls Club staff.
  - a) The Supervisor in charge of the Gymnasium area performs a sweep of the Gymnasium, gymnasium rest rooms, Kitchen, and Multi-Purpose room before exiting the building.

- b) The Supervisor in charge of the Games Room area performs a sweep of the Games Room, Teen Center, Art Room, Computer Clubhouses, Successmaker/Waterford Room, Academic/Resource Room, Community School Office and lobby rest rooms.
  - c) The administrative office receptionist performs a sweep of the Administration Wing/Upstairs, Staff Offices, Staff rest room and Conference Room before exiting the building.
  - d) The Supervisor in charge for the day is stationed near the front door of the building monitoring foot traffic (to prevent looting, admitting authorized personnel only).
  - e) All other staff directs building occupants to the **designated evacuation area** in an orderly manner, keeps them calm, updated on the status of the situation, and then supervises occupants while on the **designated evacuation area**.
3. Staff and members will remain in the designated evacuation area until the supervisor in charge indicates that it is safe to re-enter the building.
  4. If the building is not safe to enter, the supervisor in charge will assign a staff person to record the name of each person present in the designated evacuation area.
  5. The names of persons authorized to pick up members as well as an assigned Boys & Girls Club staff person records the time of their departure.

## **DESIGNATED EVACUATION ASSEMBLY AREAS**

**Menlo Park Area #1:** Grass Playfield

**East Palo Alto Area #1:** Front Parking Lot (Corner of O'Conner and Pulgas)

**Redwood City Area #1:** Hoover Park (West side of the building near the swimming pool)



## **MISSING CHILD**

### **POLICY STATEMENT**

A club member is considered missing if he/she:

- Does not respond to repeated attempts to report to a designated area.
- Boys & Girls Club Staff should call 911 as soon as it is determined that a child is not accounted for.
- Is not accounted for on any Boys & Girls Club sponsored field trip or outing

### **PREVENTIVE MEASURES**

Ensure that all members check in at the front counter upon entering the Boys & Girls Club.

Require all members to scan out upon departure.

Notify parents of their responsibility to inform their child to stay inside the Boys & Girls Club. Inform parents and members of the Boys & Girls Club rules and policies including our “open door” policy during parent /member orientation.

#### ***When hiking or walking in groups:***

1. Adult supervisors shall assume point and sweep positions (front and rear).
2. When only one Boys & Girls staff person is available to supervise a group, they are to assume a sweep position to insure full vision of the entire group at all times.
3. Adult supervisors are required to take role prior to departure from any group activity of the Boys & Girls Club (before leaving and before returning). A roster of members attending the field along with their telephone numbers is left with the supervisor in charge.

#### ***When traveling by bus or van:***

1. Adult supervisors are required to take role prior to departure from any group activity of the Boys & Girls Club (before leaving and before returning).
2. A roster of members attending the field trip along with their telephone numbers is left with the supervisor in charge.
3. If members are allowed to leave the adult supervisor, they shall be given detailed instructions on when and where to meet upon departure.

## **RESPONSE TO EMERGENCY**

1. If a member is reported missing, at least one Boys & Girls Club staff person will search for the member while other adult supervisors monitor the remaining group.
2. In cases of members missing during field trips adult supervisors should interview the missing member's companions first.
  - Enlist the assistance of security personnel or the police. After one hour the adult supervisor will file a missing persons report with the local police, and then inform the supervisor in charge and will update him or her immediately of any changes.
  - The supervisor in charge at the Boys & Girls Club must contact the missing child's parent.
3. When two or more staff persons are present, one staff person returns to the Boys & Girls Club with the other members while the other staff person continues to attempt to locate the missing member.
4. If the member is still missing after a one hour search, Boys & Girls Club supervisors suggest to the parent that they file a missing person's report with the police.
5. Request that the parent informs the Boys & Girls Club if the child is found.



## **TRANSPORTATION**

### **POLICY STATEMENT**

The purpose of the transportation program is to provide safe transportation of Boys & Girls Club members. The Boys & Girls Club adheres to all California Highway Patrol regulations regarding vehicles, drivers and safety procedures.

