

GREAT FUTURES START [HERE](#).



**BOYS & GIRLS CLUB
OF SANTA CLARA VALLEY**

CRISIS MANAGEMENT PLAN

*Revised 8/2025

Table of Contents

Emergency Procedures and Crisis Management Policy	2
Annual Safety Review	3
Definitions	3
Child Abuse and Neglect	4
Earthquake	7
Suspicious Package	8
Lockdown	9
Fire	10
Missing Child	11
Swimming Pool	12
Transportation	14
Weapons & Violent Behavior	17
Bomb Threat	19
Flood	19
Molested Child	19
Guidelines	19
Response to Media	20
Employee Receipt and Acceptance Crisis Management Plan	21

Emergency Procedures and Crisis Management Policy

The Boys & Girls Club of Santa Clara Valley has developed and maintains an Emergency Operations Plan (EOP) that addresses mitigation, preparedness, response, and recovery for various types of emergencies.

Emergency Scenarios Covered:

- Fire and weather-related events (earthquake, flooding, hurricane, etc.)
- Lockdown situations (interior or exterior threats)
- Bomb threats and suspicious packages
- Pool and transportation accidents

Security Measures and Staff Training:

- All branches are secured by security systems when facilities are closed.
- All employees receive crisis management training.
- At least one CPR or First Aid trained staff member will always be on site during operating hours when Club members are present.

Emergency Response Protocols:

- In case of an emergency requiring police, fire, or medical response:
 1. A responsible adult staff member must remain with the victim to ensure they are not disturbed and keep the area clear for emergency personnel.
 2. Call 911 immediately.
 3. Do not make statements to reporters, insurance investigators, or others; refer all inquiries to the Chief Executive Officer.
- Notify the Branch Director or the staff in charge of any emergency immediately. They will direct staff to:
 1. Ensure the safety of all members, guests, and staff.
 2. Manage any existing injuries to prevent further harm.
 3. Notify the appropriate emergency authorities.
 4. Limit damage to the facility and equipment (after ensuring safety and controlling injuries).
- All exit doors must remain unobstructed and operable.
- Designated outside assembly areas must be used during evacuations.

Facility Operation During Emergencies:

- Branch Directors will maintain a staff roster with contact information to communicate if the building will be open or closed during an emergency.
- The decision to open or close a building should be based on the following criteria:
 - o No threat to individual lives exists.
 - o Operating conditions are safe and healthy.
 - o Adequate staff and resources are available to serve the anticipated Club members.
 - o Official approval has been given by the appropriate authority to resume normal operations.
- If the building cannot be occupied, staff and members should move to the nearest safe public facility, leaving a note on the building indicating their location.

Communication and Follow-Up:

- For all emergencies, the staff in charge must contact management in the following order until one is notified:

1. Chief Executive Officer
 2. Director of Operations
 3. Branch Director
- In cases of serious misconduct that endangers the physical or psychological welfare of members, the staff in charge is authorized to immediately suspend the staff or volunteers involved.
 - If a traumatic event or workplace trauma occurs, a mandatory assessment and group psychological debriefing must be conducted within 48 hours.

First Aid and Emergency Supplies:

- First aid and emergency supplies must be inventoried and maintained to always ensure an adequate supply.

Annual Safety Review

The Boys & Girls Club of Santa Clara 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.

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.

Serious Misconduct: Serious misconduct refers to behavior or actions that violate organizational rules, laws, or ethical standards in a way that endangers others or significantly disrupts operations.

Child Abuse and Neglect

POLICY STATEMENT

All Club employees are required by law to report all suspected cases of child abuse.

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.

One-on-Contact Prohibition: The Boys & Girls Club of Santa Clara 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.

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

PREVENTIVE ACTION

- All staff shall receive training regarding child abuse/neglect indicators.
- All staff shall receive training regarding appropriate discipline and supervision of members.
- Training shall commence during the orientation process and then be completed twice a year (typically before summer programs and then again shortly after the school year starts

PHYSICAL INTERACTIONS

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

Appropriate	Inappropriate
<ul style="list-style-type: none">- Side hugs- Handshakes- High-fives and hand slapping- Holding hands (with young children in escorting situations)	<ul style="list-style-type: none">- 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 the Boys & Girls Club of Santa Clara Valley is required to maintain appropriate verbal interactions with minors. Appropriate and inappropriate interactions include but are not limited to the following:

Appropriate	Inappropriate
<ul style="list-style-type: none">- Positive reinforcement- Child-appropriate jokes (no adult content)- Encouragement- Praise	<ul style="list-style-type: none">- 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

RESPONSE TO EMERGENCY

Once abuse/neglect is suspected staff shall:

1. Inform their supervisor
2. Interview the child only to the extent necessary to confirm the suspicion
3. Call C.P.S. immediately to report the incident. All reports to C.P.S. need to be documented as the date, time, person spoken to, outcome of conversation, etc.
4. Complete the C.P.S. report and submit it within 36 hours
5. If the suspected perpetrator is not a parent, supervisor shall call the parent
6. Interview guidelines when speaking to a child:
 - a. Use a private, quiet room
 - b. Begin with comfortable information (where child lives, any brothers or sisters, etc.).
 - c. Be "up front". Explain why you wish to talk to them. Share with the child your concerns about any visible marks, the child's health, safety, etc.
 - d. Ask only 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. Once you have enough information to suspect possible abuse turn it over to C.P.S.
 - i. Don't judge, investigate, treat or counsel and keep the interview strictly confidential.
 - j. If the police or C.P.S. want to interview the child, check their identification and then assist them in any way 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 ACTION

- 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:
 - o Safest place in each room
 - o Location of all exits
 - o Location of utility shut-off valves
 - o Storage site for emergency supplies and equipment
- How, where and when to evacuate: 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

RESPONSE TO EMERGENCY

Staff shall follow established procedures:

- Calm and reassure the children
- Take the children to a safe place
- Take attendance and assess the medical condition of children
- Provide first aid if needed
- Check for safety - gas, water, sewage, electrical and building damage
- Clean up spills
- Wear shoes
- 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

Suspicious Package

POLICY STATEMENT

All staff members are expected to be vigilant in identifying and immediately reporting any unattended or suspicious packages to the Branch Director or the staff in charge.

Suspicious packages may display unusual characteristics such as odors, stains, excessive weight, wires, or ticking sounds. Upon discovering a suspicious package, staff should avoid touching or moving it, clear the area, and prevent others from approaching. The Branch Director or staff in charge must then be notified immediately.

RESPONSE TO EMERGENCY

- **Notification:** The Branch Director or staff in charge should call 911 and provide detailed information about the package and its location. Simultaneously, they must notify the Chief Executive Officer and Director of Operations.
- **Evacuation:** Depending on the situation and guidance from emergency services, the Branch Director may order an evacuation. If so, designated outside assembly areas should be used, and all exit routes must remain clear.
- **Area Control:** While waiting for emergency responders, staff should establish a safe perimeter around the suspicious package. No one should be allowed to enter this area until it has been cleared by the authorities. Staff members should be positioned at key points to prevent unauthorized access and to guide emergency personnel to the scene.
- **Communication:** Staff should refrain from speaking with the media or outside parties, directing all inquiries to the Chief Executive Officer. Internal communication should be clear and consistent, ensuring that all staff are informed of the situation and know the steps being taken.
- **Aftermath:** Once the situation is resolved, a headcount should be conducted, and members, staff, and visitors should be informed when it is safe to re-enter the building. A debriefing session should be held with staff to review the incident, discuss any issues that arose, and identify any needed improvements to the procedure.
- **Documentation:** The Branch Director or staff in charge should document the incident in detail, including the actions taken, communication with emergency services, and any decisions made during the response. This report should be reviewed by the CEO and Director of Operations to ensure continuous improvement in handling similar situations in the future.

Lockdown

POLICY STATEMENT

The purpose of this Lockdown Policy is to provide clear and effective procedures for responding to threats that may require the immediate containment of individuals within the Boys & Girls Club of Santa Clara Valley facilities. This policy is designed to ensure the safety of all members, staff, and visitors during a lockdown situation.

In the event of a significant threat, such as an active shooter or armed intruder, the Branch Director or staff in charge must initiate a lockdown immediately. The lockdown should be clearly communicated using the Club's communication system to ensure all individuals are aware of the situation.

Procedure:

- **Initiation:** The Branch Director or designated staff member will initiate the lockdown upon recognizing a credible threat or receiving instructions from law enforcement. An announcement will be made using the Club's communication system to alert everyone in the facility.
- **Securing the Facility:** All doors and windows must be locked promptly. Members should be moved to secure areas away from doors and windows. Lights should be turned off, mobile phones silenced, and silence maintained. Staff should barricade doors with heavy objects if safe to do so and conduct a silent headcount to confirm everyone's presence.
- **Communication:** Contact 911 immediately, providing detailed information about the threat and its location. Notify the Chief Executive Officer and Director of Operations. Staff should avoid communicating with the media or outside parties, directing all inquiries to the Chief Executive Officer. Internal communication should be clear and consistent, ensuring that all staff members are informed of the situation.
- **All-Clear and Evacuation:** The lockdown will remain in effect until an official all-clear signal is received from law enforcement. Once given, the Branch Director or staff in charge will announce that the lockdown is over. If evacuation is required, staff will lead members to designated outside assembly areas or another safe location as instructed by emergency responders. Ensure all areas are checked before leaving and that no one is left behind.
- **Post-Lockdown Actions:** Conduct a headcount to ensure all members, staff, and visitors are accounted for. Check for any injuries or signs of distress and provide immediate assistance. Arrange for psychological support if needed and hold a debriefing session to review the incident and response. Document the incident, including actions taken and communication with authorities, for future review and improvement.