### **PREVENTIVE MEASURES**

- Check vehicles carefully before each trip, using the DMV checklist stored on the driver side clipboard.
- Report any problems to the supervisor in charge immediately.
- Obey all safety rules.
- Require all passengers to wear safety belts before departure.
- Clearly explain proper etiquette, rules and expectations to all passengers before departure.
- Strictly enforce travel rules and policies. Stop the vehicle to enforce them if necessary.
- Drive defensively at all times.
- Do not exceed the speed limit, even if you are running late.
- Practice vehicle evacuation procedures at least twice a year in the parking lot.
- Drive in the 2<sup>nd</sup> and slow lane on the freeway during non-commuter hours.
- During commuter hours it's permissible to use the diamond lane.
- Inform passengers how to react if an accident disables the driver and/or other supervisors.
- Keep a first-aid kit under the driver's seat inside Boys & Girls Club vehicles.
- Keep a fire extinguisher mounted on the console next to the driver.

## RESPONSE TO EMERGENCY

### *Minor Accident:*

1. Pull over.
2. Check yourself and all passengers for injuries.
3. Provide emergency first-aid treatment as needed.
4. Use flares if necessary.
5. Keep the passengers calm.
6. Evacuate vehicle in an orderly manner if necessary.
7. Notify the supervisor in charge at the Boys & Girls Club (also the California Highway Patrol and/or police if necessary).
8. Record information of other drivers involved in the accident.
9. Cooperate with law enforcement officials. Do not admit fault or guilt.
10. Drive back to the Boys & Girls Club after accident reports are completed *only* if the vehicle is safe to operate.
11. If the vehicle is not safe to operate, arrange transportation for passengers stranded at the scene of the accident. Coordinate pick up through the Boys & Girls Club Clubhouse.
12. Director on scene will contact their Unit Director and he/she will inform parents or guardians of any injuries their child may have suffered as a result of the accident and transport all passengers to closest available hospital.

## **RESPONSE TO EMERGENCY**

### ***Major Accident:***

1. Determine extent of injuries to the passengers.
2. Get help! (Have someone nearby call 911, flag down an approaching vehicle etc.)
3. Prioritize urgency for treatment and begin emergency first aid as needed.
4. Additional adult supervisors take charge of passengers uninjured in the accident. Responsible older members may also supervise those who are not injured.
5. If necessary, perform CPR or other emergency medical treatment until help arrives.
6. Keep the passengers calm.
7. If necessary, evacuate passengers from the vehicle to a safe area.
8. Solicit assistance from passersby if possible.
9. If the vehicle is not safe to operate, arrange transportation for uninjured passengers stranded at the scene of the accident. Coordinate pick up through the Boys & Girls Club headquarters.

Inform parents or guardians of any injuries their child may have suffered as a result of the accident.

### ***Freeway Accident:***

1. Pull over to the shoulder so that the passengers can evacuate the vehicle safely (to a safe area).
2. Check all passengers for injuries. Prioritize urgency for emergency medical treatment.
3. If necessary, perform CPR or other emergency treatment until help arrives.
4. Instruct additional adult supervisors and older members to keep everyone calm.
5. Solicit assistance from passersby if possible.
6. If the vehicle is not safe to operate, arrange transportation for uninjured passengers stranded at the scene of the accident. Coordinate pick up through the Boys & Girls Club headquarters.
7. Inform parents or guardians of any injuries their child may have suffered as a result of the accident.
8. Make grief and trauma counselors available for the driver and passengers to cope with the psychological effects of the accident.



## **WEAPONS AND VIOLENT BEHAVIOR**

### **POLICY STATEMENT**

Members or visitors possessing dangerous weapons are not permitted at the Boys & Girls Club. Dangerous weapons are firearms, explosives, knives, razors, karate sticks, metal knuckles, or any other objects that by the manner in which they are used or are intended to be used are capable of inflicting bodily harm. In cases that clearly involve a firearm, or which involve any other weapon used in a threatening manner towards others, the police shall be called. The individual(s) involved are subject to immediate disciplinary action that may include permanent expulsion from the Boys & Girls Club.

Members or visitors who are involved in violent behavior are subject to permanent expulsion from the Boys & Girls Club. Such behavior includes assault with intent to do bodily harm, extortion, terrorism, arson or sexual assault. The proper authorities will be notified should these serious infractions occur at the Boys & Girls Club.

In cases of members involved in violent behavior towards others, Boys & Girls Club officials will notify the parents of the perpetrator(s) and the victim(s) immediately. In cases involving members possessing or using weapons, a Boys & Girls Club supervisor will notify the parent as well as the police department.

### **PREVENTIVE MEASURES**

- All new staff and new members receive literature that explains the rules and policies of the Boys & Girls Club.
- Members are shown regularly how to manage anger and resolve conflicts by identifying the problem, then discussing possible solutions with others involved in the dispute.
- Positive relationships between Boys & Girls Club Staff and members promote honest communication. Members are encouraged to inform Boys & Girls Club Staff of potential problems that may occur.
- Boys & Girls Club Staff are trained to resolve difficult situations between members.
- Boys & Girls Club staff are trained to identify conflicts between individuals and/or groups and address them judiciously
- Boys & Girls Club staff are trained to identify and handle threatening behavior from members. They are made aware of members who have a history of disruptive behavior.

- Boys & Girls Club supervisors address any complaints or concerns regarding the Boys & Girls Club from all citizens as quickly as possible.
- Ample supervision is provided to safely administer Boys & Girls Club programs and services.
- Proper lighting around the exterior of the building is required at all times.
- Boys & Girls Club supervisors monitor the outside grounds every 30 minutes.
- Loitering on the grounds of the Boys & Girls Club is prohibited. Persons unsupervised by Boys & Girls Club Staff are not allowed on the grounds.
- Members may not be left unsupervised at the Boys & Girls Club after closing. The members may make phone calls to relatives or friends' homes to arrange pick up. The supervisor may attempt to contact the emergency contact person (on the child's membership application). If no one comes to take the member(s) home one hour after closing, the Boys & Girls Club staff person on duty should contact the police (650)330-6300; Menlo Park Police / (650)853-3160; East Palo Alto Police / (650)780-7100; Redwood City Police dispatch, or call **911**.



## **OTHER INCIDENTS**

### **BOMB THREAT**

In the event of a bomb threat, the building is evacuated (the same procedures apply as in fire drills). Emergency operator's (911) are informed of the situation. The building should not be entered until it has been cleared by law enforcement officials.

### **FLOOD**

With advance warning, the Club is vacated. Everyone moves to higher ground. With little or no warning, all Boys & Girls Club members and staff are evacuated to the roof, using the emergency passages. Boys & Girls Club staff must closely supervise everyone on the roof. Keep everyone away from the edge of the roof.

### **MOLESTED CHILD**

If Boys & Girls Club officials suspect that a child has been molested at the Boys & Girls Club or during a Boys & Girls Club sponsored activity, they are to follow the procedures outlined earlier in the Child Abuse and/or Neglect section of this document (p. 3). Law enforcement officials must be notified immediately. If the suspected perpetrator remains on the premises, he/she is isolated from contact with children. The suspect should not be alerted, but detained until law enforcement officials arrive.



## RESPONSE TO TRAUMATIC EVENTS

### POLICY STATEMENT

One of the Boys & Girls Clubs' objectives is to provide psychological support to Boys & Girls Club members and Staff who experience traumatic events at the Boys & Girls Club or during a Boys & Girls Club sponsored activity.

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

### GUIDELINES

- The staff in charge at the trauma scene will contact the Director of Operations to evaluate the incident and the Director of Operations will determine the Boys & Girls Clubs' response.
- The Director of Operations or his/her designee shall contact the approved counseling agency to arrange service.
- Communication to families and employees who were *not* involved in the incident is the responsibility of the Executive Director/ CPO or his/her designee.
- The Executive Director/CPO or his/her designee in charge is responsible for all communications with law enforcement officials.
- External communication is the responsibility of the Executive Director/CPO. This includes the media, the general public, the Boys & Girls Club Board of Directors and staff and finally, Boys and Girls Club of America national headquarters.
- Workplace trauma assessment and group physiological debriefing for those people identified by Boys & Girls Club supervisors and contracted counselors, must be conducted within 48 hours of the incident.
- Individuals are encouraged to seek further counseling on a voluntary basis, as needed.
- Immediate family members of any victimized individual have access to contracted counselors provided by the Boys & Girls Club.
- Boys & Girls Club Staff involved in controversial incidents and the supervisor in charge are responsible for completing incident reports.
- Six weeks following any major traumatic event, the Senior Managers will evaluate the Boys & Girls Clubs' response. The Senior Managers will also involve the supervisor in charge at the time the traumatic event took place and the counselors who provided service after the traumatic event.