Fire

POLICY STATEMENT

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 quarterly basis. The Branch Director shall record the dates and times 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 treat all fire alarms as if there was a fire

RESPONSE TO EMERGENCY

- Staff shall supervise an orderly evacuation of rooms to a pre-designated area, taking with them a sign in book
- The Clerk/Receptionist shall call the Fire Department upon notification of any fire
- The Branch 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 Branch Director or staff-in-charge indicates that it is clear to re-enter the building

Missing Child

POLICY STATEMENT

A member shall be considered missing if he/she:

- Misses taking the bus to the Club
- Leaves the Club without a parent or guardian
- Does not return to the group at the end of a field trip or outing

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:
 - o If there are two staff, they shall place themselves in front and behind the group.
 - o If there is one staff member, he/she shall place him/herself at the back of the group after instructing the group to stop at each intersection.
 - o Staff shall take attendance before departing and before returning on field trips
- On bus trips:
 - o Staff shall take attendance after members enter the bus, before departing and before returning
 - o If members are allowed to leave the adult supervisor, they shall be given explicit instructions on when and where to meet

RESPONSE TO EMERGENCY

If a child is missing, staff shall:

- Search for the child and remember that 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 parents. If applicable, notify security.
- Notify the Club's Administrative Office.
- Suggest to the parents that they file a missing person report
- Ask the parent to call us when the child is found

Swimming Pool

POLICY STATEMENT

There are two types of emergencies: life-threatening and non- life-threatening.

Emergencies that are life-threatening include those such as when a person stops breathing, is bleeding severely or has been poisoned. Examples of these are a drowning person, a person who is bleeding severely or a person who has been exposed to chlorine gas. Each situation calls for immediate emergency action by the lifeguard to prevent death or permanent damage to the victim.

Non-life-threatening emergencies are those that may require the action of the lifeguard, but whose danger to the victim is minimal such as:

- Major emergencies, which include situations such as broken bones, head injury, heat exhaustion, seizure or tired swimmer.
- Minor emergencies, which include situations such as sunburn or abrasions.

A non-life-threatening emergency may become life-threatening if not handled properly. Although the immediate danger to the victim is minimal, the lifeguard still has the responsibility for providing the best care possible.

PREVENTIVE ACTIONS

- Members shall be informed of all pool safety rules
- Rules shall be posted in a conspicuous location
- Rules shall be always enforced
- The lifeguard shall be qualified and experienced
- The lifeguard shall always be alert. The lifeguard should close the pool and schedule short breaks throughout the day
- All safety/first aid equipment shall be ready and accessible
- The lifeguard's office shall be designated as the location for first aid care
- Staff shall conduct periodic emergency procedure drill

RESPONSE TO EMERGENCY

- If the victim is close enough, the lifeguard may use a reaching assist or an extension rescue
- If the victim is conscious, the lifeguard should try to calm the victim by talking
- If the victim is unconscious, the lifeguard should determine whether the victim is breathing
- If spinal injury is suspected, the lifeguard should use proper technique to contact the victim
- After a quick evaluation of the situation, the lifeguard should alert a second staff person
- This staff person shall get any equipment such as a backboard or resuscitator or give any assistance
- A prearranged signal lets members and other staff know that an emergency exists, and the lifeguard needs assistance