## **RESPONSE TO EMERGENCY**

5. The "code word" system shall be used to make staff aware that an emergency situation exists to summon staff support.
6. Boys & Girls Club Staff will maintain visual contact and be prepared to report observations to the supervisor in charge or contact the police.
7. Boys & Girls Club Staff should calmly ask a disruptive individual to accompany them to a private area away from others.
8. Boys & Girls Club Staff are to clear others from the area if a disruptive individual is unwilling to accompany them to private area.
9. The supervisor in charge will determine whether the police should be called. In an extreme emergency, any staff may make the decision to contact police.
10. Boys & Girls Club Staff should never attempt to physically disarm an armed individual.
11. Boys & Girls Club staff are expected to remove others, then himself or herself from range of an armed individual.
12. Use of force as a response to violent behavior should be the last course of action for all Boys & Girls Club Staff and should not be attempted except to protect oneself or others from serious bodily harm.
13. Boys & Girls Club staff persons who are physically assaulted should protect themselves as necessary.
14. If an individual refuses to leave voluntarily, the police should be notified.
15. The police, not Boys & Girls Club staff, should remove an extremely disruptive individual(s) away from the premises.
16. The supervisor in charge shall direct Boys & Girls Club staff to insure the safety of all members and visitors until the police arrive.
17. If a weapon is confiscated, it is to be turned over to the police.
18. As soon as possible following the incident, Boys & Girls Club Staff involved must complete an incident report and submit it to the supervisor in charge.
19. A copy of the incident report is then given to the Executive Director/CPO.
20. Group psychological debriefing may be required, based on an assessment by the Executive Director/CPO.



## **RESPONSE TO THE MEDIA**

### **POLICY STATEMENT**

Under normal circumstances, all employees will inform the Executive Director/CPO, the Director of Development, and Director of Operations, respectfully, of media visits well in advance. They will then inform the Boys & Girls Club Program Staff.

The Executive Director/CPO is the primary spokesperson for the Boys & Girls Club. Others may be given the opportunity when the Executive Director/CPO appropriately selects them. They, too, are notified well in advance.

### **RESPONSE TO EMERGENCY**

There may be cases when, due to police reports, accidents or 'issue related' news stories, the media may show up unannounced. The following procedures apply in these situations.

1. Attempt to keep the media outside the door of the Boys & Girls Club. Do not use force to prevent a reporter from entering the building. Remain as polite and composed as possible. If the Boys & Girls Club is closed, do not open the doors under any circumstances.
2. Report the media's presence to the Executive Director/CPO or the Boys & Girls Club supervisor in charge.
3. The Boys & Girls Club supervisor in charge will determine the purpose of the visit before granting access into the building or allowing interviews of Boys & Girls Club personnel.
4. If reporters want comments from youth on various issues, they are welcome to interview Boys & Girls Club members outside of the building.
5. Do not, under any circumstances, provide reporters with unauthorized staff or member information. This information is confidential. The Executive Director/CPO is the only one authorized to release this information. Reporters may attempt to obtain information "off the record". There is no such thing. Everything you say to a reporter is fair game for news stories.

Direct reports to the Executive Director/CPO, Director of Development, or the Director of Operations (in that order). One of these supervisors will handle the media. In cases where none of these people are available, contact the current Boys & Girls Club Board President.

6. When the situation calls for an immediate response, (accidents, police reports, or other emergencies) never say anything that implies negligence of blame on behalf of the Boys & Girls Club In the absence of an official spokesperson, the standard company response is, "Our ultimate concern is for the well being of our members. We are investigating the incident. Until we reach the Executive Director/CPO, the Boys & Girls Club has no further comment".
7. The supervisor in charge should stay with reporters at all times and note that they have interviewed. The supervisor should be prepared to recall which areas of the club the news crew filmed. Boys & Girls Club Staff should take photos of the reporter and cameraperson in action. This will remind the news crew of their responsibility to be fair and objective.
8. The supervisor in charge should ask the reporter when the story would run (which channel? what time? which newspaper? etc.).
9. The supervisor in charge or designee must inform the parents of Boys & Girls Club members involved in the story immediately.