-
- The lifeguard shall use the proper rescue technique to prevent further injury to the victim
 - In the case of a minor injury, another staff should care for the victim, while the lifeguard returns to duty
 - In all cases of swimming rescues, the victim should be examined by medical personnel
 - Once contact is made with the victim, the victim shall be brought to safety - to shallow water or to the deck area
 - The victim shall be moved only as far as necessary and only as much as the injuries will allow
 - If the victim is not injured and can take care of him/herself, the lifeguard shall return to duty
 - If the victim has an injury or needs more care, a second staff should clear the water and pool deck
 - If the victim's condition requires emergency medical treatment, the lifeguard shall direct another staff to call 911
 - An easily identifiable staff person shall meet the emergency medical personnel and guide them to the victim
 - While waiting for help to arrive, the lifeguard shall continue to give first aid to the victim
 - Responsibility for the care of the victim should be transferred to emergency medical personnel in an orderly way including the disclosure of information about the victim
 - The lifeguard shall notify the Branch Director and Administrative Office as soon as possible
 - The lifeguard shall then notify the victim's family
 - The lifeguard and other staff should interview witnesses to the injury as soon as possible
 - All interviews should be conducted individually and privately and documented in writing.
 - The lifeguard must complete an injury report as soon as possible for all rescues and serious injuries

Transportation

POLICY STATEMENT

The safety of Club members, staff, and volunteers is a top priority. This policy establishes clear guidelines for the operation of vehicles, transportation procedures, driver responsibilities, emergency protocols, and restroom supervision during off-site travel. All Club transportation must comply with local, state, and federal regulations as well as California Highway Patrol (C.H.P.) standards.

AUTHORIZED TRANSPORTATION

- The Club only provides transportation to and from the Clubhouse and approved off-site locations.
- Only official Club vehicles or other vehicles explicitly approved by Club leadership may be used.
- Personal vehicles are never to be used for transporting Club members.

DRIVER REQUIREMENTS

All drivers must:

- Undergo and clear a DMV background check per the organization's barrier crime policy.
- Be trained in safety protocols, emergency response, and evacuation procedures (practiced at least twice per year).
- Maintain an updated list of youth being transported.
- Conduct seat-by-seat checks after each trip to ensure no child is left behind; logs must be signed daily.
- Never use cell phones, PDAs, or any device while driving.
- Never drive under pressure to rush, even if late.
- Drive defensively and use the slow lane on freeways whenever possible.
- Submit written incident reports for any transportation-related issue.

Staffing Requirement:

- At least three individuals must be present in the vehicle when transporting members. If only one child remains to be dropped off, two adults (age 18+) must be in the vehicle.

VEHICLE REQUIREMENTS

Each Club vehicle must:

- Meet all local, state, and federal inspection and licensing requirements.
- Be inspected before each trip; any issues must be reported immediately to the Administrative Office.
- Be regularly maintained, with documented maintenance records on file.
- Provide a working seat belt for every passenger in compliance with all regulations.

Contain:

- A complete first aid kit
- A current, working fire extinguisher
- Reflective warning triangles or flares
- Remain clean, well-maintained, and free of unrepaired damage.

Bus Rules and Preventive Safety

- Strictly obey all traffic laws.
- Enforce appropriate behavior from riders. Stop the vehicle if necessary to restore order.
- Always consider the size and handling limitations of larger vehicles like buses.
- Never compromise safety in an effort to stay on schedule.

EMERGENCY PROTOCOLS

Minor Accident Response

1. Pull over safely.
2. Check for injuries and provide first aid if needed.
3. Deploy flares if necessary.
4. Keep children calm and assess whether evacuation is needed.
5. Notify the Club and appropriate authorities (CHP or police).
6. Collect information from other drivers if applicable.
7. Once the scene is cleared, return to Club or request alternate transport.

Major Accident Response

1. Assess extent of injuries; provide or delegate emergency first aid/CPR.
2. Assign older children/adults to oversee uninjured children.
3. Evacuate safely if needed; keep children in a safe location.
4. Contact emergency services and the Club.
5. Seek help from bystanders if required.
6. Assist with traffic control, communication, and flare setup.
7. Coordinate return transport for uninjured members.
8. Arrange post-incident counseling support for staff and members.

Freeway-Specific Protocol

1. Pull over to the shoulder when safe.
2. Administer emergency first aid/CPR as needed.
3. Evacuate only when safe; keep passengers seated until evacuation is possible.
4. Stay calm and cooperate fully with investigators.
5. Seek assistance with contacting authorities, flare placement, and treating the injured.

DEFINITIONS

Minor Accident: Minimal injury/damage, manageable with basic aid and internal reporting.

Major Accident: Significant injury, danger, or disruption requiring emergency response and detailed follow-up.

SHARED-USE RESTROOM POLICY (FIELD TRIPS & OFF-SITE LOCATIONS)

- Youth may only enter single-stall restrooms alone if unoccupied.
- Use the “Rule of Three”: at least two youth and one adult must walk to multi-stall restrooms, with three youth entering together.
- Adults must remain outside the restroom door to provide auditory supervision.
- Whenever possible, staff will inspect and clear public restrooms before youth enter.
- If needed, staff may position themselves at the restroom doorway or inside near sinks to supervise.

-
- When using shared facilities, Club staff will shut the exterior door and place an "Occupied" sign to ensure privacy and safety.

INCIDENT REPORTING AND VIOLATIONS

- All accidents, incidents, or violations of this policy must be reported immediately to Club leadership.
- Violations by staff, volunteers, or board members will result in disciplinary action up to and including termination.
- Club leadership will evaluate and respond to any safety concerns, complaints, or procedural failures with urgency.

PREPAREDNESS COMMITMENT

The Boys & Girls Club of Santa Clara Valley is committed to preventing incidents through preparation, ongoing staff training, and regular drills. By ensuring transportation policies are followed, we strive to protect every child and uphold the integrity of our mission.

Weapons & Violent Behavior

POLICY STATEMENT

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 with intent to do bodily harm, theft or extortion, arson and sexual assault.

In all cases involving a weapon or violent behavior, the member's parent/guardian shall be notified.

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 sites
- Staff shall be encouraged to park their vehicles inside the Club fence during evening programs
- Members shall never be left at site 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

RESPONSE TO EMERGENCY

- The "codeword" 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 all members of 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 a staff person intervenes. Staff 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 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:
 - o Staff should seek back-up immediately, including the staff-in-charge
 - o All members and others should be cleared from the area to isolate the individual.
 - o The 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 Chief Executive Officer by phone. If the staff-in-charge is not the Branch Director, the Branch Director and Director of Operations shall be informed as well.
- 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 Chief Executive Officer.
- Group psychological debriefing may be required, based on an assessment by the Chief Executive Officer

OTHER INCIDENTS

Bomb Threat

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 law enforcement officials.

Flood

With advance warning, the Club should be vacated and all members and staff moved to higher ground. With little or no warning, all members and staff shall be evacuated to the roof, using the emergency accesses. Staff shall closely supervise all individuals on the roof keeping them together in groups away from the edges.

Molested Child

If a child is molested in the Club or in a Club activity, staff shall follow procedures for Child Abuse/Neglect. C. P. S. and law enforcement officials must be notified immediately. If the suspected perpetrator remains on the premises, they shall be isolated from contact with children.

Response to 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

1. The staff-in-charge at the trauma scene shall contact the Chief Executive Officer to assess the incident and to determine the Club's response.
2. The Chief Executive Officer or their designee shall contact the approved counseling service to arrange for the service.
3. Communication to families and employees who were not involved in the incident shall be the responsibility of the Director of Operations or their designee.
4. The staff-in-charge shall be responsible for all communications with law enforcement personnel.
5. External communication shall be the responsibility of the Chief Executive Officer. This includes communication with the media, the community, the Board of Directors, staff and Boys and Girls Clubs of America.
6. 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.
7. Individuals shall be encouraged to seek further counseling on a voluntary basis, as needed.
8. Immediate family members of any victimized individuals shall have access to the approved counseling services.
9. The staff-in-charge shall be responsible for completing the incident report.
10. Within six weeks after a major traumatic event, staff will evaluate the Club's response. The evaluation team should also include the staff-in-charge and approved counseling service involved in the event

Response to Media

Under normal circumstances, the Branch Director shall be informed by the Chief Executive Officer regarding media visits well in advance. The Branch Director then should inform branch staff.

Also, under normal circumstances, the Chief Executive Officer shall be the primary spokesperson for the Club. Others may be given the opportunity when they are selected by the Chief Executive Officer as most appropriate. They, too, should be notified well in advance. However, 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.

1. 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.
2. Report the media's presence to the Branch Director or staff person in charge.
3. 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... "
 - a. 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."
 - b. 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.
4. Call the Chief Executive Officer, or the Director of Operations. They shall then personally handle the media situation or instruct you in how to proceed.
 - a. 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. "
 - b. If the incident involves the police, respond that, "We will cooperate fully with the police investigation..." "
5. The person in charge should always stay with the reporter and takes 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 with a means of recourse.
6. Ask the reporter when the coverage will air or be published and on what channel or in what newspaper.
7. 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.
8. Inform all staff
9. Call the parents of any members involved.

Employee Receipt and Acceptance

Crisis Management Plan

I have received a copy of the Boy & Girls Club of Santa Clara Valley Crisis Management Plan and Emergency Guidelines. I acknowledge that it is my responsibility to read and become familiar with the content of both the Crisis Management Plan and the Emergency Guidelines. I also acknowledge that it is my responsibility to request assistance in understanding any portion that is not clear to me.

Name: _____

Date _____

Employee
Signature: _____

Supervisor's
Signature: _____