**INCIDENT REPORT**

Date \_\_\_\_\_ Time \_\_\_\_\_ Staff Person \_\_\_\_\_

Where did this incident occur? \_\_\_\_\_

Person(s) involved: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What occurred?: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Action steps taken: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Anyone injured? \_\_\_\_\_ If yes, person(s) injured: \_\_\_\_\_

Type of injury: \_\_\_\_\_

Treatment: \_\_\_\_\_

Parent/Guardian notified?    Yes    No    Time notified: \_\_\_\_\_

Disciplinary (if any) measures taken: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Report filed by: \_\_\_\_\_ Supervisors initials: \_\_\_\_\_



## **EVACUATION DRILL FORM**

### **CHECKLIST**

Use the legend below to rate the overall performance of the Boys & Girls Club staff during this fire drill.

- 1 = Poor**
- 2 = Below average**
- 3 = Satisfactory**
- 4 = Above average**
- 5 = Excellent**

#### ***When the fire alarm is sounded:***

1. The front counter person (speaking clearly, calmly and slowly) makes the following announcement, "This is a fire drill. Everyone please stop what you are doing and walk to the nearest exit!" Boys & Girls Club Staff will direct you".  
Rating:\_\_\_\_\_ Comments:\_\_\_\_\_

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2. Boys & Girls Club Staff stationed throughout the building instruct members to stop what they are doing and set any Boys & Girls Club equipment they are using down immediately. Rating:\_\_\_\_\_ Comments:\_\_\_\_\_

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3. Boys & Girls Club staff opens and holds open exit doors, pointing (as a flight attendant would to emergency exits) people inside in the direction of the "designated assembly area". Rating:\_\_\_\_\_ Comments:\_\_\_\_\_

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4. Boys & Girls Club staff inside the building direct (by speaking in a clear calm, purposeful voice, gesturing and pointing) everyone in the building to walk to the nearest exits. Rating:\_\_\_\_\_ Comments:\_\_\_\_\_

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4. Boys & Girls Club staff outside direct foot traffic exiting the building to the "primary designated assembly area". or the "secondary assembly area" .  
Rating\_\_\_\_\_ Comments \_\_\_\_\_

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6. Designated supervisors inside perform a sweep of the building to ensure that everyone has evacuated all areas of the building.  
Rating:\_\_\_\_\_ Comments:\_\_\_\_\_

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7. Boys & Girls Club supervisor in charge for the day is stationed near the front door, monitoring foot traffic. Rating: \_\_\_\_\_ Comments: \_\_\_\_\_  
\_\_\_\_\_

8. Boys & Girls Club front counter personnel on duty bring "Emergency Evacuation" attendance forms with clipboards and writing utensils, to the "primary designated assembly area".

Rating: \_\_\_\_\_ Comments: \_\_\_\_\_  
\_\_\_\_\_

9. Boys & Girls Club supervisor second in command proceeds to the designated area and supervises occupants while on the field, making announcements when necessary.

Rating: \_\_\_\_\_ Comments: \_\_\_\_\_  
\_\_\_\_\_

10. Boys & Girls Club staff supervises everyone waiting at the "designated assembly area" until official announcements are made.

Rating: \_\_\_\_\_ Comments: \_\_\_\_\_  
\_\_\_\_\_

11. Boys & Girls Club front counter personnel record the names of persons authorized to pick up members as well as the time of departure.

Rating: \_\_\_\_\_ Comments: \_\_\_\_\_  
\_\_\_\_\_

12. Upon clearance from the fire department, the supervisor in charge allows 20 people at a time, to re-enter the building through the front door.

Rating: \_\_\_\_\_ Comments: \_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Fire Drill Evaluator's name (print)

\_\_\_\_\_  
Date

Score: \_\_\_\_\_

(circle one)

Pass

Fail

Repeat date \_\_\_\_\_

\_\_\_\_\_  
Evacuation Drill Evaluator's signature

\_\_\_\_\_  
Date